



9-1-1 ADVISORY COMMITTEE AGENDA

Thursday, September 19, 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 August 15, 2013 Minutes (Attachment 1)

Additions to the Agenda

Limited Public Comment

1. Ingham County Deputy Controller's Report – John Neilsen
 - a. Update on Status of Public Information and Education Campaign

2. 911 Director's Report – Lance Langdon
 - a. Report on Ingham County 911 Central Dispatch Operations

3. Other
 - a. PageGate Interface Update
 - b. Fire Access to Online Time Reports Update

Limited Public Comment

Adjournment



INGHAM COUNTY 9-1-1 ADVISORY COMMITTEE MINUTES

August 15, 2013

Members/Designees Present: Greg Harless, Joel Maatman, Kerry Minshall, Jeff Murphy, Gerald Rodabaugh, John Stressman, Dave Trexler, Mike Yankowski.

Members Absent: Fred Cowper, David Hall, Tom Kish, Juli Liebler, Randall Talifarro, Kelly Roudebush.

Others Present: Bryce Alford, Bruce Gaukel, Judy Horning, Jim Kraus, Lance Langdon, John Neilsen, Lisa Smith, Steph Strickling.

Call to Order: The 9-1-1 Advisory Committee was called to order by Kerry Minshall, Committee Chair, at 3:13 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 Gerald Rodabaugh, to approve the May 16, 2013 minutes. Motion carried unanimously.

Additions to the Agenda: The Deputy Controller's report was added to the agenda as Item #1, the Spoke 8 marketing presentation was moved to the end of the agenda as Item #4.

Limited Public Comment: Everyone introduced themselves as there were new attendees at the meeting.

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

a. Update on Current Issues

John Neilsen recognized that there have been many ongoing issues with equipment; he commended the agencies and center staff for being so understanding while these issues are being resolved. John noted that several meetings have been held with the FOP to discuss the problems with technology and the impact these problems have on dispatchers. The FOP has also expressed concerns with the transfer of pension funds from Lansing and East Lansing to the county. John stated that the fund transfer process from East Lansing was much simpler and is in the process of being completed now. The Lansing funds are going through a much more involved process. Lansing has had two actuarial reports done in order to determine what their financial obligation towards these pensions is; each report provided substantially different numbers. Lansing is in the process of getting a third actuarial report done to reconcile this difference; the funds will be moved to the county once this report is completed. John stressed the importance of getting these numbers right, as this will be the only opportunity to do so.

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

a. Presentation of the 9-1-1 Center's First Year of Operations Annual Report

Lance Langdon provided a brief overview of this report. He asked the committee if they had any questions or suggestions regarding the report previously distributed to them. Mike Yankowski requested that a breakdown of complaints against 9-1-1 staff and the center be included in future reports.

b. Report of Ingham County 9-1-1 Central Dispatch Operations

Lance Langdon distributed and reviewed a report detailing recent operational progress and issues at the center. Bruce Gaukel noted that recent complaints by a neighborhood group of Lansing residents had been investigated by the center and the Lansing Police Department; these complaints were deemed unfounded. The residents have since requested that Lance and Mike Yankowski attend a meeting of their neighborhood group; this will provide an opportunity to give the residents an overview of how 9-1-1 works and why low priority calls cannot always receive an immediate response from police.

3. Other

a. PageGate Interface Update

Bruce Gaukel stated that the PageGate has been installed and tested since the past Friday. He will set a meeting with Lansing and Delhi Fire Departments to set-up their Active911 and IAmResponding accounts. Once these departments are set-up and everything is verified to be functioning properly, other departments can begin using the system.

b. Fire Access to Online Time Reports

Bruce Gaukel informed the committee that Trittech has recommended setting up a duplicate server to move the fire departments' connection to the program off of the production CAD server. This will take a few weeks to put in place; in the interim fire departments are calling in for their run times as needed.

4. Spoke 8 Marketing Inc. – President Lisa Smith

a. Presentation on Status of Public Information and Education Campaign

Lisa Smith updated the committee on the progress made by Spoke 8 on the 9-1-1 public information and education campaign. The focus groups have been completed and messaging has been developed. Lisa distributed copies of the script for a radio/television commercial that will be created; it will likely air closer to the end of the year or the beginning of next year. Members of the committee expressed a desire for the commercial to air in the near future; Lisa stated that she would look into possibilities but she explained that there is very little air time available for purchase at this time of the year; the time that is available is very expensive. The commercial will feature a new slogan developed for the center by Spoke 8: location, situation, and information. Kerry Minshall requested that handouts highlighting the message of the commercial be made available to public safety agencies within the county; the agencies could use them when visiting schools. Lisa also provided mock-ups of three possibilities for the center's new logo.

Limited Public Comment: None.

The next meeting is scheduled for Thursday, September 19th at 3 pm. The meeting location will remain the same.

Meeting adjourned at 4:27 p.m.

Respectfully Submitted,
Steph Strickling