



9-1-1 ADVISORY COMMITTEE AGENDA

Thursday, March 19, 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 January 15, 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. Radio System Consultant Update (Attachment 2)
 - c. Orthophotography Update (Attachment 3)
 - d. Other
2. 9-1-1 Director's Report – Lance Langdon
 - a. Introduction of Scott Martzke of the Michigan Army National Guard
 - b. Report on Ingham County 9-1-1 Central Dispatch Operations
 - c. Radio System Discussion
 - d. CAD Update (Go Live Week of April 12, 2015)
 - e. Staffing Update
3. Announcements
 - a. National Telecommunicator Week – April 12-18, 2015

Limited Public Comment

Adjournment

****The next meeting is scheduled for Thursday, April 16th at 3pm. The meeting location will remain the same.**



INGHAM COUNTY 9-1-1 ADVISORY COMMITTEE MINUTES

January 15, 2015

Members/Designees Present: Fred Cowper, David Hall, Kerry Minshall, Gerald Rodabaugh, John Stressman.

Members Absent: Greg Harless, Juli Liebler, Kelly Roudebush, Randall Talifarro, Joseph Thomas, Mike Yankowski.

Others Present: Bryce Alford, Bruce Gaukel, Lance Langdon, Shohn Johnson, John Neilsen, Bill Priese, Joe Maatman, Dave Harper, Phil Whittier, Mark Garnsey, Tony Willis.

Call to Order: The 9-1-1 Advisory Committee was called to order by David Hall, Committee Chair, at 3:02 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 Minshall, supported by Stressman, to approve the December 18, 2014 minutes with two corrections. Rodabaugh will be added as present and the 911 Center organizational assessment will take place during the first half of 2015. Motion carried unanimously.

Additions to the Agenda: Langdon requested Frequency of Meetings be added as Item 1d.

Limited Public Comment: None.

1. Annual Organizational Meeting/Election of Officers – David Hall

a. Chairperson for 2015-16 Term

Neilsen advised the group of Hall's and Minshall's willingness to serve again, absent any other interest. He reminded the group of the Committee's policy of alternating Police and Fire leadership annually. Hall confirmed his willingness to serve again but urged any interested members to do so. Langdon asked Hall to speak on the volume of work associated with his position as Chair to which Hall replied that it has been minimal. Moved by Maatman to elect Minshall as Chair and Hall as Vice Chair, supported by Rodabaugh. Motion carried unanimously.

b. Vice-Chairperson for 2015-16 Term

See Item 1a.

c. Update Roster of 911 Advisory Members and Staff

The roster of 911 Advisory Members and Staff was distributed for updates and corrections.

d. Frequency of Meetings

Langdon noted the group has not experienced a large volume of activity. He went on to suggest changing the meeting schedule to bimonthly or quarterly. Hall stated his preference toward monthly meetings, possibly with a vacation in the summer, as a method of maintaining the group's availability

should the need to meet arise. Stressman concurred with Hall's position, noting the possibility of postponing or canceling if necessary.

2. Ingham County Chief Deputy Controller's Report – John Neilsen

a. Update on BOC Action

Neilsen announced the BOC has approved the 2015 wage reopener for both the Teamsters and the FOP groups of the Center, providing for a 1.5% wage increase.

Neilsen proceeded to inform the group of the organizational assessment kick-off meeting which took place at the Center yesterday. Dr. Julie Brockman was introduced to the administration and the Teamster supervisors. Neilsen reminded the group of the intent of the assessment to improve communication with Center staff via surveys and confidential interviews with Dr. Brockman. The County's goal is to have happy and productive employees. The study is to be conducted during the first half of 2015.

b. Other

No discussion.

3. 9-1-1 Director's Report – Lance Langdon

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

Langdon has received requests for statistical information from agencies. He will produce this information soon and reminded the group of the statistical data offered on 911.ingham.org. He mentioned the data is not up to date due to staffing changes with the Admin Assistant position. Johnson located erroneous information, such as training calls, in past reports which skewed the data. She is working to clean up that data and post it to the web.

Langdon announced the implementation of an On-Call system for Center staff as of January 1st. Staff members are on call from 8:00-4:00 on either shift in order to keep seats filled as a solution in lieu of changing to eight hour shifts. Staff volunteer for the on-call shifts. He mentioned the 8:00-4:00 shift alleviates the issue of staff working 16 hours at a time when the Center is short-handed. The maximum shift length is now 14 hours. Langdon would still prefer eight hour shifts but the staff prefer 12 hours.

b. Radio System Discussion

Langdon noted the excellent turnout at last month's meeting for the Harris and MPSCS presentations. He has not received any questions from the group, but has himself inquired with MPSCS as to the number of towers to be utilized and is yet to receive a satisfactory response. MPSCS did indicate the need for a new tower location, but has not clarified how many of the current towers would be utilized. Stressman inquired as to the maintenance costs to be incurred in the future. Langdon replied Harris' maintenance fees would remain similar to the current rate. Stressman clarified his question as being directed to the life expectancy of equipment currently in place. Langdon stated five years for parts availability, to which Alford concurred. Stressman asked Neilsen when a decision will be made regarding the radio system. Neilsen replied the BOC is interested in the Advisory Committee's opinion. He also reviewed the cost estimates and budget available to fund the radio system. The upgrade with Harris would be more cost effective, whereas moving to MPSCS would be costly due to the need to

purchase all new radios, possibly new towers, etc. He mentioned our current millage is approved through 2016. If we opt for a more costly system, the local agencies would either have to purchase their own radios and/or the BOC would need to approve funding for the additional cost. Neilsen noted he had a discussion with Brent Williams regarding the possibility of hiring him to provide an independent consultation and recommendation regarding the future of the radio system. Williams has expressed his willingness to provide a formal proposal for this service. Stressman asked what options exist in regards to financing the MPSCS system, such as grants and/or negotiation to which Neilsen replied if the decision comes down to cost, the MPSCS system would likely be unattainable without grants. Stressman inquired as to whether Brent Williams would be charged with negotiating with vendors. Neilsen replied that is yet to be determined. Stressman expressed his support of hiring Williams to consult on the issue. Langdon pointed out Williams' expertise on the subject would be valuable. There are several issues we would ask him to delve into, maintenance being one. He noted the MPSCS system would require us to be responsible for the system maintenance similar to our current contract with Harris, plus additional mic fees. The overall maintenance costs could be much greater with MPSCS. Another area of concern is back-up channels, which would be greatly reduced with the MPSCS system. Communicating with schools may also be hindered. These issues could be further explored by Williams. Neilsen noted the MPSCS system is currently in the developmental stage in regards to pagers, which would affect the out-county agencies who utilize them. All of these issues could be addressed and explored with the use of a consultant. Stressman moved to recommend a consultant be hired to study the proposed radio system options and provide the Committee with an expert recommendation. Hall inquired as to whether the consultation opportunity would be open for bid or whether it would be reserved for Brent Williams. Neilsen replied in this case he would like to start with Williams because he has worked with the County before, rather than pay a new consultant to become familiar with the system and its players. However, the BOC may require a RFP process be carried out. Neilsen also believes Williams' services would be expedient and economical. Hall proposed putting Williams' name in the motion, absent the requirement of a RFP process by the BOC. Neilsen noted the requirement of a RFP process is uncertain at this time, but that the County will sort it out should the need arise. Supported by Rodabough, the motion passed unanimously.

Langdon mentioned the lack of a tight timeline in regards to making a decision on the future of the radio system, with the exception of the City of Lansing desiring to buy new radios. He also noted, in reference to fire pagers discussed earlier, agencies have been replacing them and/or trading them in towards new ones. The pagers are agency-owned equipment that the users are responsible for maintenance on. Neilsen concurred that so long as the equipment is used for public safety purposes, the County is fine with the local units of government receiving a trade credit.

c. CAD Update (Mobile Training February, Go Live April 2015)

Langdon informed the group of the progress with the new CAD system, with all phases currently running on schedule. The police preliminary demo was taking place today and the TIC group is currently working on scheduling personnel training, coordinating with Frank Chain, who is the Project Manager for mobile with the County.

d. Staffing Update

Langdon announced the appointment of six new dispatchers who commenced employment on January 5th. Two additional employees will come on board January 26th and a former employee of the Center who has expressed a desire to return should be starting the first or second week of February. Another

candidate testing session was just completed and oral boards will be held next week. The Center currently has three openings. Langdon expressed his compliments of the six new dispatchers currently in training. He feels they are displaying exceptional teamwork and he has high expectations of them.

e. Radio Announcements Policy

Having distributed the draft policy prior, Langdon informed the group of his plans to add the following verbiage to the Center's current radio policy, absent any suggestions for change:

8.1 Special Radio Announcement Requests (i.e. retirements, funerals, holiday parties, training, and meetings) will only be honored if received from an agency Chief or Command Officer Designee. Such requests must be approved by the 9-1-1 Supervisor or 9-1-1 Administration prior to dissemination.

Cowper expressed his gratitude for the immediate attention to this policy request. He mentioned listening to a retirement radio announcement Sunday which was respectful and succinct. He feels the announcements are important and should not be done away with, rather need to be better controlled and monitored. Langdon agreed on the necessity for the policy. Minshall referenced the announcements of training and meetings, noting those agencies with Active 911 now possess a new feature similar to a CodeRED in which a mass message can be sent to a designated group of individuals, rather than over the radio.

Stressman asked the group if the radio system had experienced any known outages recently to which Maatman replied Delhi was out earlier in the week and had to call the Center to make contact as out-county was not responding. Langdon and Whittier both denied awareness of any known outage and requested more information in order to investigate the incident.

Langdon brought attention to the leak of Deputy Whitaker's incident, stating the Center did not release the audio. He informed the group of a website that records radio and stated the media obtained the audio from that site. Harless noted audio of the entire chase had been emailed to him the morning of the incident. Langdon reaffirmed the Center did not release the audio and informed the group of the Center's practice of reaching out to other agencies for permission to release records when a FOIA is submitted for a high profile incident or major event. Gaukel noted the County attorney just provided the Center with an update on laws surrounding FOIA redactions. Cowper expressed his thanks for the last call for Deputy Grant Whitaker, performed by Emergency Telcommunicator Sherry Larner. He stated it was very heartfelt and well-done.

Limited Public Comment: None.

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

Meeting adjourned at 3:51pm.

Respectfully Submitted,
Shohn Johnson

Agenda Item 5

TO: Law & Courts and Finance Committees

FROM: John L. Neilsen , Chief Deputy Controller

DATE: March 3, 2015

SUBJECT: Resolution Authorizing a Contract for 9-1-1 Public Safety Radio Communications Consulting Services with Brent Williams

Commissioners:

The 9-1-1 Public Safety Radio Communication System used by all Ingham County public safety agencies will need to be upgraded or replaced as it approaches the end of life for replacement parts.

The Ingham County Board of Commissioners has asked for input from the 9-1-1 Advisory Board and Ingham County public safety agencies on the best way to move forward with the 9-1-1 Public Safety Radio Communication System.

Brent Williams has been identified as an independent consultant with expertise and direct experience working with both the current Harris Inc. EDACS trunked-simulcast radio systems and with a potential alternative, the Michigan Public Safety Communications System/Motorola 800 MHz digital trunked radio system.

The 9-1-1 Advisory Board is recommending that the Ingham County Board of Commissioners hire Brent Williams to assist the County in making a decision on how to proceed. These proposed consulting services for Ingham County are to conduct an evaluation as to the pros and cons of the various County options for the future of the 9-1-1 Public Safety Radio Communication System.

This resolution authorizes a contract/purchase order for radio communications consulting services with Brent Williams to evaluate options for the future direction of the 9-1-1 Public Safety Radio Communication System, at a cost not to exceed \$3,200 from the 9-1-1 Emergency Telephone Dispatch Services - 911 fund balance to be completed within sixty days of the signing of the contract/purchase order.

I recommend approval of the resolution.

SCOPE OF WORK
FOR BRENT WILLIAMS TO SERVE AS A CONSULTANT FOR 911 RADIO SYSTEM

As 9-1-1 Central Dispatch looks at options for dealing with the current radio system reaching end of life, they are looking to have a consultant review the data that collected so far and further evaluate possible options and their impact on operations and costs.

An evaluation as to the Pros and Cons of the options have been identified below:

- Upgrade the current Harris UHF System in place to a P25 system that will operate in both phase 1 and phase 2
- Replace the Current Harris UHF system with a 700-800 MHz MPSCS/Motorola system
- Upgrade to a new Harris 700MHz system with 800MHz capabilities to interoperate with MPSCS

This evaluation would also include:

- Full feature comparison of the system.
- Options to maintain functionality with schools or businesses currently set up to communicate with public safety.
- Options for backup channels with both systems.
- Availability of backup channels with the MPSCS system and if they are Simplex? or Duplex?
- Long term costs-Maintenance and mic fees, with both MPSCS and County maintaining sites.
- Interoperability gateway functionality descriptions.
- Paging options for fire- looking at band? Equipment options?
- MPSCS proposal-what sites do they propose (7)? 1 new site, where?
- How many frequencies would the MPSCS use? # of 800? # of 700?
- Tower maintenance costs for the MPSCS?
- Response time for outages/issues?
- Fail-soft and redundancies?
- End user equipment service-warranty period?
- End user equipment costs after warranty?
- System warranty how long? Costs listed above.
- Tower loading specs-microwaves existing tower issues?
- Harris tower work costs?
- MPSCS tower work costs?
- Pricing from Motorola? \$8-10 million from the presentation, did that include consoles?
- Over the air programming options/costs?
- Encryption options/costs?
- Interference issues with both systems? UHF and 700/800 MHz.
- Bi Directional Amplifiers currently used, needs for each new system?
- Transport Vans for ICSO.
- Interop with MPSCS/surrounding counties?
- Ongoing user equipment programming? Costs? How often can this be done?

The contractor will provide a written report of his findings within 60 days of signing the contract/purchase order. The total to Ingham County will not exceed the cost of \$3,200 and include invoices to reflect only actual time spent on the project which is estimated not to exceed 40 hours. This cost includes all expenses involved, including travel and other miscellaneous costs.

	Current Ingham Co. Radio System	Harris Upgrade	Harris or Other Stand alone system	MPSCS / Motorola State System
Estimated Cost	N/A	\$5-6,000,000.00	\$15-17,000,000.00	\$15-17,000,000.00
Can this system adequately meet the needs of Ingham County Public Safety?	Yes it does currently	Yes	Yes	Yes
Type of System	Analog/Digital	Digital	Digital	Digital
Frequency Used	UHF 450MHz	UHF 450MHz	700MHz	700MHz sub system of the State 800MHz System
Radio Frequencies Available	Currently a 9 channel system, with a control channel and 8 talk paths	Would remain the same as current system	There are supposed to be 15- 700MHz frequencies available to Ingham County that could be used for this system	There are supposed to be 15- 700MHz frequencies available to Ingham County that could be used for this system
Bandwidth used per channel	12.5MHz	12.5MHz	6.25MHz	12.5MHz
Protocol Used	EDACS	P25 Phase 1 and Phase 2 capable	P25 Phase 2	P25 Phase 1
System infrastructure owned by	Ingham County	Ingham County	Ingham County	Ingham & State of Michigan
Tower Sites Used	Current 5 Transmit/Receive-8 Receive sites	Current 5 Transmit/Receive-8 Receive sites	Unknown # sites/locations	Unknown # sites/locations if use current sites \$500,000.00 new site \$1,000,000.00
End User Equipment	Department owned radios 1900	1900 radios need programing \$220.00 per unit \$418,000.00 Most radios are only Phase 1 capable	1900 new radios would be needed about \$3500.00 per unit \$6,650,000.00	1900 new radios would be needed about \$3500.00 per unit \$6,650,000.00
Radio Backbone	Master 3 Switches	Need to change to Master 5 Switches P25	Need new P25 switches	Need new P25 switches
Mic Fees	Maintenance divided by # of radios, Currently \$149.46	Maintenance divided by # of radios	Maintenance divided by # of radios	State has set Mic Fee. \$200.00 *offset by portion of backbone equipment
Interoperability with State System	Currently done with patch radios	Would also use Patch Radios	With proper end user radios, could be seamless with state system programed into 700 MHz-800 MHz capable radios	With proper end user radios, could be seamless with state system programed into 700 MHz-800 MHz capable radios
Interoperability with other Counties	Use Star Gate with Clinton, Eaton has our radios they work conventional, Livingston on State system, they have on of our radios at their center	Similar connections to what we currently have would be used.	Patch radios would be needed to talk with Eaton, talk groups could be added to talk with Livingston on State System, and Clinton if they move forward with 800 P25 system	Similar to 700 system can be direct with 800 or 700 P25 systems, otherwise patch radios would be needed
Interoperability with Schools	Working on UHF Conventional, direct communications from end user radios with a change of systems.	Can work as it does currently	Would need to purchase more expensive multi band radios to have communications with the schools.	Would need to purchase more expensive multi band radios to have communications with the schools.
Vendor that would be supplying end user equipment	Harris Radio	Harris Radios upgraded, may also use any other vendor with a P25 radio	Any vendor's P25 phase 2 compatible radio	Any vendor's P25 phase 1 compatible radio
Back up system	Conventional Back up coverage in place currently, 7 channels	Same back up channels would remain	Some of the 700 MHz channels would be needed for Back up	None provided with State System, they would have to be added from the Counties 700 MHz channels
Concerns with systems	Current system end of life 2017, currently approx. 97% in building coverage with a portable radio. 20db urban, 10 db. rural	Currently equipment is 7-8 years old, some parts that would be reused might need repair. (ie. Microwaves, feed lines) Change to Phase 1 is supposed to maintain current coverage.	New system would require more tower sites to maintain our coverage requirements which was 95% in building portable 20db urban, 10 db. rural	From the MPSCS web site: "MPSCS has a 97 percent all-weather, mobile radio coverage guarantee. Portable radio coverage is not guaranteed." System would need to be designed to meet higher coverage, more tower sites would be needed.

Agenda Item 5

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

INGHAM COUNTY BOARD OF COMMISSIONERS

RESOLUTION AUTHORIZING A CONTRACT FOR 9-1-1 PUBLIC SAFETY RADIO COMMUNICATIONS CONSULTING SERVICES WITH BRENT WILLIAMS

WHEREAS, the Ingham County Board of Commissioners operates a 9-1-1 Public Safety Radio Communication System used by all Ingham County Public Safety Agencies; and

WHEREAS, the system went live in 2006 and will need to be upgraded or replaced as it approaches end of life; and

WHEREAS, the Ingham County Board of Commissioners has asked for input from the 9-1-1 Advisory Board and Ingham County Public Safety Agencies on the best way to move forward with the 9-1-1 Public Safety Radio Communication System; and

WHEREAS, Brent Williams has been identified as an independent consultant with expertise and direct experience working with both the Harris Inc. EDACS trunked-simulcast radio systems and Michigan Public Safety Communications System/ Motorola 800 MHz digital trunked radio system; and

WHEREAS, Brent Williams is willing to provide consulting services to Ingham County to conduct an evaluation as to the pros and cons of the various County options for the future of the 9-1-1 Public Safety Radio Communication System; and

WHEREAS, the 9-1-1 Advisory Board is recommending that the Ingham County Board of Commissioners hire Brent Williams to assist the County in this critical decision point.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners authorizes a contract/purchase order for radio communications consulting services with Brent Williams to evaluate options for the future direction of the 9-1-1 Public Safety Radio Communication System, at a cost not to exceed \$3,200 from the 9-1-1 Emergency Telephone Dispatch Services - 911 fund balance to be completed within sixty days of the signing of the contract/purchase order.

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

Agenda Item 4

Ingham County Innovation and Technology Department
Michael E. Ashton, Chief Information Officer - Email: mashton@ingham.org

To: Board of Commissioners
From: Michael E. Ashton, CIO
Date: February 17, 2015
Re: Ingham County

Dear Commissioners,

This resolution authorizes the funds necessary to purchase the 6 inch ortho photography for the 2015 Tri-County Digital Aerial Imagery Project for Ingham County.

The State of Michigan has partnered with Sandborn Map Company to fly the Tri-County area of Ingham, Eaton and Clinton counties. This flight will occur in the spring time, March-April 2015 during the “leaf off” period dependent on the weather. The photo imagery will be delivered in October 2015. Once the data is processed, either the State or Tri-County Regional Planning Commission (TCRPC) will deliver the product to Ingham County. Sanborn will provide either DVD’s or portable hard drives.

Ingham County, in partnership with TCRPC, is receiving a 17.7% contiguity discount on the 12” base product with an additional savings of \$4.90 per sq. mile, from the National Geospatial-Intelligence Agency (NGA). Ingham County is also receiving a \$5.21 per sq. mile discount for the 6” ortho resolution.

Resolution #14-483 authorized the Board of Commissioners to use \$15,000 from contingency funds for the participation of the 12” ortho resolution. The additional cost of \$32,270.86 will be divided among the four departments wanting the 6” ortho resolution. Each department will pay \$8,067.72 for the additional cost of the 6” ortho resolution. These enhanced imagery will bring the total cost to \$ 47,270.86.

The funds will be coming from the four departments; 911, Drain Commissioner’s Office, Environmental Health, and Roads, who have requested the 6” ortho photography instead of the 12” ortho photography from the approved previous Resolution #14-483.

Users of the imagery include, but are not limited to, 911 Emergency Operations, Drain Commissioner’s Office, Environmental Health, and the Department of Roads and Transportation.

Agenda Item 4

Introduced by the Law & Courts, Human Services, County Services and Finance Committees of the:

INGHAM COUNTY BOARD OF COMMISSIONERS

RESOLUTION AUTHORIZING THE PURCHASE OF 6 INCH ORTHO PHOTOGRAPHY FROM THE 2015 TRI-COUNTY REGIONAL PLANNING COMMISSION CONTRACT OF DIGITAL AERIAL IMAGERY OF INGHAM COUNTY

WHEREAS, the State of Michigan is coordinating a regional flight of Ingham, Eaton, and Clinton Counties with Tri-County Regional Planning Commission order to produce aerial imagery; and

WHEREAS, Resolution #14-483 authorized participation in this regional project for Ingham County and payment for 12 inch pixel, true color, leaf off digital orthoimagery; and

WHEREAS, the Ingham County 911, Drain Commission, Environmental Health, and Road Department have requested to upgrade to 6 inch ortho photography; and

WHEREAS, the additional \$32,270.86 cost will be divided among the four departments requesting the 6 inch ortho resolution; and

WHEREAS, each department will pay \$8,067.72 for the additional cost of the 6 inch ortho resolution.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners authorizes participation in the 2015 Tri-County Regional Planning Commission digital aerial imagery project with the upgrade from 12 inch ortho photography to 6 inch ortho photography as requested by Environmental Health, the Drain Commission, the Road Department, and Ingham County 911.

BE IT FURTHER RESOLVED, each department listed below will pay for this upgrade in the amount of \$8,067.72 and funds for this project will come from the department's operating budgets as follows:

Environmental Health - 22160200-818000-03043

Drain Commission - 639-27500-802000

Road Department – 201-44700-700001

Ingham County 911 - 26132500-818000 (911 funding will be transferred from their fund balance)

BE IT FURTHER RESOLVED, that the Chairperson of the Ingham County Board of Commissioners is authorized to sign the necessary agreements with Tri-County Regional Planning Commission and the State of Michigan, after approval as to form by the County Attorney.

BE IT FURTHER RESOLVED, that the County Controller/Administrator is authorized to make the budget adjustments and transfers contemplated by the resolution.