



9-1-1 ADVISORY BOARD AGENDA

Thursday, May 28, 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 April 16, 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. CAD Update
 - c. Staffing Update
 - d. Text to 9-1-1
 - e. Audio Request Changes
3. C.J.I.S. Technical Advisory Committee Establishment

Limited Public Comment

Adjournment

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



INGHAM COUNTY 9-1-1 ADVISORY BOARD MINUTES

April 16, 2015

Members/Designees Present: David Hall, Juli Liebler, Kerry Minshall, Kelly Roudebush, John Stressman, Joseph Thomas, Mike Yankowski.

Members Absent: Fred Cowper, Greg Harless, Gerald Rodabaugh, Randall Talifarro.

Others Present: Bryce Alford, Shohn Johnson, Lance Langdon, Toby LePeak, Joel Maatman, John Neilsen, Rebecca Nelson.

Call to Order: The 9-1-1 Advisory Board was called to order by Kerry Minshall, Board 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 Thomas, supported by Maatman, to approve the March 19, 2015 minutes. Motion carried unanimously.

Additions to the Agenda: None.

Limited Public Comment: Dave Hagers, a resident of Holt, expressed his interest in viewing the radio consultation report Brent Williams prepares, upon its completion.

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

a. Update on BOC Action

Neilsen advised the committee of the BOC's approval of their request to enter into a contract with Brent Williams to perform a radio system consultation. One amendment was made to the request, which was to consider other potential radio systems in addition to the Harris upgrade and the MPSCS system. Neilsen clarified Brent Williams' task will not be to advise the committee or the BOC of which radio system to select, but rather to serve as a resource to answer questions and provide information regarding the pros and cons of each system. Upon completion of his report, Williams will present it to this committee as well as the BOC. His report will center on gathering basic facts regarding the pros and cons of each system, including short and long term costs for operations and maintenance. Neilsen went on to state that, at the conclusion of the consultation, he intends to recommend to this committee, as well as the BOC, that the County perform a request for proposal process to ensure competition amongst vendors.

Neilsen announced the BOC's approval of a resolution honoring the Telecommunicators of the Ingham County 9-1-1 Center during National Telecommunicators Week.

Thomas inquired as to how Williams' report will differ from the vendor presentations at the December 2015 Advisory Committee meeting, to which Neilsen responded Williams' report will summarize some of those points, such as long-term maintenance costs, short term costs, etc. Williams will also interact with this committee as well as the BOC to answer any questions that may arise. Minshall proceeded to provide Neilsen with a previous study performed by Williams and Neilsen in turn delivered it to Thomas as an example of the scope of work to be performed.

b. Other

No discussion.

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

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

Langdon expressed the Center staff's appreciation of the meals and "goodies" provided by agencies thus far during National Telecommunicators Week.

b. Radio System Discussion

See Item 1a.

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

Langdon informed the group that the new CAD system has rolled out and no major issues have occurred. Minor issues included LFD trucks and units not appearing on screen, which traced back to a setting that was easily changed; new interfaces that Zoll had put in place were not mapped correctly and are currently being worked on; Vision RMS maps and information did not transfer properly but the problem was rectified today, much sooner than anticipated; some law users were mistakenly built in the fire side of CAD which has been corrected; and the Center has placed a very limited number of help tickets with TriTech developers. Currently, no major issues exist as calls are going into CAD and geo-verifying. The fire configuration has been reviewed as it was desired to have three agencies lined up per call, rather than one, to ensure enough available staff for a call that escalates. Drilling down to the specific unit is not enabled as of yet; further work with the agencies is required. TriTech technical support has been responsive and accommodating to the Center's requests for assistance.

Roudebush inquired about the ability to monitor activities from a desktop interface, rather than mobile client. Langdon responded the IQ system training would be taking place near Memorial Day week and is being handled by the County's IT Department, with Frank Chain managing the project. Roudebush expressed her concern over not having IQ ready concurrently with the CAD launch and Langdon explained the IQ project was not part of the CAD upgrade. Langdon noted IT was working on the CAD monitor setups today, which will allow for some reporting, but he understands IQ will allow for more reporting capabilities. Hall also noted the timing of the IQ training in relation to the CAD go-live, to which Langdon reiterated the IQ project was separate from the CAD project and that TriTech staff was not able to schedule training any sooner. Roudebush stated much of her agency's activities are documented in the CAD and they are unable to access it for the time being. Hall inserted the reporting is as important to the agencies as the CAD, to which Roudebush agreed.

Hall commented that his Fire Chief has some concerns about the CAD launch relative to issues experienced by fire agencies. Langdon noted the major issue with fire is the numbers pushing through properly for their records system in coordination with Zoll. He currently has all necessary parties working together to resolve this matter. Hall noted he was impressed with the mobile client of the new CAD system as it was easy to learn and functioned properly. He stated he does foresee additional problems; however, his IT staff was pleased with the progress being made thus far. Langdon acknowledged Hall's concerns, stating the CAD implementation team would be working through issues and tweaking the software for the next couple of weeks. Hall inquired as to how long TriTech would be on site and Langdon replied they will depart tomorrow morning, after having spent three days on site supporting the launch around the clock.

Yankowski informed the group of LPD experiencing a great deal of password issues. Langdon replied this was in relation to the law users mistakenly being built into the fire side and is now resolved. Yankowski stated his Crime Analysis staff is not receiving information pushed from CAD into their system. He asked if they will not be able to analyze calls for service until after the IQ training. Langdon replied LPD's pushover of data to RMS should be operational at this point and if it is not, it will be addressed. Roudebush inquired as to how to access this, to which Langdon replied LPD pushes every call to RMS, while MSUPD only pushes report calls, therefore this feature functions differently for the two agencies. Langdon offered to have the Center supervisors run reports daily for the agencies in the interim. Roudebush replied the report she had received out of the new CAD was lacking report numbers and CAD notes. Langdon stated he would check into that concern with John Barber of the County's IT Department.

Nelson inquired as to when the missing report numbers from prior to go-live would be made available, as they are still not in RMS. Langdon replied he would check with John Barber. Nelson also noted MSUPD is experiencing issues with the CAD to Incident feature, to which Langdon replied it no longer functions in the same manner, the data push should be automatic. Nelson stated the number of units display, but no other data is presented. Langdon stated it was his understanding that the data Nelson desires is located under the Calls for Service tab, but that he had not had an opportunity to view it yet to confirm. He extended an invitation to Nelson to visit the Center and speak with TriTech support staff following the meeting, to which she readily agreed. Langdon also reminded the group to call the Center supervisors and advise them of any issues they experience so they can be properly addressed.

Roudebush expressed concern over the dispatchers announcing only one street name for CAD stops. Langdon acknowledged cross streets were not loaded as of yet but are being diligently worked on. He stated the GPS plotting feature works well and can be utilized in the interim. Minshall noted issues with Active 911 and Langdon replied those problems are being addressed by John Barber of Ingham County IT.

Roudebush informed the group of a phone application MSU had created and utilized to access the former CAD data remotely. She inquired as to whether they would be able to tap into the new CAD, to which Langdon responded no, due to the new CAD being closed to outside connections. Hall pointed out Active 911 is a phone app that is currently accessing the new CAD and Minshall clarified that Active 911 only pushes information out to users. Langdon stated the possibility of pushing out law calls to an outside app similar to Active 911 can be explored. The group discussed the functionality of Active 911, noting users receive a great deal of push notifications for active calls for service.

Neilsen reminded the group to please document any issues they experience with the new CAD and inform Langdon in order to get them resolved. Minshall noted there were several concurrent structure fires and medical calls for his agency the day prior and that the dispatchers performed well, all things considered. Langdon noted the techs have undergone training and refreshers for the new CAD, but are still in the learning phase of the new software. He mentioned this CAD implementation has gone much smoother than the last.

d. Staffing Update

Langdon informed the committee that the 9-1-1 Center is down to two Telecommunicator position vacancies and currently has 11 interviews scheduled for the 13th and 14th of May.

Langdon announced an agenda item for the next Advisory meeting will be to establish a LEIN subcommittee. It has been discovered that, due to the consolidation and physical separation from law enforcement agencies, the 9-1-1 Center is to have a LEIN board consisting of a representative from MSP, ISCO and an outside police agency to address and have authority over any LEIN matters, violations and policies. The board will be a subcommittee of the Advisory Board and meet either annually or semiannually.

Langdon encouraged the group and their staff to visit the techs for National Telecommunicators Week to demonstrate their gratitude to them.

Langdon went on to introduce Toby LePeak to the committee as the new sales representative for Harris Radio. He is a point of contact regarding the County's radio system.

Langdon also informed the group of issues that took place with the Emergency Weather siren testing earlier today. The test is typically launched from the supervisor's console in the call center, but today a technical issue (inoperable mouse) prevented this. The test had to be launched from the face panel in the back server room of the 9-1-1 Center. Langdon viewed this as an opportunity to test back-up plans.

Minshall expressed concern over a loud test failure that went unreported and was brought to his attention by a citizen. He inquired as to who runs reports and analyzes this information. Per Alford, either himself, Rob Dale or Mike Tobin from the City is responsible for this. The supervisor runs the report immediately following the test and distributes it to one of them, based on geographic location. Langdon stated the monitors are checked three times per day, twice by dispatch and once by the Sheriff's Department. He is unsure why this incident would have gone unnoticed. Alford will follow up with Dale and report back to Minshall.

Limited Public Comment: None.

The next meeting is scheduled for Thursday, May 28th at 3pm. The meeting location will remain the same.

Meeting adjourned at 3:45pm.

Respectfully Submitted,
Shohn Johnson