



9-1-1 ADVISORY COMMITTEE AGENDA

Thursday, January 16, 2014 at 3:00 pm
Conference Room D/E of the Human Services Building
5303 S Cedar Street, Lansing, MI 48911

Call to Order

Approval of the November 21, 2013 Minutes (Attachment 1)

Additions to the Agenda

Limited Public Comment

1. Ingham County Deputy Controller's Report – John Neilsen
 - a. Update on Public Information and Education Campaign
 - b. Update on CEIL Agreement Revisions
 - c. Update on BOC Action
2. 911 Director's Report – Lance Langdon
 - a. Report on Ingham County 911 Central Dispatch Operations
3. Other
 - a. Proposed State Legislation- Senate Bill 636 (Attachment 2)
 - b. Fire Access to Online Time Reports Update

Limited Public Comment

Adjournment



INGHAM COUNTY 9-1-1 ADVISORY COMMITTEE MINUTES

November 21, 2013

Members/Designees Present: Fred Cowper, David Hall, Greg Harless, Judy Horning, Juli Liebler, Joel Maatman, Kerry Minshall, Jeff Murphy, Gerald Rodabaugh, Kelly Roudebush, Randall Talifarro.

Members Absent: Tom Kish, John Stressman, Mike Yankowski.

Others Present: Bryce Alford, Bruce Gaukel, Lance Langdon, John Neilsen, Steph Strickling.

Call to Order: The 9-1-1 Advisory Committee was called to order by Kerry Minshall, Committee Chair, at 3:05 p.m. in Conference Room D& E, Second Floor of the Human Services Building, 5303 South Cedar Street, Lansing.

Approval of Previous Minutes: Moved by Gerald Rodabaugh, supported by Juli Liebler, to approve the October 17, 2013 minutes with one correction noted. The county's "Accounting" committee will be changed to "Finance" committee. Motion carried unanimously.

Additions to the Agenda: Fred Cowper noted that the 911 dispatch staff did an amazing job handling the huge influx of calls and radio traffic during the large storm that passed through the county on Sunday; the rest of the committee was in agreement. He wanted the committee to acknowledge this and expressed interest in contributing towards a staff dinner for the dispatchers. Stephanie Strickling agreed to work with police and fire agencies in the county to coordinate this.

Limited Public Comment: None.

1. Ingham County Deputy Controller's Report – John Neilsen

a. Public Information Campaign Update

John Neilsen updated the committee on progress made with the public information campaign. The TV and radio commercials have both been completed. We have received some donated airtime from local stations and we have purchased airtime; they will start airing just after the holidays. Billboards with the new logo and slogan will also be posted around the county. A press release will also be issued at the kickoff of the campaign.

b. Update on CEIL Agreement Revisions

John noted that the revisions to this agreement are still ongoing but that a contract with Carousel to take over support for the phone system has been signed. As part of the transition to Carousel, an upgrades recommended by Cassidian will be made to the phone system and the center will become a standalone center. It's possible the center will be linked to Livingston County again in the future, but not until a stable connection is available.

c. Update on BOC Action

The BOC passed a resolution to approve the Carousel contract and a resolution to make Ingham County a standalone center. John noted that there has been some discussion of 9-1-1 pension issues in the press recently; the BOC did approve putting enough general fund money into the former City of Lansing employee retirement accounts so that those staff members are made whole. The county will continue working with the City of Lansing to get the retirement contributions still owed by the city.

2. **9-1-1 Director's Report** – Lance Langdon

a. Report on Ingham County 9-1-1 Central Dispatch Operations.

Lance Langdon noted that a demo had been held this week for a new TriTech CAD system. Staff responded very positively to the features shown in the demo, as did the agencies present to review the mobile client. The new system is a Tier 1 CAD, currently being used across the globe in many large cities. The county has not yet received pricing on upgrading to this system but TriTech has stated they are willing to swap current CAD licenses so the only costs associated would be with training and purchasing any additional services. Bruce Gaukel noted that a "Train the Trainer" class could likely be used to keep costs down and give agencies more flexibility with scheduling training. Once pricing information is received, a site visit will be scheduled for Ingham County 9-1-1 and IT staff to see the system in action. Judy Horning requested that police and fire agencies be kept updated on pricing and on any site visits, as some departments may wish to send staff on these visits. Lance agreed to update the committee when a visit was scheduled. David Hall also requested that any change to a new CAD system be coordinated closely with police and fire departments to ensure they have the funds available to make the switch. If everything goes well and pricing is acceptable, the new system could be installed as early as June.

Lance stated that the center continues to fill vacant positions and reduce dispatcher overtime; 3 trainees from the last group of new hires are still at the center and their training is progressing well. One new trainee will be starting on 12/2 and a test for new candidates will be held on 12/3. Lance hopes to have the final 4 open positions filled in January.

Bryce Alford updated the group on issues experienced with some radio towers during the storm last Sunday. Some locations did lose power and were forced to run on generators, but everything functioned the way it was supposed to. Kerry Minshall stated that there have been recent issues with radio static; Bryce agreed to follow-up on this with Harris. Lance reminded everyone to make sure any new radios they purchased were compatible with the P25 Phase 2 system. This is the new standard that all radio systems will have to work with. Bryce also reminded the group that radio batteries have a two year warranty which will be expiring soon; he asked agencies to let him know if they had any batteries that needed to be replaced while it could still be done under warranty.

Lance noted that dispatchers had attended several trainings recently, on subjects such as rural domestic violence, suicidal callers, and basic dispatch skills. CTOs were also sent to a refresher course. Lance stated that a local Boy Scout troop and the Lansing Hearing Loss Association had recently held meetings at and toured the center; the Eldon Township Neighborhood Watch group will be visiting tonight. He also noted that during the Silver Bells in the City event tomorrow night, dispatchers would be staffing the event's command post.

3. **Other**

a. Active911

Bruce Gaukel noted that the default setting for Active911 is to send out notification when a unit is assigned, but that this was changed on Friday. Now, a station unit is assigned as the call is entered, so the notification is being sent out before individual units are assigned. This will allow agencies using Active911 to receive notification of their assigned calls as quickly as possible.

b. Fire Access to Online Time Reports Update

Bruce stated that Meridian Fire Department's access to online reporting had been turned back on as of Monday and he has not heard of any issues as a result of this; therefore access for additional agencies is looking much more likely.

Limited Public Comment: None.

The next meeting is scheduled for Thursday, January 16th at 3 pm. The meeting location will remain the same.

Meeting adjourned at 3:55 p.m.

Respectfully Submitted,
Steph Strickling

SPECIAL ALERT



January 9, 2013

Landline Elimination Bill

Dear MAC Members,

The Michigan legislature is on the verge of sending SB 636 to the governor that will take away the authority of the Michigan Public Service Commission (MPSC) to oversee the discontinuance of basic landline telephone service and instead places that authority with the Federal Communications Commission (FCC) who has not been in the business of regulating Michigan telephone service.

MAC, along with AARP, Law Enforcement, 911 Service providers and others oppose the bill for the following reasons:

- The elimination of the requirement to provide basic landline service will inhibit the ability of many Michigan residents to call for emergency help.
- Eliminating landline service and replacing it with Voice Over Internet Protocol (VOIP) and cellular phone coverage is unreliable due to sketchy coverage, extended power outages and the inability of law enforcement to identify the exact location of the caller.
- The bill calls for comparable and reliable service, but does not ensure comparable cost and will only require landline service if a consumer files a complaint with the MPSC. This places a significant burden on the consumer who likely does not know who the MPSC is nor how to file a complaint with them.
- VOIP, the alternative to home phone landline service, requires a cable

running to the house, but the build-out of this technology is not there yet, nor is there any guarantees that this will be completed prior to the discontinuance of landline service.

- Cellular coverage may be available, but it is not reliable, cannot pinpoint location, and calls are often dropped at inopportune times.
- There is nothing in the bill that would prohibit the providers from requiring a "bundled" service for access to a VOIP or cellular telephone line.
- 911 service providers cannot access critical information about a call if it comes from a VOIP line or a cellular line. Traditional land lines convey information about medical equipment, special needs children in the home, elderly in the home, and the like.
- Michigan already has a statute that provides for a process for the landline provider to get out of providing the service, but the proponent of this legislation wants to avoid those requirements and skip Michigan's oversight in favor of a further removed federal body.

Please contact your state representative and ask them to vote no on SB 636.

[Landline Elimination Maps](#)

Deena Bosworth
MAC Director of Governmental Affairs
517-282-1647
bosworth@micounties.org

The Michigan Association of Counties (MAC) founded on February 1, 1898, is the only statewide organization dedicated to the representation of all county commissioners in Michigan.

MAC is a non-partisan, non-profit organization which advances education, communication and cooperation among county government officials in the state of Michigan. MAC is the counties' voice at the State Capitol, providing legislative support on key issues affecting counties.

Michigan Association of Counties

935 N. Washington Avenue
Lansing, Michigan 48906
Tel: (800) 258-1152 or (517) 372-5374
Fax: (517) 482-4599
www.micounties.org



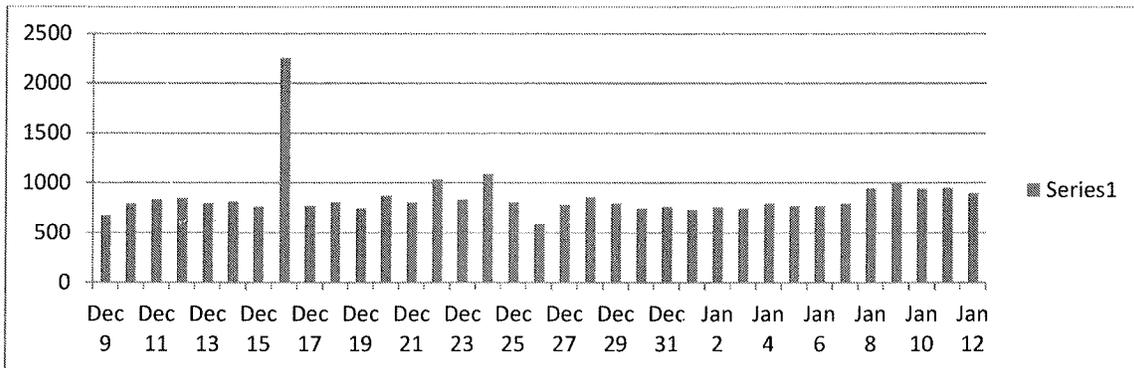
INGHAM COUNTY 9-1-1 CENTRAL DISPATCH

710 East Jolly Rd. Lansing, MI 48910 (517) 244-8098

Lance A. Langdon, Director - Bruce Gaukel, Deputy Director

To: Law and Courts Committee & 9-1-1 Advisory Board
 From: Lance Langdon
 Date: January 16, 2014
 Re: 9-1-1 Update

The end of 2013 and beginning of 2014 kept the 9-1-1 Center busy as with all our Public Safety Partners. The chart below will show the number of calls we handled over the last few weeks.



Staffing as we ended 2013 leaves us with 5 openings. We lost one employee to MSP's academy right at the end of the year. We had oral boards scheduled for the 6th and 7th but had to cancel the 6th due to weather. We have rescheduled the remaining interviews for the 21st.

Our Phone project is moving forward with a go live date of February 13th, bringing us to a stand-alone phone system under a new service provider. We just got word today from Cassidian that our old vendor is no longer being allowed to upgrade or sell new Cassidian phone systems, but are being allowed to continue to provide service to current customers.

We are still working/negotiating with TriTech to possibly move to their TriTech Inform CAD. It is their Tier 1 CAD product, which they did demo for us and our staff was very impressed with. We did cancel the site visits that we had planned and hope that we will reschedule them very soon.

Storms did not have major effects on the public safety radio system. We did have a few sites that went over to generator power, but we were able to continue business as usual. Our phone system was not quite so fortunate as we had ice cut our feed line at the WKAR site and our microwave link was taken down. The vendor was out right away and repaired the feed line. The downed link did cause us to go stand alone with the phones and there was no disruption in our ability to answer calls.

We have purchased some informational items that follow our 9-1-1 public service announcements at the end of 2013. We will use these as we meet with different community groups to get our message out to them.