



9-1-1 ADVISORY COMMITTEE AGENDA

Thursday, August 20, 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 June 18, 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. Other
2. 9-1-1 Director's Report – Lance Langdon
 - a. Report on Ingham County 9-1-1 Central Dispatch Operations
 - i. Infrastructure Support Renewal
 - ii. Smart 9-1-1
 - iii. Text to 9-1-1
 - b. CAD Update
 - c. Staffing Update

Limited Public Comment

Adjournment



INGHAM COUNTY 9-1-1 ADVISORY COMMITTEE MINUTES

June 18, 2015

Members/Designees Present: Greg Harless, Kerry Minshall, Jeff Murphy, Gerald Rodabaugh, Kelly Roudebush, John Stressman, Randall Talifarro, Mike Yankowski.

Members Absent: Fred Cowper, David Hall, Joseph Thomas.

Others Present: Bryce Alford, Bob Delamarter, Shohn Johnson, Lance Langdon, Joel Maatman, John Neilsen, Ken Plaga, Bill Priese.

Call to Order: The 9-1-1 Advisory Committee was called to order by Kerry Minshall, Committee Chair, at 3:03 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 Rodabaugh, supported by Harless, to approve the May 28, 2015 minutes with one correction noted by Stressman. "Mason Police Department's desire to explore the costs and possible advantages of the MPSCS radio system" will be changed to "both Mason Police Department's and the agencies it represents, desire to explore the costs and possible advantages of the MPSCS radio system." Motion carried unanimously.

Additions to the Agenda: None.

Limited Public Comment: None.

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

a. Update on BOC Action

Neilsen informed the group of plans for Brent Williams to present his report during the Law & Courts committee meeting at 6:00 pm on the third Thursday in July. The meeting usually takes place in Conference Room D/E, but may be relocated to Conference Room A as a large audience is expected. The 911 Advisory Board, police and fire chiefs, EMS representatives throughout the county, as well as vendors will be invited. Williams will present the report then answer questions of the Law & Courts committee, followed by questions from others. Neilsen pointed out this meeting will occur on the date of the next normally scheduled Advisory Board meeting and that perhaps the Advisory Board could meet later than usual, just prior to Law & Courts, or simply attend the Law & Courts meeting in lieu. Stressman pointed out last year's July meeting was canceled and proceeded to move to cancel this year's July meeting as well in order to attend the Law & Courts meeting instead. Yankowski questioned, in regards to Hude's request during May's meeting to explore the costs and possible advantages of the MPSCS system, as to whether Williams' report will include this already. Neilsen replied, yes, the study's intent is to explore the pros and cons of both systems, including short and long term costs, maintenance, etc. Yankowski asked if costs will be included in the report to which Neilsen replied he does not know how detailed it will be, but a major area of concern is both long and short term costs. Langdon noted that many current board members were not involved in the last radio system purchase, so this report will also serve as education, to which Neilsen agreed. Stressman's motion to cancel the Advisory Board's July meeting was approved unanimously. Neilsen noted invitations will be sent for the Law & Courts meeting.

b. Other

Neilsen announced the county has begun its budget process with much demand for restoration of things lost during the last several lean years, as well as new things. A preliminary look at budgets indicates the county's ability to maintain its current services, but funding is limited for extras. He noted Langdon has requested several additional positions for the 9-1-1 Center. 9-1-1 has a specialized fund which may be able to support some, but not all of the things requested. Neilsen will keep the committee apprised of developments surrounding this. Neilsen stated 9-1-1 has a fund balance of just shy of \$3 million, after paying for all else, therefore money will be a factor in the direction we take in regards to the radio system.

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

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

Langdon informed the group that Gaukel, who was absent due to illness, had been actively working on meeting with some of the fire agencies to work on run cards and that things are looking positive. He went on to mention the first budget hearing to take place next week, as well as the County's position classification study.

b. CAD Update

The center staff is continuing to work through minor CAD issues. The mobile client's map update launched earlier this week and some issues have been found, however issues such as lack of cross-streets have been resolved.

c. Staffing Update

Langdon announced the center currently has three openings after he extended three job offers last week, all scheduled to commence employment on July 29th. Two weeks ago, 20 people were tested and only two passed. Oral board interviews took place today, however only one candidate out of two participated. This candidate is moving to the background investigation phase. The next testing session is scheduled for Friday, June 26th. Langdon asked the group to please encourage any interested individuals they may know to apply.

Neilsen, noting Clinton and Eaton County's phone outage yesterday, possibly due to a fiber line cut, posed the question to Lance of who, perhaps Eaton, serves as Ingham's back-up. Langdon replied that in the past Eaton and Livingston were our back-ups and that the outage did not affect Ingham yesterday because the lines cut were Frontier trunk lines, while Ingham uses AT&T trunk lines. Langdon pointed out that Eaton is supposed to back up Clinton, to which Neilsen expressed concern over how they managed during the outage yesterday. Langdon stated Livingston also possesses some Frontier trunk lines, so it is possible that Livingston backed them up yesterday. He also pointed out 9-1-1 lines can be rerouted through the resolution center if absolutely necessary. Neilsen asked as to whether Eaton will still be our back-up, to which Langdon replied, yes. Eaton would receive our calls and we would send staff over to their center to help cover our calls. He pointed out Livingston has undergone some changes, including a new director, and that center staff has been working with them to set up a back-up plan as Eaton would become overloaded very quickly just by the sheer number of calls we have coming in.

Langdon noted IQ training has been scheduled for early next week. Two-factor identification is being worked on between the county IT department and TriTech. With no CJIS data on the fire side, two-factor should not

be necessary. He noted that a couple of the police agencies have begun exploring the program. Langdon noted it is very different from the former search engine, Vision Inform, pointing out both positive and negative changes, in his opinion. IQ does allow users to search data and pull reports relatively easily. Langdon informed the group of inquiries he had received from fire agencies regarding wifi access at the local hospitals. He posed the question to the board and Rodabaugh replied that wifi is still available at McLaren, Sparrow and St. Lawrence, but that it can be spotty at McLaren. Langdon pointed out users, so long as they have internet access, can log in and retrieve their run times on the spot. Mileage is not printed on reports as of yet, but Tritech is making sure that glitch is fixed prior to go-live next week.

Yankowski expressed his thanks to Bruce Gaukel and the Ingham County 9-1-1 Center for assisting with the LPD Citizens Police Academy. Langdon noted two participants have expressed interest in applying for Telecommunicator positions within the center. Yankowski went on to express concern over dispatcher training and effective communication between dispatch and officers, referencing the need to get information to officers in a timely manner. He cited recent critical incidents on a national level, including the Cleveland shooting of Tamir Rice, in which key information was not passed along to officers. He also pointed out a case in which key information was passed along in a potential "suicide by cop" incident in Richmond, Ohio. The officer was given the information and it was very helpful in determining whether he was going to discharge his weapon or not. He expressed the importance of this information to officers in the field, noting in recent years it has been found officers are relying too heavily on their CAD information on their in-car computers. Yankowski went on to point out that not all officers are in vehicles at all times, mentioning foot patrols, bicycle patrols, detectives and the like. He requested for dispatch to continue conveying updates and information via radio for the safety of both citizens and officers. Yankowski inquired as to what type of training Ingham County dispatchers undergo in regards to officer safety and information conveyance. Langdon answered, stating the dispatchers attend training with outside vendors such as the National Emergency Number Association, to include AVI, shootings, railroad incidents, etc. The center is looking to bring some vendors in for on-site training and dispatchers are now required to undergo a minimum of 24 hours of continuing education every two years. They also are required to undergo two 40-hour dispatch courses, both basic and advanced. This is all in addition to their on-the-job training. Yankowski offered a member of law enforcement from his department to discuss patrol tactics or operations, Q&A's, ride-alongs, etc. Langdon noted newer staff has been participating in ride-alongs to ensure they see what is happening on the other side of the radio. Yankowski reiterated the need to minimize in-car distractions for officers and Langdon stated he would send out a reminder to dispatchers to put information out over the radio. Yankowski went on to inquire about the approved audio requestor list for LPD, to which Lance responded he had received several additional names to add and he is looking to set up a shared drive so that LPD and perhaps the prosecutor's office could access these files directly. Yankowski expressed appreciation of that and Langdon noted that this new procedure would not apply to emergency situations.

Talifarro expressed appreciation for the Center staff's participation on the subcommittee with the metro chiefs, who will be meeting on the first and third Thursdays. Center staff's participation is key due to knowledge of the CAD system's capabilities and limitations, while fire staff provides key insight on operational procedures and needs that dispatch may not be aware of. He went on to offer fire staff as training tools for dispatch, possibly via ride-alongs. Talifarro questioned the retention level at the center and if any correlation has been found between training and retention. Langdon replied stating the Center formerly utilized a 70% passing score in its hiring process but found too many trainees struggled and could not complete their training. In reviewing scores of the Center's successful trainees, it was discovered that 80% marked a high likelihood of success, with only one employee scoring lower who is still employed. Langdon noted four employees have left in the last month or so, due to various reasons including relocation, job-related stress, family priorities and the like. He is aware of some impending retirements as well.

Neilsen directed a question regarding chronic waste of the local deer population to Lt. Plaga. Plaga responded that only one deer has been captured with a positive CWD test. The DNR and the U.S. Department of Agriculture are capturing deer at night from public land. Neilsen asked how long this testing would go on, to which Plaga responded it is mandatory up until deer hunting season commences.

Neilsen expressed his thanks to Lansing Township Fire for its assistance on a call to a home containing 140 cats.

Limited Public Comment: None.

The next meeting is scheduled for Thursday, August 20th at 3pm. The meeting location will remain the same.

Meeting adjourned at 3:35pm.

Respectfully Submitted,
Shohn Johnson