



9-1-1 ADVISORY COMMITTEE AGENDA

Thursday, February 20, 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 January 16, 2014 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 (Attachment 2)

2. 911 Director's Report – Lance Langdon
 - a. Report on Ingham County 911 Central Dispatch Operations

Limited Public Comment

Adjournment



INGHAM COUNTY 9-1-1 ADVISORY COMMITTEE MINUTES

January 16, 2014

Members/Designees Present: Randy Holton, Judy Horning, Joel Maatman, Kerry Minshall, Jeff Murphy, Bill Priese, John Stressman, Mike Yankowski.

Members Absent: Fred Cowper, David Hall, Greg Harless, Tom Kish, Juli Liebler, Gerald Rodabaugh, Kelly Roudebush, Randall Talifarro.

Others Present: Bryce Alford, Bruce Gaukel, Tom Krug, Lance Langdon, John Neilsen.

Call to Order: The 9-1-1 Advisory Committee was called to order by Kerry Minshall, Committee Chair, 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 Joel Maatman, supported by Bill Priese, to approve the November 21, 2013 minutes. Motion carried unanimously.

Additions to the Agenda: The annual election of officers was added to the agenda.

Limited Public Comment: None.

1. Annual Election of Officers – Kerry Minshall

a. Election of Chairperson for the 2014-15 Term

Kerry Minshall reminded the Advisory Committee that the role of Committee Chair was to be filled alternately by a member representing a fire agency or a police agency. As the outgoing chairperson is a fire agency member, the incoming chairperson should be a police agency member. Joel Maatman nominated David Hall, supported by John Stressman. Motion carried unanimously.

b. Election of Vice-Chairperson for the 2014-15 Term

The committee was reminded that as the Committee Chair role would now be filled by a police agency member, the Committee Vice-Chair role would need to be filled by a fire agency member. Joel Maatman nominated Kerry Minshall, supported by Mike Yankowski. Motion carried unanimously.

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

a. Public Information Campaign Update

John Neilsen noted that the BOC is very appreciative of the recommendation the Advisory Committee made for this campaign. The TV commercials have been playing regularly throughout the month of January, radio spots have been airing, and several billboards have been posted throughout the county. There are brochures and posters available at the 9-1-1 Center for any agency needing copies of the campaign materials for public meetings/school visits.

b. Update on CEIL Agreement Revisions

John Neilsen stated that discussions on this are ongoing between Ingham County and our previous partners, Livingston, Clinton, and Eaton counties. It was noted that Lance Langdon will provide additional information on the transition during his report.

c. Update on BOC Action

Funding for the transition from AWT to Carousel and a stand-alone phone system has already been approved; that transition is ongoing. The Controller's Office is awaiting a recommendation from the Center regarding upgrading their current CAD system from the Visionair system to a new Inform Tritech CAD system. Demos for this new system took place in fall; once a quote for the timeline and costs can be established a site visit will be scheduled.

Mike Yankowski expressed concern in the cost and time associated with switching agencies to a new mobile client; he asked how involved agencies would be in the decision-making process and if they would be given an opportunity to see CAD demos. John Neilsen stated that the agencies would be given the opportunity to provide input on the new system; Lance Langdon noted that agencies had been invited to attend a demo of the mobile client during the fall CAD demo. Langdon also stated that if the Center does transition to the new CAD, "Train the Trainer" classes would be held in order to minimize training costs/time, although Yankowski believes it would still be important to have a trainer from Tritech onsite when the product is rolled out to help resolve initial issues.

Joel Maatman brought up the possibility of staff from police and fire agencies being included on the site visit, so they can see how the mobile client functions in a real environment. Bruce Gaukel stated that the day/time for the site visit would be shared with agencies so they could send staff if they chose to do so; Maatman requested clarification as to who would cover the expense of the visit. He suggested that the Center cover these costs, since they were the catalyst to begin the search for a new CAD. Gaukel stated that he could not comment on who would be responsible for the cost of the site visit. Langdon believes they would be willing to do another site visit, but the agencies believe seeing the product in the field would be more beneficial. John acknowledged the importance of this.

Yankowski questioned what other costs agencies may face if the Center switches to a new CAD; specifically whether all other programs and interfaces currently in use would function with the new system. Langdon stated that all the systems/interfaces purchased through the Center will be included in the pricing for the new CAD. If departments have purchased other interfaces, pricing for those has not been included on the quote at this time. Gaukel and Langdon have been working with various vendors to ensure that other programs in use with CAD will be compatible and included in the quote/plan from Tritech.

3. 9-1-1 Director's Report – Lance Langdon

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

Lance Langdon distributed statistics on the number of calls received during December/January. He noted that the Center currently had 5 open positions, as one dispatcher trainee left to take a position with MSP. Testing for additional applicants was held in December; half of the candidates who passed that round of testing have been interviewed and the other half will be interviewed on Tuesday.

The transition to Carousel for phone service is moving forward, the go-live date for the Center to become standalone will be February 13th. Langdon stated that there should be no interruption to service during the transition.

The winter storms have not had any major effects on the radio system, although some radio towers did have to move to generator power. The microwave link between the Ingham Center and the Livingston Center was lost due to falling ice cutting the feed line; this was repaired and the link is functional again. The phones were not impaired by this loss of connection.

Langdon distributed some new handouts that the Center has purchased: coloring books and a promotional card including the poster from the public information campaign and all the non-emergency police numbers for agencies in the county. He encouraged agencies to stop by the Center if they'd like to obtain some of these materials for distribution. Mike Yankowski thanked the dispatchers for all of their hard work during the ice and snow storms this winter; he requested that the names of dispatchers working the LEIN position during these storms be forwarded to him so they can be recognized.

4. Other

a. Proposed State Legislation- Senate Bill 636

John Neilsen reviewed the intent and terms of Senate Bill 636, which is to eliminate the requirement for telecommunication provider to provide service for landline telephone service. He received a special alert from the Michigan Association of Counties detailing the negative effects this bill would have on Michigan residents. This bill could limit the ability of citizens to contact 9-1-1 in the event of an emergency. Some government and public safety agencies have come out in opposition to the bill, if the Advisory Committee feels strongly about this issue, they could make a recommendation to the BOC that they pass a resolution in opposition to the bill. John Stressman made a motion that the Advisory Committee recommend to the BOC that they pass a resolution stating Ingham County's opposition to this bill, supported by Joel Maatman. Motion carried unanimously.

b. Fire Access to Online Time Reports Update

Lance Langdon stated that he believes Meridian Fire has been back up and running with their connection to time reports; Bill Priese agreed to confirm this. No issues have been reported. Bruce Gaukel noted that all of the fire departments in Ingham County are on board with Active911.

Limited Public Comment: None.

The next meeting is scheduled for Thursday, February 20th at 3 pm. The meeting location will remain the same.

Meeting adjourned at 3:49 p.m.

Respectfully Submitted,
Steph Strickling

ADOPTED - January 28, 2014
Agenda Item No. 52

Introduced by the Law & Courts Committee of the:

INGHAM COUNTY BOARD OF COMMISSIONERS

RESOLUTION IN OPPOSITION TO SENATE BILL 636

RESOLUTION # 14 – 046

WHEREAS, Senate Bill 636 has been introduced in the Michigan Legislature and would amend the Michigan Telecommunications Act to 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; and

WHEREAS, the Ingham County 9-1-1 Advisory Committee, which advises Ingham County on all aspects of 9-1-1 Emergency Dispatch operations, has reviewed the content of Senate Bill 636 and is recommending the Ingham County Board of Commissioners pass a resolution in opposition of this 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 are there any guarantees 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.

WHEREAS, the American Association of Retired Persons (AARP), the Michigan Association of Counties, the Michigan Communications Directors Association, the Michigan Association of Chiefs of Police and various other Law Enforcement organizations have gone on record in opposition of this bill.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners hereby adopts this resolution in opposition of Senate Bill 636.

BE IT FURTHER RESOLVED, that the County Clerk shall send copies of this resolution to Governor Rick Snyder, the Ingham County state legislative delegation, the Michigan Sheriffs' Association and the Michigan Association of Counties.

LAW & COURTS: Yeas: Bahar-Cook, Hope, Crenshaw, Celentino, Tsernoglou, Schafer, Maiville
Nays: None **Absent:** None **Approved 1/16/14**



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

Directors Report to 9-1-1 Advisory Board; February 20, 2014

Staffing: We have 3 new staff members starting on March 10th, leaving us 3 openings. We have testing scheduled for the 4th, 110 applicants were invited to test.

Phones: We went live on our stand alone system on Friday. We have been very impressed with our new vendor Carousel. We had several outstanding problems with the old system that AWT was unable to fix have been fixed easily by Carousel staff.

CAD (Computer Aided Dispatch): We are moving forward with the upgrade/purchase of TriTech's Inform CAD. Both Law and Courts and Finance Committees have approved the project that includes also a move to the ProQA EMD program. It will go to the full board next week for their final approval.

Some important parts of this project are;

- TriTech has submitted a proposal to replace our current CAD/Mobile Software Licensing at no charge.
- This CAD will work with the Visionair FBR and RMS systems with no additional changes needed.
- This CAD change will require all mobile users to change to the new mobile product, Vision Mobile is not compatible with the new CAD.
- The CAD and Mobile programs have the mapping integrated into one system; there will be no need for a separate mapping program.
- Train the Trainer class for the Mobile will be scheduled with cost covered by 9-1-1. Departments will then need to train staff with their own trainers at the departments cost.
- Go live will be 9 to 12 months out, sooner if at all possible.
- Individual Departments will remain responsible for their own Mobile maintenance costs. Based on information from ELPD, current costs for Mobile and Mapping are about \$800.00. Based on the quote from TriTech the cost should be under \$300.00 per license/year.

Site Visits were done in San Antonio, Austin and Bexar County Texas by 9-1-1 and County MIS Staff. We did have an offer to do a webinar with them to show our departments, their mobile environment and how they have configured their system. (Bruce can speak more on this). John Barber, IC-MIS, did sit with staff from Austin and San Antonio learning about their Mobile Software and he can answer some questions you might have on the system as well.

A grant has also been submitted to offset the cost of this project; we should hear something in about 90 days.

Statistics: Departments will see today or tomorrow their Call for Service Reports including time of day and day of week information. A 2013 Year-end report will be presented prior to the next meeting.

Radios: Another reminder if you purchase any new radios be sure that they are P25 capable as well as EDACS.