

NWMI 911 Connect Meeting

August 27, 2014

NWMCOG Office – Plante Moran Building – Traverse City, MI

ATTENDANCE

Jason Torrey, Grand Traverse 911
Dennis Stillwagon, Intrado
Ron Berns, Benzie Co 911
Bob Bradley, CCE 911
Jamel Anderson, Grand Traverse 911

Greg Clark, CCE 911
Ed Boettcher, Antrim County Board of
Commissioners
Mary Albertson, CCE 911
Mike Woods, NWMCOG

The meeting began at 10:11 AM

NWMCOG UPDATE

No update was presented

OLD BUSINESS

- A. CGAP Grant** – Jason stated that we are still waiting to hear the results of this grant, and last time it took about sixty days. The deadline is October 1st. Greg added that it is an election year, and there is a lot of careful thought being put into how to dole out funding and the voter impact. Jason stated that a letter was sent to Wayne Schmidt, but was uncertain where it went after that. Greg added that CCE lost both of our State Reps, and neither responded to our emails. Jason concluded that as soon as he receives the results of the grant, he would send an email out to everyone.

NEW BUSINESS

- A. Region 7 Trauma Operations Committee** – Greg explained that the CCE Medical Control is very involved in this, and Greg is on the committee. The first conference call with Deb from the State in Lansing was strange, and she began telling everyone what they recommend for all communications, even down to hospital to hospital transfers. The committee will begin developing a regional plan for how dispatch centers can work together in a mass casualty event to support each other. Especially once we are on an ESInet and have CAD interfaces established it would make sense to ask our neighboring dispatch center to help activate such a response. There will be another conference call on September 9th, October 14th, and November 11th. No minutes have come out of the initial conference call yet.

Ron stated that between Leelanau and Benzie, they discussed how many ambulances they could commit during a mass casualty event. Tom stated that every EMS unit now has at least two units, but previously many only had one. Ron added that there are typically three in service from 9AM to 5PM in the summer, and two on at night.

Greg stated that this topic, along with MABAS, will help develop communications between dispatch centers and how we do things. Greg encouraged everyone to reach out to their respective Medical Control and EMS Directors so that we can drive communications planning, rather than being told how to communicate with each other.

B. Training

- a. Is the Caller the Killer? Training in Petoskey** – Greg discussed this training on September 2nd between CCE and the LTBB law enforcement. There are still a few seats

available, and the cost is only \$80 for the training and lunch.

- b. **Customer Service – Training in Traverse City** – Jason said that Grand Traverse would be hosting this training October 6th.
- c. **40 Hour Advanced Dispatch in Traverse City** – Grand Traverse is also hosting this training October 20-24th.
- d. **40 Hour Advanced Dispatch (Online)** – Tom discussed this training and stated that it is not for everyone, but may be a good alternative for some. It is less expensive and the dispatchers can work on it as time permits. Jason stated that they prefer to send employees away for the Basic 40 Hour class because of the added benefit for brand new people to hear the stories and make the connections. Greg asked the group if they were planning to send seasoned dispatchers to both basic and advanced, and was curious if the group felt that it would be a good refresher, or an insult. The group agreed that Basic wouldn't be necessary, but there are many things with Advanced that would be a great refresher.
- e. **Other Discussion** – Ron stated that it is difficult to send staff members for a full week of training for Advanced Dispatch. Ron added that he would like to know at least three months ahead of time what training will be occurring in our region to better plan and schedule staff.

Greg stated that he would contact Jim Marshall about setting up a Suicide Prevention training.

Greg also discussed the Enbridge Pipeline training that CCE made mandatory for all dispatchers. It is an online training that takes about an hour. If one person takes this training, your PSAP becomes eligible for an Enbridge Community Grant for \$1,000. Greg said that he would send the link to this training out to the group members, and added that CCE is looking for more online training opportunities.

Tom said that Leelanau has used Police Legal Science and found it to be beneficial.

Ron asked about Advanced LEIN, and Greg stated that it is brand new but there is no description of the course. Greg has reached out to Ann Vogal asking about it, but has not received a response yet. Greg added that previously, LEIN agencies had to send their network diagrams to Lansing for approval, however now you just submit it and it goes directly into your agencies file at the State.

Greg asked about a regional Active Shooter Training. Tom answered that the region would approve or deny this request for funding next Thursday. Greg feels that the colleges in Petoskey and Traverse City should partner up for this training. The educators need to be involved as they interact with students on a daily basis. Tom stated that there was a virtual table top exercise for an active shooter incident, and it was ok, but only one person from each of the three schools attended. Tom stated that the regions decision would be in their minutes.

Greg stated that CCE's Emergency Management director has a program called Be Alert, and has received commitment for several schools to install a box alarm system. The box is supposed to open a communications line directly into the dispatch center, but CCE has

not received any firm information on how it works. Greg said that he is requesting that the information be delivered through our 7 digit alarm line as opposed to a window popping up on the dispatcher's computer screen. This product was sold to the school systems with the understanding that it is being used all over, however Greg said that research has found that only one school district in the country is currently connected to a dispatch center. Jason said that they will go as far as camera access.

Jason discussed the Open Carry law, and TCAPs was surprised to learn that a citizen could walk into their school openly carrying a firearm. The school system is anticipating a few individuals to exercise that right in the next week. TCAPs met with law enforcement and Emergency Management this week to determine how they will handle these types of situations. Local law enforcement are not publicly discussing how they will handle these situations, but they will be responding to a school for instances of both a known or unknown person with an open carry.

ESI NET UPDATES FROM AROUND THE STATE

- A. Mid Michigan (Great Lakes Bay 911 Consortium)** – This group is made up of Bay, Midland, and Tuscola counties. PFN recently made a presentation to the group for connectivity and they would be going to CCE next week to see their phone system.
- B. SW Michigan** – This group last met in July and heard a presentation from INdigital. The group agreed to draft a joint purchase agreement for an RFP for consulting services on this project. They have determined their cost sharing breakdown to be 40% of costs divided equally among members, and 60% of costs based on population. This was a unanimously agreed upon and matches the State's distribution formula. Monroe County has withdrawn from the group, but St. Joseph county will be joining.
- C. UPA911** – Some of the counties are cut over to the ESInet for 911. The rest of the region will be completely cut over in the next few weeks. There were some minor issues with the recording system which should be resolved before Negaunee is cut over. There are a few telcos that have not connected to the network. In addition to this, Bois Blanc Island has 911 service for the first time, and it is available through the new ESInet.

The group is also exploring texting to 911 solutions available from Intrado through the Viper, from OSSl through CAD, and from some stand along digital solutions. The UPA is also working on a marketing strategy where they will emphasize the message "call when you can, text when you can't."

Greg added that CCE has been having active conversations with PFN to connect directly to Chippewa County through fiber, giving CCE the opportunity to be part of their ESInet. This would be a natural progressive link to connect the rest of northern lower Michigan. Greg said that CCE's plan is during the first year, to have everything on the Charter Fiber network, and disconnect all AT&T lines. CCE would have primary SIP trunks from Charter and another 20 from PFN. PFN would also be the backup for admin lines. Greg stated that there are many benefits to PFN, and they use the term resiliency over redundancy as they have developed a system that never goes down, as opposed to a system that goes down and has a backup.

Ed stated that PFN seems to have a business plan that we are all part of, and are a big stepping stone for them.

Additionally, Greg discussed the 10 digit alarm line, and said that he had reached out to alarm companies to provide them with a redundant plan to contact the PSAP. Greg stated that with the hundreds of alarm companies that are out there, he was surprised to learn that there are only three primary monitoring companies in the country, and two of them are based right here in Michigan. CCE's plan is to provide the monitoring companies with a primary and secondary phone number, each on separate fiber networks, a third number to a cell phone located at the dispatch supervisor's console, and with Grand Traverse's permission, CCE would like to list their PSAP as the fourth contact, who could then contact CCE by radio.

Dennis discussed the UPA and stated that they have completed a lot of pre-testing, and continue to test the system live. They will continue to run AT&T lines for at least six months just in case, but their goal is to eliminate all copper lines.

MEMBER ROUNDTABLE

Tom discussed pre-alert and Active 911. Tom also discussed the construction of a new tower in his county.

Ron discussed the possibility of the Coast Guard station closing in Frankfort, or only having it open during the summer. The region may lose this resource. Ron also stated that his newest trainee is doing very well and is at 40 hour basic in Mt. Pleasant this week. Ron also stated that their surcharge increase passed and is up to \$3.

Bob said that CCE has been working toward building a tower in Mackinaw City to serve northern Emmet and Cheboygan counties. The State has expressed an interest in hanging equipment on it when it is completed, and Bob said he is looking to trade off mic fees for tower access with the MPSCS. Construction should begin on the tower this fall.

Jamel stated that their current surcharge is at \$0.80, which is up from \$0.66, however there is a Telco not collecting the correct amount. Jamel contacted Harriett who suggested she contact the Telco directly.

Jason added that Grand Traverse is completing many upgrades to their CAD and radio systems, and asked Brad Stoddard to come up to present the State's 800 system and complete field testing in his county. As a group, Fire, EMS, and Law are all talking about the 800 system. Ron and Greg both stated that their counties would like to be involved. Jason said that this would likely occur in October, but would let the group know. Jason stated that Grand Traverse wants to keep their VHF for paging in place, and it will all come down to the cost. The radio controller needs to be replaced and they would like to purchase the MCC7500 with a wire line connection to the MPSCS through the State's core. Jason said that they are exploring a fiber and a microwave hop.

Greg explained that the Coast Guard created problems for Dispatch during two recent events. They did not contact CCE to let them know that there was an event; Dispatch overheard something on a radio channel. The Coast Guard operator was communicating with the boat in distress for approximately fifteen minutes and they still hadn't launched their own boat. Someone else near the area called 911 and CCE dispatched an ambulance and the Mackinaw City boats. There was another event involving a drowning where CCE was not notified either, and after speaking with the local response agencies, it was decided that they would launch their own water rescue and marine patrol. Jason stated that lack of communication from the Coast Guard has always been a problem.

Ed discussed the perspective from the Commissioners. There is a tendency to become disengaged in what is going on in their counties while campaigning. In Antrim, the big budget is for MDTs in the patrol cars, and Ed understands that it is expensive to purchase, maintain and operate. However, he's fighting for the

benefit they would provide his county. Many of the Commissioners are making decisions without having a good understanding of what is going on, and Ed suggested to the members of this group to pound the Commissioners and other decision makers with information.

The meeting ended at 12:53 PM

Respectfully submitted by Mary Albertson
CCE Central Dispatch