



9-1-1 ADVISORY COMMITTEE AGENDA

Thursday, September 17, 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 August 20, 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

August 20, 2015

Members/Designees Present: Fred Cowper, David Hall, Kerry Minshall, Jeff Murphy, Kelly Roudebush,.

Members Absent: Greg Harless, Gerald Rodabaugh, John Stressman, Randall Talifarro, Joseph Thomas, Mike Yankowski.

Others Present: Bryce Alford, Cherie Ballor, Dave Harper, Ed Hude, Sally Huyghebart, Shohn Johnson, Lance Langdon, John Neilsen, Phil Whittier, Randy Williams.

Call to Order: The 9-1-1 Advisory Committee was called to order by Kerry Minshall, Committee Chair, at 3:04 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 Hall, supported by Roudebush, to approve the June 18, 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 began by discussing the July 16th Law & Courts committee meeting. Williams presented his report, which proved to be very informative and brought everyone to the same information level, as the radio system issue is much more complicated than most thought. Neilsen felt Williams' report was well received and hopes this committee feels the same. Neilsen noted Williams' has issued an invoice to the County for two thousand, eight hundred dollars, which Neilsen feels is a good value. Members of the BOC who commented felt it was a good value as well. Next Thursday, the 2016 budget hearing for the Law & Courts committee will take place. Included in the 9-1-1 Center's budget request are additional dispatcher positions to assist with overtime control. Neilsen and the County Controller are recommending two positions be added to the Center's staffing level, noting the BOC will have to adopt this. Neilsen anticipates it will go through with the final budget towards the end of October.

b. Other

Neilsen mentioned the Williams report in terms of when this committee will need to make decisions. Williams pointed out Florida has infrastructure support commitment from Harris through 2021. Neilsen stated Williams pointed out Ingham County should expect that as well. Neilsen will be recommending the renewal through 2021 as necessary, which he stated Langdon would cover in depth in his report.

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

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

i. Infrastructure Support Renewal

Langdon distributed a report on operations (attached), stating the center has been busy due to weather, Common Ground and the Ingham County Fair, to name a few. Center staff has been working with fire chiefs on response and mutual aid changes. He went on to state renewal for the radio system maintenance contract with Harris Corporation is set to expire September 30th. Langdon has been speaking with Harris for an amendment to extend this contract and this would be the second amendment to the system. Langdon stated he mentioned Harris' commitment to Florida and asked for same. Toby LePeak, sales with Harris, was able to agree to cover maintenance until 2021 and also committed to a 1% per year cost increase, as opposed to the 2-3% traditional. Beyond 2021 an additional four years of maintenance is possible, but the 1% per year increase would go up. Maintenance costs determine mic fees, currently set at a 65%/35% split between agencies and the County and the number of radios on the system alters the per radio mic cost. Neilsen stated typically this time of year the center calculate fees based on the number of radios on the system. Hall asked, with the idea that Harris will support the system through 2021, what the committee needs to do to make a decision on this, to stop it should it want to. Neilsen replied Law & Courts will expect this at their next meeting. One stipulation included in the agreement with Harris is the County's option to get out should it decide to move to a different system. A consultant would organize all public safety people, review what's currently in place and then vendors would submit proposals. That is the track the County is on right now. Neilsen will propose the BOC approve Harris' extension, but will still move forward with the RFP process, unless this committee and/or the public safety community oppose. Hall inquired as to the cost. Neilsen stated that is unknown until an RFP is released and proposals are received. Hall asked if it would be possible to add the option to negotiate four more years. Neilsen replied yes, that option always exists. Neilsen will recommend to the BOC to approve the extension. Hall stated he wouldn't hire a consultant and would stay with Harris right now, noting the system is good for a few more years. Neilsen noted Hall made a good point, and that this is current, very recent information, which just developed in last week. Hall stated he would put the brakes on the RFP and wouldn't invest in a new system or upgrade if all is going well with communications, noting we have time now. Cowper asked Langdon for his opinion, to which he replied no real issues exist with the current system, other than occasional HVAC units, UPS, pretty normal problems. Langdon plans to budget for an upgrade to the UPS batteries next year, noting the current system undergoes normal maintenance and we have good coverage. No major service outages have occurred for a long time. Service and coverage levels would remain the same. Langdon mentioned Yankowski and Hammel would like to purchase new radios and would be able to do so now, recommending P25 capable or multi-band so they can be used on either system. Langdon noted the price has been dropping on those and his recommendation applies to fire command as well, with no rush. Langdon pointed out the lack of funds for a new system. This is an opportunity to look at funding sources such as the millage and/or cell surcharge and provides time to plan. Cowper agrees with Hall, noting Meridian is moving forward with healthy budget again. If the radio system is not broken, why fix it? Cowper does not want to spend money if it is not necessary. Hall asked for the opinions of other committee members. Minshall stated he agrees with Hall and Cowper, but asked what the risk is for obtaining parts and equipment once reach the six year mark is reached. He also questioned whether the four year addendum is certain, going on to state that this additional time would give us a period to come up with funding. Lance stated Toby LePeak could not be present today, but that a couple of Harris folks are. He noted Harris is committing thru 2021, plus the extension, noting part of the reason for extension is to look at parts availability. Huyghebart of Harris clarified with the committee that when Harris is under contract, they keep parts in supply to ensure they can support the contract and that 2021 looks good. Neilsen asked Huyghebart if any upgrades would be necessary to move to P25, to which she replied, yes.

Neilsen then inquired as to exactly what capital upgrades would be needed within the next six years. Lance replied stating consoles would be necessary as Microsoft no longer supports XP. The center will need to replace the PCs those are running on and move to a new operating system, pointing out new consoles, if replaced, would work with whatever system we wanted to move to. As an example, Eaton just went to Motorola consoles, working on a conventional system. The consoles would work on the State system or whatever system they would ever want to change to. Whittier of Harris stated although he is not familiar with Harris' new Symphony dispatch, he knows they will hook up to any type of radio equipment, noting there are always different kinds to patch into. Minshall then asked if the improvements being discussed will have to be performed regardless of whether the system is upgraded or not. Langdon replied, yes, noting the improvements are not currently budgeted for. Neilsen inquired about infrastructure investments. Langdon answered based on this maintenance agreement, Harris would take care of that to include antennas, feed system, etc. Roudebush asked if Harris' support regarding infrastructure would continue as we move forward towards an upgrade to P25. Langdon replied P25 is not required by the FCC and Alford concurred. Neilsen pointed out one thing that came out at Law & Courts is that a couple of departments are waiting on our decision so they can purchase radios. Williams suggested multi-band. Harper stated multi-band might not be economical, to which Neilsen asked what the difference in price might be. Alford answered, informing the group Unity radios cost approximately \$4,000 each, while the new 200 models would be less expensive at \$3,500-4,000 range for multi-band. ISCO bought 10 XG25's for \$16,000 a piece, which is less expensive than the P7300's, EDACS P25 are both phase one and phase two capable. Hall stated he likes the idea of having time to establish a budget for local agencies. Cowper asked for Harper's input on the topic, stating Harper has an extensive background in radio. Harper stated his stance is that Williams did a good job on operability and our system is good with that right now. We used to have very old radios, but now we have great operability. Harper stated he is responsible for the entire northeast quadrant of the County and his radios work almost without fail. Harper does not want to lose that and can't afford to pay any more in mic fees, stating his agency would have to cut something else, meaning potential layoffs. Harper supports the notion of interoperability but opposes achieving it at the expense of operability and cost. He pointed out we are not under a mandate to go to P25, so he sees no need to push this so quickly. He stated the rumor that we don't have parts to fix radios is not true, adding it is prudent for us to look at slowing this down as there is no emergency to move forward. Randy Williams posed the question of whether we can buy a P25 radio from any other vendor other than Harris that supports EDACS. Langdon stated he doesn't think anyone is selling EDACS radios other than Harris. Williams concurred, adding this will lock the County and the agencies it serves into Harris. This will not solve interoperability problems. Hall stated the goal is not to solve interoperability issues, but rather to use multi-band radios on the Harris system with the ability to continue to use them on any other system moving forward. This is not a case of interoperability. Alford acknowledged the interoperability issue Williams referred to, stating near the County borders the multi-band radios would jump over to the other system, just as the current radios do now. Neilsen pointed out the Sheriff's Office mentioned interoperability issues while transporting prisoners out of area, for which multi-band radios may be a solution. Neilsen went on to state he appreciates the discussion, reiterating this is relatively new information and that the County did not have this commitment from Harris until very recently. He pointed out he had advised the Law & Courts committee that a contract extension was in the works and that the Advisory Board would be discussing it today. He then asked the committee if they would like to discuss further or make a motion, to which Hall asked for clarification as to what is being suggested - a contract for an outside consultant? Neilsen pointed out his recommendation to this committee at the Law & Courts meeting was that, until we have proposals, we do not know what we are looking at in terms of dollars. Neilsen recommends a two phase project involving a consultant to inform the committee and public safety community, assisting with

determining what kind of RFP to put together, specification-wise. Neilsen stated Williams' report indicated the County should not be overly concerned with a deadline due to Harris' commitment to Florida's maintenance. We now have this same commitment. The County would have an "out clause" so we could make changes if we needed to. Neilsen will be presenting a resolution in September to the Law & Courts committee regarding this infrastructure agreement. Neilsen added that regardless, the County couldn't switch for two to three years anyway. Hall asked when the recommendation for a consultant would go to the BOC. Neilsen replied, stating that could not occur until the County received RFP's back from variety of consultants. Hude noted he has been on this committee for a long time, reminding the group not to wait too long. He stated it took Mike Leaf three to four years to complete his project for the current system, stressing the committee should not put the task off. He went on to point out that fire and law needs can be different. Neilsen stated those of you who were present for the last radio system project, may recall their were issues with Lansing Fire Department moving to the State system, therefore an RFP was performed. Hude reiterated he is not asking that the committee rush, just suggesting a committee be formed within couple years to consider RFP's. Langdon noted he will need to develop a funding source. He went on to state an advantage now as opposed to then, is that many of same people are members of the committee today. Now that this is County department, the process can be more efficient as staff is in place that can make it happen,, which in turn should reduce the timeframe. The BOC would approve funds, but more efficiency exists now. Whittier pointed out the difference between six years from now and when this committee started the last radio project. He stated the system was crumbling back then, but six years from now it will still be fully functional, to which Neilsen concurred. Neilsen then noted the interesting discussions regarding the radio system as of late, then went on to state the committee has found out we have more time than thought. Hall stated he does not want the commissioners to pay couple hundred thousand dollars unnecessarily. This committee will be compelled to respond to a consultant's recommendation and it seemed as if the BOC clearly wanted a consultant. Neilsen stated we did know support was coming to end for EDACS system and we were being proactive in starting the process to identify whether to stay where we're at or move to another system. Both are good systems and the decision will ultimately come down to money. Next year the BOC will be in process of looking at putting on a millage question to the voters for renewing the 9-1-1 millage. The question will pose whether we need to increase the millage to enable upgrades or move to new system. Hall asked if is there a motion in order that would convey our thoughts to the BOC on this issue. Minshall stated he believed if we have a motion it would need to be contingent on a signed agreement and that won't happen in a month. Neilsen pointed out it depends on how strongly this committee feels. If we have signed contract in place with Harris by end of September, we can talk more at the September meeting. Minshall asked if that is the consensus of the committee, to which most agreed. Neilsen noted we already have the signed agreement from Harris and the BOC is aware it's coming before them in September. Hall then asked if any language exists in that signed contract in regards to the possible four year extension. Lance answered, informing the committee the four year extension was only mentioned in discussions, not in the actual contract. He stated research would need to be performed on parts and cost. Hall would like the committee to have the ability to advise the commissioners in 2016 in regards to the millage and building revenue. Neilsen noted this committee as well as Law & Courts will have those discussions due to the need to set the date to get the millage on the ballot in either August or September of 2016. Langdon addressed Harper's comments on the cost stating that one advantage of the 1% increase per year is the maintenance cost increases less than eight dollars per radio over that time period. Hall expressed his appreciation of the committee discussing this.

ii. Smart 9-1-1

Smart 9-1-1 is a service offered by Rave Mobility which Langdon is hoping to take to the BOC in September. It allows the public to sign up for a free online service account tied to their phone number, no matter their location. If the center receiving their call has Smart 9-1-1, the call taker will receive pertinent, confidential information regarding the caller, such as health alerts, in a web screen. Users must update their information every six months or their account will be placed in an inactive status. They will receive reminders from Rave Mobility. The State 9-1-1 Office is helping centers to cover the cost of this service. Lance stated the original quote was much higher than he felt it should have been, but after negotiations Rave has reduced the cost, so the County is moving forward. Langdon expects the service to be helpful with business contact information as well. The center will place a link on its website and will request agencies do the same in order to get people and businesses to sign up for the service. Rave also performs a marketing push. Langdon expects a lot of activity from autistic, Alzheimer's populations and went on to inform the group that pictures can be uploaded to user profiles as well. Minshall inquired as to the cost for users to which Langdon replied that it is free to public. The cost to the County is \$16,000.00. Roudebush asked if that fee is for one year of this service and Langdon replied, yes. Roudebush then went on to ask how many other areas utilize this service. Langdon responded stating Eaton County uses Smart 9-1-1 and Clinton County is looking into it. The State is pushing it by paying for the basic business only package; however, Langdon wants everyone to be able to give us the information. Minshall asked Langdon where user information is stored. Langdon answered stating it is stored on a Rave server, and then pushes it to browser window for the dispatcher. Gaukel informed the group that the State pushing and covering some funding allows a lot of centers to move forward. Moving to Smart 9-1-1 allows us to see other county residents' data and vice versa. As each county joins there is a lot of information sharing which increases service exponentially. The State wants every PSAP to be on it. Langdon agreed, stating this service is around country not just in Michigan. Rave is currently the only company offering such a service thus far. Gaukel pointed out that users, once opted in, benefit wherever they are that has this smart system. Users do not have to register in multiple areas. Minshall asked if each county must participate to see the information. Gaukel replied, yes. Langdon stated another population that will benefit is those who speak English as a second language. Those individuals can indicate in their profile what language they speak. The center receives calls in Swahili, Napoli, as well as from hearing impaired and speech impaired callers. Langdon sees very few downfalls to Smart 9-1-1. Minshall inquired on the timeframe to get it in place. Langdon replied he is taking it to the BOC in September, so hopefully it will be in place by the end of the year. Hude stated Smart 9-1-1 would be invaluable. He referenced a recent incident with a missing autistic child that went well but noted the locator saw the information on Facebook, noting the value in getting photos out. Hude stated he supports this completely and went on to express thanks to all area staff for the help on that incident.

iii. Text to 9-1-1

Langdon noted the center will be bringing Text to 9-1-1 on board as there is lots of interest from the hearing impaired and university communities. Eaton County launched this technology utilizing a web portal for such calls to come in through, as will Ingham. Depending on timelines, the center should have it launched near the first of 2016.

b. CAD Update

Gaukel noted staff is still working out a few lingering issues such as a color issue with night mode in mobile, which is tied to Windows 7. Walter Doherty from LPD, John Barber of Ingham County IT and Josh from MSU have been working on this with Tritech, who is going to bring Microsoft in to help. The County has flyovers for mapping performed every five years, which was done this spring. The center is hoping to have the new, higher resolution images loaded in CAD and mobile by September. Cherie Ballor posed the question of a timeline for Microsoft's assistance with the color issues in the mobile client, to which Gaukel responded no timeline currently exists. The issue is tied to Windows 7 and one of five settings options. Once the settings option is discovered, changes will be made but no date for the fix has been established as of yet.

c. Staffing Update

The center started four new staff members in academy Monday and two others commenced employment on June 30th, which takes the center down to two openings. Langdon expects the BOC to approve two additional positions and noted Emergency Telecommunicator Cathy Demers will be retiring this fall and will be missed. The center has not reached a point of having a hiring roster but rather has many trainees. Langdon asked that officers continue to use call signs to help the trainees who are not familiar with voices yet.

Limited Public Comment: Randy Williams stated he is in attendance as a citizen of Ingham County. He respectfully disagrees with the choice to delay the decision on the radio system. Williams stated the BOC will require RFP information for any millage. He went on to state his opinion that this Board has run out of time and this issue probably will not be included in the millage next year, pointing out he feels that people in the community will see an increase in the millage but no movement on the radio system. He noted mixed messages to local agencies in regards to new equipment purchases such as radio replacements, stating if the County switches systems in a few years, those agencies will need to purchase new radios again. Williams stated the Board will be dealing with the same issues and that they will not go away. He feels this Board is "kicking the can." He went on to state he agrees with renewing the support maintenance as support is necessary, but doesn't feel this Board can wait three years to consider the system as a whole. He stated the millage needs to be renewed next year and he, as a voter, would not support an increase without a clear plan, adding that he can be very vocal. He stated a local fire agency is looking to get off the system altogether and that interoperability is suffering. Williams mentioned a riot incident in which MSP were called in and were handed one Ingham County radio. Langdon interjected, indicating that was a false statement. Langdon stated he switched the radio over to an event talk group. Williams insisted MSP was given another radio, which meant they had one State radio and one Ingham County radio. Williams went on to claim agencies cannot take prisoners out of the County without experiencing radio issues. Jeff Murphy stated that has not happened. Murphy pointed out agencies build a patch which works just fine and that his agency has never experienced a problem. Langdon noted the ability to set up four or five other patches. Both Jeff Murphy and Kelly Roudebush offered to review this procedure in a couple of weeks during MSU Welcome Week.

The next meeting is scheduled for Thursday, September 17th at 3pm. The meeting location will remain the same.

Meeting adjourned at 4:13pm.

Respectfully Submitted,
Shohn Johnson



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

To: Ingham County 9-1-1 Advisory Board
From: Lance Langdon
Date: August 20, 2015
Reference: August 20th 9-1-1 Directors Report

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

- Warm summer weather has brought us some busy times. Staff worked the Common Ground again this year and well as working with the ICSO and MAPD with the County Fair. We continue to work with the Fire Chiefs with response/mutual aid changes.
- Call/Activity Data so far this year.

Calls by Department Year to Date 2015

CRAA	42	LSFD	226	MTFD	2913
DLFD	1867	LSPD	265	MTPD	15541
DNFD	193	LTFD	1099	NIESA	717
ELFD	3094	LTPD	5213	ONFD	168
ELPD	27821	MAFD	1243	SAMB	105
ICSO	24940	MAPD	4097	STFD	386
LAFD	13650	MSP11	28	STPD	692
LAPD	68392	MSUP	20333	WLPD	1815

i. Infrastructure Support Renewal

- The Ingham County Public Safety Radio System support renewal costs have been received and will be presented to the next round of BOC Meetings in September, as the new renewal is scheduled to start October 1st, 2015. The costs provided by Harris for the system support are (1958 radios);

Start	End	Maintenance	Expected Per/Radio Costs	Expected Dept. Costs	Expected County Cost
10/01/2015	09/30/2016	\$295,102.51	\$150.72	\$97.97	\$52.75
10/01/2016	09/30/2017	\$298,053.53	\$152.22	\$98.95	\$53.28
10/01/2017	09/30/2018	\$301,034.07	\$153.75	\$99.93	\$53.81
10/01/2018	09/30/2019	\$304,044.41	\$155.28	\$100.93	\$54.35
10/01/2019	09/30/2020	\$307,084.85	\$156.84	\$101.94	\$54.89
10/01/2020	09/30/2021	\$310,155.70	\$158.40	\$102.96	\$55.44

- The period for this maintenance contract extension runs through the year 2021. After last month's meeting where it was discussed by Mr. Williams that Harris was supporting an EDACS system in Florida and that they had committed to support it until 2021, I did inquire of Harris if they could do the same for Ingham County. They have proposed the above costs for this time period which include only a 1% per year cost increase. I was also advised that there could be an additional 4 year extension of the maintenance contract but that they could not commit to holding the cost to a 1% per year increase.

ii. Smart 9-1-1

- We are in talks with Rave Mobility to bring their Smart 9-1-1 product online. We hope to bring this to the September meeting of the BOC for their approval. This product allows the public to sign up for their free service creating an account tied to their phone number. It is updated by the public user every 6 months or they become inactive. Part of the cost for the installation and implementation is being covered through the State 9-1-1 Office. Once in place we would advertise it and put a link to their web site on our 9-1-1 Site and ask the various agencies to do the same.

When a user calls 9-1-1, a separate window opens with the information that was entered into the Smart 9-1-1 system. This could be medical information, hazard information, emergency contact information and photos, whatever the person entered. It could be a photo of an Alzheimer's patient or autistic child with information needed if contact is made or to assist in finding them if they are reported missing. It could be a business owners contact information and key holder information for problems at their business after hours. This would be a simple solution to the old business cards departments have used for years and the business keeps the information updated rather than your staff members working to get the updated information.

iii. Text to 9-1-1

- We are still looking at our options to begin using text to 9-1-1 for our center. Eaton County has implemented one solution and I have started conversations with the same vendor about our using them here in Ingham County also. I would

hope to have a request into the FCC and possibly be implemented near the start of 2016.

B. CAD Update

- By Deputy Director Gaukel

C. Staffing Update

- We have been working very hard to fill open positions. We started 4 new staff members on Monday the 17th, they are in their first week of classroom or Academy training as we call it. Since our last meeting we also started two other employees on June 30th. That leaves us with two openings currently, with our next test scheduled for September 1, 2015. We do know that we have one additional opening to fill soon as Kathy D. will be retiring in October.