

Ingham County 9-1-1 Central Dispatch



PHONE SURCHARGE INCREASE REQUEST 9-1-1 CENTER OPERATIONS PUBLIC SAFETY RADIO SYSTEM

November 6, 2018 **Ballot Proposal**

Shall the County of Ingham, Michigan, be authorized to assess a charge on all landline, wireless, and voice over internet protocol service users located in Ingham County of up to \$1.80 per month to be used exclusively for the funding of 9-1-1 emergency telephone call answering and dispatch services within Ingham County, including facilities, infrastructure, equipment and maintenance, and operating costs?

Ingham County 9-1-1 Central Dispatch Center Information

- The 9-1-1 Center was consolidated in June of 2012.
- The Center employs 68 full time and one part time employees
- To provide 24 hour coverage 365 days per year
- The Center provides dispatch services to the 15 law enforcement and 15 fire/EMS agencies that serve the people of and in Ingham County.

For the year 2017

- 9-1-1 Staff processed 167,430 emergency calls and 320,802 non-emergent calls.
- 9-1-1 Staff Dispatched 261,323 police calls for service and 43,244 Fire/EMS calls for service.

What does it cost to operate the 9-1-1 Center?

The 9-1-1 Center funding

Funding is from two major income sources, a special millage of .85 mills on taxable value and a phone surcharge of \$0.42 per month/per device.

Operations costs by year

- 2012 \$7,821,268 (Actual)
- 2013 \$7,127,180 (Actual)
- 2014 \$7,637,402 (Actual)
- 2015 \$7,606,663 (Actual)
- 2016 \$7,447,173 (Actual)
- 2017 \$8,301,064 (Actual)
- 2018 \$8,210,034 (Adopted)

Revenues by year

- \$8,061,855 (Actual)
- \$7,452,068 (Actual)
- \$7,675,436 (Actual)
- \$7,627,006 (Actual)
- \$7,801,369 (Actual)
- \$7,805,563 (Actual)
- \$7,970,772 (Projected)

For 2018; the millage is expected to raise \$6,078,272 in addition to the \$0.42 telephone surcharge which is expected to raise \$1,200,000.

What system is used today by our police, fire and EMS?

Current System Used

- Harris (Macom) EDACS, trunked, UHF system
- 629 Mobile (in vehicle) Radios
- 1395 Portable (on person) Radios
- 45 Entities using the system - Police, Fire or EMS Agencies
- Fire/EMS use approximately 400 radio pagers with their paid-on-call/volunteer staff

Infrastructure – Radio System Information

- UHF (Ultra High Frequency), Macom EDACS trunked radio system, 9 channels
- Final system acceptance in October 2006
- All Public Safety 9-1-1 responder radios were replaced with this system
- Harris EDACS equipment now past end of life as of 2017
- Harris has extended its support of the system until 2021. After that time, the system will no longer be supported.

What are the system concerns of our police, fire and EMS?

Interoperability Concerns

- All bordering counties are on or moving to the Michigan Public Safety Communication System (MPSCS), operating in the 700/800 MHz spectrum for their systems
- Michigan State Police and MSP Capitol Security are on the MPSCS 800 MHz System
- Communications involving mutual aid requests both inside and outside of Ingham County, are limited or very difficult under the current radio system's ability to communicate with other jurisdictions.
- The current radio system is limited by the area it is licensed to cover and can delay communications between responders and/or the 9-1-1 Center. The seamless interoperability of the MPSCS system will improve the coverage area and as a result increase responder communication and safety.

What do the public safety agencies want to do?

9-1-1 Advisory Board

- The 9-1-1 advisory board, consisting of representatives of the Ingham County police and fire/EMS agencies, have recommended to the Board of Commissioners to move to the MPSCS system as we reach the end of life of our current system.
- The Ingham County Board of Commissioners has accepted the Advisory Board's recommendation.

Why is a funding increase needed for the 9-1-1 System?

Why now?

- Ingham County has been a responsible steward of the 9-1-1 funds. The 9-1-1 Center is a time when major systems need to be replaced to ensure safe and prompt emergency responses in the County. The major systems include the radio system that is at its end of life and the 9-1-1 phone system, with a Next Generation (Next Gen) 9-1-1 solution. A Next Gen 9-1-1 phone system is an IP network that is more reliable, redundant, resilient, and has the capacity and capability to send more data with the voice calls to the 9-1-1 Center including texts.

A Next Gen 9-1-1 network allows for the delivery of improved wireless location accuracy which provides for more accurate and efficient delivery to the appropriate 9-1-1 Center and the more efficient response from first responders to an emergency. This is critical with wireless 9-1-1 calls being more than 80% of 9-1-1 callers today. It will improve access to the 9-1-1 system for all citizens including the deaf and hard of hearing community through the direct access utilizing text to 9-1-1, and the opportunity to transmit other multi-media such as photos and videos.

- If the funding is approved, the radio project will take between 2 and 3 years to complete. The 9-1-1 phone project will take about 1 year to complete.

Current Funding

- The 9-1-1 Center's revenues do not meet the required funding needed for a radio system replacement.
- Additional funding is also needed for the normal operations and required upgrades of other necessary systems; radio, phone, and recording used in the 9-1-1 center.
- Ingham County general fund dollars are not used to operate the 9-1-1 Center.

What is this going to cost me?

Proposed Funding Increase

- Current telephone surcharge fees are at \$0.42 per device/per month.

- The ballot question is requesting an increase to the total surcharge fees that can be collected by \$1.38 to a maximum of \$1.80 per device, per month. This brings the total monthly possible surcharge cost per device to \$21.60 per year.
- Companies that have more than 10 (ten) phone lines would be charged the new rate per line for the first 10 lines and then each additional 10 lines are counted as one line. As an example if a company has 50 phone lines they would be charged for 14 lines not the total 50.
- The increase of the telephone surcharge to the maximum of \$1.80 will raise an additional amount of approximately \$3,700,000 annually.
- The requested increase is a cap of \$1.80 per device, per month and will be evaluated annually by the Board of Commissioners based on the projected costs of providing 9-1-1 services and equipment. The Board may reduce the monthly surcharge if fewer funds are needed in a given year.
- Over the next 10 years, the additional funding will be used primarily to pay for the replacement of the Public Safety radio system.
- There is no set end date for the additional funding in the ballot language. However, State 911 legislation that authorizes the surcharge has a sunset date December 31, 2021, but it is expected that this date will be extended as it has in the past.

State Funding of 911

- 82.5% of the state monies collected (\$0.19 per month/per device) go back to the Counties
- Ingham County receives approximately \$519,000 from the State for operations.
- Ingham County receives approximately \$60,000 for staff training

Oversight of spending

- State911 Office – the County must submit reports on how the surcharge is being spent every year
- The surcharge amount will be set by the Board of Commissioners each year, up to the approved amount.

What do other counties have to pay for funding?

Some examples of surcharge amounts in other counties

- | | | |
|--------------------------|-----------------------|---------------------|
| ▪ Eaton County = \$1.75* | ▪ Jackson = \$1.50 | ▪ Clinton = \$2.75 |
| ▪ Livingston = \$1.85 | ▪ Shiawassee = \$2.65 | ▪ Isabella = \$3.00 |

Eaton County has a millage .95, Ingham County has a millage .85

Why move to the Michigan Public Safety Communications System (MPSCS)?

Cost effective

- Utilizes some exiting towers in/outside the county
- State maintains/upgrades equipment at towers as technology changes

Coverage

- Improves county wide mobile & portable
- Radios would work beyond county borders
- Digital systems for better voice quality reduced interference and built in redundancy.

Interoperability

- P25 – National Standard for digital radio systems (standard not a mandate)

- All agencies in the county will be on a common system that is P25 compliant
- Agencies able to talk to each other / direct with responders outside of county

Reliability & Safety

- The MPSCS System should last for decades
- Secure and continuously monitored system
- All agencies get new equipment radios/pagers
- Emergency button / GPS / Encryption features

What is the radio system going to cost?

Estimated Cost

The replacement of all radio system infrastructure and end user equipment is estimated to cost up to 30 million dollars. It is expected that the project could be completed at a lesser cost, but the engineering and design of the system must be completed, to determine the location and number of radio towers that will be needed to provide proper coverage and equipment needed to provide safe communications for our responders.

The new system will provide new radio equipment for the 9-1-1 responders both in vehicle and agency personnel portable radios.