



9-1-1 ADVISORY COMMITTEE AGENDA

Thursday, June 18, 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 May 28, 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

Limited Public Comment

Adjournment



INGHAM COUNTY 9-1-1 ADVISORY COMMITTEE MINUTES

May 28, 2015

Members/Designees Present: Fred Cowper, Greg Harless, Kerry Minshall, Gerald Rodabaugh, Kelly Roudebush, Randall Talifarro, Joseph Thomas.

Members Absent: David Hall, Juli Liebler, John Stressman, Mike Yankowski.

Others Present: Bryce Alford, Cherie Ballor, Greg Frenger, Bruce Gaukel, Ed Hude, Shohn Johnson, Lance Langdon, Jeff Murphy, Joel Maatman, John Neilsen, Randy Williams.

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 Rodabaugh, to approve the April 16, 2015 minutes. Motion carried unanimously.

Additions to the Agenda: None.

Limited Public Comment: None.

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

a. Update on BOC Action

Neilsen announced the Law & Courts and BOC Leadership committees discussed the radio system consultation and endorse the concept. Once the report is complete, it will be presented at a joint meeting of the BOC, 9-1-1 Advisory Board, and chiefs/designees of law enforcement, fire and EMS agencies of Ingham County. This meeting, of which the date is yet to be determined, (possibly July), will include a question and answer session. Williams' report should be prepared, in draft form, by mid to late June. Minshall inquired as to whether this joint meeting would take the place of an upcoming, regularly scheduled 9-1-1 Advisory Board meeting, to which Neilsen replied not likely, due to the large number of attendees, a separate meeting may be scheduled.

Neilsen went on to note the organizational assessment being performed by Dr. Julie Brockman of MSU College of Human Resources is still underway. No completion date is known at this time; however, a draft should be prepared by the end of June and will be presented to the BOC at that time, as well as the 9-1-1 Advisory Board.

Hude, commenting on behalf of absent member, John Stressman, noted ~~Mason Police Department's~~ both Mason Police Department's and the agencies it represents, desire to explore the costs and possible advantages of the MPSCS radio system.

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 announced the reporter server is up and in place, as it had passed through the committees and BOC. Testing was performed and he was able to successfully report off of it. He noted the IQ program faces some issues after the last TIC meeting due to it being a browser-based reporting system. The various RMS's in Visionaire contain confidential folders housing such items as information that is not public record, internal investigations and the like. These folders are not currently protected in IQ and no solution exists at this time, however, TriTech is working on a solution to set viewing permissions. Ingham County's IT department is projected to have CAD data sharing in place and fully functional for all users by tomorrow. Langdon noted the reports being sent out today are from IQ, and once sharing is turned on, the reports will be able to be run by the agencies. Langdon went on to describe how to operate the software, mentioning that it will run on any device or apparatus. Roudebush questioned whether these reports would include the auto-service codes or only dispatched. Langdon suggested he and Roudebush test this feature on his device after the meeting, noting various custom report options are still being explored. Langdon went on to state that Meridian Township is connected and East Lansing's CAD monitor is up, as is Lansing Police Department's. Agencies that do still have the RMS can be set up to run the reports through Visionaire. Langdon stated he would be happy to assist.

Frenger posed the question of whether a concern exists regarding CJIS data being accessed from home PC's and the like. Langdon responded by stating the permissions and accessibility are set by the individual agencies and LEIN training is required to do so, which Roudebush agreed with. He went on to state fire and law agencies are not mingling data, so no CJIS data is accessible by fire agencies. Frenger stated he does not feel this data is being managed securely with officers having the ability to view it from their cellular devices, which could be lost or stolen, etc. Roudebush informed the group of MSUPD's security maintenance that requires a login to secure the data. Gaukel stated he had received confirmation from a TriTech security officer, stating CJIS has approved their system and access is CJIS compliant. He went on to offer to research the concern on a local level to identify any issues but stated that he believes device security is the bottom line, to which Langdon agreed. Frenger stated his agency will discuss the potential security issue internally. He went on to inquire whether the separation of fire and law data occurred since his training, as John Barber of Ingham County IT used a fire login at that time, which accessed law data in a search. Langdon clarified that separation and sharing boundaries had not been set up at that time, noting that only two agencies are listed as okay to share thus far due to the security issues with folders.

Langdon's main concern at this time is making the CAD data accessible to agency users. He went on to state that he ran a test report which produced up to date, real-time results. At this time Langdon has not received information on the rescheduling of the user training, but that the software is fairly easy to use and that he is capable of teaching users the basics.

b. CAD Update

Langdon informed the group that minor issues are still being addressed at this time. Gaukel announced that mobile version 5.7 is due to be released by the end of May, (no date is set yet), and that Ingham County 9-1-1 will be the first agency to go live. This version was created to address Ingham County's issues with mobile CAD. Issues included AVL locations displaying one street name, not providing an address range or intersection. He went on to mention another fix in this version will be the GIS mapping layers. Aerial imagery is not loaded as

of yet, therefore the map only displays four layers. TriTech has developed a fix and Sam Quon, Ingham County's GIS Contractor, is currently working on it. Gaukel stated the maps look great in CAD, but poor in mobile. The additional layers to be added will include hydrants and aerals. He noted new aerial photography was flown last month and should be completed and delivered to the center by August or September. New aerals will be flown every five years.

c. Staffing Update

Langdon announced that four candidates are currently in the background investigation stage. The center has four openings at this time, with another to be added next week and one retirement expected in the fall. Langdon foresees losing an additional one to two employees over the next several months due to relocation, etc.

d. Text to 9-1-1

Langdon informed the group of Eaton County's roll-out last week of a web portal to accept text calls. He noted other options exist with text to 9-1-1, but that the web portal appears to be the best option and free of charge for the center. The current phone system, if upgraded, could possibly accept text, but would be costly. Langdon is looking to get the web based text to 9-1-1 web portal up and running within the next several months, as the carriers have a six month window of time to respond to the center's application. Gaukel noted that Verizon and T-Mobile responded to Eaton County's application for text to 9-1-1 within just a couple of weeks. He informed the group of the benefits this feature offers to the hearing impaired community in particular, and that this is the main driving force behind the project for Ingham County. Gaukel went on to state Sprint, Verizon, T-Mobile and AT&T committed to a May 2015 rollout of text to 9-1-1. He clarified that this is a separate issue from Next Gen 9-1-1 which replaces trunk lines with fiber.

Langdon mentioned the only negative aspect of text to 9-1-1 is the inability to pinpoint location with text as you can with phone, referencing the similarity to phase-one with cell phones several years ago. Text will plot to the center of the pie for the face of the tower, which should pinpoint the current city of the caller. Langdon mentioned an ad campaign currently being rolled out state-wide, utilizing a slogan similar to, "Call if you can. Text if you can't." He noted the need to stress the importance of calling if possible. Gaukel concurred, referencing the National Emergency Number Association's, (NENA), national platform and stance of calling 9-1-1 remaining the preferred method of contact.

Minshall posed the question of how the cellular device would discern where to route the text if the origination location is within another dispatch center's range. Langdon answered by stating the cellular carriers route the texts to the correct PSAP. If the text hits a tower near a border and the neighboring PSAP does not accept text to 9-1-1, the device will receive a bounce-back message stating so. Gaukel noted this feature operates like a wireless phase one call, in that the carriers know which tower the text goes to. The center will receive the phone number and tower location, but no latitude/longitude or GPS plot. He stated most PSAP's find they receive very few texts, but a proven advantage exists in certain situations, such as a caller hiding during a break-in. He informed the group of this being the first time the hearing impaired community is able to access emergency services via a mobile device, stressing the importance of this. Talking points will be distributed so that agency chiefs and the BOC will be equipped to answer any questions that may be posed to them. Minshall suggested the development of an app for 9-1-1, to which Langdon responded that apps do exist but only accept SMS rather than MMS. He noted that group text messages will not go through to 9-1-1, such as a caller attempting to contact emergency services and inform his or her spouse of the situation simultaneously. Gaukel noted Eaton County performed a soft launch prior to go-live and found that Verizon is a step ahead of other carriers with the ability to deliver multi-media messages by separating the message from the media,

which in turn is delivered via email. Callers can send photos to the PSAP utilizing this feature. Roudebush foresees the possibility of her agency's population abusing this technology, noting that if this occurs, she will administer additional education. Langdon stated that, surprisingly, this has not been an issue throughout the county thus far. NENA performed a survey asking respondents to identify whether they would be inclined to call or text 9-1-1, and it was found that during an emergency most people of all age groups prefer to be on the phone with someone. Gaukel noted that text to 9-1-1 capabilities will be tested and most likely saturate the center during AVI or active shooter situations.

e. Audio Request Changes

Langdon stated he has spoken with the prosecutor's office regarding sending audio request back to police agencies due to the center receiving multiple, duplicate requests. He informed the group that the center does not maintain records or files of these requests as a chain of evidence and neither does the prosecutor's office. The center maintains audio recordings for one year; therefore if a case presents itself beyond that timeframe, the police departments will have the recordings. This will also alleviate the center staff from having to produce recordings multiple times. Langdon noted all recordings contain LEIN, victim information and the like, and requested the police departments be mindful of that fact. Ballor asked Langdon why detectives are being told they cannot request recordings. Langdon replied that each department supplied an authorized list of names to make such requests. Ballor finds this inefficient and feels the detective should make the request rather than a supervisor, stating her agency has a high volume and it is not practical for them to place requests in such a manner. Langdon stated the center is still receiving request from multiple places, citing a request from Maatman the center received this morning in which a deputy needed the recording and Maatman forwarded the request. This allows such requests to go through one channel at each agency. The center supervisors have been spending a great deal of time duplicating efforts and this process has been implemented to limit the number of requesters. Thomas inquired as to the number of authorized requesters from his agency, to which Langdon responded Thomas and Theresa are both authorized. Thomas went on to ask Langdon whether dispatch would like an authorized individual listed for Tri-County Metro as well and Langdon replied yes. Langdon went on to note that emergency recordings will still be processed quickly, as usual, but day to day requests need to be filtered through the appropriate requester. He mentioned this procedure has the potential to keep information in the right hands as well. Langdon notified Ballor that, if she would like, additional names can be added to her agency's list of authorized requesters. Gaukel stated which individuals the agencies authorize is up to them, reiterating Langdon's statement of receiving requests for the same audio from the responding officer, then the investigating detective, the Prosecutor's office, etc. He stated the supervisors end up producing multiple versions of the same audio, some requiring redaction and others not. This new process will ensure consistency in that regard and is intended to control the release of audio, not to inconvenience the agencies, noting the center's willingness to discuss other possible solutions. Ballor posed the question of whether the center will refuse to provide audio to an officer who, for example, was on a domestic. Gaukel replied yes, but that exceptions exist such as pursuits, personnel injuries, etc. Langdon pointed out the recordings are time-consuming, at times taking several hours to produce.

3. C.J.I.S. Technical Advisory Committee Establishment

Gaukel stated at the time the consolidated center opened, this board was established with a law majority as required under the 9-1-1 Enabling Act and the center is compliant. In reviewing processes, the desire has arisen to address the fact that this board serves in an advisory capacity and the center is not under the control of a criminal justice agency. Rather than advisory, it is desirable to have management over CJIS matters, LEIN policies and potential violations and the center is currently exploring methods to achieve this. The county attorneys will review options in regards to compliance with the Open Meetings Act. LEIN issues may be addressed under a full board review, but possibly closed meetings. Another option is to appoint a CJIS

technical committee of this board, consisting of three law members. A presentation/informational packet may be presented at the next meeting for further discussion. Langdon noted the center was under the impression management authority would need to consist of one MSP member, one ICSO member and one additional, however, it has been discovered that this is not so. An initial meeting will be scheduled to set this up with an annual meeting thereafter, or simply when the need arises. The committee will serve not merely in an advisory capacity, but will have control over the center's use of LEIN. Gaukel agreed, stating the committee would formally approve the center's LEIN and CJIS policies. He stated the center was audited once and was found to be in compliance. The center would address possible violations involving use, report such instances to MSP immediately, and in turn notify the LEIN committee of the issue so they could convene and review results of MSP investigations, decide upon disciplinary action, etc. The establishment of this committee may be decided upon at the next Advisory Board meeting.

Limited Public Comment: None.

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

Meeting adjourned at 3:50pm.

Respectfully Submitted,
Shohn Johnson