

**CLINTON COUNTY CENTRAL DISPATCH  
ADMINISTRATIVE POLICY BOARD  
&  
TECHNICAL ADVISORY COMMITTEE**

**Minutes**

**July 14, 2020 10:00am.  
Clinton County Courthouse  
Via ZOOM**

**CALL TO ORDER**

The July 14, 2020, meeting of the joint Administrative Policy Board and Technical Advisory Committee was called to order by APB Chairperson Lynn Weber at 10:06 a.m. A meeting quorum was present.

- **APB Voting Members Present:** Chief Dave Kirk, St. Johns Police Department; Sheriff Larry Jerue, Clinton County Sheriff's Office; Director Lynn Weber, Clinton Area Ambulance Service; Chief Lyle Lindemulder, Bath Township Police Department
- **APB Voting Members Excused:**
- **APB Voting Members Absent:** James Wilson, Citizen at Large; Lt. Michael Dillon, Michigan State Police, Lansing Post; Chief Joe Spagnuolo, Dewitt Area Fire Department,
- **TAC Voting Members Present:** Chief Dean Mazzolini, St. Johns Fire Department, fire representative; Chief Mike Gute, DeWitt Township Police Department, township police representative; Lt. Jeff Clarke, Clinton County Sheriff's Office representative; Dennis Palmer, Lansing Mercy Ambulance, EMS representative
- **TAC Voting Members Excused:** Operations Supervisor Aaron Schulz, Clinton County Central Dispatch representative,
- **TAC Voting Members Absent:** Lt. Michael Dillon, Michigan State Police, Lansing Post
- **Non-Voting Members Present:** Director Christine Collom, Clinton County Central Dispatch;
- **Other Personnel Present:** Board of Commissioners' Liaison Ken Mitchell; Ms. Christina Finch, recording secretary from Clinton County Central Dispatch
- **Visitors Present:** None.

## **APPROVAL OF AGENDA**

**APB Motion 2020-07-07:** A motion was made by Sheriff Jerue, supported by Chief Kirk, to approve the July 14, 2020 joint Technical Advisory Committee and Administrative Policy Board meeting agenda as presented. Motion carried unanimously.

**TAC Motion 2020-07-08:** A motion was made by Chief Dean Mazzolini, supported by Director Dennis Palmer, to approve the July 14, 2020, Technical Advisory Committee meeting agenda as presented. Motion carried unanimously.

## **APPROVAL OF MINUTES**

**APB Motion 2020-07-08:** A motion was made by Sheriff Jerue, supported by Chief Dave Kirk, to approve the Administrative Policy Board meeting minutes of January 2020, as presented. Motion carried unanimously.

**TAC Motion 2020-07-09:** A motion was made by Chief Mazzolini, supported by Lt. Jeff Clarke, to approve the Technical Advisory Committee meeting minutes of January 2020, as presented. Motion carried unanimously.

## **OLD Business**

### **1. Ballot Proposal**

Director Collom provided to the Board members that the Ballot Proposal for the Radio Project Enhancement bond and surcharge proposal, which is earmarked for use in the day-to-day operations of Central Dispatch Center and the Radio infrastructure, passed with 62% from the Clinton County voters in the March Presidential Primary election.

### **2. MPSCS Taft Rd live-**

The Board Members were informed that the co-location with the MPSCS went live on the Taft Road tower in March, and seems to be functioning as expected.

### **3. 2020 Capital Updates-**

Director Collom detailed the following updates regarding the status of the 2020 Capital Updates:

- a. CAD Hardware and data migration is set to take place by the end of this year.
- b. Scheduling Software- Central Dispatch has adopted a new scheduling software that is cloud based accessible via computer, tablet or smart phone and will allow the department to maintain records, process vacation requests and overtime sign-ups as well as assisting in maintaining certification records.
- c. Cyber Audit- The Board of Commissioners has approved a Cyber Audit to be completed by the end of this year with the goal being to identify any vulnerabilities within the many cyber systems in operation within Central Dispatch.
- d. Electrical Updates- Central Dispatch is currently working with the Maintenance Department to split the equipment to tow different circuits/electrical legs and

complete an electrical audit to ensure a redesign of the Dispatch Center is feasible.

## **Directors Report**

### **1. Pandemic Response-**

The Central Dispatch COOP Plan for personnel has worked in that the department has staggered shifts, required pre-screening, mask requirement and limited cross shifts exposure as much as possible. The Operations Supervisor was placed on a regular shift through the end of the summer to allow for vacations and reduce the need to cover with overtime/cross contamination. The COOP plan and policies continue to be very fluid at this time. Pre-Screening of all 9-1-1 callers is now at 100%- the staff seems to be adapting well with very few glitches.

### **2. 911 Outages Jan. 31 and June 27-**

Director Collom reported on two separate 911 outages that occurred on January 31, 2020 and June 27, 2020. The PFN network in both situations went into what is called a network storm. The situation was caused by two different failures with the same result. The FCC and State are heavily involved with the outages- The first outage resulted in a full 911 outage for about 33 counties. The second outage resulted in compromised outage- meaning that Central Dispatch was able to receive 911 calls in the Center on the back-up telephones but did not receive a location on the caller. Two calls were identified that were routed to our alternate routing site- but were still answered and handled with minimal delay.

### **3. Radio Outage-**

It was reported that Central Dispatch experience a Radio Outage from January 14-15, 2020. The primary communication was down and Central Dispatch had no recording capabilities during that time. Central Dispatch was able to switch to the backup radio system with minimal reductions in coverage.

### **4. Weather Event June-**

Director Collom provided information regarding the weather event that occurred in June, in which Central Dispatch received a report from an off duty fire fighter of a cloud with rotation moving in an up and down pattern. Due to this report, Central Dispatch staff activated the emergency warning sirens. Upon doing so, Central Dispatch received some inquiries in regard to the following items via social media

- a) St. Johns residents are confused on the Fire Siren and the Tornado siren.
- b) The NWS did not go off because the storm was unpredictable and the funnel cloud was not detected
- c) Weather education is needed for our community- Some comments were that they checked their telephones and social media to find out what to do.

### **5. RAVE Alert Updates**

Director Collom described that Central Dispatch completed some RAVE Alert updated regarding the National Weather Service Alerts- upcoming training to learn about the changes

National Weather Service has made for notifications through RAVE has been set up to activate the registered residents for warnings on their telephones, text and email.

#### **6. Recognitions: DeWitt Twp.: Jean Kemp & Ross Lauback**

Director Collom mentioned that Telecommunicator Jean Kemp and Lead Telecommunicator Ross Lauback received recognition of their exemplary work on a 911 call that involved a cardiac arrest, in which they started telephone CPR and the patient thankfully survived.

#### **7. Resignations**

Central Dispatch received the following personnel resignations:

- Emily Stanley resigned citing personal reasons.
- Suzzy Pross will achieve her 20 years on August 9 and she has decided to pursue different career options effective September 1.

#### **8. Hiring Process- Changes**

Director Collom also detailed the following changes that will take place in the upcoming hiring process for the open Telecommunicator positions:

- a) Hiring process being formally developed.
- a) Updated the pre-skill testing with the same company but to an online prescreening which included updating the Validation Test and the current pass/fail scores, which will allow for greater testing of all applicants that have passed the pre-resume process.
- b) Pre-Screening ZOOM meetings that will be scheduled with every applicant that passes the pre-skill testing.
- c) Oral Boards with a designated panel.
- d) Online Reference checking process.
- d) 4 hour sit-ins/background investigations

#### **9. Harris Representative**

Director Collom reported that Toby is no longer the Harris representative and that the new representative is now Tom Hammond. She is currently working with him on the software upgrades for the portables/mobiles. Departments will be contacted yet this week for confirmation of the difference of the existence of XG25's and XG75's in updating each department's radio inventory, as there is a cost difference between the two.

### **NEW BUSINESS**

#### **1. Motorola Contract**

Director Collom provided that the County's contract with Motorola was signed on June 19, 2020. The bond sale associated with the Public Safety Radio Project occurred on June 17, 2020 in which the County Administration was satisfied with the rates of the bond. Motorola has announced that the system is built and has been delivered to the holding site.

#### **2. MPSCS Integration Part I Agreement**

Director Collom detailed the following integral parts of the MPSCS Integration:

Part I identifies the responsibilities of the County, MPSCS and the vendor.

We will have more agreements as the project progresses.

-Subscriber Equipment- every agency on the System will sign this.

-CO-Location allowing users on our towers and our users on other towers.

-MOU for credits- \$250 per unit on the system- onetime costs – budgeted into the system

-Part II- outlines the specific details of the system

### **3. Scheduling Software**

This agenda item was addressed in the aforementioned OLD Business.

### **4. 2021 Budget Process**

Director Collom shared that the 2021 Central Dispatch Budget has been submitted to include the following major items:

Update to the Center with radio consoles, furniture, Center Design and flooring.

Updates to the Logging Recorder and an additional Recorder

Subscriber units

Full County independent coverage test – 2020

Reprogramming of Harris Radios

Ask for additional supervisor person

The CAD and MDC projects have been moved to 2023 budget process, at this time.

### **July1, 2020-new Surcharge of \$1.50 starts**

Director Collom reminded all members present that per the Bond/Surcharge proposal that was passed in March, the collection of the new Surcharge amount of \$1.50 went into effect July 1, 2020.

### **Long Term capital projects to include CAD replacement**

Director Collom reported that a CAD replacement has been identified as a long term capital project and is currently anticipated to take place in the 2023 budget year.

### **Public Comments:**

Commissioner Mitchell provided a message of support and thanked all the law enforcement agencies within the County. Sheriff Jerue advised all agencies to direct citizen complaints of businesses not enforcing mask requirements to the MIOSHA task force hotline telephone number.

### **Attachments for the Board's review:**

1. APB/TAC Minutes from Joint Meeting in January 2020
2. Fund Balance Report- MAY 2020
3. June Monthly Service Report-[JUNE 2020 Monthly Service Report](#)

## **ADJOURNMENT**

Motion by Sheriff Jerue, supported by Chair Lynn Weber to adjourn at 10:58 a.m. These minutes have not been approved as of July 15, 2020 and are subject to approval at the next scheduled meeting of the Administrative Policy Board. The next scheduled meeting date for the Technical Advisory Committee is *September 15, 2020*, in the first floor Conference Room C. The next scheduled meeting date for the Administrative Policy Board is *October 13, 2020*, in the first floor Conference Room C.

Minutes submitted by:

Christina Finch, Recording Secretary  
Clinton County Central Dispatch

Minutes approved on:

Lynn Weber, Chair  
Administrative Policy Board

DRAFT