



9-1-1 ADVISORY COMMITTEE AGENDA

Thursday, April 16, 2015 at 3:00pm
Conference Room D/E of the Human Services Building
5303 S. Cedar Street, Lansing, MI 48911

Call to Order

Approval of the March 19, 2015 Minutes (Attachment 1)

Additions to the Agenda

Limited Public Comment

1. Ingham County Chief Deputy Controller's Report – John Neilsen
 - a. Update on BOC Action
 - b. Other
2. 9-1-1 Director's Report – Lance Langdon
 - a. Report on Ingham County 9-1-1 Central Dispatch Operations
 - b. Radio System Discussion
 - c. CAD Update (Go Live Tuesday, April 14, 2015)
 - d. Staffing Update

Limited Public Comment

Adjournment

****The next meeting is scheduled for Thursday, May 21st at 3pm. The meeting location will remain the same.**



INGHAM COUNTY 9-1-1 ADVISORY COMMITTEE MINUTES

March 19, 2015

Members/Designees Present: Fred Cowper, David Hall, Greg Harless, Kerry Minshall, Gerald Rodabaugh, Kelly Roudebush, John Stressman, Joseph Thomas, Mike Yankowski.

Members Absent: Juli Liebler, Randall Talifarro.

Others Present: Bryce Alford, Bruce Gaukel, Jeromie Golab, Shohn Johnson, Lance Langdon, John Neilsen, Dan Robinson, Theron Shinew, Jenny Simon, Mike Waltz, Randy Williams, Phil Whittier.

Call to Order: The 9-1-1 Advisory Committee was called to order by Kerry Minshall, Committee Chair, at 3:02 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 Thomas, supported by Stressman, to approve the January 15, 2015 minutes. Motion carried unanimously.

Additions to the Agenda: Langdon requested Information on Harris Radio Staff be added as Item 2f.

Limited Public Comment: Williams reviewed the minutes from the last Advisory Committee meeting and expressed concern regarding the notation of MPSCS unresponsiveness to Director Langdon's questions. He apologized on behalf of Brad Stoddard for his absence, then went on to state he feels MPSCS has been responsive and would like to meet the County's communication needs. Williams noted that, as a taxpayer of Ingham County, he desires a sound decision regarding the radio system. He pointed out neighboring counties are moving to MPSCS for true interoperability. He stated MPSCS is looking forward to an RFP process in order to provide actual numbers as they have no opportunity to do so as of yet. Robinson pointed out the advantage of P25 being multiple vendors, with five manufacturers currently. He went on to note the feeling has been that the radios are a limited factor due to cost, however he feels the mobiles and portables ought to be viewed as reusable items, as the systems themselves last much longer. Robinson stated the competition is becoming fierce, informing the group he has a vendor who offers full encryption with a 10 year warranty, battery replacement and brand new radios after seven years all for \$3,000. He went on to reinforce Williams' point of interoperability amongst neighboring counties. He stated some PSAPs opt for several talk groups, while others limit them. MPSCS will allow you to have as many as you need or desire. Williams informed the group of a recent investment by the State of \$140 million into their radio system, which promises long term viability. He added MPSCS integrates a subsystem with upgrades every two years. Black box replacement would also be paid for by the State. Williams expressed his hope for the consultant to be unbiased and be provided a sufficient amount of time to provide the County with a proper recommendation. MPSCS has reports of other consultants they would make available to Ingham County, as MPSCS is a partnership. Neilsen stated he feels the State has been responsive and offers a good, viable radio system but that the County desires to review its options carefully.

1. Ingham County Chief Deputy Controller's Report – John Neilsen**a. Update on BOC Action**

Neilsen announced the organizational assessment currently being performed on the 9-1-1 Center by Dr. Julie Brockman of Michigan State University is to be concluded soon. The next phase will be personal interviews to identify specific concerns. The study will be completed during the first half of the year.

b. Radio System Consultant Update (Attachment 2)

Neilsen informed the group of Brent Williams' willingness to perform the radio system consultation, noting Williams has done a great deal of work with MPSCS. The consultation has been approved by both the Law and Courts and Finance committees. It will be presented to the BOC Tuesday. Much of Williams' consultation will be based on discussion with both vendors to include operational areas of interest, pros/cons, short and long term viability, etc. Neilsen stated the BOC has not decided upon an RFP for the radio system as of yet. This decision will be based upon the consultant's findings.

c. Orthophotography Update (Attachment 3)

Neilsen announced the County is currently working with the State of Michigan and Tri-County Regional Planning Commission to set up orthophotography, which was originally planned to be 12", but several departments expressed interest in better imagery, including 9-1-1, the Drain Commissioner and Environmental Health. The project is currently approved at the committee level and will proceed to the BOC on Tuesday. Gaukel informed the group that the photography will be viewed in the mobile client CAD. He noted six inch allows viewing of fence lines, manhole covers and the like. It will aid in pursuits, etc. Gaukel stated Metro is purchasing three inch photography which offers higher quality to drill down closer for viewing roads and drains. Langdon made note of the added value to all agencies as mobile CAD will contain the same imagery. Gaukel noted Clinton, Eaton and Livingston are purchasing six inch imagery as well. Yankowski then posed the question of mobile users accessing maps via the new CAD system to which Gaukel answered yes.

Yankowski proceeded to question Neilsen on the timeframe for a decision surrounding the radio system, as it affects agency budgets, technologies, etc. Neilsen responded the consultant will be given a timeframe of 60 days, after which his report will be presented to the Advisory Committee as well as the BOC. Depending upon the result, preliminary decisions may be made within the next 90-120 days. Yankowski then posed the question as to whether the end of life for parts had been confirmed. Langdon replied some letters do exist but he has not received them yet. Some for 2016 and for 2017, but he recently heard of a 30 year old radio that was brought in for repair and parts were readily available for it. Minshall posed the question to Neilsen as to whether 40 hours would be enough time for the consultant to prepare a thorough report. Neilsen replied that is Williams' estimate, but more time may be required. Langdon noted the consultant is familiar with both radio systems, making his efforts time-efficient. Waltz inquired as to the cost to communities as his budget process is beginning. Neilsen responded a decision cannot be made within a couple of weeks. He stated he understands different communities have different fiscal years, but he reiterated the decision will take time, especially if an RFP process is required. Neilsen vowed to keep all affected informed and current on progression. Langdon pointed out the County does not currently possess the funding for all aspects at this time, to which Neilsen concurred, noting when the current system was put in place, the County had a large fund to cover all associated costs. Thereafter, individual agencies were to cover costs. If the County moves to MPSCS there will be no funding for equipment. These issues are considerations and cost is a factor. Waltz mentioned some radios are 10 years old and costs are increasing. He is looking to

replace them and a ballpark estimate on equipment costs would aid in budgeting for this. He posed the question of whether the consultant will investigate that aspect and discuss with affected communities. Neilsen stated the decision will be made by the County and the County will in turn work with the communities.

d. Other

No discussion.

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

a. Introduction of Scott Martzke of the Michigan Army National Guard

Langdon introduced guest Scott Martzke, new Emergency Management Program Coordinator with the Michigan Army National Guard. Marzke informed the group he retired from Eaton County in January of 2015 after 25 years of service. In his new role with the Michigan National Guard, he will be taking care of their assets. He introduced his guest, Master Sergeant Jeromie Golab, as the Michigan National Guard's "communication guru".

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

Langdon informed the group of the completion of the sixth week of training on the new CAD. He noted the trainer from TriTech, Don Schumate, ranked our employees in his top two for engagement. He expressed they were enjoyable to work with and possessed positive attitudes. Langdon stated the Center's supervisors attended training sessions with the techs to address any operational concerns hands-on.

c. Radio System Discussion

Langdon stated no known issues exist with the current radio system.

d. CAD Update (Go Live Week of April 12, 2015)

Langdon stated the Center will go live with the new CAD on April 14, 2015. The old system will go down at 0500 hours, at which time PCs will be swapped out. Thereafter agencies will be brought live on mobile clients. Support staff from TriTech CAD and mobile will be present. Training is currently taking place on the live system and issues are being resolved. Langdon expects more issues to come, but he expects the new CAD to be a great improvement over the former.

e. Staffing Update

Langdon stated the Center currently has two openings for technician positions. He noted the Center had been down to just one vacancy, but one trainee resigned. Three new techs will be starting on Monday and a new testing session will take place on March 30th, with 80+ candidates invited to participate. He noted a great deal of applicants typically drop out prior to testing, but nevertheless he expects to end up with a roster. Langdon asked that committee members please pass on reminders to their staff that the Center currently has 18 techs in training. It is important to use call signs, etc.

f. Harris Radio Staff

Langdon notified the committee of Mike Ryan's impending departure from Harris. Toby LePeak has been promoted to sales. The new technician replacing LePeak is Joe Hartos, who has been working

with Consumers Energy and EDAX. He is familiar with the system and has been spending time getting acquainted with our facilities.

Yankowski asked if an action plan for CAD go-live was in place, to which Gaukel replied yes, the information will be put out to agencies soon. At 0500 hours agencies will be going off mobile, the Center will be using cards. The Center will go back up first, with each mobile going up one agency at a time starting with EL/MSU, followed by a bit of testing and entering cards. TriTech is to clear test calls and data from the system to ensure clean data at start-up. Mobile will be down from approximately 0500-0700 hours, then up and running thereafter. Yankowski asked if assistance would be available if officers require it, to which Gaukel answered yes, Walter Doherty of LPD and other mobile admins, as well as TriTech, will be on duty for the first 48 hours. If Walter cannot resolve something, such as a system-wide issue, TriTech will be on site to address. Tech support will be available from a distance thereafter. If mobile users experience significant issues, they can come to the Center. Langdon mentioned TriTech can go off-site as well, but he noted the Center is fairly central to most agencies. Langdon also noted he participated in all of the train-the-trainer classes, so he will be of assistance as well. Yankowski then inquired about the ability to use mobile CAD for desktop clients. Gaukel responded yes, the mobile CAD can be utilized in a desktop environment. He stated CAD monitor positions are being swapped out with the equivalent CAD monitor. As for the install of those clients, Lansing's were installed by Kim, or someone else in LPD's IT department. Langdon stated mobile would be on the CAD monitor and licenses are currently being replaced. Eight licenses out of 10 have been claimed. He sent an email out to the TIC group Monday regarding the remaining two and has not received a response. Langdon stated he contacted TriTech with eight to move forward with installations. He noted the desktop software can be done at any time. It is currently viewable, but not functional. It contains all test data currently. There will be a system lockdown on April 10th, at which time the test server will be available but will not be in a live environment so TriTech can prep and clean up the system for go-live. Langdon suggested desktop mobile users have IT contact Gaukel, noting John Barber of Ingham County's IT department can assist as well. A disc is available with all prerequisites for installation.

3. Announcements

a. National Telecommunicators Week – April 12-18, 2015

Langdon announced the Center will be celebrating National Telecommunicators Week during go-live. He views the new CAD as a gift to the techs. The Center will celebrate with theme days, prize drawings, games and food. He suggested anyone interested in donating meals during the week contact his assistant, Shohn Johnson, to make arrangements. Any offerings would be appreciated.

Limited Public Comment: None.

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

Meeting adjourned at 3:47pm.

Respectfully Submitted,
Shohn Johnson