



MEETING MINUTES for

Kalamazoo County Consolidated Dispatch Authority TECHNICAL ADVISORY COMMITTEE July 1, 2020 – Regular Meeting

ITEM 1 – CALL TO ORDER

The Regular Meeting of the Technical Advisory Committee was called to order by Chief Karianne Thomas electronically via telephonic/video conference in accordance with Michigan’s Executive Order 2020-129 due to COVID-19 at 10:00 a.m. on Wednesday, July 1, 2020.

ITEM 2 – MODERATOR MEETING STATEMENT

ITEM 3 - ROLL CALL

Members Present: Karianne Thomas (KDPS), Bryan Ergang (KTPD), Angel Ouwinga (MSP), Daniel Mills (PDPS), Jeff Christensen (KCSO), Carol Dedow (WMUPD), Gerry Leudecking (KCFCA), Craig Dieringer (KCMCA)

Others Present: Scott Boling, Chris Franks, Chip Everett, Ryan McGregor, Bill Irwin, Jeff Troyer, Torie Rose, Marty Ftacek, Chris McComb

ITEM 4 – APPROVAL OF MEETING MINUTES

A. May 6, 2020 – Regular Meeting

“Motion by Mr. Ergang, second by Ms. Dedow to approve the May 6, 2020 Regular Meeting minutes as presented.”

On a roll call vote, Yes – 6, No – 0. **MOTION CARRIED.**

ITEM 5 - CITIZEN’S TIME

There was none.

ITEM 6 – FOR CONSIDERATION

A. Administrative Monthly Report

Mr. Troyer stated the report was not included in the packet because it was so early in the month. The report will be sent to the committee next week.

Mr. Troyer provided an overview of the discussion at the Law Comm Ops meeting. He stated that the Executive Order violation reports will still be sent to law enforcement twice per week. Staff is working on station alerting with Portage and will move on to KDPS. A project manager from Tyler has been assigned to work with Systems Support Specialist Marty Ftacek. Friday, 6/26, PSAPs throughout the State saw two PFN ESInet failures, with the first at 15:45. KCCDA transitioned to the back-up phone system at 16:00. Dispatchers could receive calls but had disconnects and drops. Service was restored and staff transitioned back to primary at 16:40. PFN identified that it was due to an emergency routing protocol card failure. He noted that it should not take the network down. Around 6:45 pm we saw a second failure which took down the administrative and 911 lines. Staff transitioned to the backup

phone system. Staff was unable to receive any ANI/ALI info and they were getting sporadic disconnects on calls. The outage lasted until 9:30/9:40 Saturday evening. PFN rebuilt a lot of routing protocols the next day. This raises significant concern with centers around the state, as three-quarters of them are on the PFN network. There have been several conference calls with PFN and network management vendors and questions regarding Phase 0 routing. This should be built in all service providers' plans so if calls can't be delivered through the network, they go back out to the public switch telephone network and can be delivered to the PSAP on an admin line. The network was unstable for a very long time which caused calls to disconnect and poor audio. PFN is continuing to investigate and the State 911 Committee is working on it. It is the same cause as the January outage. PFN identified looping equipment that needed to be installed and announced that will be done by the end of the year, however, something else has to be done to either speed up the process or accommodate Phase 0 routing. That is the direction we are working on.

Stats will be included in administrative report and will be sent out in the next couple days

B. Old Business

1. Update – CAD EMS Agency Buildout

Mr. Troyer stated the CAD Webviewer issues were solved. When LifeCare was added, it broke Life and Pride. Tyler has worked on it again and believes the issues are resolved. Connectivity has been restored and LifeCare will be online soon. We should be able to finalize the project by the middle of July.

2. Update – MPSCS Expansion in Kalamazoo

Mr. Troyer stated a core group has been identified to detail sites of concern for the 800 MHz testing. This group will be meeting and discussing testing geared around the plan that TAC approved for a review of potential tower sites. Motorola is working on supplying a solid budgetary figure before the end of the month.

C. New Business

1. COVID-19 Screening Calls for Service

KCCDA has moved back to Level 4; the lowest threat mode. Staff began doing screenings of all calls for service back at the beginning of the pandemic. The EMS screening procedure still exists and is being handled by ambulance companies. Unless the situation allows for it, high priority calls are not being screened. The question for group was, is there value in continuing to screen all calls while we are at Level 4. It is open for discussion, administration does not feel it's necessary while we are at this COOP level but would reinstitute at a more serious COOP level.

Mr. Leudecking asked if KCMCA was notifying the center of COVID cases.

Mr. Troyer explained that KCMCA does not, but Community Health does send us addresses of confirmed cases. They are received almost every day and are entered into CAD. Agencies will still be getting priority 8 and 9 and will continue as long as Community Health is sending the information. The alerts have an expiration date, typically fourteen days after the positive date.

Mr. Christensen inquired if staff would screen callers for anything else.

Mr. Troyer stated that staff does not screen for anything else. When this was discussed at the beginning, that was some of the concern voiced by Community Health. We have to be cautious, but the decision was to move forward because we were in the midst of a pandemic.

Mr. Mills stated he doesn't think we're out of the woods yet.

Mr. Leudecking stated he liked the screening.

Mr. Troyer clarified the screening is different than when we assign a priority 8 or 9 based on the list from Community Health. Those address alerts will continue. What we are referring to is the screening questions the caller is asked when they call dispatch. This results in what first responders hear as "airborne precautions".

Ms. Thomas stated she would like to continue the screening and discuss its necessity again at the next meeting.

Mr. Mills agreed.

Ms. Ouwinga also agreed.

Mr. Troyer stated staff will be directed to continue the screening.

2. Press Releases and/or Notification to Public from End-User Agencies

Mr. Troyer asked that either he or Deputy Director Rose be contacted and given a copy of any press release or public notification that has the Authority identified as a contact. He stated there have been multiple incidents where things went out and staff had no information other than what was released to the general public. We received a significant amount of calls asking questions and we had no knowledge of it. He cautioned any agency for using us a point of contact for an alerting system because if there is already an emergency – like a tornado – we are already getting a significant amount of calls.

3. Central Huron Ambulance – MPSCS Talkgroup to MOU Request

Mr. Troyer stated he received a request from Central Huron Ambulance to have talkgroups to include in their radio template. He forwarded the request to KCMCA Advisory Board and received an authorization from the Chair and Vice-Chair. He also received a separate email from Michael Bentley advising that Dr. Fales was in support of it. The emails regarding that information were included in the packet. All talkgroup requests come to this group. He requested permission to execute the MOU.

"Motion by Mr. Dieringer, second by Mr. Leudecking to approve the MOU with Central Huron Ambulance Service for access to the Kalamazoo County MPSCS Talk Groups."

On a roll call vote, Yes – 6, No – 0, Absent – 2 (Kalamazoo Township and Kalamazoo County Sheriff's Office). **MOTION CARRIED.**

D. Other Items

1. Member Comments

Mr. Dieringer stated he agrees with continuing COVID screening.

Ms. Thomas asked if there was anything additional, they can help with for the election and ballots.

Mr. Troyer stated that emails had been sent to all boards and subcommittees asking for participation in the coalition. The coalition is not for advocacy, it is just showing support of Authority and our work. There is nothing attached to the coalition that shows support of the proposition. He asked that everyone help spread the word about the proposition when they are at any event with the public.

There is also work being done outside of the coalition and the advocacy campaign geared more toward advertising that will start in a couple weeks.

2. Next Meeting

The next Technical Advisory Board meeting is scheduled for Wednesday, August 5, 2020 at 10:00 a.m. in the Chief Switalski Meeting Room.

3. Adjournment

The meeting was adjourned at 10:35.