Georgia 9-1-1 Directors Association
Meeting Minutes
Thursday, September 17, 2026

Location: GPSTC – Pavilion, 1000 Indian Springs Dr., Forsyth, GA 31029
Virtual Link through Microsoft Teams

Present: President Tom Cisco, Emergency Management & 911 Director - Forsyth County
Vice-President Sommer Robinson, E911 Director - Floyd County
Secretary Bonnie Slaney, Sheriff's Office E911 Director – Madison County
Treasurer Katye Vogt, 911 Director - Fayette County
South West Representative Laloni Smith, E911 Comms Department Director - Griffin-Spalding County (via Teams)
South East Representative Dylan Towne, E911 Director - Brantley County
Metro Representative Myisha Callaway, EMA/911 Deputy Director - Rockdale County (via Teams)
North East Representative Katrina Dent, Sheriff's Office Communications Director – McDuffie County (via Teams)
North West Representative Shane Bonebrake, E911 Director – Cherokee County
IT Advisor Heather Hooker, CAD Manager - 911 Forsyth County

President Tom Cisco called the meeting to order at 10:05 a.m. and performed roll call.

The following was reviewed and discussed:

- **<u>Opening Remarks/Welcome</u>**
  - President Cisco went over general housekeeping, then welcomed everyone, and gave a review of the agenda.
  - All attendees present introduced their self, along with title and agency.
  - President Cisco welcomed the five visitors, who each introduced their self, and some gave information why they attended and what their goals are in assisting with public safety communications.
    - Jeff Dean, Section Director of the Fire and Emergency Services Section and Director of the Georgia Fire Academy - Georgia Public Safety Training Center (GPSTC)
    - Chuck Martin, Chairman of the Higher Education Committee and several subcommittees - Georgia House of Representatives
    - Clint Crowe, Chairman of the Public Safety and Homeland Security Committee - Georgia House of Representatives
    - Greg Whitaker, Executive Director - Georgia Emergency Communications Authority (GECA)
    - Alicia Rucker-Wright, Deputy Executive Director - GECA

        - Amy Ramsey, Education and Outreach Programs Manager - GECA

    - President Cicso also discussed Georgia House Resolution 1243 and importance of this for all agencies, along with Mr. Martin. *See below section "*Amendment 1243*" for more information.
        - President Cicso advised to be looking at legislation in the future and working to determine what the minimum level of service each 911 center.

    - President Cicso's reviewed the goal is to make this association the strongest association in the nation, where when this association speaks, people listen and they know that we're speaking with one voice for every county in Georgia, from the smallest to the largest.

- **Approval of Initial Board Meeting Minutes**
    - Katye Vogt made a motion to approve minutes.

    - A second was made for approval.

- **Treasurer's Report**
    - Treasurer Vogt advised current balance is $5,150.00

- **New Business/Discussions**
    - Association Bank Account
        - Treasurer Vogt advised she, along with President Cisco and Vice-President Robinson have opened a bank account, with $5,150.00
            - This was collected from 64 members at 40 agencies.
        - Will be obtaining a Post Office Box for checks.
        - Looking at how best to do the QR codes.
        - Request agencies to give feedback (good and bad) on what works best for them regarding payments methods to President Cisco, Vice-President Robinson and Treasurer Vogt.

    - Website
        - IT Advisor Hooker had created the website and has resigned parts of the website.
        - No cost to association to run the website for now.
        - Kudos to IT Advisor Hooker for doing a great job with the website.
        - She is looking to add more items that may be needed.
        - Any information you want added, reach out to IT Advisor Hooker.

- Survey
  - IT Advisor Hooker had sent out a survey, as well as listed a link for it on the website.
  - Has only had 30 agencies complete the surveys.
  - The website is a repository for all things 911.
  - This will eventually relieve GEMA from sending out agency requests for help.
  - All agencies need to complete these, as participation helps to better understand the needs, priorities and challenges facing 911 centers across Georgia.
  - President Cisco will send out a reminder about survey.

- 911 Advisory Committee
  - Gave brief update on information from last meeting.

- Amendment 1243
  - Quick review as this was discussed with Chairman Martin and President Cisco earlier in the meeting. It is for a bank account to save money; we want this to pass.
  - Chairman Martin went over the following:
    - Reviewed his goal to improve 911 service; especially ensuring all are on NexGen.
    - Discussed Georgia House Resolution 1243, which is a plan is to go through legislation to have 911 local fees go to a state fee fund, which would be named *Georgia Next Generation 9-1-1 Fund*. Also reviewed background for 1243.
      - This money would be set aside to solely be spent for technology communications for 911 operations.
      - This is on the ballot for November 2026.
      - To include having 911 fees for mobile phones to not look at where the phone "lives" (may be different address than where used) and to have 911 fees go to where phone is actually used.
    - This fund will allow agencies to upgrade legacy 9-1-1 infrastructure to a digital-based NG911 system, which supports features like text messages, photo sharing, and improved caller location tracking.
    - Discussed criteria for how county receive the monies.
      - Possible criteria are to see how many receive public safety services in the county.
    - Wants everyone to give input to their state legislator and/or senator.

- Chairman Crowe went over the following:
  - Supports our association and each agency, as well as values our input.
  - Advised it is crucial to change mechanism of 911; goal is ultimately to serve citizens.
  - Gave kudos to GECA for working tirelessly to get to this point.

- Member List
  - President Cicso reviewed that there are 156 PSAPs in Georgia with 40 agencies having members in this association, which leaves 116 more PSAPs to join.
  - President Cisco went through the list of the 40 agencies.
    - Alpharetta, Barrow, Bartow, Ben Hill, Brantley, Burke, Butts, Camden, Colquitt, Covington, Newton, Elbertson, Fayette, Floyd, Forsyth, Glynn, Gordon, Gwinnett, Henry, Houston, Jasper, Jefferson, Lumpkin, Madison, Middle Flint, Miller, Mitchell, Peach, Rockdale, Roswell, Screven, Seminole, Stephens, Tatnall, Thomas, Troup, Union, Warren, Worth, and two more.
  - Goal is to have every county to join.
    - May print invoice off website and send in.
  - Questions and Answers during this section:
    - Does the office term go from January to January?
      - Current office terms will go to December of 2027.
      - New office terms will start in January of 2028.
    - How can you tell if a check was deposited?
      - Just ask!

- Corporate Membership Opportunities
  - Fee moved to $300 for a corporate membership.
  - Please promote our association to any corporations you work with to see if they would be willing to get on board.
  - Also, plan to promote at conferences and events.

- **Open Discussion**
  - North West Representative Bonebrake discussed going to the senators and House of Representative legislative sessions to plead cases of unsung heroes.
    - Seemed like there were maybe 4 or 5 directors that showed up at every single one of them, including him.

- Some really took it to heart and some did not seem to care. Point to get across is we all need NG911. Stressed the importance for everyone to get together as some people are struggling.
- Need to have one unified voice; needs all of us reaching out.
- Discussed financial burden of moving to NG911.
- We can type emails and make visits; invite your senator and representative to visit your 911 center.

- President Cisco discussed Alpharetta and Roswell may have already gone to NG911.

- Remind your commissioners that the 911 fee was for 911 communications and equipment, as well as salaries.

- Discussed POAB wanted to add $1 to 911 fees.

- Discussed if ESI Net will work with AT&T and other systems.
  - The statewide RMP - will provide a list to all people that will build on the statewide system today.
  - of companies to use as there will be a statewide contract. Cost savings will be seen once everyone gets on this.
  - Early NG911 will have an option to switch to state contract. May be reimbursed on some level.
  - Add in GIS statewide.
  - Ultimately up to legislators – may be like FirstNet or statewide contact.
  - Early NG911 will have different options.
  - This will help to be able to communicate with everyone; great to know what others are doing and just a sales person.
  - Discussed how North Carolina works.
  - Discussed if agencies are already in contracts that may last more than a year (i.e. 5-year contracts) and potential problems to move to the statewide contract.

- Discussed where we want the association to go; does not want this to be an association that takes in dues each year to make a big bank account.
  - Requested thoughts from attendees.
  - Wants association to be able to answer all questions from PSAPs.
  - Look at ways to use money for good of PSAPs.
  - Look at services provided for citizens.
  - May want to look at giving training/conference.

- Discussed having lunch/learn at meeting; if all PSAPs join, may look at association paying for lunches at different conferences and events, as well as offering scholarships.

- Discussed about getting policies from other agencies.
  - Discussed lack of response when GEMA sends out agencies questions to all agencies.
  - Paula Whaley with Seminole County E911 mentioned they use PS Connect downloads every document, which is great for looking at policies.
  - It was discussed the use of PC Connect.
    - Every document that somebody shares in PS Connect, can be downloaded and put into one folder.

- Zoom participant discussed statewide technical progress failure, i.e. GCIC going down.
  - Discussed technology programs are failing or everybody in general having a hard time specifically with GCIC access and the constant getting kicked out.
  - Mentioned it has been a point of contention in every TAC conference; however, for past 3 years there has been no real forward movement in preventing the problems.
  - Needs a way to collectively try to tackle or help tackle these problems.
  - Another Zoom participant advised he spoke with his GCIC auditor this year, who advised that one of the issues they are having is Data Maxx, which is the state vendor. The biggest change he would like to see is for us to be able to for us to have a voice as one association in the vendor that they are choosing for us.
  - Another Zoom participant advised that GCIC does not know what they are doing.
    - He stated there used to be an advisory board with GCIC and the GA TAC Association was involved; however, the board was dissolved. Would be good to start back.
    - He mentioned there were great auditors and trainers in the past; however, now has gone south.
    - Mentioned they have tried to let GCIC know of the problems and it has now gotten a couple of people hurt.
      - Mentioned when kicked out and log back on, you may receive a hit confirmation you responded to two days ago, which has become a big officer safety issue.

    - Mentioned cannot get fingerprints back to identify a deceased person.
    - Also, problem GCIC kicking them out when creating a CAD call or logging in.
    - His agency has a daily log that notes every time they are kicked out, along with the time and date, operator and terminal. Also creates a CAD call to log information into it.
    - He mentioned he has documentation for problems his agency has had for the last year.
- Discussed routing issue at state level.
- Problems with using a GCIC terminal from 2:00 pm to 11:00 am; not getting returns.
- PRISMA browser is not logging you out; however, Omni Force keeps logging you out, even when in the middle of entering records or running a driver's license/vehicle registration for when an officer's on a traffic stop.
    - Having to log back in and wait for the return, which at times takes a while to come back, puts officers at risk; especially, if they do not have internet on their computer.
- Some are taking screenshots of when this occurs to have for their audits to show why something was not done in the required timeframe.
- When calling GCIC; not getting answers.
    - Discussed reaching out to state partners involved; then if no response, talking to the Georgia's Sheriffs Association and the Georgia Police Chiefs Association.
- Discussed reminders to keep track of problems.
- Discussed partnership between GCIC and GTA.
    - Reviewed how to work with GCIC to get vendor added.
- GECA stated they can create a survey and collect data for a month; then present to GCIC. They will follow up with this.
    - Be sure to complete this for each time a problem occurs.
    - President Cisco advises he will provide his email list; will go through and cleanup if needed. He has 198 on current list.
    - GECA has email address but only for 911 directors.
- Chairman Martin noted everyone seems to have the same issues; he was glad to hear suggestions for fixing problems. He will reach out to GBI Assistant Director Scott Dutton.
    - He later advised that Sara Lou at the GBI, who will get with Rhonda Westbrook (GCIC Division Deputy Director).

- **Actions**
  - Vice-President Robinson will be doing a Facebook page; the last Facebook page had been discontinued.
  - Look for survey coming out from Deputy Executive Director Wright (GECA) regarding logging problems with GCIC; this is to be used for the problems discussed with GCIC.
  - If an agency has a training class scheduled and can allow other agency employees, please send to IT Advisor Hooker so she can put on website.
    - Discussed current training class schedule at Floyd County; 1 day conference with POST credit.
  - Once we figure out how to send the meeting recordings, those will be sent out.

- **Next Meeting**
  - South East section will have meeting coming up.
    - Want to do October meeting; may change location.
    - South East Representative Towne will find a location.

Adjournment of meeting at 11:37 a.m.

NAME	AGENCY	OKEY	EMAIL
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