

THE INGHAM COUNTY 911 ADVISORY COMMITTEE ANNUAL
ORGANIZATIONAL MEETING WILL MEET ON THURSDAY, JANUARY 17, 2013
3:00 P.M. IN CONFERENCE ROOM D & E OF THE HUMAN SERVICES
BUILDING, 5303 S. CEDAR STREET, LANSING

Call to Order

Approval of the December 20, 2012 Minutes (*Attachment 1*)

Additions to the Agenda

Limited Public Comment

1. Annual Organizational Meeting Election of Officers
Chairperson for 2013-14 Term
Vice - Chairperson for 2013-14 Term
2. Ingham County Deputy Controllers Report – John Neilsen
 - a. Operations Sub-Committee Update
 - b. Review of the Ingham County 911 Advisory Committee Bylaws (Updated from 12/20/12 Meeting) (*Attachment 2*)
3. 911 Directors Report – Lance Langdon
 - a. Report on Ingham County 911 Central Dispatch Operations (*Attachment 3*)
4. Roster of 911 Advisory Members and Staff (Updated from 12/20/12 Meeting) (*Attachment 4*)
5. Other

Limited Public Comment

Adjournment



911 ADVISORY COMMITTEE MINUTES

December 20, 2012

Members/Designees Present: Fred Cowper, David Hall, Greg Harless, Judy Horning, Ed Hude, Kerry Minshall, William Mitchell, Jeff Murphy, Gerald Rodabaugh, Kelly Roudebush, John Stressman (@ 3:44), Randall Talifarro.

Members Absent: Edward Hay, Juli Liebler, Teresa Szymanski.

Others Present: Bryce Alford, Jill Bauer, Vince Dragonetti, Bruce Gaukel, Lance Langdon, Kathy Murray-Rice, John Neilsen, & Steph Strickling

Call to Order: The 911 Advisory Committee was called to order by John Neilsen, Ingham County Deputy Controller, at 3:06 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 Kerry Minshall, supported by Greg Harless, to approve the November 15, 2012 minutes. Motion carried unanimously.

Additions to the Agenda: A discussion of the Clinton County 911 Service Plan was added as Item 5A under by John Neilsen. A discussion of East Lansing Fire Department and Meridian Fire Department access to Inform/LEIN was added as Item 5B and access to timely reports/information was added as Item 5C under by Fred Cowper.

Limited Public Comment: None.

Introductions: John Neilsen introduced the new 911 Administrative Assistant, Steph Strickling, to the committee. Those present at the meeting introduced themselves.

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

a. Review of the Ingham County 911 Advisory Committee Bylaws

John Neilsen reviewed the 911 Advisory Committee bylaws. One change will be made to the bylaws: under Section B, Item 5, "even numbered years" will be changed to "odd numbered years".

b. Discussion on Election of Officers

John Neilsen indicated that the committee will need to elect a Chairperson and a Vice-Chairperson. He requested that committee members come to the January meeting prepared to make nominations for these positions. Those appointed would serve a one year term, until the first 911 Advisory Committee meeting of 2014.

c. Review of Proposed Sub-Committee

John Neilsen reviewed a summary of the proposed Operations Subcommittee. The composition was updated to include the line "An alternate member shall also be designated in the event that more than one of the appointed representatives is an affected party". The length of term was changed to "Expiring annually at the January 911 Advisory Board Committee meeting, or the next scheduled meeting thereafter".

John Neilsen addressed two questions that were raised at the last 911 Advisory Committee meeting. He explained that the sub-committee would not be required to comply with the Open Meetings Act as long as it would not be responsible for making final decisions. The sub-committee should only be making recommendations to the full 911 Advisory Committee. It was also inquired as to whether or not committee and/or sub-committee members are required to sign a confidentiality form. John Neilsen stated that Ingham County employees have already done this, but that it should be a requirement for non-county members. He will discuss creation of this form with the county attorney.

Representatives from Mason Fire Department, Lansing Police Department, Lansing Fire Department, Meridian Police Department, and East Lansing Fire Department all volunteered to serve on this sub-committee. They will be notified once the first meeting has been scheduled.

d. Ingham County Public Safety Radio System

John Neilsen reviewed the history of the public safety radio system, as well as the current cost. Participating agencies pay a proportionate share for the infrastructure/maintenance of the radio system. The cost summary is distributed once a year and agencies can choose to pay on an annual or quarterly basis. A finalized version of these costs will be mailed to agencies in January. This statement does not include the Airport Authority. As of now, they are not operating on this system; this may change in 2013 as discussions with them continue.

2. **911 Directors Report** – Lance Langdon, Ingham County 911 Director

a. Report on Ingham County 911 Central Dispatch Operations

Lance Langdon distributed and reviewed a summary of operations at the 911 Center. He made a special point of thanking Chief Liebler and her staff at the East Lansing Police Department for their assistance with background checks on potential employees; as a result of this assistance, two new dispatchers have been hired. Lance stated that the 911 Center has received approval to hire three on-call, part-time, background investigators to perform this work in the future.

Lance Langdon addressed the issue of fire department access to Inform raised by Fred Cowper in his report as Item 6. There is no way to filter Inform data by type of agency, which meant the fire departments could access LEIN information. The TIC group felt this was a violation, so fire department access to Inform was removed. Fire departments will need to call the 911 Center for their times. Lance is currently finalizing a Crystal report that will allow fire departments to access their data as long as they are connected to the internet. The affected fire departments will be notified as soon as these reports are available.

Bruce Gaukel provided an update to Item 7 on the Director's Report. The Lansing Red Tag database is accessible. A training bulletin for 911 Supervisors has been created; they will be the only 911 staff members accessing this information for agencies until we are confident that the information is reliable and up-to-date. Ultimately, every dispatch position will be accessing this data. Bruce will send an email to Lansing Police Department informing them that they can now call-in for this information.

Fred Cowper requested that further discussion take place on Item 6. He would like 911 staff to communicate with his IT staff and to provide more notice when changes to processes and system access are being made. Lance Langdon stated that receiving a written notice from the TIC group that we were in violation prompted the need for an immediate response. Currently, other fire departments in the county are calling in for their times, so an alternate method of accessing this information is already in place and was defaulted to. The online reporting previously discussed will be implemented as soon as possible. Lance expressed his willingness to meet with IT staff from East Lansing/Meridian Fire Departments. Randy Talifarro stated that while he understands both sides of the situation, the more advanced notification and support agencies have when a change like this will be made the better.

Bruce Gaukel addressed two issues brought up by William Mitchell, cross-street accuracy and status heads. Bruce confirmed that cross-street accuracy is proving to be extremely accurate, with any errors found being corrected in the system manually. Although the full load of cross-streets still isn't working, development of a way to actually populate all the lows and highs continues and Bruce believes a solution should be reached soon. Bruce also stated that Harris has setup the interface, so we are now seeing status head updates crossing over. He is working to confirm with VisionAIR that the connection is also being made to the CAD system, and notify agencies once he has that confirmation.

b. End User Radio Equipment Issue/Information

This was addressed as Item 11 on the 911 Director's report. Lance Langdon reviewed the issue and provided information on the cost to fix it. He directed interested agencies to contact Harris if they are experiencing issues.

3. Overview of 2013 Future Meetings Schedule

A communication detailing the meeting schedule for the first six months of 2013 was distributed. The remaining six months for 2013 will be scheduled at a later date.

4. Roster of 911 Advisory Members and Staff

A roster of the 911 Advisory Committee members and staff will be developed and distributed at the January meeting. A blank contact sheet was passed around the room; members and alternates were asked to fill in their contact information so it can be included on the roster. Any future updates to contact information should be given to Steph Strickling.

5. Other

a. Clinton County 911 Service Plan

John Neilsen provided an update on Clinton County's 911 Service Plan. They provided us with a copy of that plan, and we have 45 days to respond with comments and/or adjustments before it is adopted. Agencies from Ingham County have long provided some service for areas of Clinton County just beyond the borders of Ingham County. Under the new plan, it would appear that Clinton County will now be responding to all these calls. A response was sent to Clinton County during the review period indicating the interest of agencies in Ingham County to continue with the previous arrangement; the response also requested clarification on this issue.

b. East Lansing/Meridian Fire Departments Access to Inform

This was addressed during the 911 Director's report.

c. East Lansing/Meridian Fire Departments Access to Timely Reporting

Fred Cowper stated that his IT Director would like to streamline the process for agencies to access recordings of 911 calls. He would like 911 staff to meet with his IT staff to discuss this issue. Lance Langdon expressed willingness to discuss this issue and Bruce Gaukel stated that recording in question was the result of a miscommunication and that timeliness is not typically an issue when it comes to providing these recordings.

d. Complaint/Inquiry Process

Randall Talifarro expressed concerns that inquiries for additional information and/or clarification from police and fire departments are being categorized as complaints against the 911 Dispatch staff. He requested that processes and forms be updated to reflect the different kinds of inquiries outside agencies may have. Bruce Gaukel stated that issues of a non-complaint nature are being classified as "Administrative Inquiries", so this should not be an issue.

Limited Public Comment: None.

Meeting adjourned at 4:47 p.m.

Respectfully Submitted,

Steph Strickling



Ingham County 9-1-1 Advisory Board Bylaws

A. Authority: Ingham County Board of Commissioners

1. Ingham County is a political subdivision of the State of Michigan and is governed by the Ingham County Board of Commissioners.
2. Commissioners are public officials elected by the citizens of Ingham County.
3. The Board of Commissioners by law has powers and duties including, but not limited to; the creation of departments; the establishment of ordinances; the levying and collection of taxes; the establishment of budgets; the establishment of policy, standards, and priorities.
4. All recommendations of the Ingham County 9-1-1 Advisory Board and any committees established pursuant to these bylaws shall comply with the county-wide policies, procedures, and standards established by the Ingham County Board of Commissioners.
5. The Ingham County Board of Commissioners reserves the right to amend or rescind these bylaws in part or in whole at any time.

B. 9-1-1 Advisory Board

1. **Name:** The name of this Board shall be the Ingham County 9-1-1 Advisory Board (the “9-1-1 Advisory Board”).
2. **Purpose:**
 - a. To recommend standards for staffing.
 - b. To provide recommendations to the Director regarding policies and procedures as needed.
 - c. To provide recommendations to the Director to improve the E9-1-1 Central Dispatch Operations.
 - d. To make recommendations regarding any other matter relating to 9-1-1 Dispatch assigned by the Ingham County Board of Commissioners or Controller.
3. **Membership; Regular Members:** The following individuals shall be regular members of the 9-1-1 Advisory Board:
 - a. The Ingham County Sheriff or his/her designee.
 - b. A representative of the Michigan State Police.
 - c. The Lansing Police Chief or his/her designee.
 - d. The Lansing Fire Chief or his/her designee.
 - e. The East Lansing Police Chief or his/her designee.
 - f. The East Lansing Fire Chief or his/her designee.
 - g. The Meridian Township Police Chief or his/her designee.
 - h. The Meridian Township Fire Chief or his/her designee.
 - i. The Michigan State University Police Department Chief or his/her designee.
 - j. One other fire department representative not already specified.
 - k. One other police department representative not already specified.

4. **Alternate members:**
 - a. Alternate members may be selected by the organization responsible for designating the regular member, providing this designation is made in writing and in advance of any meeting.
 - b. Alternate members may vote only in the absence of the regular member.
5. **Terms:** The members of the Board shall serve for indefinite terms commencing on the date of their appointment: except the “other” Police and Fire Department representatives. The “other” police department representative, and the “other” fire department representative shall serve for a two (2) year terms commencing on January of the odd numbered years, effective January of 2013 and terminating at such time that their successors are appointed.
6. **Vacancies:** Vacancies occurring on the 9-1-1 Advisory Board for members serving indefinite terms shall be filled by the individual who succeeds to the position. An individual elected or appointed to fill an “other” department vacancy on the 9-1-1 Advisory Board of a member with a two-year term shall serve for the unexpired portion of the term of the vacating Board member.

C. 9-1-1 Advisory Board: Officers

1. A Chairperson and a Vice-Chairperson shall be elected from the membership of the 9-1-1 Advisory Board.
2. The Chairperson shall preside at the meetings of the Board, shall decide all questions of order, shall appoint all subcommittees , subject to the approval of the Board, and perform such other duties as normally pertain to the office.
3. The Vice-Chairperson shall preside over meetings in the absence of the Chairperson and perform such other duties as may be delegated by the Chairperson.
4. The County of Ingham shall provide clerical support to take minutes as required by the Open Meetings Act, MCL 15.261, et seq.
5. Officers shall be elected at the first meeting of the 9-1-1 Advisory Board each year and shall serve for a one (1) year term or until their successors are selected.

D. 9-1-1 Advisory Board: Meetings

1. The 9-1-1 Advisory Board shall meet at least once quarterly at a date and time set by the Board. Written notice of meetings must be provided to all Board members and the Director at least five (5) days in advance of the meeting date.
2. Four (4) members of the 9-1-1 Advisory Board may call a special meeting by notifying in writing the 911 Director and all other Board members at least ten (10) days in advance of the date, time, and place.
3. A quorum shall consist of six (6) members or their duly selected alternates. In order to pass any motion or resolution and elect an officer, a majority of the quorum is required. A member of the Board or their alternate may participate in a meeting by conference telephone or similar communications equipment by means of which all persons participating in the meeting can hear one another. Participation in a meeting in this manner constitutes presence in person at the meeting.
4. Meetings shall comply with the Open Meetings Act, MCL 15.261, et seq. The County of Ingham is responsible to insure that all notice requirements under the Open Meetings Act are adhered to.

E. 9-1-1 Advisory Board: Procedures

1. Each member or alternate member, in the absence of the member, shall have one (1) vote on all matters to be voted upon. No absentee ballots or proxies shall be permitted.
2. The approved County of Ingham Rules of Order, as revised from time to time, shall govern procedures if not provided for under these rules.
3. An alternate member may vote only in the place of an absent regular member.
4. The following order of business shall be followed at all meetings:
 - a. Call to order
 - b. Introduction of new members and guests
 - c. Reading and approval of the minutes of the last meeting
 - d. Public comment, limited to three (3) minutes per person
 - e. Business portion of meeting
 - f. Public comment, limited to three (3) minutes per person
 - g. Adjournment

Recent Activities

- ☎ January 3, 2013 – The Center's Training room work station equipment installation now complete.
- ☎ January 2, 2013 - Three new Dispatchers started with the center. They are from Mason, Lansing and Illinois.
- ☎ December 21, 2012 – Posting for 9-1-1 Background Investigators went up.
- ☎ December 20, 2012 – 9-1-1 Advisory had its second meeting.
- ☎ December 10, 2012 - Our Administrative Assistant started, Stephanie Strickling, formerly from Health Department.
- ☎ December 4-6, 2012 - Management and Engineers from Visionair/Tritech and Geocom were at the center working with Center and MIS Staff to resolve CAD/Mapping Interface issues. Problems were identified and short term work around put into place to maintain the Interface. Hot fix has been developed and is to be installed on the 10th for 3 work stations. They will then come on site for a final mapping fix and CAD update the week of January 14th.
- ☎ November 29, 2012 – Took calls for Eaton County 9-1-1 as their Phone System went down. We are their back up as they are one of ours. No issues with this.
- ☎ November 29-30, 2012 – Interviewed applicants for 9-1-1 Admin Assistant Position.
- ☎ November 30, 2012 – Negotiations with FOP resulted in agreement for Economics, still need to finish with non- economic issues. Still in Mediation at this point with them.
- ☎ November 28, 2012 – Negotiations session with Teamsters Supervisory Group, resulted in settled contract.
- ☎ November 19, 2012 – Negotiations session with FOP.
- ☎ November 16, 2012 – Director and 2 Dispatchers worked with City of Lansing at Command Post for Silver Bells Event
- ☎ November 15, 2012 – First 9-1-1 Advisory Board.
- ☎ November 14, 2012 – Circuit Court Judge Draganchuk dismissed FOP remaining issues, binding arbitration and honoring contract language from both centers.
- ☎ Staff took part in Charitable food drive event, Christmas Event for Haven House, Medical Helicopter utilization meeting, Warning Siren Meeting, EOC Participation for Protest at Capital and I-96 shooting task force.

Technology issues since opening the Ingham County 9-1-1 Center on June 27, 2012

- ☎ Opening day we moved to the Back Up radios at the workstations due to an issue later found to be a time out setting on the touch screens for the radio system. This system and the backups worked exactly as they have for many years at Lansing and East Lansing 9-1-1 Centers.
- ☎ Three additional Radio outages were experienced in the weeks following the opening. One was due to a faulty card in a Microwave link located at Lansing City Hall. Two others were caused with technicians moving additional equipment to the center from the old centers. Back up procedures again were used and worked.
- ☎ 9-1-1 Telephones failed causing the system to go to back up, 9-1-1 lines transferred to Eaton and Clinton Counties. Issues with connections between servers, additional redundancies are being worked with grant money being approved for a Microwave Connection between Ingham and Livingston Counties.
- ☎ Echo and Volume issues reported referred to as people not being able to hear on phones. Echo was found to be adjustment settings mic's being too hot. Main Issue with volume was found not to be our system but the City of Lansing Phone System. Once issues were found there, they were corrected. Issues caused by phone trees and calls moving through city network losing volume.
- ☎ CAD/Mapping interface not functioning or dropping. Automatic interface for calls would not stay active. Mapping does work in a Manual Mode to see location information. Work has been ongoing and the problem was finally found in meetings listed above. Current work around keeps interface functioning.
- ☎ Policy and Procedures – When the new center opened we put all prior 9-1-1 Center policies and procedures in place.

We have been working towards replacing them with new current versions for the new center. Call Handler guides were put out at each station for use by staff. These have been revised again and have been Re-formatted to make them more user friendly, over the last 2 weeks by our Administrative Assistant.

Staffing issues

- ☎ Low staffing has caused us a great deal of overtime, as we continue to hire new staff we will lessen the need for overtime. Our Dispatch staff is approved for 56 and has dropped to 44 when we lost 8 dispatchers from Lansing 9-1-1, when they were recalled to Police Duty by the City of Lansing. We lost 3 dispatchers from East Lansing 9-1-1 that decided not to move to the county. Two of these took jobs with other police departments. Here at Ingham County, one dispatcher did not make training and two others have recently left; one to go into business for themselves and another was a new mom who took a 9-5 week day job with MSU.
- ☎ We staffed very heavy for the first two weeks of operations for training. 27 weeks of being open has resulted in 9067 hours of overtime. The low person had 45 hours with 6 people being below 100 hours. At the high end an employee that volunteers for every overtime assignment he can, worked 846 hours with almost 100 hours in one pay period. The average for all Dispatchers has been 7.63 hours of overtime per week. At the High end it equals out to 31.33 hours a week and the low is 1.6 hours per week. They do have a provision for persons with least overtime being forced to work to balance out the hours. While we do have to force some of the overtime, much of it is volunteered for. January 12th the Dispatchers move to a new 12 hour shift which schedules a three day weekend every two weeks, for each employee.
- ☎ Employees are bidding for shifts for 6 month periods. In the first 6 months employees who requested have had 2 weeks of vacation. They have just finished their vacation picks for the next 6 months and they again have been given the opportunity for 2 weeks of vacation each in the next 6 months. Vacation time for the most part causes us overtime hour for hour. With our 44 employees using 80 hours of vacation time each, we had to cover 3520 hours of overtime alone.

Statistics for Ingham County 9-1-1 Center

- ☎ January 1, 2012 to December 31, 2012
CAD Calls for Service – 312,116

- ☎ June 27, 2012 to December 31, 2012 (New Ingham County 9-1-1 – Part of total above)
CAD Calls for Service – 160,969

- ☎ January 1, 2012 to December 31, 2012 *
Total Fire/EMS Calls – 35,141
Total Law Enforcement Calls – 230,445

- ☎ June 27, 2012 to December 31, 2012 (New Ingham County 9-1-1 – Part of total above)
Total Fire/EMS Calls – 18,752
Total Law Enforcement Calls – 119,245

- ☎ June 27, 2012 to December 31, 2012
Total Phone Calls – 375,507
Emergency Phone Calls – 122,691
Non-Emergency Phone Calls – 252,816

*Many CAD Calls are cloned to both police and fire but units are not sent, no department is ever assigned this is the reason for call totals not to be equal.



Ingham County 911 Advisory Committee 2013 Roster

Members		
Chief Fred Cowper <i>Meridian Fire Department</i> cowper@meridian.mi.us	Chief David Hall <i>Meridian Police Department</i> hall@meridian.mi.us	Chief Deputy Greg Harless <i>Ingham County Sheriff's Office</i> Office: (517) 676-8203 Fax: (517) 676-8299 so_harless@ingham.org
First Lieutenant Edward Hay <i>Michigan State Police</i> haye@michigan.gov	Chief Juli Liebler <i>East Lansing Police Department</i> jlieble@elpolice.com	Chief Kerry Minshall <i>Mason Fire Department</i> Office: (517) 244-9025 Cell: (517) 749-5974 Fax: (517) 244-9028 kerrym@mason.mi.us
Fire Marshal Gerald Rodabaugh <i>East Lansing Fire Department</i> grodaba@cityofeastlansing.com	Inspector Kelly Roudebush <i>MSU Police Department</i> Office: (517) 432-3888 roudebushk@police.msu.edu	Chief John Stressman <i>Mason Police Department</i> Office: (517) 676-2458 Fax: (517) 244-9024 Cell: (517) 749-6169 mp_stressman@ingham.org
Chief Teresa Szymanski <i>Lansing Police Department</i> Office: (517) 483-4801 tszymanski@lansingmi.gov	Chief Randall Talifarro <i>Lansing/East Lansing Fire Departments</i> Office: (517)332-1956 rtalifa@cityofeastlansing.com	
Alternates		
Lieutenant Kyle Bowman <i>Michigan State Police</i> Bowmank1@michigan.gov	Lieutenant Judy Horning <i>Lansing Police Department</i> jhorning@lansingmi.gov	Sergeant Ed Hude <i>Mason Police Department</i> Office: (517) 676-2458 Fax: (517) 244-9024 mp_hude@ingham.org
Major Joel Maatman <i>Ingham County Sheriff's Office</i> so_maatman@ingham.org	Captain William Mitchell <i>East Lansing Police Department</i> Office: (517) 319-6948 Fax: (517) 337-7372 wmitche@elpolice.com	Captain Jeff Murphy <i>East Lansing Police Department</i> Office: (517) 351-4220 Fax: (517) 337-7372 jmurphy@elpolice.com
Staff		
Bryce Alford, Systems Administrator <i>Ingham County 911 Center</i> Office: (517) 244-8097 balford@ingham.org	Bruce Gaukel, Deputy Director <i>Ingham County 911 Center</i> Office: (517) 244-8099 bgaukel@ingham.org	Lance Langdon, Director <i>Ingham County 911 Center</i> Office: (517) 244-8100 llangdon@ingham.org
John Neilsen, Deputy Controller <i>Ingham County</i> Office: jneilsen@ingham.org	Steph Strickling, Admin Assistant <i>Ingham County 911 Center</i> Office: (517) 244-8098 sstrickling@ingham.org	