



## **9-1-1 ADVISORY COMMITTEE AGENDA**

Thursday, April 18, 2013 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 March 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 for the Ingham County 9-1-1 Emergency Telephone and Dispatch System
  
2. 911 Directors Report – Lance Langdon
  - a. Report on Ingham County 911 Central Dispatch Operations
  - b. Tornado Siren Project Update
  - c. Monthly and Quarterly Call Statistics (Attachment 2)
  
3. Other

Limited Public Comment

Adjournment



## 9-1-1 ADVISORY COMMITTEE MINUTES

March 21, 2013

**Members/Designees Present:** Fred Cowper, David Hall, Greg Harless, Juli Liebler, Kerry Minshall, Gerald Rodabaugh, Kelly Roudebush, John Stressman.

**Members Absent:** Tom Kish, Teresa Szymanski, Randall Talifarro.

**Others Present:** Bryce Alford, Bruce Gaukel, Lance Langdon, Jeff Murphy, 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 David Hall, supported by Greg Harless, to approve the February 14, 2013 minutes. Motion carried unanimously.

**Additions to the Agenda:** None.

**Limited Public Comment:** None.

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

#### a. Review of Next Steps on Report from 9-1-1 Advisory Committee

John Neilsen reviewed the recommendations from the Operations Sub-Committee report approved at the last 9-1-1 Advisory Committee meeting. The recommended CAD system changes have either been completed or entered as a request to VisionAIR (TriTech). The public information campaign process is also moving forward; a request for proposal has been created so the county can receive proposals for the project from public relations firms.

#### b. Operations Sub-Committee Process

At the last 9-1-1 Advisory Committee meeting, clarification on the role of the Operations Subcommittee and the process for having issues and/or calls reviewed by the Operations Subcommittee was requested. A memorandum detailing the purpose of the Operations Subcommittee was included in the meeting packet (Attachment 2A). A summary sheet detailing duties and responsibilities of the Operations Subcommittee was also included (Attachment 2B). John Neilsen reviewed both of these documents.

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

#### a. Report of Ingham County 9-1-1 Central Dispatch Operations

Lance Langdon stated that the 9-1-1 Center continues to be very busy with hiring and training new employees. 10 new employees have been hired since the Center opened in July 2012. There are still 6 positions left to fill.

8 of the current dispatchers have volunteered to become trainers; they will sent to CTO classes in April. Lance distributed call statistics for January 2013, February 2013, and 2013 YTD. The 2012 call statistics were also provided for comparison. Lance reminded the Committee that not all police calls are reflected on these reports. An updated copy of the Center's "Complaint Against Employee" policy was distributed for review; a section was added to the policy detailing the process for agencies to follow if they disagree with the administrative findings on a complaint. Lance requested that agencies review the policy and give him any feedback they have.

b. Clarification on Fire Department Mutual Aid Run Numbers

Bruce Gaukel explained the CAD response for fire departments that provide mutual aid for other departments. If another agency responds in place of your agency, a station unit is assigned to the call, which will create a CAD incident number for that agency. This in turn creates the RMS call. This doesn't happen often, so it's difficult to identify an example call to examine. Bruce requested that agencies notify him when they have a call like this so he can verify the system is working properly.

c. National Public Safety Telecommunicator's Week (April 14-20)

Lance Langdon reminded the Committee that National Public Safety Telecommunicator's Week will be taking place from 4/14-4/20. The administrative team is planning several activities to take place during the week as part of the celebration.

3. Other

a. PageGate Interface

The purchase of this interface has been approved by the BOC liaison committees and has been forwarded to the BOC for final approval. This interface will allow "I Am Responding" notifications to be sent to participating agencies. Lance Langdon stated that he'd like to see the system active within 30-60 days.

b. Tornado Sirens

Discussion on the new tornado sirens being added to the county system as part of a Homeland Security initiative took place. Kerry Minshall stated that Bob Ott told him none of the new sirens were programmed yet. Fred Cowper requested an update on the progress of this project. John Neilsen stated that an update is being compiled for distribution. Bruce Gaukel reminded everyone that at one point there was a committee overseeing this project; he would like to see that committee begin meeting again. Bruce will work to get a meeting of the committee scheduled.

**Limited Public Comment:** Tom Krug, a representative from the FOP 911 Dispatcher's union stated that dispatchers are continuing to experience technology issues, such as computers locking up. Bruce Gaukel stated that the Center has continued to work with TriTech to resolve these issues, which occur extremely sporadically. Issues are being logged when they happen. Lance Langdon stated that one issue has been identified: when changes to the "Edit Call" window are made, the system will not refresh until the report is saved. Staff have been made aware of this issue and trained on the proper process. Lance stated that contact has also been made with Cassidian, the company that created the system in use. Lance and Bruce have been working with representatives from Cassidian to resolve ongoing performance issues.

The next meeting is scheduled for Thursday, April 18 at 3 pm. The meeting location will remain the same.

Meeting adjourned at 3:35 p.m.

Respectfully Submitted,

Steph Strickling



# INGHAM COUNTY 9-1-1 CENTRAL DISPATCH MONTHLY CALL FOR SERVICE REPORT

Attachment 2

INGHAM COUNTY

9-1-1

March 2013

DEPARTMENT	NUMBER OF CALLS	% OF TOTAL
<b>TOTAL CALLS FOR THESE FIR DEPARTMENTS</b>		
	2,856	12.40%
DLFD	203	7.11%
DNFD	20	0.70%
DTFD	1	0.04%
ELFD	444	15.55%
ICHR	6	0.21%
LAFD	1,456	50.98%
LMAA	171	5.99%
LRFD	9	0.32%
LSFD	6	0.21%
LTFD	125	4.38%
MAFD	12	0.42%
MTFD	331	11.59%
NAMB	68	2.38%
ONFD	21	0.74%
SAMB	73	2.56%
STFD	24	0.84%
WLFD	13	0.46%
<b>TOTAL CALLS FOR THESE POL DEPARTMENTS</b>		
	20,189	87.65%
DNR	6	0.03%
ELPD	4,792	23.74%
ICSO	2,356	11.67%
LAPD	5,652	28.00%
LSPD	50	0.25%
LTPD	585	2.90%
MAPD	355	1.76%
MSP	387	1.92%
MSUP	4,176	20.68%
MTPD	1,785	8.84%
STPD	101	0.50%
WLPD	216	1.07%
<b>TOTAL CALLS FOR ALL UNITS</b>		
	23,033	



# INGHAM COUNTY 9-1-1 CENTRAL DISPATCH MONTHLY CALL FOR SERVICE REPORT

Attachment 2

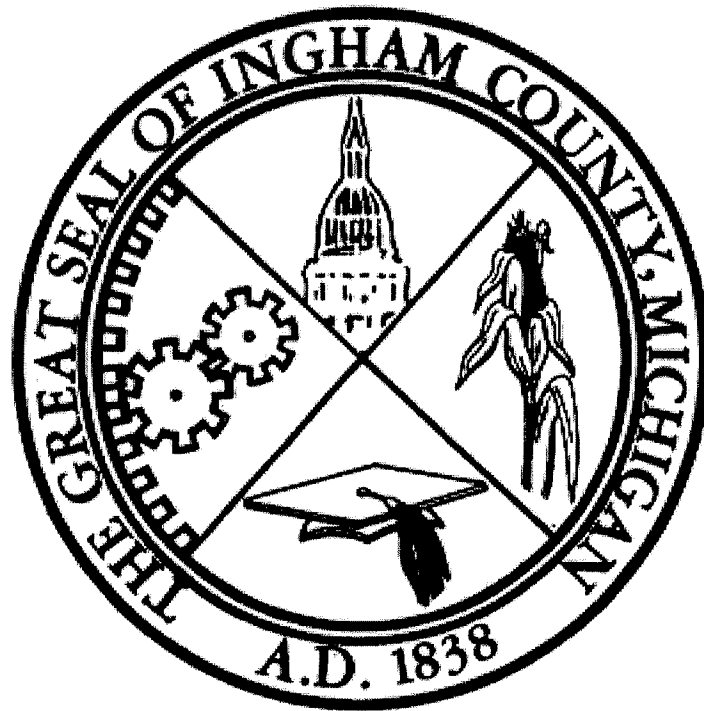
INGHAM COUNTY

9-1-1

2013 First Quarter

DEPARTMENT	NUMBER OF CALLS	% OF TOTAL
<b>TOTAL CALLS FOR THESE FIR DEPARTMENTS</b>	<b>8,572</b>	<b>13.36%</b>
DLFD	609	7.10%
DNFD	89	1.04%
DTFD	2	0.02%
ELFD	1,280	14.93%
ICHR	22	0.26%
LAFD	4,379	51.08%
LMAA	541	6.31%
LRFD	39	0.45%
LSFD	27	0.31%
LTFD	382	4.46%
MAFD	42	0.49%
MTFD	984	11.48%
NAMB	229	2.67%
ONFD	62	0.72%
SAMB	210	2.45%
STFD	54	0.63%
WLFD	39	0.45%
<b>TOTAL CALLS FOR THESE POL DEPARTMENTS</b>	<b>55,644</b>	<b>86.69%</b>
CRAP	3	0.01%
DNR	14	0.03%
ELPD	12,332	22.16%
ICSO	6,723	12.08%
LAPD	15,610	28.05%
LSPD	119	0.21%
LTPD	1,669	3.00%
MAPD	1,067	1.92%
MSP	1,034	1.86%
MSUP	12,013	21.59%
MTPD	5,045	9.07%
STPD	310	0.56%
WLPD	568	1.02%
<b>TOTAL CALLS FOR ALL UNITS</b>	<b>64,185</b>	

INGHAM COUNTY  
OUTDOOR WARNING SIREN PROJECT



*Ingham County Sheriff's Office*

*Office of Homeland Security & Emergency  
Management*

### **Project Inception**

In the Fall of 2009, the idea to upgrade the Outdoor Warning Sirens in the out-county area was incepted. The original idea was to use Homeland Security grant funds to expand the outdoor warning sirens into rural areas of Ingham County, that did not at the time, have siren coverage. In order to complete this project, the idea was then put into phases that included replacement of current sirens with those that have two-way technology.

The idea was later expanded to become an integrated, County-wide, project that would link all of the sirens to the anticipated consolidated 911 Center which would be the central control point. All of the new sirens, replacement sirens and upgrades would be funded using grant dollars.

### **Siren Selection**

After consulting with many local communities, it was found that many were using the Federal Signal Corp. Model 2001 siren. The Federal 2001 is available in a one-way or two-way service. The difference in the two is that the one-way siren is only capable of receiving a signal that activates the siren. The two-way model will not only receive a signal to activate but, also send a signal back to a control point verifying that it is operable and that there are no issues with the siren head, back-up battery or, control unit. It was decided that all new sirens would be the Federal 2001 with two-way control. It was also decided that any existing Federal 2001 with one-way control would be upgraded to two-way control service.

### **Vendor Selection**

In researching the current status of the sirens in 2009, it was determined that infrastructure was in place in many communities that was installed by Westshore Services of Allendale, MI and, that Westshore Services was the only full-service, authorized Federal Signal dealer in this Region of the United States. To date, Westshore Services and its contractors have done all of the work in this project.

### **Project timeline**

A draft project timeline was developed using population and geographic locations as the priority. Those areas of the County that currently had no outdoor warning siren coverage, with larger populations would be first to receive new or upgraded equipment. Areas with one-way coverage would fall in later grant cycles due to the fact that they have coverage. The timeline has been modified on a few occasions due to new inquiries about the project and grant funding issues.



The original timeline appeared like this:

FY08	FY09	FY10	FY11
City of East Lansing (2)	Leslie Township	Stockbridge Township	City of Mason
Aurelius Township	Williamstown Township	Locke Township	City of Williamston
Alaiedon Township	Vevay Township	White Oak Township	Lansing Township
Leroy Township	Wheatfield Township	Bunkerhill Township	Meridian Township

Local units of government were contacted regarding the project idea and it was requested that each have (2) two locations in mind of where they would like a siren placed. (2) two Townships declined to participate for unknown reasons. The remaining townships responded with site locations.

#### **Grant Requirements and Electrical Connections**

For each new site, an Environmental and Historic Preservation (EHP) review had to be completed and approved prior to any work being done at the selected sites. The EHP required photographs of the site from (4) angles, height of installed poles and, local environmental impacts. The documents were submitted to FEMA for final approval. The result of the EHP review took from 1-6 months. Our replies were generally received in about 4 months.

An electrical service had to be established at each site. Each of the two (2) electrical power suppliers in the County required that dedicated service be provided to each siren. There was a standard charge for an un-metered electrical site that is around \$22.00 each, per month. Townships had to agree to this charge or secure another way of providing power to the siren.

Electrical connection issues arose as each un-metered site had to be within a (120) foot reach of an electrical transformer. This posed an issue due to the fact that rural sites had limitations for electrical connections. Additional transformers would incur added costs that were not part of the budget.

### **Propagation Study**

A propagation study was completed and it was determined that in order for the signal to reach all of the locations, especially those in the southern part of the County, that a digipeater had to be installed at the Dansville Tower location in Ingham Township as well at the Radio Lab site in the City of Lansing. Additional EHP reviews would need to be completed due to the fact that installation of additional antennas and tower work was required.

### **Control Point configurations**

The central Control Point for the sirens is located at the 911 Center. A back-up control point was purchased by Delhi Township several years earlier and is located at Delhi Fire Station 21. The Delhi Township Fire Chief requested that the back-up Control Point be re-located to the Ingham County Emergency Operations Center (EOC). The move of and, configuration of the back-up Control Point required additional funds in order for the project to move forward.

Once the sirens were installed and an electrical connection verified at each site, the control points would have to be configured in order to recognize each site, in order for the two-way reporting to be active. Additional funds were required to accomplish this task.

### **Other restrictions**

Seasonal load and weight restrictions of County roads limited some of the work that was required at some of the sites. This caused a delay in the completion of the current phases of the project, as additional equipment had to be installed at some sites for a proper signal reception.

One Township failed to make a proper electrical connection to the siren in the time frame that was given. This caused a delay in completion at that site.

One electrical provider required a certain type of wiring from the siren to the transformer. This caused a delay in the electrical connection at one site.

### **Initial Siren Testing**

On Saturday April 6, 2013, during the normal scheduled monthly test, all newly installed and connected sirens activated. Another test was conducted on Wednesday April 10, 2013 as a part of Severe Weather Awareness Week. All of the newly installed and connected sirens activated. Township and Village Officials confirmed hearing the sirens in many areas of the County.

**Future of the project**

Future installs beyond current timeline, dependent on grant funds are: Lansing Township (2), Village of Dansville, Village of Webberville, Village of Stockbridge, Township of Onondaga and, the VFW National Home which has offered partial funding.

Additional future expansion includes the use of a weather service notification system (such as First2Warn or CRWW) that has the ability to activate sirens only in the radius of tornado warnings, using National Weather Service polygons.

**Closing**

This project was mentioned during preparation of the Hazard Mitigation Plan in 2004. Outdoor Warning Siren coverage is vitally important to communities. The project has been wholly funded using grant funds, under the State Homeland Security Grant Program (SHSP). No County budgeted funds were used. Expansion of the project is dependant on the availability of future grant funds, which are diminishing.