



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

Thursday, August 21, 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 June 19, 2014 Minutes (Attachment 1)

Additions to the Agenda

Limited Public Comment

1. Ingham County 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 Update (Attachment 2)
  - c. Yearend report (Attachment 3)
  - d. CAD Update (Mobile Training February, Go Live April 2015)
  - e. EMD Update
  - f. Staffing Update
  
3. Mobile Maintenance Costs Discussion

Limited Public Comment

Adjournment



## INGHAM COUNTY 9-1-1 ADVISORY COMMITTEE MINUTES

June 19, 2014

**Members/Designees Present:** Fred Cowper, David Hall, Greg Harless, Kerry Minshall, Jeff Murphy, Kelly Roudebush, Pete Smith, John Stressman.

**Members Absent:** Juli Liebler, Gerald Rodabaugh, Randall Talifarro, Joseph Thomas, Mike Yankowski.

**Others Present:** Bryce Alford, Bruce Gaukel, Judy Horning, Lance Langdon, Joel Maatman, John Neilsen, Steph Strickling.

**Call to Order:** The 9-1-1 Advisory Committee was called to order by David Hall, Committee Chair, at 3:03 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 Greg Harless, supported by Fred Cowper, to approve the May 15, 2014 minutes. Motion carried unanimously.

**Additions to the Agenda:** John Neilsen requested that a discussion on the summer meeting schedule be added to the agenda as Item 5. An update on the CAD project was added to the agenda as Item 3C

**Limited Public Comment:** None.

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

a. Update on BOC Action

Neilsen noted that the Board has begun preliminary development of the 2015 budget; they are also looking at long term budgeting needs. The current 9-1-1 millage is in effect until 2016; as the renewal for the millage gets closer the needs of the Center, including the cost to replace the current radio system will be evaluated.

b. Other

Neilson had no other updates at this time.

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

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

Langdon distributed and reviewed a handout updating the group on Center operations, including staffing and training. He noted that the Center had begun holding shift briefings for staff prior to each shift; dispatchers are paid overtime to attend these 15 minute briefings.

b. Radio System Update

Langdon noted that meetings with MPSCS and Motorola had been held to gather information on what services they could provide for the Center, as well as how their systems are operated and maintained.

This information, as well as the information gathered from previous meetings with Harris will be used to develop a list of options and ballpark figures for the new radio system.

### **3. 9-1-1 Deputy Director Report – Bruce Gaukel**

#### **a. Update on EMD**

Gaukel stated that progress continues to be made on the implementation of the new EMD protocol; the go-live date is currently 7/29. Staff have recently completed extensive training on how to use the new system; he is working to set a date to give fire/ems agencies a demo. Gaukel noted that for agencies not using mobile data, things won't really look different on their end.

#### **b. Update on Airport**

Gaukel explained that he is still waiting for the airport to patch their radio system in to the county system; at this time there are no updates. He noted that the airport recently conducted a full-scale exercise without any real communication issues.

#### **c. Update on CAD Project**

Gaukel noted that work on the CAD project was about to just about to begin. The first conference call is scheduled for next Wednesday, 6/25; there will be three held before Tritech comes for an on-site visit in July. The go-live for the new CAD system is currently planned for early spring of 2015.

#### **d. Other**

Minshall requested a progress update on the run cards. Gaukel stated that he is continuing to work on them but they have not yet been completed. Minshall stated that recently it felt like his agency was being pushed to a TAC channel much more quickly by dispatchers. He stated they would rather arrive on the scene and evaluate the situation themselves before moving to a TAC channel. Gaukel stated that there had been no change in policy and requested that Minshall contact him with specifics so he could look into the situation.

### **4. NetMotion Software Expense Discussion**

Stressman stated that the TIC group had not yet discussed the NetMotion software expenses further.

### **5. Committee Summer Meeting Schedule**

The committee discussed cancelling the July meeting as was done in the previous year. Moved by John Stressman, supported by Greg Harless, to cancel the July 17<sup>th</sup> meeting. Motion carried unanimously.

**Limited Public Comment:** Alford stated that a cellular BDA had been installed at the Center; cell signal strength in the building has been greatly improved as a result of this installation. He also noted that the Red Cedar Jubilee was currently taking place in Williamston; Countywide Event 10 is their talk group. Alford reminded the agencies of the importance of calling out the full name of any talk group they are switching to.

The next meeting is scheduled for Thursday, August 21<sup>st</sup> at 3 pm. The meeting location will remain the same.

Meeting adjourned at 3:51 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

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To: 9-1-1 Advisory Board  
From: Lance Langdon  
Date: August 21, 2014  
Reference: Directors Update

A. Report on County 9-1-1 Operations

-We are working to replace Steph, Interviews are the 28<sup>th</sup> and 29<sup>th</sup> and we hope to have someone start about 2-3 weeks later.

-We will have extra staffing on for Welcome week

-MSU will be using Event 10, 11, 12 for Football Weekends

B. Radio System Update

-Attachment is the report given to the Law and Courts last week.

-Spread Sheet that I am giving out is a draft that I was asked to prepare for the Law and Courts at the last meeting. They wanted a way to compare the options looking at one sheet that show one compared to another. Please advise if there is some information that you think would be of value to add.

C. Year-end report

-It is finally been distributed, it shows information from last year. Phone data is still not as good as I would like but with the new system we will have better clean data.

D. CAD Update. We do have some dates that are now set. Cad User and Supervisor training will be from Feb. 9<sup>th</sup> to March 20<sup>th</sup>, with 6 sessions that all staff will attend one. They are 4 days long for Tech's and 5 days for Sups.

Mobile has also now been scheduled. November 13-14 we will have system orientation. Functional testing and Admin training will be Feb 10<sup>th</sup>. We will then have Train the trainer on Feb 11, two sessions as they are ½ day.

Go live for Both CAD and Mobile will be April 14-16 with support staff here at that time.

E. EMD is up and running. We have a couple staff members that are vocal not liking the system and having to keep to the scripted questions. We will be starting the quality assurance next month.

F. We are losing one staff member at the end of the month which will bring us to 6 openings. I hope to make two job offers by mid-week. We will be running another test process Mid-September after we bring a new Admin Assistant on board.

G. As an update for the group, LFD did start their go live with Mobile this week with mobile in Medic's and Battalion's vehicles.