

CHAIRPERSON
DEB NOLAN

VICE-CHAIRPERSON
REBECCA BAHAR-COOK

VICE-CHAIRPERSON PRO-TEM
RANDY MAIVILLE

LAW AND COURTS COMMITTEE
VICTOR CELENTINO, CHAIR
PENELOPE TSERNOGLOU
DIANNE HOLMAN
DEBBIE DE LEON
REBECCA BAHAR-COOK
KARA HOPE
RANDY SCHAFFER

INGHAM COUNTY BOARD OF COMMISSIONERS

P.O. Box 319, Mason, Michigan 48854 Telephone (517) 676-7200 Fax (517) 676-7264

THE LAW AND COURTS COMMITTEE WILL MEET ON THURSDAY, FEBRUARY 28, 2013 AT 6:00 P.M., IN THE PERSONNEL CONFERENCE ROOM (D & E), HUMAN SERVICES BUILDING, 5303 S. CEDAR, LANSING.

Agenda

Call to Order

Approval of the [February 14, 2013 Minutes](#)

Additions to the Agenda

Limited Public Comment

1. [55th District Court](#) - Resolution Authorizing the Ingham County 55th District Court Sobriety Court and/or 30th Circuit Court Family Dependency Court to Accept [Donations](#) from the Ingham County Sobriety Court Foundation
2. [Sheriff's Office](#) - Resolution to Honor [Detective J Verhougstraete](#) of the Ingham County Sheriff's Office
3. [Ingham County 9-1-1 Advisory Committee](#) - [Advisory Report](#) to the Ingham County 9-1-1 Advisory Committee Regarding Findings and Recommendations of the Advisory Operations Committee
4. [Controller's Office](#) - 911 Director – Update on the Ingham County [911 Center](#)
5. [Board Referral](#) - Letter from the Director of Ingham County 9-1-1 Dispatch Regarding [Dispatchers](#) Recognized at the 2012 East Lansing Police Awards Ceremony

Announcements

Public Comment

Adjournment

**PLEASE TURN OFF CELL PHONES OR OTHER ELECTRONIC DEVICES
OR SET TO MUTE OR VIBRATE TO AVOID
DISRUPTION DURING THE MEETING**

The County of Ingham will provide necessary reasonable auxiliary aids and services, such as interpreters for the hearing impaired and audio tapes of printed materials being considered at the meeting for the visually impaired, for individuals with disabilities at the meeting upon five (5) working days notice to the County of Ingham. Individuals with disabilities requiring auxiliary aids or services should contact the County of Ingham in writing or by calling the following: Ingham County Board of Commissioners, P.O. Box 319, Mason, MI 48854 Phone: (517) 676-7200. A quorum of the Board of Commissioners may be in attendance at this meeting. Meeting information is also available on line at www.ingham.org.

LAW & COURTS COMMITTEE
February 14, 2013
Minutes

Members Present: Victor Celentino, Penelope Tsernoglou, Debbie De Leon, Rebecca Bahar-Cook, Kara Hope, and Randy Schafer

Members Absent: Dianne Holman

Others Present: John Neilsen, Maureen Winslow, Lance Langdon, Chuck Gray, Allan Spyke, Tom Boyd, Michael Dillon and others

The meeting was called to order by Chairperson Celentino at 6:01 p.m. in the Personnel Conference Room "D & E" of the Human Services Building, 5303 S. Cedar Street, Lansing.

Approval of the January 31, 2013 Law & Courts Minutes

The January 31, 2013 Law & Courts Minutes were approved as submitted.

Additions to the Agenda

None.

Limited Public Comment

None.

MOVED BY COMM. SCHAFFER, SUPPORTED BY COMM. BAHAR-COOK, TO APPROVE A CONSENT AGENDA FOR THE FOLLOWING ITEMS:

2. Sheriff's Office - Resolution Authorizing Ingham County Deputies to Enter into a Rifle Purchase Program with the Ingham County Sheriff's Office
3. Facilities - Resolution Authorizing Entering into a Contract with Wide Open West (WOW) Mid-Michigan Cable to Install New Cables and Amplifiers throughout the Sheriff's Office and Jail

MOTION CARRIED UNANIMOUSLY. Absent: Comm. Holman and Comm. Tsernoglou

MOVED BY COMM. SCHAFFER, SUPPORTED BY COMM. BAHAR-COOK, TO APPROVE THE ITEMS ON THE CONSENT AGENDA.

MOTION CARRIED UNANIMOUSLY. Absent: Comm. Holman and Comm. Tsernoglou

1. 55th District Court - Resolution to Approve a Re-organization within the 55th District Court

MOVED BY COMM. BAHAR-COOK, SUPPORTED BY COMM. DE LEON, TO APPROVE THE RESOLUTION TO APPROVE A RE-ORGANIZATION WITHIN THE 55TH DISTRICT COURT.

(Comm. Tsernoglou arrived 6:04 p.m.)

MOVED BY COMM. SCHAFER, SUPPORTED BY COMM. BAHAR-COOK, TO SUSPEND THE BOARD RULES TO ALLOW COMM. TSERNOGLOU TO VOTE ON THE MINUTES AND CONSENT AGENDA.

MOTION CARRIED UNANIMOUSLY. Absent: Comm. Holman

Comm. Tsernoglou voted yes to approve the minutes and the consent agenda.

Judge Boyd introduced himself to the Commissioners who may not know him then extended an open invitation to spend a couple hours or half a day in the Court with him or Judge Allen. He suggested scheduling a day and time by email.

Judge Boyd thanked Ms. Lannoye, Mr. Neilsen, Mr. Parsons, Ms. Rutkowski, and Ms. Morton for helping move the reorganization forward.

Judge Boyd explained that the Court Staff has been reduced from six to four over the past years and now because of the elimination of its Financial Services Coordinator Position individuals in the remaining positions have additional duties; therefore, it is necessary for them to reorganize. Judge Boyd further explained that Human Resources analyzed the Court's positions and duties along with the compensation study to help assist with this proposed reorganization. Mr. Neilsen mentioned the top of the pay scale is being considered in future budgets. Judge Boyd noted the partnership with the County's Financial Services Department is going well.

Judge Boyd reminded the Committee of the savings realized by hiring two, part-time Sheriff Deputies for Court Security after an individual retired from the Courts. He noted this is going very well.

Comm. Schafer asked if the Contingency Funds are being considered because it is late in the process. Judge Boyd answered yes. Comm. Schafer expressed his concern that a Detective Position was not funded by contingency or forfeiture funds. Judge Boyd stated this is still a savings in the Court Budget.

Comm. Bahar-Cook expressed her concern that two positions are being reorganized out of the UAW then asked for the thought process behind this decision. Judge Boyd suggested this is a question for Human Resources then explained to his knowledge how positions are scored. He then described how duties have changed since the elimination of various positions. Judge Boyd explained that the elimination of the Financial Services Coordinator position was an opportunity to review other positions and ensure individuals were being compensated fairly for the work they perform. Judge Boyd stressed that it was not a goal to eliminate a UAW position and noted that it is out of the ordinary for the two positions to be a union position.

Comm. Bahar-Cook asked staff to have Human Resources explain the reasoning for changing the two UAW positions to the MCF positions. Mr. Neilsen stated this will be discussed at the County Services Liaison Meeting; nonetheless he will have Mr. Parson's address the question and copy his response to the Law & Courts Committee.

The Committee discussed maximum compensation and fringe benefits

MOTION CARRIED UNANIMOUSLY. Absent: Comm. Holman

4. Circuit Court/Family Division - Quarterly Report, 2012 Fourth Quarter Report
(*Hard Copies to be Distributed at the Meeting*)

Ms. Winslow distributed the quarterly report. She informed the Commissioners new to this Committee reporting began in 2006. She pointed out the first column of the report (2006) because it is used for comparison purposes.

Ms. Winslow explained that while petitions are down the severity and intensity of the crimes has increased. She highlighted juvenile delinquency is going down, petitions disposed, the intake process, risk, intensive neglect which does not include those involved with the Department of Human Services, drug court, and program activity in the delinquency division. She further explained overcrowding, licensing, public safety and working with other county's detention facilities.

The Committee discussed residential placement, reasons for residential placement and gang activity.

Ms. Winslow informed the Committee they can expect an updated risk assessment presentation by Dr. Davidson sometime this year.

Ms. Winslow announced the Ingham Academy has graduated 16 youths and their recidivism rate is much lower than those who have not attended the Academy. She was pleased to say the program works well then described why it works. Comm. De Leon asked if the graduates are asked to come back and speak to those who are attending. Ms. Winslow answered no stating she will follow-up with the idea adding graduates are always welcome to come speak. Comm. Bahar-Cook asked if a success rate is established after the individuals have graduated from the Academy. Ms. Winslow stated some stay in touch; however, they do not seek them out because resources are not available.

5. Controller's Office - 911 Director - Update on the Ingham County 911 Center

Comm. De Leon asked if Mr. Langdon had received a report from the city of Lansing that was due today. Mr. Neilsen mentioned that there is a draft report and expects the report any day. Comm. Bahar-Cook stated the report should be provided to the Commissioners prior to its release. Mr. Neilsen stated he would talk to representatives from the city of Lansing and remind them.

Mr. Langdon was pleased to announce the promotion of Ms. Harris who started with the Lansing 9-1-1 Center to Dispatch Supervisor. He then informed the Committee that background investigations are moving forward and he will keep the Committee updated. He noted that he is still working with the FOP on non-economic negotiations. Furthermore, Deputy Director Gaukel worked with the City of Lansing Finance Department to resolve funding balances for the training funds.

Mr. Langdon advised the Committee that there is a problem with the phones echoing again; for that reason, he has contacted the vendor's chief executive officer and chief operating officer and now things are getting done.

Mr. Langdon informed the Committee that the recent power outage was because of a Board of Water and Light generator failure. He stated that County concerns are being worked out with the Board of Water and Light. The Committee discussed the outage.

Mr. Neilsen stated that there was a 911 Advisory Meeting earlier today and there will be a presentation at the next meeting with their recommendations. Mr. Neilsen mentioned that Channel 6 News was at the meeting and an interview may be on television.

Comm. Schafer asked for more information on the Delhi Township request for text messaging. Mr. Langdon stated he has been working on various methods of response including text messaging being one of them. He described how text messaging would work and the estimated costs. He stated he would have more information at the next meeting. Comm. Schafer asked if this would include other first responders having the ability to interface with the County. Mr. Langdon answered yes, stating there will be a resolution. Comm. Hope clarified this was a request from the Delhi Chief on behalf of the Chief's Association.

Announcements

None.

Public Comment

Chuck Gray, UAW, stated in response to Agenda Item #1 he would like to clarify that the Union did participate in the discussions and decisions. He further stated he spoke with the individuals on how the changes will affect them and they seemed to understand.

The meeting adjourned at approximately 6:56 p.m.

Respectfully submitted,

Julie Buckmaster

FEBRUARY 28, 2013 LAW & COURTS AGENDA STAFF REVIEW SUMMARY

RESOLUTION ACTION ITEMS:

The Deputy Controller is recommending approval of the following resolutions:

1. 55th District Court - Resolution Authorizing the Ingham County 55th District Court Sobriety Court and/or 30th Circuit Court Family Dependency Treatment Court to Accept Donations from the Ingham County Sobriety Court Foundation

This resolution authorizes both the 55th District Court Sobriety Court and the 30th Circuit Court Family Dependency Treatment Court to accept donations from organizations, groups and individuals, including but not limited to, the Ingham County Sobriety Court Foundation in an effort to enhance both programs' operations and reduce reliance on grant and/or in-kind funding. Specifically, the Ingham County Sobriety Court Foundation is now making a \$ 350 donation for the 55th District Court Sobriety Court and this resolution will allow for that donation and future donations. (See attached memo for details.)

2. Sheriff's Office - Resolution to Honor Detective J Verhougstraete of the Ingham County Sheriff's Office

This resolution authorizes honoring a long time County Sheriff's Office employee upon his retirement.

3. Ingham County 9-1-1 Advisory Committee - Advisory Report to the Ingham County 9-1-1 Advisory Committee Regarding Findings and Recommendations of the Advisory Operations Committee

This report is the culmination of the review of three 9-1-1 incidents previously reported by the media. The County assigned the task to the Ingham County 9-1-1 Advisory Committee to review the three reported incidents and to report back to the County after their review and deliberations with any recommendations they may have. (See attached memo for details.)

This portion of the agenda is for informational purposes:

4. Controller's Office - 911 Director – Update on the Ingham County 911 Center

Memo

To: Ingham County Law Enforcement and Finance Committees
From: Da'Neese Wells
Date: 2/22/13
Subject: Resolution to accept donations from the Ingham County Sobriety Court Foundation

The 55th District Court Sobriety Court and the 30th Circuit Court Family Dependency Treatment Court would like to propose a general resolution accepting donations from organizations, groups and individuals, including but not limited to, the Ingham County Sobriety Court Foundation in an effort to enhance both programs' operations and reduce reliance on grant and/or in-kind funding.

I recommend your approval.

Thank you for your consideration.

Introduced by the Law & Courts and Finance Committees of the:

INGHAM COUNTY BOARD OF COMMISSIONERS

RESOLUTION AUTHORIZING THE INGHAM COUNTY 55TH DISTRICT COURT SOBRIETY COURT AND/OR 30TH CIRCUIT COURT FAMILY DEPENDENCY TREATMENT COURT TO ACCEPT DONATIONS FROM THE INGHAM COUNTY SOBRIETY COURT FOUNDATION

WHEREAS, the 55th District Court Sobriety Court Program ("Sobriety Court") has since 2004 provided quality services to the citizens of Ingham County; and

WHEREAS, the 30th Circuit Court Family Dependency Treatment Court has since 2007 provided quality services to parents and children; and

WHEREAS, organizations, groups and individuals would like to donate to the sobriety court program; and

WHEREAS, in particular the Ingham County Sobriety Court Foundation has indicated they would like to donate to 55th District Court Sobriety Court and/or the 30th Circuit Court Family Dependency Treatment Court.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners authorizes acceptance of donations from the Ingham County Sobriety Court Foundation as well as other organizations, groups and individuals to the Ingham County 55th District Court Sobriety Court and/or the 30th Circuit Court Family Dependency Treatment Court.

BE IT FURTHER RESOLVED, that the Controller/Administrator will deposit these donations into the Trust and Agency account # 101-13701-676.020-ICSCF for the 55th District Court Sobriety Court and # 101-14005-967.020 - donations for the 30th Circuit Court Family Dependency Treatment Court - recorded donation.

BE IT FURTHER RESOLVED, that the Ingham County Board of Commissioners hereby expresses its appreciation to the Ingham County Sobriety Court Foundation for their generous donation to the 55th District Court Sobriety Court Program.

M E M O R A N D U M

TO: Law & Courts Committee
FROM: Major Joel Maatman
DATE: December 21, 2012
RE: Resolution for Detective J Verhougstraete

The resolution recognizes Detective J Verhougstraete who is retiring from the Ingham County Sheriff's Office on February 14, 2013.

Introduced by the Law & Courts Committee of the:

INGHAM COUNTY BOARD OF COMMISSIONERS

**RESOLUTION TO HONOR DETECTIVE J VERHOUGSTRAETE
OF THE INGHAM COUNTY SHERIFF'S OFFICE**

WHEREAS, Detective J Verhougstraete graduated from Lansing Community College in 1988; and

WHEREAS, he was hired by the Ingham County Sheriff's Office as a Paramedic in March 1988; and

WHEREAS, Deputy J Verhougstraete was assigned to the Mid-Michigan Police Academy where he graduated in June 1988 and upon his graduation was assigned to Field Services as a Road Patrol Deputy/Paramedic; and

WHEREAS, in 1995 Deputy J Verhougstraete was assigned to the Lansing Police S.T.A.R.T. Team as a Tactical Medic assisting in many raids and barricaded gunmen; and

WHEREAS, Deputy J Verhougstraete was promoted to the rank of Detective in August 1999, where he was assigned to the Detective Bureau working on 11 homicides including the Ricky Holland investigation and Fire and Arson Investigations along with other high profile cases; and

WHEREAS, Detective J Verhougstraete was also assigned three Multi-Jurisdictional Cold Case Homicides and four Multi-Jurisdictional Task Forces investigating a teenage prostitution ring, Serial Armed Robberies and the I-96 Shooter; and

WHEREAS, over his career with ICSO, Detective J Verhougstraete received numerous letters of recognition, praise and commendations, as well as Twelve (12) unit citations and Two (2) meritorious Service award; and

WHEREAS, after 25 years of dedicated service to the citizens of Ingham County, Detective J Verhougstraete is retiring on February 14, 2013.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners hereby honors Detective J Verhougstraete for his 25 years of dedicated service to the citizens of Ingham County and wishes him continued success in all of his future endeavors.

Agenda Item 3

TO: Ingham County Law & Courts Committee

FROM: John L. Neilsen, Deputy Controller

DATE: February 22, 2013

RE: Advisory Report to the Ingham County 9-1-1 Advisory Committee Regarding Findings and Recommendations of the Advisory Operations Committee

Commissioners:

Attached is the “Advisory Report to the Ingham County 9-1-1 Advisory Committee Regarding Findings and Recommendations of the Advisory Operations Committee” .

The report will be presented by the Chair of the Ingham County 9-1-1 Advisory Committee Kerry Minshall (Mason Fire Chief) and Dave Hall (Meridian Township Police Chief) Vice-Chair of the Ingham County 9-1-1 Advisory Committee. Both gentlemen also served on the Operations Committee with Chief Hall chairing the Committee.

This Report is the culmination of the review of three 9-1-1 incidents previously reported by the media. As you will recall the County assigned the task to the Ingham County 9-1-1 Advisory Committee to review the three reported incidents and to report back to the County after their review and deliberations with any recommendations they may have.

The report and recommendations from the Operations Subcommittee were presented to the full Ingham County 9-1-1 Advisory Committee and the report was adopted as presented at its February 14, 2013 meeting.

The Report will now be presented at the Law & Courts Meeting on February 28, 2013.

**ADVISORY REPORT TO THE INGHAM COUNTY 9-1-1 ADVISORY COMMITTEE REGARDING
FINDINGS AND RECOMMENDATIONS OF THE ADVISORY OPERATIONS SUBCOMMITTEE**

JANUARY 31, 2013

**REVIEW AND RECOMMENDATIONS REGARDING INGHAM COUNTY 9-1-1 INCIDENTS
REFERRED BY THE INGHAM COUNTY 9-1-1 ADVISORY COMMITTEE**

THE TASK REFERRED TO THIS COMMITTEE:

The Ingham County 9-1-1 Advisory Committee created and referred to the Operations Subcommittee the charge of reviewing: 1. One issue which arose at the City of Lansing 9-1-1 prior the opening of the Ingham County 9-1-1 Central Dispatch Center ("Ingham 9-1-1"); and, 2. Two issues which arose after the opening of Ingham 9-1-1. The Subcommittee undertook a thorough and objective review of the 9-1-1 calls, the responses by the dispatchers, and other background information utilizing our collective public safety expertise.

THE SUBCOMMITTEE AND MEETINGS:

The Subcommittee consisted of Chief David Hall (Meridian Township Police Department), Fire Marshal Gerald Rodabaugh (East Lansing Fire Department), Captain Marc Tyler (Lansing Fire Department), Chief Deputy Greg Harless (Ingham County Sheriff's Office) and Chief Kerry Minshall (Mason Fire Department). County law enforcement representatives, legal counsel, and representatives of the Controllors' Office and Ingham 9-1-1 were in attendance at the meetings to answer any questions of the Subcommittee and to act as an information resource to assist the Subcommittee.

At the January 16th meeting, the Subcommittee appointed Chief Hall to act as chairperson of the Subcommittee. The Subcommittee agreed the primary scope of its review were any issues at Ingham 9-1-1 arising from the three 9-1-1 incidents. This would include review of the performance of 9-1-1 staff, as well as any operational or technological issues implicated by the incidents. The Subcommittee also agreed to provide Ingham County 9-1-1 Advisory Committee with any recommendations which it deemed appropriate from its review of the incidents.

The Subcommittee met on January 11, January 16 and January 25, 2013 to review these matters.

THE INCIDENTS REVIEWED:

The focus of the Subcommittee was to review the three incidents. Specifically:

1. A June 2, 2012, 9-1-1 call to the City of Lansing 9-1-1 (this call and dispatch actually occurred prior to Ingham County opening Ingham 9-1-1) reporting a home fire, and the resulting dispatch to 609 Pine Street, Lansing.
2. An October 13, 2012, 9-1-1 call to Ingham 9-1-1 reporting a possible medical emergency at, and resulting dispatch to 3320 Beaujardin, Lansing.
3. An August 7, 2012, 9-1-1 call to Ingham 9-1-1 reporting a possible medical emergency and resulting dispatch to 1238 Parkview Avenue, Lansing.

In reviewing the incidents, the Subcommittee first reviewed the stories reported in the news media regarding the incidents. The Subcommittee then carefully and repeatedly reviewed the actual complete 9-1-1 calls and follow up calls, the dispatches, and conversations between 9-1-1 staff and responders and/or third parties. The Subcommittee extensively discussed the calls, reviewed Ingham 9-1-1 technology utilized by call takers and dispatchers and, where appropriate, the Subcommittee requested further information or clarification from various County resource personnel.

BRIEF SUMMARY OF THE INCIDENTS, THE CONCLUSIONS OF THE SUBCOMMITTEE AND RECOMMENDATIONS

I. 609 PINE STREET CALL AND DISPATCH.

A. BRIEF SUMMARY –

On June 2, 2012, City of Lansing 9-1-1 received an initial 9-1-1 call at 9:38:49 p.m. via cellular telephone from a Good Samaritan who was driving and reported a fire at a home at 609 Pine Street. The caller did not specifically designate North or South Pine Street in the call. Based upon the possible cross streets identified by the Computer Aided Dispatch (“CAD”) system, the call taker inquired of the caller whether Lapeer and Saginaw streets crossed or were nearby. The caller responded “yep”.

At 9:39:21 p.m. City of Lansing 9-1-1 dispatched numerous responders to 609 North Pine. Minutes later, another Good Samaritan called to report the same fire. However, this caller identified the cross streets as St. Joe and Pine (i.e. South Pine). The dispatcher corrected the dispatch at 9:41:48 p.m. and first responders arrived at the scene at 9:44:00 p.m. Approximately five (5) minutes elapsed from the initial 9-1-1 call.

B. CONCLUSIONS AND RECOMMENDATIONS

This call was taken by the City of Lansing 9-1-1 and not, as reported in the media, by Ingham 9-1-1. However, based upon our collective review, the Subcommittee concluded that:

1. Under the circumstances and nature of the calls (i.e. cellular telephone), there is no indication of any improper performance by the City of Lansing staff in how the calls were handled or dispatched; and,
2. Based upon the nature of the calls (i.e. cellular telephone) and the available technology and procedures, the Subcommittee has no recommendations regarding additional policies, procedures or technology to be utilized by Ingham 9-1-1.

II. 3320 BEAUJARDIN CALL AND DISPATCH.

A. BRIEF SUMMARY

On October 13, 2012, a male caller phoned via cellular telephone Ingham 9-1-1 at 2:24:55 p.m. reporting that he could not move, had breathing difficulties, and had a history of diabetes. The caller clearly stated he was at 3320 Beaujardin apartment 1033. Responders at 2:29:05 p.m. were dispatched by Ingham 9-1-1 to 3320 Beaujardin Apt. 1033 and the first unit arrived on the scene at 2:34:39 p.m. Upon going to the identified apartment, the responders determined it was a false alarm after contacting the residents of apartment 1033. Upon notice from the responders that they could not locate the caller, Ingham 9-1-1 staff first attempted to call the individual but the calls went to voice mail. The responders left the scene at 2:46:43 p.m.

The Ingham 9-1-1 call taker was informed by the dispatcher that responders could not locate the caller. Apparently convinced she believed the call was not a false alarm, the call taker took it upon herself to locate the telephone number for the management company of the apartments and called them. The management company confirmed there was nobody in apartment 1033 matching the name provided to the call taker. However, on further review of tenant records, the management company apprised the call taker there was an individual with a matching name in apartment 1023 (which was on a different floor of the apartment building). The call taker updated the call, and at 2:56.24 p.m., the dispatcher re-dispatched responders to apartment 1023. Responders arrived on the scene at 3:00.53 p.m. The response time from the initial call was approximately twenty-six (26) minutes.

B. CONCLUSIONS AND RECOMMENDATIONS

Based upon our collective review, the Subcommittee concluded that:

1. Under the circumstances and the nature of the call (i.e. cellular telephone), there is no indication of any improper performance by Ingham 9-1-1 staff in how the call was handled. In fact, the Subcommittee would commend the call taker for her efforts and initiative under the circumstances; and,
2. Based upon the nature of the calls (i.e. cellular telephone) and the available technology and procedures, the Subcommittee has no recommendations regarding additional policies, procedures or technology. There is no technology of which the Subcommittee or County resources are aware which would allow a call taker or dispatcher to distinguish cellular telephone locations of apartments in the same building, particularly one apartment directly under another. The Subcommittee does recommend that, given the excellent performance of the call taker, Ingham 9-1-1 Administration continue to include in Ingham 9-1-1 staff training alternative methods and resources which staff can utilize to locate callers such as were used by the call taker in this instance.

III. 1238 PARKVIEW CALL AND DISPATCH.

A. BRIEF SUMMARY

On August 7, 2012, at 7:17:15 a.m. a female caller telephoned (from a cellular telephone) Ingham 9-1-1 reporting she was having breathing difficulties. Because of her breathing difficulties, the caller had substantial trouble responding to the inquiries of the Ingham 9-1-1 call taker. However, upon repeated review of the 9-1-1 call, the caller initially reported her address as 123 Parkview on at least two occasions. However, on further inquiry by the call taker, the caller appeared to respond 1238 Parkview Street and identified a cross street as Holmes Street. The call taker input the dispatch as 1238 Parkview Avenue (which is transected by Holmes Road, but not Holmes Street) and the dispatcher dispatched responders to that address at 7:19:18 a.m. The second call transmission was performed at 7:21:32 a.m. Commendably, less than a minute later at 7:22:16 a.m., Lansing Fire Department (“LFD”) Engine 49 advised Ingham 9-1-1 of a possible wrong address. Ingham 9-1-1 staff telephoned the caller and confirmed the correct address as 1238 Parkview Street at 7:23:05 a.m. and dispatched at 7:23:23 a.m. Medics arrived on the scene at 7:28:10 a.m. The response time from the initial call was approximately eleven (11) minutes.

B. CONCLUSIONS AND RECOMMENDATIONS

Based upon our collective review, the Subcommittee concluded that:

1. Ingham 9-1-1 staff error in this matter has been administratively addressed by Ingham 9-1-1 internally;

2. The Subcommittee commends the personnel of LFD Engine 49 for the quick recognition and report to Ingham 9-1-1 of a possible wrong address; and,
3. It does not appear to the Subcommittee that any staff error in this instance was the result of deficiencies in the technology available to Ingham 9-1-1 staff. However, although not relevant to this instance, Ingham 9-1-1 Administration and the Subcommittee recognize certain technological enhancements could be implemented in the future to assist staff in the split second decisions made by staff. Ingham 9-1-1 Administration has addressed with the CAD system manufacturer two possible future changes in the software: resizing the window on a call takers computer screens to reveal (without the need for staff to expand the window) the full address range for identified streets; and, seeking from the CAD system manufacturer a verification/warning screen when an identified address input by staff does not fall within the identified address range identified for the input street. While the Subcommittee does not conclude the technology currently available to staff at Ingham 9-1-1 was the cause of the dispatch to Parkview Avenue, the Subcommittee fully supports the changes already requested by Ingham 9-1-1 Administration. The Subcommittee has no additional recommendations regarding changes in technology, policies, training or procedures.

ADDITIONAL RECOMMENDATION OF THE SUBCOMMITTEE IMPLICATED BY THE SUBCOMMITTEE'S REVIEW OF THE THREE INCIDENTS

All three instances underscore, in the view of the Subcommittee, the limitations in the ability of existent technology to allow dispatchers to track with 100% accuracy the location of persons or emergency situations when the calls to 9-1-1 are made by means of cellular telephones, voice over internet protocol ("VOIP") or even in some instances, by landline. The Subcommittee recommends that the Ingham County 9-1-1 Advisory Committee consider recommending to the County Board of Commissioners that the Board of Commissioners authorize some type of public education program (for example, public service announcements or other advertisements) advising the public of the importance when calling 9-1-1 to first providing 9-1-1 staff with a clear and precise location of the caller or emergency.

Agenda Item 4

To: Law & Courts Committee
From: Lance Langdon, Ingham County 9-1-1 Director
Re: Report to Law and Courts Committee
Date: February 24, 2013

Ladies and Gentlemen,

Since our last meeting we have added three new 9-1-1 Dispatchers that started on Monday February 25th. They will be in classroom training the next two weeks, and then out on to the floor.

Our new dispatch supervisor also started her training on Monday.

On Friday the 22nd, we ran a video test for 32 applicants. We will be doing oral board interviews next week. We had 73 applications.

Contract talks continue with the FOP group on the non- economic issues.

We met with the Airport staff on the 22nd also, with further discussions on their radio systems.

Respectfully submitted,

Lance Langdon

**INGHAM COUNTY 9-1-1 CENTRAL DISPATCH CENTER**

710 East Jolly Rd. Lansing, MI 48910

Lance A. Langdon, Director

517-244-8100

Bruce Gaukel, Deputy Director

517-244-8099

January 25, 2013

Dear Ingham County Board of Commissioners,

Deputy Director Gaukel and I had the pleasure of attending the 2012 East Lansing Police Awards Ceremony last night. During the awards ceremony, three (3) of our 9-1-1 Dispatchers were recognized for their work on a call from August 31, 2012.

Dispatchers Cassandra Gaskill, Kacie Henrys and Angela Stephens were recognized with a Civilian Letter of Commendation for their work on an attempted armed robbery and kidnapping call in the north end of the City.

Dispatchers are at the start of each 9-1-1 call answered by the Police Officers, Fire Fighters or Medical Responders. Unfortunately, recognition of the important part our 9-1-1 Dispatchers play is not done as often as it is deserved on so many of the calls answered.

As I have said many times in the past, we have a great group of professional caring people that are here to help our citizens any time of the day or night, three hundred and sixty five days a year. It was very gratifying to see three of these great Dispatchers get recognized for the good work they do every day.

Respectfully submitted,

Lance A. Langdon, Director
Ingham County 9-1-1 Central Dispatch Center