



9-1-1 ADVISORY COMMITTEE AGENDA

Thursday, November 21, 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 October 17, 2013 Minutes (Attachment 1)

Additions to the Agenda

Limited Public Comment

1. Ingham County Deputy Controller's Report – John Neilsen
 - a. Update on Public Information and Education Campaign
 - b. Update on CEIL Agreement Revisions
 - c. Update on BOC Action
2. 911 Director's Report – Lance Langdon
 - a. Report on Ingham County 911 Central Dispatch Operations
3. Other
 - a. Fire Access to Online Time Reports Update

Limited Public Comment

Adjournment



INGHAM COUNTY 9-1-1 ADVISORY COMMITTEE MINUTES

October 17, 2013

Members/Designees Present: Fred Cowper, Greg Frenger, Randy Holton, Jim Kraus, Joel Maatman, Kerry Minshall, Jeff Murphy, Gerald Rodabaugh.

Members Absent: David Hall, Greg Harless, Tom Kish, Juli Liebler, Kelly Roudebush, John Stressman, Randall Talifarro, Mike Yankowski.

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

Call to Order: The 9-1-1 Advisory Committee was called to order by Kerry Minshall, Committee Chair, at 3:06 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 Gerald Rodabaugh, supported by Joel Maatman, to approve the September 19, 2013 minutes. Motion carried unanimously.

Additions to the Agenda: Fred Cowper added an overview of House Bill 4584 as Item 3B on the agenda.

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. He noted that the ads are almost complete; final shoots are scheduled for the near future. The ads should be ready to air something during this quarter. Paid ads will began appearing around the holidays and free ads will air wherever we can find availability.

b. Update on BOC Action for New 9-1-1 Phone System

John notified the committee that two resolutions authorizing the Center to contract with a new vendor, Carousel, for phone service have been approved by both the county's Law & Courts and Accounting committees; the resolutions will go to the full Board of Commissioners for approval next week. The Center will not be renewing their service agreement with AWT; the new vendor was chosen based on a recommendation from Cassidian. Once the contract is executed with Carousel, they estimate it will be 8-12 weeks before they can fully take over. The Ingham Center will also become a standalone system. Although it would be ideal for the Center to be connected to the other CEIL counties (Livingston, Clinton, and Eaton), the current infrastructure does not appear to be capable of supporting those connections. These two changes are expected to resolve the remaining technology issues.

c. Update on CEIL Agreement Revisions

John reminded the committee that the four CEIL counties initially agreed to jointly pay the cost of the new 9-1-1 system infrastructure. As a result of the counties becoming standalone systems, the costs will need to be examined to determine what portion each county is responsible for; an agreement for reimbursement will then be formed. Changes may also be made to CEIL's bylaws. John will keep the committee updated on this process.

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

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

Bruce Gaukel and John Neilsen both discussed the possibility of the Center upgrading to a new CAD system. Lance Langdon and Mike Ashton both had an opportunity to view the new system from Trittech when they attended the Trittech conference earlier in the month; they were both impressed with the system's capabilities. Trittech has offered to upgrade the Center to this new system for a very minimal cost, essentially the Center will just pay for training costs and any add-ons to the basic system. Demos of this new CAD system will take place the week of 11/18; dispatchers, supervisors, and any agency representatives interested in attending will be given an opportunity to test out the system during this demo. Trittech has stated that all current licenses would transfer to the new system. John and Bruce noted that upgrading the system would likely affect mobile clients. Bruce agreed to send out notification when a date for the demo is confirmed; he encouraged agencies to have their IT staff attend.

Bruce stated that 53 out of 56 dispatcher positions have been filled at the Center. One candidate is in the background investigation part of the hiring process and another testing group will be scheduled soon so the remaining positions can be filled. He thanked the Ingham County Sheriff's Office for hosting training on domestic violence for dispatchers; the Center will be sending several dispatchers. Bruce also provided an overview of the other trainings scheduled for dispatchers in 2013. It was noted that representatives from the Center would be attending the MI APCO Annual Awards Dinner next week; the Center has been nominated for Team of the Year and one of the dispatchers, Cassie Gaskill, has been nominated for Trainer of the Year.

Bruce noted that we received a satisfactory rating for our first LEIN audit. He also noted that Active911 had rolled out parsing of CAD data from our system; notifications should look much cleaner now. He has received a request to find a way to notify agencies not using a staffed apparatus more quickly; ideally Active911 would be triggered by the radio dispatch. Bruce is looking into different ways of implementing this.

Clarification was requested on the Center's ability to track addresses with autistic residents. Bruce stated that although we do not run a commercial add-on program dedicated to this purpose, we are flagging those addresses in the system. A note will pop-up for the dispatcher when they pull the address up so they can relay the information to responding units. The Center has a form that citizens or agencies can fill out if they'd like an address flagged.

b. Honoring Jeff Kludy

Bruce noted that Jeff Kludy will be leaving his position at the Lansing Police Department on 10/25 to take a position with Emergent Biodefense. Bruce reminded the committee of the integral role Jeff played in the consolidation of the two 9-1-1 centers, and of Jeff's contributions to 9-1-1 in Ingham County overall. Jeff will be missed, but the committee wishes him luck in his new position.

3. Other

a. Fire Access to Online Time Reports

Bruce Gaukel stated the way this process will work has been rewritten and tested by Trittech. Pulling the time reports should no longer cause the system to lockup. Bruce will have one final call with Trittech prior to reimplementation; he hopes to have this completed next week. He will inform fire chiefs as soon as they can began pulling these reports again.

b. House Bill 4584

Fred Cowper stated that this bill mandates that the closest medical vehicle must be dispatched to an emergency call; it applies to any agency operating a mobile medical response vehicle. He explained that while all vehicles would have to be equipped with tracking technology in order to accomplish this, the bill itself does not provide any funding to purchase the tracking equipment. He believes that the bill would create a financial obligation without improving response time. Fred noted that the author of the bill has decided to let it die, so although it will likely not become an issue he wants everyone to be aware of it.

Limited Public Comment: None.

The next meeting is scheduled for Thursday, November 21st at 3 pm. The meeting location will remain the same.

Meeting adjourned at 3:41 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

To: Ingham County 9-1-1 Advisory Board
From: Lance Langdon, Director 9-1-1 Center
Date: November 21, 2013
Topic: Update on 9-1-1 Center

AWARDS

October 24th in Frankenmuth at the APCO, (American Public Communications Officials) meeting the Ingham County 9-1-1 Center had been nominated for two awards, CTO (Communications Training Officer) of the year and Team of the Year. While we did not get top honors; Cassandra Gaskill was recognized as one of the top CTO's in the State of Michigan and given an Award of Excellence. The Ingham County 9-1-1 Central Dispatch was given an Award of Team Excellence for our successful consolidation in June of 2012.

PHONES

Since the last meeting of the Law and Courts Committee we have moved forward in moving towards Carousel as our new 9-1-1 Phone System Provider. The contracts have been approved and are in the process of being signed. With the current time lines we should be moving to a stand-alone system by February 2014.

COMPUTERS

We had a demonstration for a possible upgrade to TriTech's Tier One CAD (Computer Aided Dispatch) system yesterday. We had staff from each shift, union leadership, supervisors and MIS staff in attendance. They were able to see upgraded product and ask any questions they had about it; and are very excited about the possibility of upgrading to the program as it better fits the needs of the center. This was then followed by a demo of the mobile product, which is in the police and fire vehicles around the county. A change in CAD would also require that all of the mobile computer software be changed. They also demonstrated a web client and reporting program. TriTech has advised that full credit for all software licenses for both programs will be given. We hope to have pricing within the next 2 weeks.

We are also looking to do a site visit so that staff can meet with a current user, to find out if they have had any issues, see it running in day to day operations and find out what problems they might have had in implementing the system if any so that we can avoid the same issues.

COMMUNITY

We had D/Director Gaukel attend a neighborhood meeting that went very well. We had the American Hearing Loss Association- Lansing Chapter, and a Boy Scout troop in for a tour of the center and they held their meeting in our conference room. We tonight have an Alaiedon Township Neighborhood watch group at the center for a tour and meeting also.

STAFFING

We have had three of our last hiring that started September 9th, which have resigned. Two decided that the work was not for them and another resigned after not making it through their first phase of training. That leaves three staff members hired at the same time that are currently doing well in their training. We have had four staff members now trained for LEIN, Police Dispatch and Call Taker, and will start Fire Training in the next several months.

This brings us back to four openings. We have about 89 applicants that were invited to test on December 3rd, with the test being done at the County Fair Grounds. We will then look to do the oral board process the following week and hope to start 4 new staff members right after the first of the year.

TRAINING

We had 9 staff members attend training that was put on by the ICSO on Domestic Violence for Rural Communication Professionals.

5 staff members attend a Basic 40 hour Dispatcher School, which is part of the new training requirements for dispatchers.

16 CTO, (Communications Training Officers), Supervisors and Administration attended a CTO refresher class to update their training as we continue to training a large number of staff members.

15 Staff members attended training for handling suicidal callers.

LEIN AUDIT

We did have our first Audit from the State of Michigan with regard to the use of LEIN, Law Enforcement Information Network, which I am glad to say that we did pass.