



9-1-1 ADVISORY COMMITTEE AGENDA

Thursday, March 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 February 20, 2014 Minutes (Attachment 1)

Additions to the Agenda

Limited Public Comment

1. Ingham County Deputy Controller's Report – John Neilsen
 - a. Update on CEIL Agreement Revisions
 - b. Update on BOC Action

2. 911 Director's Report – Lance Langdon
 - a. Report on Ingham County 911 Central Dispatch Operations
 - b. Update on SB 636
 - c. Update on Airport
 - d. Update on CAD Demo by Texas Agencies

Limited Public Comment

Adjournment



INGHAM COUNTY 9-1-1 ADVISORY COMMITTEE MINUTES

February 20, 2014

Members/Designees Present: Fred Cowper, Therese Cremonte, David Hall, Ed Hude, Joel Maatman, Kerry Minshall, Gerald Rodabaugh, Mike Yankowski.

Members Absent: Greg Harless, Juli Liebler, Kelly Roudebush, John Stressman, Randall Talifarro.

Others Present: Bryce Alford, John Clark, Tim Dolehanty, Bruce Gaukel, Judy Horning, Lance Langdon, John Neilsen, Steph Strickling, Phil Whittier.

Call to Order: The 9-1-1 Advisory Committee was called to order by David Hall, 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 Kerry Minshall, supported by Fred Cowper, to approve the January 16, 2014 minutes. Motion carried unanimously.

Additions to the Agenda: A presentation of 9-1-1 statistics by Tim Dolehanty, the Ingham County Controller, was added to the agenda as Item 3.

Limited Public Comment: None.

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

a. Update on Public Information and Education Campaign

John Neilsen noted that the PSA commercials would continue to run periodically during the month of February. The campaign has received positive feedback from multiple sources. He reminded the committee that posters and brochures based on the campaign were available for any agency that would like them.

b. Update on CEIL Agreement Revisions

John Neilsen gave the committee a brief overview on the history of the CEIL agreement and noted that the connection between Ingham County 9-1-1 and Livingston County 9-1-1 had been cut; Ingham County 9-1-1 is now operating as a stand-alone center. All four counties involved in the project are still working to finalize how the costs for the project will be distributed.

c. Update on BOC Action

The BOC did pass a resolution in opposition to Senate Bill 636, which was discussed at the last Advisory Board Committee meeting; a copy of this was included with the agenda. John Neilsen has not heard of any additional action by the Michigan legislature on this bill; he does not believe it has moved forward. The BOC Finance Committee and the BOC Law & Courts Committee have both approved funding for the upgraded CAD system; it will be going to the full BOC on Tuesday for final approval.

2. 9-1-1 Director's Report – Lance Langdon**a. Report on Ingham County 9-1-1 Central Dispatch Operations**

Lance Langdon distributed and reviewed an overview report of operations at the Center. Three new employees will be starting on 3/10; this brings the total number of open positions at the Center down to three. Another hiring test will be held on 3/4; over 100 applicants have been invited to test.

The transition from AWT to Carousel is going well; they will have an engineer on site for the next week to finalize everything. They have already resolved several issues that had been ongoing for months.

As soon as the Center has approval from the BOC, they will begin moving forward on implementing the new system. As part of this transition, the Center will begin using a new EMD program, ProQA. Langdon stressed that all current licenses will be honored by Tritech and that the Center would be providing a "Train the Trainer" class for agencies to send representatives to. The only cost to agencies will be the time they spend internally training their staff. It will likely be 9-12 months before the transition to this new system takes place. Bruce Gaukel discussed the site visits made by Center staff to San Antonio, Austin, and Bexar County in Texas. He stated that the new system is extremely configurable to the individual needs of an agency and that it does everything the Center needs the system to do. He also noted that it really seemed to be designed around the mobile user. John Barber from Ingham County MIS spent most of his time focused on the mobile part of the system; Gaukel will forward out his summary and screenshots to agencies in the near future. There will be a webinar held on the new system in the next month or so; Gaukel will send out the date to agencies shortly. Langdon noted that the Center had submitted for a grant that if awarded could help defray the Center's costs for the project.

Langdon reminded the agencies that any radios being purchased must be P25 and EDACS capable.

Mike Yankowski asked about progress on the 425 agreement with the Capital Region International Airport. Gaukel noted that their calls are still going to Clinton County and being transferred; a meeting is being set up in March to finalize the transition. Although the Ingham County 9-1-1 Center is ready to move forward, the airport still does not have their radio consoles installed. Gaukel agreed to keep the group updated on the progress of this transition. Langdon noted that the airport opted to stay on a standalone radio system rather than coming on to the Ingham County system the transition was taking longer.

3. Presentation of 9-1-1 Center Statistics – Tim Dolehanty**a. Review of Statistics**

Tim Dolehanty reviewed an Excel file containing data on 9-1-1 Center statistics for the last few months. He created this file and placed it on the Ingham County website to help increase transparency for the Center and answer questions the public may have on the number of calls being received, the reasons for those calls, and response times. Dolehanty requested that any suggestions for additional data be given to him so they can be included in the spreadsheet. Mike Yankowski suggested showing a breakdown of police and fire agency responses, and Joel Maatman suggested breaking the data down by jurisdiction. Lance Langdon noted that he would be sending out data for 2013 to each agency tomorrow showing a breakdown by jurisdiction.

Limited Public Comment: Chief John Clark from the Delta Township Fire Department expressed concern about CAD to CAD and auto mutual aid integration with the new CAD system. Bruce Gaukel and Lance Langdon both assured him that these concerns would be addressed during the course of the project.

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

Meeting adjourned at 4:25 p.m.

Respectfully Submitted,
Steph Strickling



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: Ingham County 9-1-1 Advisory Board
From: Lance Langdon
Date: March 20, 2014
Re: Advisory Board Update

STAFFING

We started three new Emergency Telecommunicators on the 10th and they are finishing their second week of academy training. We completed oral board interviews with the next group today and will be reviewing the results to move those that have passed the process on to backgrounds. Currently we have three openings.

PROJECTS

We are putting some finishing touches on our 9-1-1 web site. We are placing links to all the agencies; we are still waiting on some graphics for the links from some of the fire departments. Our site will be part of the Ingham County web site but will now be a separate department.

Our phone system is in stand-alone and we have been very pleased with the new vendor Carousel. They brought in engineers from the company for the first 3 weeks and then turned us over to the local tech for our regular ongoing maintenance. It is a great move for us, as they have addressed issues that our past vendor had not done since we opened.

CAD /EMD

We have the contract for the EMD portion of the project at the county attorney's office being reviewed and should have the CAD or TriTech contract very soon as they contacted me yesterday letting me know it was about ready to send along. I have gotten some questions on costs for the departments with regard to mobiles, and hope that this will help answer the questions.

9-1-1 will be covering the cost of the mobile implementation totaling \$42,400.00. This includes also the training the trainer user training for the agencies. The costs for the maintenance on mobile are \$57,464.00 with 246 current licenses which equals \$233.60 per license. There is also a separate mobile item for the card readers in the amount of \$6,688.00. I do not have a specific number of readers but if there are 100 readers it would be an extra \$66.88 per license fee. This brings a total of about \$300.00 per year for a police mobile.

We are still waiting to hear back from the Texas Agencies on a date for a mobile web demo.

MEETINGS

We met with F/Lt. Brody Boucher of Capitol Security this week. They are increasing staffing and we will be sending calls for service for the state complex to them, and having them checking in with us for CAD.

Bruce and Bryce attended a meeting on Tornado Sirens; they can provide an update from that meeting.

We had the Triad group in for a tour and they held there meeting here at 9-1-1 this week.

We are still having on going meetings with the Airport on radio issues.

ADDITIONAL INFORMATION

National Telecommunicator Week is April 13-19 this year. We will be recognizing and celebrating with staff that week.