



9-1-1 ADVISORY COMMITTEE AGENDA

Thursday, May 16, 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 April 18, 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 for the Ingham County 9-1-1 Emergency Telephone and Dispatch System
 - b. Schedule of Upcoming Advisory Committee Meetings (Attachment 2)

2. 911 Directors Report – Lance Langdon
 - a. Report on Ingham County 911 Central Dispatch Operations

3. Other

Limited Public Comment

Adjournment



9-1-1 ADVISORY COMMITTEE MINUTES

April 18, 2013

Members/Designees Present: Kyle Bowman, Fred Cowper, David Hall, Greg Harless, Kerry Minshall, Gerald Rodabaugh, Randall Talifarro, Tom VanderWarde.

Members Absent: Tom Kish, Juli Liebler, Kelly Roudebush, John Stressman, Teresa Szymanski.

Others Present: Bryce Alford, Joe Campbell, Bruce Gaukel, Tom Krug, Lance Langdon, Joel Maatman, John Neilsen, Robert Ott, Steph Strickling.

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 Kyle Bowman, supported by Gerald Rodabaugh, to approve the March 21, 2013 minutes. Motion carried unanimously.

Additions to the Agenda: None.

Limited Public Comment: Commissioner Deb Nolan in attendance at the meeting. She thanked the committee members for their hard work and dedication towards the Advisory Committee's initiatives.

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

a. Update on Public Information and Education Campaign

John Neilsen provided background and an update on the progress of the 9-1-1 public information/education campaign. At the conclusion of the RFP process, Spoke 8 was identified as the marketing firm for this project. They will be holding meetings with small groups (4-6 people) of telecommunicators and public safety agency representatives to discuss what they think the most important thing for the public to know when they call 9-1-1 is. Spoke 8 will be working with the Chair and Vice Chair of this committee to identify public safety agency representatives to participate in this process. Once this information is gathered it will be discussed with command staff and 9-1-1 Administration and then presented to the BOC Law & Courts Committee for approval. This information will be developed into a message for the public. Spoke 8 will use a variety of formats to deliver our message to the public, likely including TV and radio commercials. The timeline for this campaign is to have the message developed and approved in June, create the deliverables in July or early August, and start running the campaign in late August or early September. John will keep the committee updated as the campaign progresses.

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

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

Lance Langdon noted that the Center was currently celebrating National Public Safety Telecommunicator's Week with fun activities, including providing meals and prizes to all the dispatchers. He thanked the police

and fire agencies in the country who donated food and prizes for the week. Lance stated that four new dispatchers would be starting on 4/22. There are still 4 more positions to fill; another batch of applicants will be tested in the near future. Lance also noted that there are several new dispatchers being trained right now. He asked agencies to make sure their staff members give their full call signs when they call in on the radio. A representative from Cassidian has been working in the Center all week in an effort to resolve the phone issues; a few potential problems have already been identified. Lance also recently attended an awards ceremony where former East Lansing dispatcher, Rebecca Nelson, was given the Tri-County Hero award.

b. Tornado Siren Project Update

Sergeant Bob Ott from the Ingham County Sheriff's Office provided background and an update on the tornado siren project. The project started in 2009 with a grant from Homeland Security. It was taken on as an integrated county project. The infrastructure already in place was reviewed and new sites for sirens were identified. Since then, new/updated sirens have been placed every year and there are still several upgrades pending. The sirens being placed not only send out warnings to the community, they actually send back notice of whether the warning was successfully broadcast to the control point. Sergeant Ott noted that some communities were already using this model of siren, but without the two-way capability. Those sirens can be upgraded for half the cost of purchasing a new siren. A propagation study was done to ensure the main signal from the 9-1-1 Center would reach all the rural sirens, and it was determined that they needed a rebroadcast location centrally located in the county in order for the signal to carry. This is will be installed at the Dansville tower. Several upgrades are still pending, but all the sirens currently installed are connected to 9-1-1 Center and functioned properly during a test last week. Sergeant Ott stated the available grant funding is decreasing every year, so there is no way to know how long the install/upgrade process can continue at no cost to local agencies.

c. Monthly and Quarterly Call Statistics

Lance Langdon distributed the monthly and quarterly 9-1-1 call statistics for review.

3. Other

a. PageGate Interface Update

Bruce Gaukel stated that the PageGate interface was approved by the BOC and should be installed by TriTech soon. This interface will allow use of Active911 and IAmResponding software. Kerry Minshall asked for clarification on how access to this system would be granted. Bruce stated he believes access will be granted by individual agencies, but clarification will be provided on this before the program active.

b. Out County Run Cards

Kerry Minshall requested clarification on out-county run cards for fire departments. Bruce Gaukel stated that the spreadsheets could be sent out to individual departments for reviewing and updating. Lance Langdon agreed to send someone from the Center to the next Fire Chief's meeting to review these.

c. Meridian/Delhi Rescue Coverage.

Fred Cowper stated that Meridian has signed an agreement with Delhi for new fire/ems coverage. This will likely be implemented by 6/1/13. Bruce Gaukel noted that this shouldn't take long to update in the 9-1-1 system and requested that Chief Cowper work with him to make the needed changes.

d. LPD Emergency Response Workshops

Randy Talifarro informed the committee that LPD would be doing workshops at the Hannah Center next week if anyone was interested in attending. The 4/24 workshop would be an active shooter scenario and the 4/25 workshop would be a tornado scenario. He agreed to email additional information to the group.

e. Fire Access to Online Time Reports

Lance Langdon noted that there is an issue with making these reports available online without compromising the security of the CAD system. He is working with the county MIS department to resolve the security concerns and implement online time reporting.

Limited Public Comment: None.

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

Meeting adjourned at 4:08 p.m.

Respectfully Submitted,

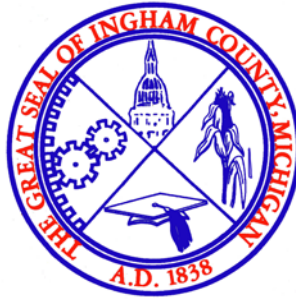
Steph Strickling

OFFICE OF THE INGHAM COUNTY CONTROLLER

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INGHAM COUNTY 911 ADVISORY COMMITTEE 2013 MEETING SCHEDULE

The 911 Advisory Board Committee 2013 Meetings have been scheduled at the Ingham County Human Services Building – 5303 S. Cedar, Lansing, Michigan, from 3:00 p.m. – 5:00 p.m. on the following dates, the third Thursday of the month:

January 17, 2013 - Conference Room D&E
February 21, 2013 - Conference Room D&E
March 21, 2013 - Conference Room D&E
April 18, 2013 - Conference Room D&E
May 16, 2013 - Conference Room D&E
June 20, 2013 - Conference Room D&E

The remaining six months for 2013 will be scheduled at a later date.

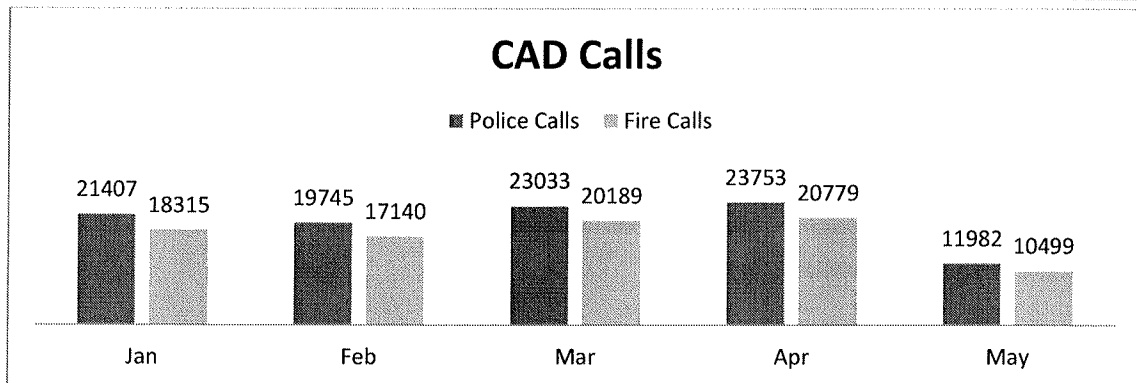
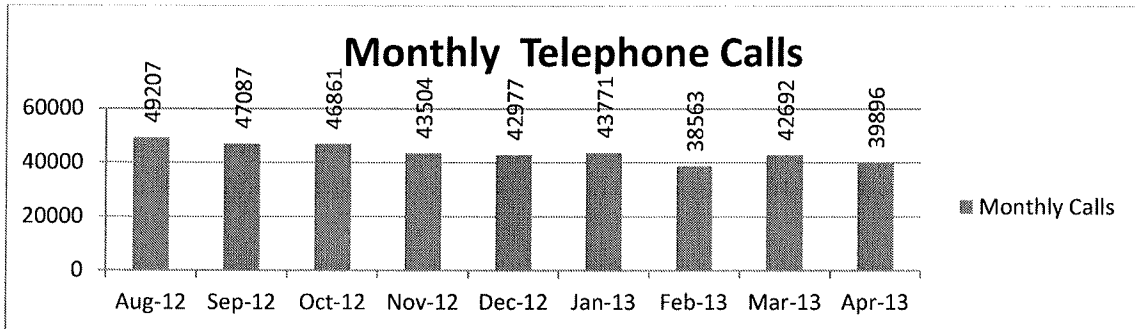


INGHAM COUNTY 9-1-1 CENTRAL DISPATCH

710 East Jolly Rd. Lansing, MI 48910 (517) 244-8098
 Lance A. Langdon, Director - Bruce Gaukel, Deputy Director

Ingham County 9-1-1 Advisory Board Update May 16th 2013

Call Stats



Staffing

Tech's 2012- 44 Techs 2013 as of today- 51 Techs

Since Opening we lost three staff that transitioned over

Since Opening we have hired 14, 3 of these are no longer with the center, 2 resigned, 1 let go.

A Hiring process is under way to fill 5 positions, 10 going to background investigators.

Overtime

For 27 weeks of 2012 the Tech's worked 8841.50 hours of OT, average was 7.44 per Tech/Week

For 19 weeks of 2013 the Tech's worked 8421.15 hours of OT, average is 9.04 per Tech/Week

Overtime is paid to our Trainers as part of these hours, 1 hr. for up to 8 hrs. trained and 2 hours for more than 8 hrs. trained.

Five of our new hires that have come on board since January 1 are now able to work OT to cover open slots as we continue hiring and training.

Technology Updates

Telephones- With our issues with the phone system. Our Microwave is scheduled to start the install on May 20, 2013 and be complete by the end of the month, giving us a redundant path for the system.

With the engineer from Cassidian visiting a few weeks ago, an issue was found on the Phone Company's end in that the amperage on the phone lines was too high for the equipment. We have since added equipment to all of our administrative lines to bring the amperage down to 25ma. This is at least ½ of the amount that had been coming in on the phone line. This should take care several of our issues that were found to be related to the power.

CAD- We have had some issues with CAD stations freezing or locking up. This was traced to Tech's using a log off when relieving each other or at the end of shifts, exiting the program and logging back in instead of just logging off the program. We were not the only one that had seen this problem and a fix was applied on some work stations and it appears to have taken care of the problem at this point. We have asked MIS to load the fix on the rest of the computers yet today and we hope to have that issue resolved.

PAGEGATE- Working through process with vendors to get configuration issues resolved so that we can move ahead with implementation.

Policies – We are continuing also to update the policies and procedures, and the Police Dispatch policy will be sent out again for the Police Administrators to give it a final look through.

Public Education- We had four of our Tech's Meet with Spoke8 this week and are moving forward on this project.