

**CLINTON COUNTY CENTRAL DISPATCH
ADMINISTRATIVE POLICY BOARD**

Minutes

**January 11, 2005; 1:30 p.m.
Clinton County Courthouse
100 E. State St., EOC Room
St. Johns, MI 48879**

CALL TO ORDER

The meeting of the Administrative Policy Board was called to order by Vice-Chairperson Frederick Koos at 1:40 p.m. Introductions were made. The following people were in attendance:

- **Members present:** Chief Frederick Koos, Paramedic Lynn Weber, Sheriff Wayne Kangas, Chief Jack Phillips, Mr. Ken Hafner (Citizen Representative), and Lt. Pat Richard (Michigan State Police; arrived 2:00 p.m.)
- **Non-voting members present:** Director Jim Fyvie, Secretary Diane Kirkpatrick, and Mr. John Arehart (Chairman of the Board of Commissioners); Mr. Arehart left meeting at 2:00 p.m.
- **Voting members absent:** Chief Lawrence Jerue (DeWitt City Police Dept.)
- **Public attendee:** Mr. Todd Moore

APPROVAL OF AGENDA

Director Fyvie asked that a letter received from CAFR be added to agenda; Vice-Chairperson Koos amended the agenda to list CAFR letter as Number 11 under new business. Director Fyvie asked that Policy 16.7 be added to the agenda. Chief Koos added Policy 16.7 to Procedure 1, Number 3. Number 5 on the agenda was moved to Number 1 to allow Board of Commissioners' Chairman, John Arehart, to be included in its discussion.

Motion 2005-01-01: Moved by Mr. Lynn Weber to approve agenda as amended, supported by Chief Jack Phillips. Motion Carried

APPROVAL OF THE NOVEMBER 30, 2004, SPECIAL MEETING MINUTES

Motion 2005-01-02: Moved by Chief Jack Phillips, supported by Mr. Lynn Weber to approve the minutes as presented. Motion carried.

OLD BUSINESS

Jeremy Vermeer is still working with OSSA to get technical aspects put into the trailer park mapping project; it is almost complete.

Director James Fyvie stated that there was nothing new to report on the status of the Communication System Upgrade.

NEW BUSINESS

Surcharge Renewal

Handout E-5, a letter from Doug Van Essen, regarding the surcharge renewal was discussed. Surcharge formally expires on December 31, 2006. The County usually renews surcharge the year prior; by law, once a surcharge proposal is brought before the voters and if voted down, you are not legally allowed to bring it back to the voters for twelve months. Mr. Van Essen recommends holding vote for surcharge renewal a year prior to give a year buffer in case the surcharge is voted down. Clinton County Clerk, Diane Zuker, has stated to Director Fyvie that August has no other ballot proposals on it at this time, and it might be a good time to have the surcharge renewal on the ballot. The proposal on the ballot would be worded so that the Board of Commissioners would have the latitude to adjust the surcharge up or down from its maximum. Cellular phones have caused instability in the surcharge, because they have decreased landline phone usage.

Chairman of the Clinton County Board of Commissioners, Mr. John Arehart, noted that August would be a good time to have the surcharge renewal put on the ballot. LCC will be having their mileage request on February 22, the school board elections and any possible mileage and transportation issues will be on the May ballot.

The question was raised on the maximum length of time a surcharge may be enacted. Director Fyvie stated that five years is the maximum for operational surcharge; special ballot language is allowed for capital improvements. Example given: If bonds are used for a capital improvement project, a portion of the surcharge could be allocated to cover the bond for up to twenty years.

Motion 2005-01-03: Sheriff Kangas moved, supported by Mr. Lynn Weber to place appropriate ballot language regarding surcharge renewal on August 2005's ballot. Motion carried.

Director Fyvie added that a renewal committee should be formed and be responsible for soliciting financial support so that advertisements could be placed in local papers regarding the surcharge renewal on the August 2005 ballot. The funds for these advertisements must come through private donations and cannot be funded by surcharge revenue. Former Chairperson, Mrs. Carol Bashore, has volunteered to act as treasurer of any formed committee; there are certain filings that need to be completed, and Mrs. Bashore is willing to take on that responsibility as she has in the past. This will be addressed more at the April meeting of the Administrative Policy Board.

A question was raised regarding why telephone surcharges have trouble passing on ballots. Director Fyvie answered by stating that on a survey he conducted a few months ago, 50 percent of various counties' dispatch centers are funded solely by surcharge and the remaining 50 percent by a combination of mileage and surcharge revenues.

VoIP – Voice Over Internet Protocol

VoIP is when 911 is dialed from a computer. One million people in the United States are currently covered by VoIP and this service is expected to increase to three million people over the next year. VoIP has the potential to be a financial drain, similar to cellular phones.

Director Fyvie stated that there are pitfalls with VoIP:

- Currently, we cannot collect surcharges from its use
- There is a potential to receive 9-1-1 calls from anywhere in the world
- Our 911 data screen does not receive ANI/ALI information, slowing the appropriate public safety response

A subscriber would have to let its provider of VoIP know what county his/her 9-1-1 calls should be directed. There are currently four providers in Lansing area and they are as follows:

1. A T & T
2. Verizon
3. Level 3 Communications
4. Arialink Broadband

A standard has not been developed to handle VoIP calls as of yet. Currently, 9-1-1 centers across the nation and their supporting organizations are trying to develop standards that the FCC would adopt.

NENA (National Emergency Number Association) will be providing training (handout E-1b) regarding VoIP on January 14. All members of Central Dispatch's supervisory staff will be attending this training. Director Fyvie expressed that if anyone wanted to participate in the training to let him know; the training would be paid by surcharge revenue for any board members interested in attending.

The dedicated 10-digit line was set up to receive cellular calls in dispatch centers. Cellular calls have decreased on the two 10-digit lines, because most cellular calls have been switch to 9-1-1 technology. Director Fyvie proposes that only one of the 10-digit lines be kept as a default router in case 9-1-1 cellular switching fails, and the other 10-digit line should be issued to VoIP providers to use for VoIP 9-1-1 calls.

A question was asked on whether Clinton County Central Dispatch had received any VoIP 9-1-1 calls. Director Fyvie stated that none had been received at Central Dispatch yet.

Internet Over Power Lines

Internet over Power Lines technology is when Internet access is provided by plugging a computer into a box that plugs into an electrical outlet; Internet access is carried over power lines.

Director Fyvie stated that a special meeting was called last night with the three counties' directors and with Consumer Powers and a representative from the Shipilgr Group out of New

York. The Shipilgr Group is a company that has targeted Grand Ledge with this Internet over Power Lines technology and plans to target St. Johns this summer. The Shipilgr Group has gotten permission from the Michigan Public Service Commission to do these pilot projects in Grand Ledge and St. Johns. There is a concern as power lines are not shielded, the signal is going to radiate out and could cause significant interference with public safety communications. Consumers Power and a representative from the Shipilgr Group have given assurances that they are looking at newer technologies that reduce the leakage. Director Fyvie added that another meeting regarding this issue would be held in a couple of months and that he wanted the Board to be aware of this issue.

Ham radio operators could be adversely affected with Internet over Power Lines technology, because they deal with the same radio spectrum. The 800 MHZ system should not be affected, but since there are no benchmark measurements yet, everything is still up in the air. Broadband over power lines (BPL) has been banned in Europe, Asia, Scotland, Japan, and New York. Director Fyvie represents APCO at the Michigan Region 21 Frequency Advisory Group; a white paper was sent to the FCC opposing BPL, but the FCC has left it to local governmental agencies to handle.

Policy Updates

The following policies had questions or comments:

- **Policy 10.5A** – Chief Koos ask for clarification on this policy. Director Fyvie responded that the original policy stated that the relief person is “given” the four hours, but the contract states that the relief person is “offered” the four hours.
- **Policy 11.4** – Director Fyvie commented that telecommunicators have been banned from using their cell phones to make phone calls in the dispatch area due to the interference the cell phones cause with our communication system. The telecommunicators want an unrecorded line. This line would be for outgoing calls only. This phone line would be available for telecommunicators to make personal calls during their breaks.
- **Policy 15** – Director Fyvie ask that this policy be put on hold until a future date.
- **Policy 15.13** – Grammar to be corrected but content is okay.
- **Policy 3.13** – Sheriff Kangas expressed concern over the meaning of “stand by” in the ice/rescue policy; volunteers do not get paid for their service and have to leave their jobs to stand by at the station when called upon. Sheriff Kangas stated that “stand by” should mean to alert at home that the possibility that they might need to be called up, but not to report to the station; fire chiefs still have the option to have these volunteers report immediately. Chief Koos suggested that the definition of “stand by” for the special rescue team should be added to the policy. Director Fyvie stated that he would add the definition to the policy after having Sheriff Kangas review the wording.

Policy Update 16.7 (PA 142 of 2004 – Spill Reporting)

Director Fyvie commented that a new law dictates that a chemical spill that previously did not have to be reported, now must be reported to 9-1-1. When a 9-1-1 call is made, policy dictates that Dispatch has to send a response. The fire chiefs have reviewed this policy and approved the following:

- The information is to be taken by the telecommunicators and enter a CAD incident
- Instead of physically dispatching police, fire, or EMS to an incident that does not require a public safety response, it will be closed out after it is sent to the respective fire jurisdiction
- The computer will automatically generate a faxed copy of the report to the fire chief

Motion 2005-01-04: Mr. Lynn Weber moved that the updates for the Policies and Procedures manual be accepted, Kangas supported. Motion carried.

Supervisor and Telecommunicator Position

Ross Lauback, who was hired as a telecommunicator last fall, has been promoted to the vacant supervisor's position. He is currently attending supervisors' classes. Mr. Lauback had the highest score of all the applicants who applied for the supervisor's position.

The telecommunicator position vacated by Mr. Lauback when promoted to supervisor will be filled by an applicant on the last hiring list. The top applicant is a woman from DeWitt. She has stated that she is willing to take the position. The Board of Commissioners is expected to give their approval this Thursday (January 13).

Criminal Charges – Illegally Programming Radios

This handout was given out by Director Fyvie to give clarification regarding the improper use of the system and what preventative measures can be taken.

Election of Chairperson

Motion 2005-01-05: Sheriff Kangas moved to nominate Chief Frederick Koos as Chairperson, supported by Chief Jack Phillips; nominations were closed by Mr. Lynn Weber. Motion carried.

Election of Vice-Chairperson

Motion 2005-01-06: Sheriff Kangas moved to nominate Mr. Lynn Weber (EMS Representative) as Vice-Chairperson, supported by Chief Jack Phillips; nominations were closed by Sheriff Kangas. Motion carried.

Administrative Policy Board 2005 Meeting Calendar

Handout E-10 was reviewed. This document showed the future dates for the Administrative Policy Board's 2005 meetings which are held on the second Tuesday of the following months:

- April 12, 2005
- July 12, 2005
- October 11, 2005
- January 10, 2006

Motion 2005-01-07: Lt. Pat Richards moved to approve the dates for the Administrative Policy Board's 2005 meetings, supported by Mr. Lynn Weber. Motion carried.

Clinton Area Fire and Rescue Letter

A letter from CAFR was handed out. This letter stated that the Clinton Area Fire & Rescue Authority Board had approved changing its dispatch policy. The concern is that we are going backwards eight years to a time when we had multiple pages of "exception" to review response before dispatching. This results in a delay of the dispatch.

Staging point is a dispatch term that means that an ambulance has been paged and dispatched and is staged at a given location near the incident. Sitting point is when the ambulance has moved from its office and is sitting at a predetermined location, waiting for a call.

December 2004 Expenditure/Revenue Report

Director Fyvie stated that this report was unavailable at this time, but it would be sent out to all board members when available.

ADJOURNMENT

Chief Koos moved to adjourn meeting at 2:40 p.m., supported by Mr. Lynn Weber.

These minutes are subject to approval. These minutes not approved as of January 14, 2005.

Minutes submitted by:

Diane Kirkpatrick
Central Dispatch Secretary

Minutes approved on:

Chief Frederick Koos, Chairperson
Central Dispatch Policy Board