



9-1-1 ADVISORY COMMITTEE AGENDA

Thursday, October 17, 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 September 19, 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
 - b. Update on BOC Action for New 9-1-1 Phone System (Attachment 2)
 - c. Update on CEIL Agreement Revisions

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

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

Limited Public Comment

Adjournment



INGHAM COUNTY 9-1-1 ADVISORY COMMITTEE MINUTES

September 19, 2013

Members/Designees Present: David Hall, Greg Harless, Judy Horning, Joel Maatman, Kerry Minshall, Gerald Rodabaugh, Kelly Roudebush, John Stressman.

Members Absent: Fred Cowper, Tom Kish, Juli Liebler, Randall Talifarro, Mike Yankowski.

Others Present: Bryce Alford, Bruce Gaukel, Lance Langdon, John Neilsen, Steph Strickling.

Call to Order: The 9-1-1 Advisory Committee was called to order by Kerry Minshall, Committee Chair, at 3:07 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 August 15, 2013 minutes. Motion carried unanimously.

Additions to the Agenda: None.

Limited Public Comment: None.

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

a. Public Information Campaign Update

John Neilsen updated the committee on progress being made with the public information campaign. The logo options displayed at the last committee meeting were voted on by the 9-1-1 dispatchers. They voted for the round, red/white/blue version; this is now the official Ingham County 9-1-1 logo. A company has been selected to produce the commercial and the Law & Courts have approved the commercial's language. Once the commercial is completed, it will be aired on any available free markets and in paid slots as they become available.

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

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

Lance Langdon provided an overview of operations at the Center. He stated that 6 new employees began working last Monday; the Center is now only one slot away from being fully staffed. Additional candidates have been scheduled for interviews in October to fill the remaining position. He noted that the initial training academy has been extended from 2 weeks to 3 weeks in an effort to increase retention of new employees.

Lance noted that more progress has been made on technology issues at the Center; there have been almost no CAD lockups reported recently. The fiber line between the Human Services Building and the 9-1-1 Center has also been replaced. The phone system is continuing to drop calls, although this is primarily affecting admin lines. Dispatchers are also still experiencing echo issues, but the frequency is greatly decreased. The CEIL group is currently examining the possibility of all four centers becoming

standalone agencies as a way to combat network issues affecting the system, although no decisions have been made yet.

Lance recently attended a Lansing neighborhood meeting to give them an overview of how the Center operates; he will also be attending a Meridian neighborhood meeting tonight. Finally, Lance noted that the Michigan State Police conducted an audit of the Center's LEIN use earlier today.

3. Other

a. PageGate Interface Update

Bruce Gaukel stated that PageGate is up and running for several agencies. He gave an overview of how the system functions and noted that it has been well received by the agencies using it. The system allows each agency to determine and filter what data they want to receive. Notification is automatically sent when a call is dispatched, dispatchers don't have to do any extra steps. Now that PageGate is installed, all costs are on the user end, based on the number of employees they have participating in the notifications.

b. Fire Access to Online Time Reports

Lance Langdon stated that this issue is still being discussed with Trittech, as allowing this access was causing lockups in the CAD system. They are looking for a solution that would distribute this information automatically without negatively affecting CAD. Initially creating a duplicate server that this information could be pulled from was discussed, but Trittech has stated this is not a supported use of their software, so it may not be a viable option. Bruce Gaukel noted that findings from a recent LEIN audit by the Michigan State Police support the decision to remove fire department access to this system. Lance stated that he would keep the committee updated as different options were explored.

Limited Public Comment: David Hall distributed an article on behalf of Fred Cowper from Fire Rescue Magazine called "The Other End of the Line". The article discussed how vital dispatchers are to fire agency operations and provided an inside look on how dispatchers do their jobs. The incredible amount of multitasking dispatchers do was highlighted in the article, as well as the benefits of fire agency staff visiting dispatch centers to see firsthand the work that is being done. The article will be distributed to 9-1-1 staff.

Kerry Minshall noted that Delhi Township would be holding a retirement ceremony at 1700 today for Fire Chief Rick Royston if anyone was interested in attending.

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

Meeting adjourned at 3:27 p.m.

Respectfully Submitted,
Steph Strickling

TO: Law & Courts and Finance Committee
FROM: John Neilsen, Deputy Controller
DATE: October 2, 2013
RE: Two Companion 9-1-1 Resolutions to enter into contract with Carousel Industries, Inc.

Commissioners;

Attached is two companion 9-1-1 Resolutions to enter into contract with Carousel Industries, Inc. that should be considered as a package for your considerations and adoption.

The 9-1-1 phone system in use at the Ingham County Center is a cooperative venture that brought Clinton, Eaton, Ingham and Livingston counties (CEIL group) together to share the purchase and shared infrastructure of a Geo -diverse 9-1-1 phone system. The system was a change from the old analog copper phone lines to a new and NextGen ready IP or computer based phone system. This new 9-1-1 phone system allows us to avail ourselves of the technology that today's smart phones are able to provide. Unfortunately since our go live date at the 9-1-1 Center in late June of 2012 we have been beset with problems with the Phone System. Livingston County has been live the longest followed by Ingham County.

After these problems have not been resolved to our satisfaction, we requested assistance from the phone manufacturer Cassidian. We were interested in exploring a range of options including hiring a independent consultant to review our system. After discussions with Cassidian, the Engineer that designed our phone system and a team from Cassidian came out for a site visit and reviewed both the Livingston and Ingham County 9-1-1 Center installations and recommended a number of changes and corrective actions as part of a report.

Eaton and Clinton County's have not gone live yet as they have been waiting for the problems to be resolved in the Geo Diverse phone system that is currently live in Livingston and Ingham County. Eaton County and Clinton County have determined it is in their best interests to proceed with installing there new 9-1-1 phone system as a stand alone system and to no longer pursue connecting with Livingston and Ingham County at this time. We then requested a proposal from Carousel Industries, Inc. for a proposal to carry out the recommendations from the Cassidian Report.

Given these developments we are recommending the resolution to approve the Ingham County 9-1-1 Central Dispatch Center's 9-1-1 Telephone System Agreement. This vendor was recommended by the manufacturer of our Cassidian 9-1-1 Telephone System and is on the GSA Governmental Purchasing Contract. After review of the proposal, sign off by Cassidian and checking with references Staff is recommending this agreement for the amount of up to \$ 90,940 from the 911 Emergency Telephone Dispatch Services - 911 fund balance for the costs associated with their proposal with an additional \$ 9,060 Contingency for a total project cost of up to \$ 100,000 which is Ingham Count's share of the project.

Essentially, we are recommending taking down the more complex Livingston and Ingham County Geo diverse 9-1-1 Phone system and going to a more simple and basic stand alone system, making the changes and corrective actions as recommended by Cassidian, do extensive testing for robust and adequate fiber connections between Ingham and Livingston County and when and if it is practical, reconnect the two 9-1-1 Centers as a Geo diverse system. Funds are proposed to come from the 911 Emergency Telephone Dispatch Services - 911 fund balance.

In addition, the companion resolution should also be approved to authorize entering into a new contract with Carousel Industries, Inc. for the Ingham County 9-1-1 Central Dispatch Center's 9-1-1 Telephone System Maintenance Agreement.

Staff is recommending this maintenance agreement for up to \$ 83,943

Funds are within the existing Ingham County 9-1-1 Central Dispatch Center budget for this purpose.

The CEIL group is working on a revised Agreement and other issues with moving towards our 9-1-1 phone system as a stand alone systems. We will be reporting back on those implications later.

I recommend your approval of both resolutions.

Introduced by the Law & Courts and Finance Committees of the:

INGHAM COUNTY BOARD OF COMMISSIONERS

**RESOLUTION AUTHORIZING ENTERING INTO A 9-1-1 TELEPHONE SYSTEM
AGREEMENT WITH CAROUSEL INDUSTRIES, INC.
FOR THE INGHAM COUNTY 9-1-1 CENTRAL DISPATCH CENTER**

RESOLUTION # 13 -

WHEREAS, the Ingham County Board of Commissioners operates the 911 Emergency Telephone Dispatch System through the Ingham County 9-1-1 Central Dispatch Center; and

WHEREAS, Ingham County installed and is operating a Cassidian 9-1-1 Phone System and has experienced problems with the system; and

WHEREAS, at Ingham County's request Cassidian conducted a site visit and reviewed both the Livingston and Ingham County 9-1-1 Center installations and recommended a number of changes and corrective actions , and

WHEREAS, Ingham County has obtained a proposal from Carousel Industries, Inc to make the changes and corrective actions pursuant to the Cassidian report

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners authorizes entering into contract with Carousel Industries, Inc for an expenditure of up to \$ 90,940 from the 911 Emergency Telephone Dispatch Services - 911 fund balance for the costs associated with their proposal with a additional \$ 9,060 Contingency for a total project cost of up to \$ 100,000.

BE IT FURTHER RESOLVED, that the Controller/Administrator is authorized to make the necessary budgetary transfers that are consistent with this resolution.

BE IT FURTHER RESOLVED, that the Chairperson of the Ingham County Board of Commissioners is authorized to sign any necessary contract/Purchase Order documents consistent with this resolution and approved as to form by the County Attorney.

Introduced by the Law & Courts and Finance Committees of the:

INGHAM COUNTY BOARD OF COMMISSIONERS

**RESOLUTION AUTHORIZING ENTERING INTO A 9-1-1 TELEPHONE SYSTEM
MAINTENANCE AGREEMENT WITH CAROUSEL INDUSTRIES, INC.
. FOR THE INGHAM COUNTY 9-1-1 CENTRAL DISPATCH CENTER**

RESOLUTION #13-

WHEREAS, the Ingham County Board of Commissioners operates the 911 Emergency Telephone Dispatch System through the Ingham County 9-1-1 Central Dispatch Center; and

WHEREAS, the one year warranty period has expired for the Cassidian 9-1-1 Phone System ; and

WHEREAS, County Staff has reviewed a proposal to provide 9-1-1 Phone System maintenance services and is recommending entering into contract with Carousel Industries, Inc.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners approves entering into a Maintenance Agreement for the Cassidian 9-1-1 Phone System with Carousel Industries, Inc.

BE IT FURTHER RESOLVED, that the Ingham County Board of Commissioners authorizes the expenditure of up to \$ 83,943 out of the Ingham County 9-1-1 Central Dispatch Center budget for these purposes

BE IT FURTHER RESOLVED, that the Chairperson of the Ingham County Board of Commissioners is authorized to sign any contract documents as prepared by or approved as to form by the County Attorney consistent with this resolution.