

**C.C.E. Central Dispatch Authority
Technical Advisory Committee**

MINUTES

August 12, 2021

MEMBERS PRESENT

Sheriff Chuck Vondra
Jon Nelson
Chief Todd Woods
Chief Gordon Temple
Lt. Josh Ginop
Chief Al Welsheimer
Director Matt Breed
Chief Kyle Knight
Sheriff Pete Wallin
Lt. Michael Bush

REPRESENTING

Charlevoix County Sheriff's Office
Cheboygan County Firefighters Assoc.
Cheboygan County Police
Cheboygan County Police (Alternate)
Cheboygan County Sheriff's Office (Alternate)
Emmet County Firefighters Assoc.
Emmet County Police
Emmet County Police (Alternate)
Emmet County Sheriff's Office
Michigan State Police (Alternate)

MEMBERS ABSENT

Robert Farrell
Megan Meyer
Tim Drenth
Chief Gerard Doan
Rob Scholey
Undersheriff Todd Reeves
Dallas Hyde
Mike English
Chief Dave Carpenter
Sheriff Dale Clarmont
Director Randy Weston
Chris Krupa
Undersheriff Mike Keiser
Lt. Carl Rothenberger
Chief Jeff Cobe

REPRESENTING

Charlevoix County EMS
Charlevoix County EMS (Alternate)
Charlevoix County Firefighters
Charlevoix County Police
Charlevoix County Police (Alternate)
Charlevoix County Sheriff's Office (Alternate)
Cheboygan County EMS
Cheboygan County EMS (Alternate)
Cheboygan County Firefighters Assoc. (Alternate)
Cheboygan County Sheriff's Office
Emmet County EMS
Emmet County EMS (Alternate)
Emmet County Sheriff's Office (Alternate)
Michigan State Police
LTBB Police Dept.

OTHERS PRESENT

Eric Yott
Jason Lee
Toni Drier
John Jacobs
Derek Sonksen
Mike Reaves
Marcia Rocheleau
Dave White
Rob Socha
Chad Woodbury
Eric Hoig
Lyon Stephens

REPRESENTING

Pro Comm Inc.
Pro Comm Inc.
911 BOD Member
Intellitech (remote)
Motorola (remote)
Emmet County Administrator
911 BOD Member
911 BOD Member
Inverness Fire Dept.
Forest Waverly Fire Dept.
Petoskey Police Dept.
Hudson Twp Fire Dept.

Tony Azzopardi	Charlevoix EMS
Brenda Beckwith	Cheboygan County
Pam Woodbury	CCE Central Dispatch
Rob Jerman	CCE Central Dispatch
Chris Heckman	CCE Central Dispatch
Candace Pierce	CCE Central Dispatch

CALL TO ORDER

Chief Welsheimer called the meeting to order at 9:30 AM.

ATTENDANCE – See above

PUBLIC COMMENTS - None

CORRESPONDENCE – None

AGENDA #5: Approval of TAC Minutes – Action Item

Mr. Ginop said the TAC minutes were more accurate than last month.

Approval of Minutes for July 8, 2021

Motion made by Mr. Nelson, with Support from Mr. Bush to approve the TAC Meeting Minutes for July 8, 2021 with the request to include more details in the future.

Motion carried by unanimous Voice Vote.

AGENDA #6: Public Safety Software System Project Update

Director Woodbury said John Jacobs is joining us via Zoom and we are testing the map on our system right now. Mr. Jacobs reviewed the information with the board.

IntelliMap

- IntelliMap – CCE is currently testing
- Mobile – Intellitech is ready to deploy and working with Rob to schedule implementation

Last Weeks Question: Officer Log

- Last year a button was added to CAD for Officer Logs and a refresher will be given on this before go-live. It's a really good enhancement to add and its been completed.

Central Square CAD to CAD

- Central Square said they have 30 vendors using system successfully so Intellitech will commit to connecting to existing API at NO cost to CCE and without inconveniencing Central Square. Ginop asked why this wasn't mentioned before. Pam said this was discussed before and LISTEN.... John said you have CAD to CAD with all 3 counties but what was not clarified was CAD to CAD to other counties.
- Rob or Pam need to inquire about Central Squares API.

IMACS

- Swanson changed requirements for the interface, but this was only for one county.
- This will require unplanned development at NO additional cost to CCE though.

Mr. Reaves asked about the timeline, and whether the departments or the IT people will install their own mobiles. Ms. Woodbury said it is whomever they choose, whether it is a techy person on staff, or an IT company they hire, but Rob Jerman will meet with each department and show them how to do it. Mr. Ginop asked about doing Lab Forms on the Thursday meeting. He asked if they started the next pass in JMS yet? Mr. Jacobs said yes, they will run the entire conversion which will take about a week to do. Mr. Ginop said it took a long time to run the first pass for RMS, maybe a couple months, and the servers crashed. And the

programmer on the Tuesday meeting said it would take a week to two weeks to finish, do you anticipate any problems? Mr. Jacobs said they are running the data on new servers now and that made a huge difference, so things that took hours to run, now take a few minutes to run. Ms. Woodbury said she only received three responses so far, so the only corrections being made, are those she received. Chief Temple said they are reporting the issues but they do not appear to be fixed. Ms. Woodbury said you have to send me what you are finding. There were a couple things such as incidents history, it is not located in the same place but it is there. That was discussed at length during the Tuesday call, because there were questions about it. Intellitech has it in a different spot from where Central Square has it now. Further discussion took place.

Mr. Ginop asked the status on the Michigan crash report. He said the UD10 report is not working, the data conversion is not working for Cheboygan County, the Prosecutor Portal, the E-citations and more. Mr. Ginop asked the status of the Officer Daily Button, Mr. Jacobs will check on it. He asked about the interface with the courts? Ms. Woodbury said they will start moving forward with that. She said Charlevoix and Emmet County are using different ones, but they have each others information and know what they need to do. JMS is charged \$2,500 per court. Mr. Ginop said they need to test it and Ms. Woodbury said she understood that. He wanted a status update on being able to view the cell board inside the jails. Mr. Jacobs didn't have an update, it is still in programming but will check on the timeline. Mr. Ginop asked if an additional pass of data be run? Ms. Woodbury said Mike Reaves could jump in, as he has done this three times before and she explained that with data conversions they take a chunk and once they get that right, that is the script that needs to be written and they write it on the whole thing. So you're asking them to do this pass 7 and then run this entire data conversion (20 years' worth of data) and then go back and validate again and then run it again. Mr. Ginop said they will have to validate all the data, they have not seen from 2015 and older yet. Mr. Reaves said when you convert data, sometimes they don't talk to each other so you are going to find issues historically down the road and John Jacob's description of what he has to do is accurate in terms of that data conversion. He thinks there are other things that have to be tuned up before we make that final pass. Ms. Woodbury wanted to make everyone aware that the 911 Executive Committee discussed ways to come together on this and the Executive Board and Ms. Woodbury asked Mike Reaves to join us in this, since he has done three data conversions. So join the team and help us in the planning and move forward. Ms. Drier said she is not on the Executive Committee but she was invited to attend. On the July 21st Meeting she brought to the boards attention that there were some issues going on at the TAC meetings, that she'd been attending for the past 4 months and she wanted them to be informed on those. On the meeting on the 9th Mike Reaves agreed to be a liaison, and the board will probably agree to it. Mike Reaves said he is not the savior, he is stepping in and sees this as a communication issue and will just try to attempt to bridge the communication. The second thing the board asked him to do was work towards a deadline date. He can give the Executive Board some options because we bought something and we are paying for a product and its costing us money not to be using that product right now. Last but not least there has to be a contingency plan. What is our contingency plan if we blow through another deadline? What if they say we are done, and this is our go live date? We need to talk about these things? Sheriff Vondra said the one thing the TAC committee agreed on is that it needs to be 100% done before go live.

AGENDA #7: 800 MHz Radio System Project Update

- a. **Coverage Testing** – Derek Sonksen from Motorola reviewed the coverage map with the board. There were a handful of tiles (grid areas) that were tested. All the green tiles tested crisp and clear audio from the portables to dispatch. The blue tiles were inaccessible and we could not get vehicles into the area. We even spot tested around the lake. 100% all tiles tested.
- b. **Communications Guidelines** – Chief Welsheimer said Fire is having issue with Dispatch and following guidelines. Guidelines were setup not knowing that Page Groups would be separate. Guidelines were

setup thinking we were going to be paged on F911 channel and not have separate page groups. So we would answer on F911 and then would switch over to your Fire ground channel and all communication to Central would be on your Fire ground channel. Once on your Fire ground, you go to your TAC channel and your TAC channel would be your inside operations but you would still have operations on the exterior. On your Fire ground channel, that would be the channel you spoke to Dispatch on. The second step was under the weather related incidents and talked about this being a potential issue. IC would monitor the F911 channel and dispatch would only talk to them on F911 not on their Fire ground channel. Yesterday we had severe weather and that part of it did not happen. There is a lot of education on the guidelines that needs to happen in dispatch. Departments have to read and follow and understand it. We spent hours putting it together and we have not heard from this board that we want to keep things the same. Chief Welsheimer said CCE has got to send something out to the Chiefs right away letting them know what is happening when acknowledgements or instructions are not being followed. Ms. Woodbury explained the compromise put in place in Dispatch and Chris Heckman said that compromise has been working well so far. He said it is a learning process on both sides. The scanning does not work the same as it does in VHF world. The main goal was to get chatter off F911. Further discussion continued.

- c. **Radio Training** – Had a few major incidents where Mackinac (Al meant to say Emmet) County cannot find it on their channel so he's suggesting everyone take time to play with their channels now. During an emergency, it is not the time to play with the channels but they are programmed in there.
- d. **LEIN Talk Group Use** – All our Law Enforcement need to start using this to run LEIN, it was put in there for this purpose so we need to start using it.
- e. **Paging/eDispatches** – Eric Hoig from Petoskey Police Dept. said they are still having issues. They are getting their medical now, but it is affecting their Fire now. Chief Welsheimer mentioned dispatching the wrong departments, so the pagers are being tripped. Ms. Woodbury said the Fire grounds and pager talk groups are close and look similar, they are accidentally chosen. Mr. Jerman is going to separate them because they are near each other on the screen and look similar.

AGENDA #8: PI POLICY

Chief Welsheimer said he was asked to bring this up, because dispatchers were not following guidelines and not dispatching Fire departments to PI accidents. Chris Heckman said we can only base it off of what the caller gives them. Chief Socha said he has contacted Pam Woodbury about quite a few they have not been called to. It's their job to make the situation safe, air bag deployment, electric cars, and so on. Chris Heckman said we need to determine what a property damage accident is, a personal injury accident is or an unknown accident is or an entrapment. When they are on I-75 and they do not stop, we can only go from what they say. We try to get as much information as possible. Some agencies will say Fire does not go to unknown accidents. Yes they do, he said. Unknown accident SOP's are a little different as well. Can we page Fire to every single event? There are so many unknowns to this discussion. The electrical vehicle part of it is a whole other thing, is it leaking gas or antifreeze, but we are not going to ask the caller to stick their finger in it either. Mr. Bush said for State Police he does not care if you page out Fire for every accident, he is grateful for that, whatever works for each agency. Ms. Woodbury said this will be one of the first policies for the Policy Committee to revisit.

ROUNDTABLE

Vondra - Nothing
Nelson – Nothing
Woods - Nothing

Temple – Gordon wants to see Intellitech’s feet held to the fire because he would not have been on board with donating an employee 1-2 days per week for this long.

Ginop – Josh asked about Plane crash protocol. Pam said that was Airport protocol, and Dispatch was told after the fact. Josh asked about starting with legal about a contingency plan and Al said his gut feeling is, you will have an answer next month with Mike Reaves, so just give it some time.

Welsheimer – Nothing

Socha – Rob said thank you for what you are doing, this is his first meeting.

Bush – Nothing

Drier – Toni said we have an RFP out right now for new civil counsel so maybe wait until then to Josh Ginop.

Woodbury – Nothing

Jerman - Nothing

ADJOURMENT

Mr. Welsheimer adjourned the meeting at 12:25 PM.

Respectfully submitted Candace Pierce