THE LAW & COURTS COMMITTEE WILL MEET ON THURSDAY, AUGUST 16, 2018 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 July 12, 2018 Minutes
Additions to the Agenda
Limited Public Comment

1. **District Court** – Update on District Court Activity

2. **Sheriff’s Office**
   a. Resolution to Continue Patrol Car Video Storage Software Support from L3 Mobile-Vision, Inc.
   b. Resolution to Approve Purchase of Training from Policeone.com Academy
   c. Resolution to Authorize the Renewal of a Contract with the Michigan Department of Corrections to Rent up to 50 Beds to the Michigan Department of Corrections

3. **Animal Control**
   a. Resolution to Address Interim Needs of the Ingham County Animal Control and Shelter
   b. Resolution to Discontinue Whisker Wednesdays and Replace Them with Other Adoption Promotions
   c. Resolution to Change the Hours of Operation of the Ingham County Animal Control Shelter

4. **Facilities** – Resolution to Authorize an Agreement to Furnish and Install a New Detention Control Panel in the Ingham County Jail

5. **9-1-1 Dispatch Center**
   a. Resolution Authorizing Language Interpretation Services Contract for the 9-1-1 Center
   b. Resolution Authorizing Replacement of the Training Room Consoles for the 9-1-1 Center
   c. 9-1-1 Center Update

6. **Indigent Defense Collaborative Committee**
   a. Resolution Creating a Chief Public Defender Position
   b. Interview/Hiring Panel for Chief Public Defender Position (Discussion)
7. **Board of Commissioners** – Resolution to Adopt an Ordinance Amending the Ingham County **Animal Control Ordinance** to Transfer the Supervisory Authority Over the Animal Control Director to the County Controller/Administrator

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](http://www.ingham.org).
The meeting was called to order by Chairperson Crenshaw at 6:00 p.m. in Personnel Conference Room A of the Human Services Building, 5303 S. Cedar Street, Lansing, Michigan.

Approval of the June 14, 2018 Minutes

MOVED BY COMM. CELENTINO, SUPPORTED BY COMM. MAIVILLE, TO APPROVE THE MINUTES OF THE JUNE 14, 2018 LAW AND COURTS COMMITTEE MEETING.

THE MOTION TO APPROVE THE MINUTES CARRIED UNANIMOUSLY. Absent: Commissioner Banas.

Additions to the Agenda

1. Prosecuting Attorney –
   b. Resolution Honoring John J. Murray on the Event of His Retirement

Chairperson Crenshaw stated that Agenda Item No. 1 will now be labeled as Agenda Item No. 1a.

4. Law & Courts Committee
   c. Resolution to Adopt the 2019 Juvenile Justice Community Agency Process Calendar

Chairperson Crenshaw read a statement, which is included in the minutes as Attachment A.

Chairperson Crenshaw submitted a letter from Dr. Joyce Heideman, which is included in the minutes as Attachment B.
Limited Public Comment

Jyl Alward, concerned citizen, stated that she was concerned about the Ingham County Animal Control (ICAC) and the Michigan Human Society (MHS) report. She further asked if the ICAC did not care about the animals because they were pit bulls.

Ms. Alward stated that many organizations had offered help to ICAC and those offers were declined. She further stated that a lot of excuses were offered as to how this could have happened including the age of the building and need for better facilities.

Ms. Alward stated that if ICAC did not want to accept help, they should have called the Ingham County Prosecutor and received permission to euthanize the sick dogs before letting them suffer. She further stated that she was proud of Animal Control Officers (ACOs) Jodi LeBombard and Caitlin Budzinski for their work.

Ms. Alward stated that John Dinon, ICAC Director, did not listen to ACOs when they brought concerns to him about the well-being of these animals. She further stated that it was time to be humane.

Charlene Hornbeck stated that animal shelters should never let dogs starve to death and there was no excuse for this. She further stated that Mr. Dinon needed to be fired.

Ms. Hornbeck stated that the caregivers needed to be checking on the well-being and feeding all animals, not neglecting them. She further stated that Mr. Dinon would not take outside help.

Ms. Hornbeck stated that cruelty and neglect were felony crimes and should result in jail time, and staff that was guilty should be fired. She further stated that complaints made to Mr. Dinon were ignored and the ICAC should have staff that cares.

Ms. Hornbeck stated that staff should fully know the duties for feeding, watering, and caring for these animals or not work at ICAC. She further stated that employees who were fired should not be eligible for unemployment.

Ms. Hornbeck asked if the people who work ICAC cared about animals.

Chelsea VanCamp, Save the Lansing Pitbulls, provided a book of information concerning the ICAC. She read a statement, which is included in the minutes as Attachment C.

Tina Walton, ICAC volunteer and foster, stated that she had many issues with the ICAC veterinarian on staff. She further stated that one kitten she fostered, named Simba, had an ulcerated eye which needed to be surgically removed.

Ms. Walton stated that she took Simba back in to the ICAC veterinarian because it was not passing any bowel movements, but her concerns were ignored and she was dismissed. She further stated that Anne Burns, ICAC Deputy Director, told her that she and the other staff were sick of her being a drama queen and bringing Simba in so often.
Ms. Walton stated that as experienced foster parents, they knew when something was wrong with
the animals in their care. She further stated that she took Simba to Dr. Joyce at Southside Animal
Clinic and she found that Simba’s bowels were severely impacted and required surgery.

Ms. Walton stated that the kitten was permanently injured and required daily enemas in order to
pass bowels. She further stated that ICAC needed a vet who would work with foster parents.

Jamie Hillman, Save the Lansing Pitbulls, read a statement, which is included in the minutes as
Attachment D.

Christine Drake, Livingston County resident, stated that Anne Burns had been the director at the
Livingston County Animal Control (LCAC) for many years and under her management, it was a
place where dogs went to die. She further stated that bully breeds were euthanized quickly as
there was a severe prejudice against them.

Ms. Drake stated that Ms. Burns left the LCAC in 2010 after either being fired or resigning. She
further stated that there was a history of Ms. Burns not treating animals well.

Pat Coffey, Livingston County resident, apologized that Livingston County did not warn Ingham
County of about the actions of Ms. Burns. She further stated that she had been a member of a
Livingston County group that worked toward having Anne Burns removed as LCAC Director
because of poor conditions and poor treatment of animals.

Ms. Coffey stated that when Ms. Burns was terminated from employment by Livingston County
they did not realize that she would be hired as Deputy Director of ICAC. She further stated that
she was sorry for those affected by her control and it was always a control issue with Ms. Burns.

Ms. Coffey stated that the ICAC website stated “zero tolerance for animal cruelty and neglect”
“animal owners are responsible for providing food, shelter, and proper care.” She further stated
that ICAC should live by its own words.

Christy Lawrence, Save the Lansing Pitbulls, stated that there were serious issues with the ICAC
at various times. She further stated that in 2014, the Ingham County Controller stated that an ad
hoc committee was to be formed to address some of the issue; however, it was never formed. She
further stated that there was a history of Ms. Burns having very similar issues in Livingston
County.

Ms. Lawrence stated that due to many issues with her management of LCAC, Ms. Burns was
fired from Livingston County. She further stated that the responses from ICAC to those
allegations were excuses.

Ms. Lawrence stated that the MHS report was not comprehensive but showed the issues with
ICAC Administration including the Director, Deputy Director and Veterinarian. She further
stated that animal neglect, starvation, and lack of medical records were extremely concerning.
Susan Steinke, Meridian Township Resident, read a statement, which is included in the minutes as Attachment E.

Lori Deshon, ICAC volunteer, called for the resignation of the ICAC Director, Deputy Director and Veterinarian. She thanked the volunteers and employees for their hard work during this difficult time.

Ms. Deshon asked why ICAC did not ask for help when they took in so many dogs. She further stated that one of the fighting dogs, Dreamvil, should have been sedated and had x-rays done.

Ms. Deshon stated that ICAC should be able to handle all of the animals in care. She further stated that if having enough funding for treatment had been an issue there were ways to achieve funding such as Go Fund Me accounts and asking the public for help when needed.

Ms. Deshon stated that she had worked hard for the Animal Control millage for a new shelter, and public trust has been broken. She further stated that there needed to be a public apology.

Jaqueline Drake, Dog Trainer, stated that lack of collaboration in the animal welfare community was a huge issue. She further stated that collaboration saved lives and it was important to hold those responsible and make changes to collaborate with other organizations in order to save dogs.

Bob Pratt, read a letter from Maria Vandenboom, which is included in the minutes as Attachment F.

Connie Kapugia stated that Mr. Dinon said in an interview on the local news, “I don’t think we did anything wrong.” She further stated that if he could not tell he did something wrong, he needed to resign with Ms. Burns and Dr. Worthington as they were all guilty of abuse, neglect, and cruelty.

Mark McCromb, former ICAC ACO, stated that some people may have heard rumors of Ms. Burns spreading lies about former volunteers and employees, which did happen. Mr. McCromb stated that he was asked to break the law by Ms. Burns, but he refused to do so.

Mr. McCromb stated that he also consulted with the Prosecutor’s Office and decided not to listen to the directive because it was illegal. He stated that from that point forward he faced multiple write-ups and discipline.

Mr. McCromb stated that he faced retaliation from Ms. Burns for not following her directives. He further stated that he was fired because of it.

Mr. McCromb stated that he encouraged the Board of Commissioners to interview current staff and former staff about Ms. Burns lying under oath.
Julie Mizner, former ICAC volunteer, stated that she was removed as a volunteer because she did what an ACO told her to do. She stated that there was a lot that went on in the ICAC that the Board of Commissioners did not know about.

Ms. Mizner stated that she was working with a cat and she could feel that the cat was pregnant, she stated that when she brought it to the attention of the ICAC and the pregnancy was terminated. She further stated that she had played with a dog one day and it was killed the next day for being too mean; however, it was not mean.

Ms. Mizner asked the Committee to listen to shelter staff and volunteers. Ms. Mizner stated that the administration at the ICAC needed to go.

Dotty Slaige, Meridian Township resident, stated that she felt betrayed because she often gave donations for ICAC in the box at Soldan’s Pet Store. She further stated that she was upset that she was contributing to a corrupt system.

Connie Page, ICAC volunteer, stated that this was very sad and disturbing. She further stated that the volunteers were having to endure a lot because of a well-run, well-financed smear campaign on social media.

Ms. Page stated that flyers had been sent out concerning the dogs that had died and it appeared to be attacking the shelter. She further stated that the shelter did a lot of good work and adopted out a lot of dogs, including many bully breeds.

Ms. Page stated that animals were not abused at the shelter. She further stated that the staff did a good job, although there was room for improvement.

Ms. Page stated that many of these comments against the ICAC staff and volunteers were cruel. She further stated that it was having a negative effect on the shelter.

Ms. Page stated that she would like to invite the Committee members to the shelter and look at it. She further stated that they had 59 cats waiting for a home and 6 dogs, and they were all well cared for.

Rick Flynn, husband of ICAC Staff member Jackie Flynn, stated that he had been a leader for most of his life as are the people in this room. He further stated that ICAC management was brushing complaints off and staff was afraid of retaliation.

Mr. Flynn stated that management had showed that they could not handle this job. He further stated that what was not in the report was the fact that one of these dogs caused an injury to his wife and she had been out of work since November due to the injury.

Mr. Flynn stated that no one tried to contact his wife about the report either. He further stated that there were a few staff in this room, but they were not speaking because they could not speak out because of consequences.
Mr. Flynn stated that he would like to thank the volunteers who were speaking. He further stated that his wife had a big mouth, and stood up for herself and animals which had caused waves in the facility.

Mr. Flynn stated that he had seen his wife return home upset because the animals were not treated fairly. He further stated that the fault laid with the Director, Deputy Director and Veterinarian.

MOVED BY COMM. SCHAFTER, SUPPORTED BY COMM. MAIVILLE, TO APPROVE A CONSENT AGENDA CONSISTING OF THE FOLLOWING ITEMS:

1. Prosecuting Attorney
   a. Resolution to Authorize an Amended Memorandum of Understanding between the Ingham County Prosecutor’s Office and the Department of the Attorney General and a Subcontract between the Ingham County Prosecutor’s Office and End Violent Encounters (EVE)
   b. Resolution Honoring John J. Murray on the Event of His Retirement

   a. Resolution to Authorize a Memorandum of Understanding with the Michigan Region 1 Voluntary Organizations Active in Disaster (MIR1VOAD)
   b. Resolution to Purchase 2018 Ford Transit 350 Diesel Command/Communications Van and Upfitted by Kodiak Emergency Vehicles

3. Facilities – Resolution to Authorize Professional A&E Services for Replacing Two Chillers at the Jail

4. Law & Courts Committee
   b. Resolution Submitting to a Vote of the Electorate Authorization of the Telephone Surcharge for Emergency Telephone Services (9-1-1 Services)

5. Board Referrals
   a. Resolution from the Allegan County Board of Commissioners Opposing Amendatory Legislation to Michigan Public Act 93 of 2013
   b. Resolution from the Bay County Board of Commissioners Opposing Amendatory Legislation to Michigan Public Act 93 of 2013
   c. Resolution from the Kalkaska County Board of Commissioners Opposing Amendatory Legislation to Michigan Public Act 93 of 2013
   d. Annual Accounting for the Ingham County 9-1-1 Service District from Maner Costerisan
   e. Resolution from Saginaw County Board of Commissioners Concerning the Michigan Indigent Defense Commission Amendments to “Local Share”
   f. Resolution from Berrien County Concerning Their Opposition to House Bill 6049 and Senate Bill 1025

THE MOTION CARRIED UNANIMOUSLY. Absent: Commissioner Banas
THE MOTION TO APPROVE THE ITEMS ON THE CONSENT AGENDA CARRIED UNANIMOUSLY. Absent: Commissioner Banas

4. Law & Courts Committee  
c. Resolution to Adopt the 2019 Juvenile Justice Community Agency Process Calendar

MOVED BY COMM. ANTHONY, SUPPORTED BY COMM. MAIVILLE, TO APPROVE THE RESOLUTION.

Chairperson Crenshaw stated that without objection, the resolution would be amended as follows:

WHEREAS, the Ingham County Board of Commissioners wishes to adopt a resolution to establish the 2019 Juvenile Justice Community Agency Process and to reserve Juvenile Justice Millage funds in the amount of $125,000 for this purpose.

Commissioner Celentino asked if this was the same as last year.

Teri Morton, Deputy Controller, stated that this was a slight increase over the past year.

Commissioner Anthony asked about changing the allocation language.

Chairperson Crenshaw stated that this was the standard language used in the past.

THE MOTION CARRIED UNANIMOUSLY. Absent: Commissioner Banas

4. Law & Courts Committee  
a. Michigan Human Society Report (Discussion)

John Dinon, ICAC Director, stated that everyone who worked at ICAC, worked there because they cared about animals. He further stated that there were many offensive comments tonight about the staff when they worked hard and cared a lot for the animals.

Mr. Dinon stated that fighting dogs Skully and Johnah were not emaciated, as emaciated had a clinical definition of the loss of over 50% of body weight. He further stated that both dogs had contracted whipworms.

Mr. Dinon stated that the dogs were not thin when they first were diagnosed with whipworms. He further stated that about 2 weeks later, the dogs had lost weight due to whipworms and the stressed environment.

Mr. Dinon stated that because these dogs were evidence in a trial for a dog fighting ring, they remained at the shelter longer than most dogs. He further stated that the length of stay was 180 days on average for these dogs.
Mr. Dinon stated that the ICAC had invited the MHS to do a report on this matter. He further stated that he had made a mistake by not giving the outside veterinarian information about treatment of these dogs when they went for a cruelty exam.

Mr. Dinon stated that if the outside veterinarian had known the medial and care history, they could have come to a different conclusion. He further stated that the dogs were being fed every day and the allegation that they were not, was not true.

Mr. Dinon stated that they had invited the MHS to do a report in order to provide transparency after the outside vet had said that there was evidence of abuse. He further stated that the MHS made a number of recommendations for changes but they did not make recommendations for cruelty charges.

Mr. Dinon stated that JJ, one of the dogs, got sick quickly and experienced a seizure. He further stated that the dog was euthanized after the seizure and the necropsy was inconclusive.

Mr. Dinon stated that Dreamvil was a case where he wished he had done things differently. He further stated that although initially friendly, Dreamvil had deteriorated quickly in the shelter and needed two people and a snare to be removed from his cage.

Mr. Dinon stated that he had a number of conversations with Dr. Worthington about the possibly that Dreamvil had eaten a toy. He further stated that the dog was vomiting and not eating well, but Dr. Worthington was hoping that he could pass the toy without surgery.

Mr. Dinon stated that an x-ray would have needed to determine if there was a blockage. He further stated that ICAC did not have the ability to do an x-ray, so the dog would have to be taken to an outside facility and it would have been difficult to transport Dreamvil as he would have had to be sedated.

Mr. Dinon stated that Dreamvil was not a dog who was a candidate for surgery because he would not have tolerated surgery. He further stated that he hoped that the rope toy would have passed on its own.

Mr. Dinon stated that they should have made the decision to euthanize the dog earlier. He further stated that he took responsibility, and, in retrospect, the best decisions were not made.

Mr. Dinon stated that following the necropsy report, the staff came up with changes to help avoid this happening again. He further stated that they had self-reported to the Michigan Humane Society, then forwarded that report to the Board of Commissioners, the Animal Control Advisory Board, and the Michigan Department of Agriculture and Rural Development (MDARD).

Mr. Dinon stated that he had been in constant communication with Controller’s office. He further stated that in the media it looked like things were being swept under the rug but many of the emails shown were without context.
Mr. Dinon stated that he had not tried to silence ACO Budzinski. He further stated that the ACOs’ second guessing of animal care staff was creating division and riff in staff and morale problems.

Mr. Dinon stated that they will take the recommendations from Controller’s report and MDARD’s report and work to make the shelter operate better. He further stated that it would mean putting standard operating procedures in place and increased documentation.

Mr. Dinon stated that every minute at a computer with records meant less time staff was able to work with the animals; however, it was necessary to increase the documentation. He further stated that 47 fighting dogs were seized.

Mr. Dinon stated that of the 47 dogs, five became ill, and two of those five were euthanized. He further stated that 30 of the fighting dogs were rehomed.

Mr. Dinon stated that many animal control agencies would not have taken on this large of a case and not rehomed all the animals. He further stated that he had worked with the County Attorney, Best Friends and Bark Nation in order to rehome the animals.

Mr. Dinon stated that six in-county defendants in this dog fighting ring had plead guilty to dog fighting and two out-of-county defendants also plead guilty to either State or Federal charges. He further stated that he was proud of the great work the staff and department did on this case. 

Mr. Dinon stated that ICAC was not perfect and he wished they had done things differently. He further stated that they should have euthanized Dreamvil sooner and given the outside veterinarian the medical records.

Mr. Dinon stated that the outside veterinarian did not know that the animal was in the ICAC’s care in order to not create a bias. He further stated that he did not believe that knowing the true history of the animal would have created a bias and, without the full picture of the medical care provided, the outside veterinarian could not make a fully informed report.

Commissioner Celentino stated that 30 dogs were rehomed. He asked what it meant to rehome a dog.

Mr. Dinon stated that it meant that the dogs were adopted out. He further stated that it was against Michigan law to own a fighting dog, so any pedigreed fighting dog was sent out-of-state for adoption. He further stated that the adopters had been given information that these were fighting dogs and had acknowledge that they understood that.

**Commissioner Celentino asked if records of these dog adoptions could be given to the Board of Commissioners.**

Commissioner Celentino stated that Ingham County did a good job of funding the ICAC and there was a high value given to providing care to these animals. He further stated that he was a bit biased toward the cats when he visited the shelter, but liked the dogs too.
Commissioner Celentino stated that he was concerned that the shelter had been too busy and could not handle that workload. He further stated that he had received information from Julie Wilson, President and CEO of Capital Area Humane Society (CAHS), that she offered help out.

Commissioner Celentino stated that the ICAC did not take the CAHS up on the offer. He further stated that collaboration was an important part in working with rescued animals, so he questioned why ICAC did not take CAHS’s offer of help.

Mr. Dinon stated that he thought that the ICAC staff was capable of handling the workload without the extra help. He further stated that they had set up an auxiliary shelter at the Sheriff’s Office.

Mr. Dinon stated that the animals got sick not because of care, but because the length of time they had to hold them as evidence for a criminal case. He further stated that the staff was busy and had worked hard to care for so many animals.

Commissioner Celentino stated that employees and volunteers did a lot of great work but it sounded like there were overwhelmed.

Mr. Dinon stated that they were busy, but not overwhelmed.

Commissioner Celentino asked about collaboration with other agencies.

Mr. Dinon stated that ICAC did collaborate with other agencies, such as the CAHS frequently. He further stated that the biggest collaboration about these dogs was with rehoming of the dogs with Bark Nation.

Commissioner Celentino stated that he was very upset to hear about how volunteers were being treated. He further stated that these foster parents were doing amazing work for these animals.

Mr. Dinon stated that he had written a note to have a conversation about those comments because it was not acceptable.

Commissioner Celentino asked about if Mr. Dinon had received complaints about mistreatment of volunteers.

Mr. Dinon stated that he had received complaints about how people were spoken to and he had tried to address those issues as they had come up.

Commissioner Celentino stated that he understood sometimes people got stressed and words flew, but it should not happen toward volunteers.

Mr. Dinon stated that he agreed.
Commissioner Tennis stated he had been on the Animal Control Advisory Board for a number of years knew that this was not the first time that a large number of dogs had been brought in from a fighting ring. He further stated that standard operating procedures had been in place to avoid this.

Commissioner Tennis read an email from former ICAC Director Jamie McAlloon which said that there were standard operating procedures in place to make it easier to handle the situation like taking a lot of fighting dogs at once. He further stated that staff was limited and the shelter was old but these problems seemed to be from a lack of oversight and training.

Mr. Dinon stated that was hired by the County after a report that showed that there needed to be more standard procedures. He further stated that there were not many standard operating procedures in place and there had been even less when he first started, so he was unsure what Ms. McAlloon had been referring to in her email.

Commissioner Tennis stated that what troubled him was that they had had dealt with troubling situations in the past, but it had never risen to the level of needing the MHS to come in.

Mr. Dinon stated that MHS had been invited in.

Commissioner Tennis stated that the ICAC was reported by an outside veterinarian, which forced their hand in voluntary reporting. He further stated that he was concerned about the leadership at ICAC.

Commissioner Maiville thanked Mr. Dinon for coming before the Committee and admitting that things should have changed with the care for Dreamvil. He further stated that the Michigan State University (MSU) necropsy report did not show that a blockage was what killed him.

Mr. Dinon stated that during the course of the treatment he was operating on Dr. Worthington’s advice and they had thought there was a blockage. He further stated that Dr. Worthington disagreed with the finding of the MSU veterinarian’s necropsy report.

Commissioner Maiville asked if the care of the dogs was affected by them being considered evidence and not dogs to be adopted out.

Mr. Dinon stated that the dogs standing as evidence did not affect their care.

Commissioner Maiville stated that an email which was obtained via a Freedom of Information Act (FIOA) request from Dr. Worthington showed that she did not want to rehome fighting dogs.

Mr. Dinon stated that there were many on staff that did not want to rehome the fighting dogs, but he worked to rehome and save their lives. He further stated that pit bulls made up about half of the dogs in the shelter and there was no bias against them.

Mr. Dinon stated that his history showed that he had fought for pit bulls for a long time, including working on legislation and policy in Ohio. He further stated that their breed was never a part of any care decision.
Commissioner Maiville asked how many agencies reached out to offer help.

Mr. Dinon stated that there was only one, the Capital Area Humane Society, to reach out while the dogs were in the care as evidence. He further stated that the Best Friend’s Animal Society had worked with them to rehome the animals.

Mr. Dinon stated that there were a few offers for help when it came time to rehome the animals. He further stated that Bark Nation helped find homes out of state for the dogs.

Commissioner Sebolt asked if the dogs losing weight were fed, was it also observed if they were eating food given to them.

Mr. Dinon stated that each animal was given appropriate one-on-one care and it was noticed if they were not eating their food. He further stated that upon diagnoses of whipworms the dogs had been given a higher calorie food.

Commissioner Sebolt asked if the ICAC had been in contact with the Controller before they contacted the MHS.

Mr. Dinon stated that he notified the Controller when making the request to the MHS. He further stated that the Board of Commissioners and the Animal Advisory Board was not told until after the MHS report was given to and examined by the ICAC.

Mr. Dinon stated that they had developed a list of ways to address the concerns in the report before they brought it to the attention of the Board of Commissioners and the Animal Advisory Board. He further stated that he wanted to give the concerns highlighted in the report and the solutions all at once.

Commissioner Sebolt asked why not notify the Law & Courts Committee of the request for the report and why not forward the report as soon as it was received.

Mr. Dinon stated that they only had the report for a week or two before notifying the Board of Commissioners and he felt he had done the right thing by proceeding the way that he had. He further stated that he thought presenting the report and solutions would be more productive.

Commissioner Sebolt asked if he felt it was right to not even give a notice of the request for the report to the Animal Advisory Board or the Board of Commissioners.

Mr. Dinon stated that he reported the report request to his supervisors. He further stated that he did not want to be disrespectful but he did not report to the Board of Commissioners so he felt that he proceeded appropriately.

Commissioner Sebolt stated that Mr. Dinon may not be a direct report to the Board of Commissioners, but ICAC was under their purview.
Commissioner Hope asked for Mr. Dinon to expound on the possibility of bias from the outside veterinarians.

Mr. Dinon stated that on a day when the Director and Veterinarian were not at the shelter, Deputy Director Anne Burns made the decision to send the animals to the Southside Animal Clinic for a cruelty exam. He further stated that she thought it best to not give all the information to the Southside Animal Clinic.

Mr. Dinon stated that when he asked Ms. Burns about that decision she stated that she did not give all of the information because she wanted the veterinarian to make an unbiased evaluation. He further stated that he did not state that the veterinarians were biased, but that was the context in how they were given the dogs without a history.

Mr. Dinon stated that he believed it would have been a better decision to have sent the dogs with their full history. He stated that when the ICAC finds a sick animal and the owner showed a treatment plan and appropriate care were in place they do not approach that as possible cruelty; however, if they were ignoring the illness it would possibly be cruelty.

Chairperson Crenshaw asked if the ICAC gives the outside records on a normal basis.

Director stated that it was normal to send the health records.

Commissioner Hope asked what a cruelty exam was.

Director stated that it was a forensic exam to determine if the animal was a victim of cruelty or neglect.

Commissioner Hope asked if Ms. Burns was trying to determine if the shelter was being cruel to the dogs or if the former owner had been.

Mr. Dinon stated that the dogs had been in their care for a long time at that point so it would have been the shelter. He stated that he asked Ms. Burns why the dogs were sent to an outside vet twice and he has received two answers: they needed a cruelty exam and that she had felt they were in imminent danger.

Commissioner Hope asked if either of those answers were satisfactory to Mr. Dinon.

Mr. Dinon stated those answers were troubling to him.

Commissioner Hope stated that she was also troubled and baffled. She asked if they had asked the Controller’s office for additional help or if the Controller’s office had offered any additional help since the shelter was under some distress during this time.

Mr. Dinon stated that they had not sought help or brought on temporary staff until later in the year after someone went out with injury. He further stated that he helped with dispensing dog medication and ACOs came off the road to help also, which helped relieve the shelter staff.
Mr. Dinon stated that he did not think these animals had not been sick because of lack of manpower. He further stated that the animal care staff would have probably liked him to have brought on extra help because they were working very hard that summer.

Commissioner Hope asked if they were sick because of lack of other resources.

Mr. Dinon stated that the spread of parasites happens easily when the shelter was so full and that the building was not set up in an ideal manner. He further stated that they have outdoor kennels are used sequentially while the indoor kennels are being cleaned and that was an issue.

Commissioner Hope stated that it sounded like extra help could be used.

Mr. Dinon stated that he could use more staff on a day-to-day basis but does not have the budget for any additional staff. He further stated moving into the new shelter will help alleviate the possibility of this problem.

Commissioner Hope asked if additional staff could have disinfected the outdoor kennels.

Mr. Dinon stated that he was not sure if that was possible to take the additional time to rotate dogs and clean even with extra staff.

Commissioner Hope stated that if extra help was possibly needed that the request should be made. She further asked about a determination of if existing policies not followed.

Mr. Dinon stated that he not that think that was the case.

Commissioner Hope asked the Controller when the County report would be done.

Tim Dolehanty, Controller, stated that he did not know when it would be completed.

Commissioner Hope stated that she would like an outside agency to look at this matter.

Mr. Dinon stated that MDARD was also investigating.

Commissioner Hope asked if MDARD would look at the administration’s actions.

Mr. Dinon stated that MDARD only looked at if procedures were being followed.

Commissioner Hope thanked all the volunteers and advocates for coming to the Committee.

Chairperson Crenshaw left the room at 7:37 p.m.

Commissioner Schafer stated that in an agricultural situation the prevention of disease was important and avoiding the transmission of disease was always a concern. He further stated that
there was a lot of people in and out of the shelter and asked if they could possibly be spreading disease and what could be done in the long-term to address this.

Chairperson Crenshaw returned to the room at 7:39 p.m.

Mr. Dinon stated that shelter management was a constant battle against disease. He further stated that they vaccinated all animals on intake, and tried to minimize disease as much as possible.

Mr. Dinon stated that highest risk of disease was from the stream of animals in, not the public and volunteers. He further stated that this building was built in the 1960s and these issues were not as well understood then.

Mr. Dinon stated that the new shelter would help avoid some of this as it was a better design.

Commissioner Anthony stated that this was one of the most frustrating meetings she had attended as a member of the Board of Commissioners. She further stated that they entrusted staff to run their areas and report back if there were issues, and the Board of Commissioners had not been provided enough information from staff.

Commissioner Anthony asked about the zero tolerance policy on the website and if the shelter violated the policy.

Mr. Dinon stated that they did not violate it.

Commissioner Anthony asked about former Controller Neilson’s recommendation for an ad hoc committee.

Mr. Dinon stated that he did not have any information about that as it was before his tenure.

Commissioner Anthony asked about the low food supply.

Mr. Dinon stated that they tried to stretch County dollars by getting food donated. He further stated that one recommendation in the report was to start a shelter food program, but then ICAC would need to exclusively feed that type of food.

Commissioner Anthony asked if the whistleblower policy applies to ICAC. She stated that she assumes the information was on the website.

Commissioner Anthony asked if there was a repository of all the polices for the Animal Control.

Mr. Dinon stated that there were a small number kept in-house and they were also sent to the Controller’s office and Unions for review. He further stated that these were not policies but rather standard operating procedures.

Chairperson Crenshaw asked if there was a reason why they did not go to the County Attorney for review.

(15)
Mr. Dinon stated that most of it was pretty mundane and did not warrant that level of review.

Chairperson Crenshaw asked if staff could review if standard operating procedures should be sent to the County Attorney.

Commissioner Maiville asked the Controller what his expectation for the report to be done was.

Mr. Dolehanty stated that the goal was to get the report done as soon as possible and two weeks might be realistic to have it done. He further stated that he expected the MDARD report to bring up addition questions which the County may want to address in their report, so he was waiting on that too.

Commissioner Celentino stated that the ad hoc committee was different than the advisory board. He requested that staff to find out about the ad hoc committee.

Chairperson Crenshaw asked if that could be reported before the next Committee members.

Commissioner Celentino stated that he expected all this to be done before next Committee meeting. He asked why there were no standard operating procedures as referenced by Commissioner Tennis.

Mr. Dinon stated he was not sure why those standard operating procedures were not in place when he came on to staff.

Commissioner Celentino asked about morale for staff and volunteers.

Mr. Dinon stated that sometimes things were not within their resources and he did not always do a good job of communicating with staff. He further stated that morale was low because of this report and the staff being accused of not doing their job and caring which was upsetting to him.

Mr. Dinon stated that what was in the MHS report about the ACOs being dismissed was because the ACOs were beating up on the animal care staff so badly at a time when the animal care staff was taking care of so many animals because they had a large cat hoarding case right before the dog fighting bust.

Commissioner Celentino stated that the buck stops with the director.

Mr. Dinon stated that he needed to be more hands on with his staff and the shelter and was working harder to do that. He further stated that the Controller’s office was bringing in a management consultant to help with the ICAC work together better.

Commissioner Celentino asked if they informed the Controller’s office as soon as possible when they asked MHS for the report.
Mr. Dinon stated that they notified them when it was requested.

Commissioner Celentino asked if there Controller’s office told the Committee.

Ms. Morton stated that she had not communicated that.

Mr. Dolehanty stated that he had not communicated that.

Commissioner Celentino stated that the Controller’s office should have told the Committee about the request for the report.

Commissioner Tennis stated that he thought that the millage planning committee was formed in 2014, which may have been committee that the former Controller Neilson had been wanting to form ad hoc. He further stated that there was divide on staff and in the animal control world about rehoming fighting dogs because of concerns about the dogs and public safety.

Commission Tennis stated that he give the ICAC credit for rehoming dogs who had been involved in animal fighting rings.

Mr. Dinon stated that they did rehome the dogs in a way that protected public safety.

Commissioner Tennis stated that what Ms. McAlloon had sent was a small amount of information and she stated that all of the standard operating procedures had been all left behind for the next director, including long term court cases, protocols to control parasites, and more. He further stated that Ms. Burns name continued to be brought up because of complaints.

Commissioner Tennis stated that the BOC tried not to micromanage departments but he had always been concerned that Ms. Burns remained on staff despite complaints.

Commissioner Schafer called a point of order and stated that they should not discuss personal issues.

Commissioner Tennis asked about Director’s thoughts.

Mr. Dinon stated that he would work with Ms. Burns to improve management.

Commissioner Anthony asked the Controller about his current state of mind for the feedback that he had recently received about the director. She further stated that they rely on the Controller to oversee the ICAC.

Commissioner Schafer called a point of order and stated that they should not discuss personal issues.

Commissioner Anthony stated that she would rephrase her question to discuss the shelter in general.
Mr. Dolehanty stated that his lens was unchanged. He further stated that they needed to draw their conclusions for their report based on facts.

Commissioner Koenig thanked the public for coming out tonight. She further stated that she thanked Bark Nation for rehoming the 30 dogs and she thanked Christy for her help with that matter too.

Commissioner Koenig thanked all the volunteers for helping so much.

Commissioner Hope stated that there was frustration because the Board of Commissioners were not overseeing the day-to-day operation of the shelter and she felt a little powerless in this. She further stated that she was disappointed and did not see the need to wait for MDARA’s report.

Commissioner Hope stated that the County should do their diligence.

Chairperson Crenshaw stated that he was very concerned by what he heard during public comment and the answers given by Mr. Dinon. He further stated that the Controller should question the Deputy Director as to why standard operating procedures in place when Jamie McAloon had left were not continued and this should be included in report.

**Announcements**

Chairperson Crenshaw stated that everyone should have received an email concerning the Ingham Academy graduation on July 26, 2018 and the Garden Gala.

Commissioner Hope stated that the Board of Commissioners did not directly supervise Mr. Dinon and he was not their direct report but they did directly supervise the Controllers so they could direct him to suspend or place the Director on leave.

MOVED BY COMM. HOPE, SUPPORTED BY COMM. ANTHONY, TO ASK THE CONTROLLER TO SUSPEND DIRECTOR DINON UNTIL THE END OF THE INVESTIGATION.

Commissioner Anthony asked for a legal opinion.

Bonnie Toskey, County Attorney, stated that the Committee could request that of the Controller, but could not direct the Controller to do something. She further stated that a majority approval of the entire Board of Commissioners was needed in order to direct the Controller to do something.

Commissioner Hope asked if it was legitimate to ask or request this.

Ms. Toskey stated that “to ask” was legitimate, but it could not be a directive.
Commissioner Maiville asked who would run the ICAC in light of issues with the Deputy Director.

Commissioner Tennis asked if full Board of Commissioners could give a directive.

Ms. Toskey stated that full Board of Commissioners can give direction to the Controller.

Commission Sebolt asked Ms. Toskey if that could be done by simple majority.

Ms. Toskey stated she did not think that it would take supermajority to give a directive.

Commissioner Sebolt stated that Committee action would not stop full Board of Commissioners action, so both may be done.

Ms. Toskey stated that she agreed with that.

Commissioner Schafer stated that perhaps an executive session of the Board of Commissioners was needed to get answers from the Mr. Dinon and Ms. Burns. He further stated that he had been on the Board of Commissioners since 1984 and this was not the typical way of handling this issues.

Commissioner Schafer stated that he did not think that it appropriate to go forward with this motion.

Commissioner Celentino stated that he was concerned that the Deputy Director was also involved in this investigation. He asked if someone else could be put in place other than the Deputy Director.

Ms. Toskey stated that the request could include that.

Commissioner Celentino stated he was concerned with the possibility of Ms. Burns being appointed interim director.

The motion was amended as follows:

**TO ASK THE CONTROLLER TO SUSPEND DIRECTOR DINON UNTIL THE END OF THE INVESTIGATION AND FIND A SUITABLE REPLACEMENT IN THE INTERIM OTHER THAN THE DEPUTY DIRECTOR.**

This was considered a friendly amendment.
Chairperson Crenshaw stated that this was a request, not a directive.

Commissioner Hope stated that it would only have to go to the full Board of Commissioners if the Controller did not take their suggestion.

Commission Koenig stated that it would take the full Board of Commissioners to compel the Controller.

Commissioner Hope stated that the Controller could choose to suspend the director.

Commissioner Maiville stated that the Controller had the discretion to suspend staff without this suggestion.

The motion was re-read:

TO ASK THE CONTROLLER TO SUSPEND DIRECTOR DINON UNTIL THE END OF THE INVESTIGATION AND FIND A SUITABLE REPLACEMENT IN THE INTERIM OTHER THAN THE DEPUTY DIRECTOR.

Discussion.

Commissioner Anthony stated that she would like to state that this suspension was with pay.

The motion was amended as follows:

TO ASK THE CONTROLLER TO SUSPEND, WITH PAY, DIRECTOR DINON UNTIL THE END OF THE INVESTIGATION AND FIND A SUITABLE REPLACEMENT IN THE INTERIM OTHER THAN THE DEPUTY DIRECTOR.

This was considered a friendly amendment.

Commissioner Schafer stated that he was not supporting the actions of the shelter, but this was not good policy. He further stated that an executive meeting was needed and this was not good for the Board of Commissioners or the ICAC.

Commissioner Schafer stated that there were 14 members of the Board of Commissioners and every member has an equal vote. He further stated that he understood the frustration but this was not good government.
Commissioner Schafer stated that he supported a thorough, honest, intense investigation in the manner that he described.

Commissioner Anthony stated that in order to have an investigation this may be the best but this motion was a suggestion, not a directive. She further stated that the Controller would decide if the suspension was needed.

Commissioner Hope stated that this request was not a personnel matter but done in order to ensure a thorough investigation.

Commissioner Maiville stated that the full Board of Commissioners should decide on this matter.

Commissioner Koenig stated that it was obviously a personnel matter because it was based on a suspension of an employee. She further stated that this was ill-advised and not the way the County typically operates and lacks meaning.

Commissioner Celentino stated that the Ms. Burns would still be at the shelter and both are in this investigation. He further stated that although there was merit to this but he would be more comfortable with both being suspended.

Commissioner Celentino stated that he cannot support this right now. He further stated that he expected to see this at the full Board of Commissioners meeting.

Commissioner Sebolt stated that he had to respectfully disagree with Commissioner Koenig. He further stated that there was meaning when the Committee speaks and it did not prevent the whole Board of Commissioners from taking this.

Commissioner Sebolt stated that there was a full Board of Commissioners meeting in two weeks and Controller has two weeks to come up with suitable person to operate the shelter in the interim. He further stated that he would be bringing up this at the meeting and would have the eight votes needed to issue a directive to the Controller.

Commission Koenig stated that this motion demanded nothing which was why it was meaningless.

Chairperson Crenshaw stated that this put Controller on notice.

Commissioner Celentino stated that he would also like the Deputy Director suspended during the investigation.
The motion was amended as follows:

TO ASK THE CONTROLLER TO SUSPEND, WITH PAY, DIRECTOR DINON AND DEPUTY DIRECTOR BURNS UNTIL THE END OF THE INVESTIGATION AND FIND A SUITABLE REPLACEMENT IN THE INTERIM OTHER THAN THE DEPUTY DIRECTOR.

This was considered a friendly amendment.

Commissioner Schafer asked what would happen if the Director and Deputy Director are suspended and another issue like a dog fighting ring comes up and ICAC lacked the administrative staff. He further stated that this was bad policy.

Commissioner Celentino stated that if this was not a good idea the Controller did not have to do this and the Controller has overseen other departments when they lacked a Director.

Commissioner Maiville stated that he would like to see this go to the full Board of Commissioners and give the Controller time to think about how this would happen.

COMMISSIONER HOPE CALLED THE QUESTION.

THE MOTION TO CALL THE QUESTION FAILED. Yeas: Commissioners Hope and Crenshaw  Nays: Commissioners Celentino, Anthony, Schafer, and Maiville  Absent: Commissioner Banas.

Commissioner Schafer stated that in the past there had been trouble with Sheriff’s Office, IT, the Prosecutor’s Office and more but they were not suspended and this would cause chaos.

Chairperson Crenshaw stated that those were offices of elected officials and the Board of Commissioners did not have oversight over those offices.

THE MOTION, AS AMENDED, CARRIED. Yeas: Commissioners Crenshaw, Hope, Celentino, and Anthony  Nays: Commissioners Schafer and Maiville  Absent: Commissioner Banas.

Public Comment

Richard Flynn husband of ICAC Staff member Jackie Flynn, stated that he appreciated the questions that were asked. He further stated that there were divisions between management and employees.

Mr. Flynn stated that in the past an ACO was allowed to be an interim director. He further stated that many of the ICAC employees were college educated and could do a good job as interim director.
Mr. Flynn stated that desperate times called for desperate measures. He further stated that the Controller had told staff not to speak to the media and not speak at the meeting.

Mr. Flynn stated that employees should be allowed to speak up to whoever will listen. He further stated that there are capable people to run the facility.

Maxwell Vorhees, ICAC volunteer, stated that he had grown because of the staff, all of the staff, and the opportunities given to him at the ICAC shelter. He further stated that the staff was yelled at by the public and not appreciated.

Mr. Vorhees stated that the staff had done so much for the community. He further stated that the staff did everything they could to help animals go to homes.

Mr. Vorhees stated that that the staff went out of their way to do everything for the animals. He further stated the shelter had saved his life, in addition to many animals’ lives, and needed more funding.

Connie Page, ICAC volunteer, stated that due process was important and people should not be tried in the media. She further stated that she had volunteered for 6 years and she loved the shelter.

Ms. Page stated that lies about the shelter make it harder to adopt out the animals.

Tina Walton, ICAC volunteer, stated that both the Director and Deputy Director are involved. She had volunteered for a long time. She stated that the ICAC was a family and they could make this run well.

Ms. Walton stated that Ms. Burns would not tell the Director the truth about her interaction and the staff member that overheard the conversation would not speak up, nor would she expect her too. She further stated that the lab staff was overworked.

Ms. Walton stated that she was concerned about retaliation and being told that she should not come back to volunteer. She further stated that the Controller could trust staff members to run the shelter.

Jason Adams, ICAC foster volunteer, stated that his biggest disappointment was what was being said about the people who work and volunteer for the ICAC. He further stated that the public has been calling all of those working with the animals cruel and abusers.

Mr. Adams stated that it was not fair as these people work hard to care for many animals.

Susan Steinke, Meridian Township resident, stated that she thanked the Commissioners for the motion. She further stated that this was not the first time things like this have happened.
Ms. Steinke that Mr. Dinon should not hide behind staff. She further stated that without the media the staff and volunteers do not get heard at all.

Ms. Steinke stated that Ms. McAloon recruited Ms. Burns and Dr. Worthington and the concerns were about them were ignored.

Chelsea VanCamp stated that they had brought a petition with about 9,000 signatures. She further stated that whipworm did not cause it the rapid weight loss in those dogs.

Ms. VanCamp stated that the ICAC staff should be able to talk to the Committee.

Maggie Emersen-Rich, ICAC volunteer, stated that she apologized that they had to be here yelling at the Committee, but the volunteers and staff were taking a beat on social media, and that the outrage has not only been aimed at the administration. She further stated that as a member of the community they would like to see action on this matter.

Ms. Emersen-Rich stated that she would like to thank the Committee for hearing and answering emails. She further stated that there needed to be a fastidiousness in finishing this investigation.

Christy Lawrence stated that it was August of 2014 when the ad hoc committee was proposed. She further stated that she encouraged the Committee to please look over the reports with the ACOs’ interviews which showed the administration was very culpable.

Christine Drake stated that Ms. Burns did not like pit bulls and had a record of retaliating against employees who spoke up. She further stated that it was not an unfounded fear.

Ms. Drake stated that those who have spoken up have paid the price and she asked the Committee to please investigate thoroughly.

Jyl Alward, concerned citizen, stated that people are judging ICAC and it did not help the animals for people to be upset with the employees and volunteers. She further stated that two ACOs spoke up and were ignored.

Ms. Alward stated that the staff and volunteers care about the animals. She further stated that the work was hard and they should not be punished for what they say when speaking the truth.

Julie Mizner, former ICAC volunteer, stated that the staff and volunteers at ICAC were awesome. She further stated when she was not allowed to volunteer, she felt her life was over and she has lost friend.

Ms. Mizner stated that former ACO Jodi LeBombard had been the interim director at one point and did an excellent job because the building was awesome when she ran and she should be brought back.

Richard Angelo, Legislative Attorney with Best Friends Animal Society, stated that he would like to clarify that they have about a 3-year-long waiting list to get into the sanctuary. He further
stated that they offered Bark Nation and Capital Area Human Society and 200+ shelters in the region. He further stated that if they need help they can partner with Best Friends and they will help.

Sherry Fisher, ICAC volunteer, stated that she had volunteered for over 25 years. She further stated that she has driven around the area, to Detroit, to Traverse City to help animals. She further stated that ICAC was excellent.

Ms. Fisher stated that if ICAC needed food or help, they get it. She further stated that Channel 47 should be ashamed of the way that they reported the story which leads people to think that the FBI is investigating the ICAC.

Donna Roy, ICAC volunteer, provided a statement, which is included in the minutes as Attachment G.

Adjournment

The meeting was adjourned at 9:04 p.m.
In May, the Michigan Humane Society produced a report of its investigation focused on five dogs being held at the Ingham County Animal Control and Shelter pending court cases. This investigation was initiated at the request of Ingham County Animal Control and Shelter management.

The report identified several areas of concern. The Ingham County Animal Control and Shelter acknowledges that these findings were serious and has immediately begun implementing changes that will improve procedures to ensure that these situations are not repeated. Changes included developing additional standard operating procedures, improving medical record keeping, and implementing additional precautions to reduce parasite transmission. Additional training will also be sought in several areas, including in depth, department-wide training to develop management and communication skills.

We, the Ingham County Board of Commissioners are not taking this report lightly. Therefore, we have asked Director Dino to be present this evening and talk about this report. We are committed to ensuring the outcomes at the Ingham County Animal Control and Shelter are in the best interests of the animals and residents of the County. The Controller’s Office is in the process of conducting an internal investigation. Once this investigation is completed, as well as the investigation being conducted by the Michigan Department of Agriculture and Rural Development, these reports will be reviewed by the Ingham County Board of Commissioners and recommend appropriate action to be taken by the Controller’s office, if necessary.

We ask the public to let the investigation process to be completed and allow for review and recommendations, if any, for change to be made. While change can be made now, it doesn’t make sense to do this without the benefit of the report and potential recommendations for change.

The process for public comment is as follows:

- There are two opportunities for public. This will be your first opportunity to address the committee, and one at the end of the meeting. You can only speak once during each public comment section. Each speaker will sign in before addressing the committee
• Each speaker will be allowed up to 3 minutes to address the committee. To hear from every person who wishes to address the committee, we must maintain this up to 3-minute time limit
• If you have written comments, we ask that you turn this into the recording clerk for inclusion in the minutes
• During this time, the committee will only take testimony. There will be no response to questions by those giving testimony, nor will commissioners be allowed to ask questions of those addressing the committee
• This is a public meeting and we must maintain decorum. I ask we be respectful of each speaker and there not be any outbursts or interruptions during public comment or during the discussion item on the agenda
Dear Commissioner,

My name is Dr. Joyce Heideman and I am a veterinarian with 32 years experience in the Lansing area. I have worked with ICAC in the capacity of doing intake exams, neglect and cruelty exams, spay/neuter voucher programs, vaccination clinics, general medical exams, providing requested laboratory and radiology services and educating staff and volunteers, under the past 3 ICAC directors. I am writing to you to voice some of my concerns about ICAC, in light of recent media coverage and allegations.

Prior to Jamie McAlloon becoming director, the reputation of ICAC was that of a typical “pound”. Citations were given for licensing infringements, animals were impounded and held for the required time period and then euthanized. Pitbulls were often euthanized first due to perceived “aggressiveness”. Few people adopted from ICAC and few veterinarians worked with ICAC. Very few community members had a “good” impression of the facility or the leadership. Several community organizations popped up to fill the void including groups dedicated to helping pitbulls and “friends of Ingham County Animal Control.”

In my opinion, it was under director McAlloon’s leadership that much of that turned around. Foster care programs were set up, vaccination fairs were held, adoptions increased and community outreach began. I began working with ICAC for vaccination fairs at the prodding of clients and ICAC officers that I knew. After talking to Jamie on a couple occasion, I understood her vision for ICAC and began volunteering to provide veterinary care as well as neglect and cruelty investigations. I took instruction in veterinary forensics to be better able to provide this service. During director McAlloon’s tenure, many cruelty and neglect cases were investigated and prosecuted, including several high profile cases. I was proud of the role I played in bringing justice to the abused and neglected animals. I worked closely with ICAC to establish programs and protocols, including the proper way to handle and re-feed emaciated dogs. At the end of Jamie’s Tenure in 2014, ICAC was hailed by many as being one of the best animal shelters in the state of Michigan. They had many volunteers and fosters and many veterinarians working with the organization. They had established a community outreach center and adoption had become the norm rather than the rare case. Many of their ACO officers won
national awards. This was a great time in ICAC history.
Under the short tenure of Andy Seltz, the programs started by
director McAloon seemed to flourish. Adoptions remained up
and cruelty and neglect investigations seemed to stay the same
or increase. Many volunteers that were our clients and animal
control officers that we talked to felt the new leadership was
going well. From my perspective, both Jamie and Andy were
very approachable and responsive to any concerns from the
veterinary community. In fact, when Andy took over at ICAC, I
asked for a meeting with him, and he cleared his schedule and
took me to lunch. Andy initiated programs to enhance the
proper handling and identification of neglect and abuse cases,
something I had discussed with him and officers in the past. I
visited ICAC several times during Mr. Seltz’s time as director
and found many of the policies we had talked about in place and
being executed.
When Mr. Dinon took over as director, I asked for a sit down to
discuss how we can better work together, but this never
happened. All of my communications with ICAC for the past 2
years have been through Ms Burns or Teresa Carter until during
the media blitz when we called ICAC to find out what channel
10 was after. We talked to Mr Dinon because Ms burns was out
of the office. Then, Mr. Dinon called to give his opinion of the
matter, a week later. Teresa Carter has been awesome and Ms
Burns has always been nice, but she never seemed to be able to
accommodate without approval from Mr. Dinon. I often felt that
there was a disconnect between them, at least as far as working
with veterinarians on neglect and abuse cases.
When the media blitz hit, we were first made aware of it by
channel 10 calling to get my input on the case. I was out of the
office that day and my technician took a message that the
reporter wanted to discuss a case involving animal control. The
next day, there was a photographer taking pictures outside our
building. We called ICAC and since Ms Burns was out of the
office, we talked to Mr. Dinon who indicated that this matter
should never have gone this far and the 2 emaciated dogs I saw
should never have been sent to me. He blamed the whole thing
on the whip worm infestation and indicated that Ms burns was
out of line for initiating the investigation. As an aside, when I
did my physical exam on these dogs, we did a fecal exam and
both dogs were negative for any parasite ova. Since I was the
one that saw these dogs, I knew that there were concerns in my
report far beyond what would have been caused by a whip worm
infestation. The female dog was limping and had a wound and
swelling on her hock from what looked to be a long standing
injury. Her toenails were also cut back beyond the quick. Both
dogs had sticks and rocks in there feces and the male had foreign material like paint embedded in his gums. These are all red-flags for a forensic veterinary investigation. At the time I performed my exam, I was not told that these pets had been in ICAC custody but, that would not have changed my findings. If these dogs had been in the custody of a private owner, my report, findings and conclusions would have been the same. Most likely, that owner would have been prosecuted for neglect. The fact that these pets were in the care of ICAC makes this even more disturbing. Apparently, channel 10 got hold of my report from someone at either ICAC or Michigan Humane and was able to file freedom of information act to get other information. Both ICAC and Michigan Humane knew this happened but never picked up the phone to give me a heads up. From the standpoint of a veterinarian expecting to have a working relationship with ICAC, that is also concerning. At the very least, ICAC should have contacted us to let us know what was going on with this case before channel 10 called us.

In 4 short years, ICAC has gone from being a respected animal shelter to a shelter suspected of neglect and wrong doing. The excuses ICAC has made do not hold water. I implore you to investigate this to the fullest. A change is obviously needed. If there is anything I can do from a veterinary standpoint, please let me know. I really don’t want to see ICAC revert back to the “pound” status it once had.

Sincerely

Joyce A Heideman DVM
Southside Animal Hospital
5134 S ML King Jr Blvd
Lansing, Mich 48911
517-882-6614
In these documents you will find staff reports, interviews, veterinary records, and emails. You will learn what really went on with the animals in the care of Ingham County Animal Control. That dogs were starving to death, sick, in pain and not given the medical care they so desperately needed. You will also discover that Director Dinon knew about all of these issues and did nothing.

I first want to talk about Dreamvil. He was brought into the shelter on July 27th, 2017 as part of the Dog fighting bust last year. On that date records show that he weighed 40 pounds, and on August 11th he weighed 45 pounds. In just 47 days he lost a massive amount of weight while in the care of the Ingham County Animal Control. September 13th he began vomiting, which lasted over a week with no vet exam. Director Dinon told staff that Dreamvil had an obstruction, but with no x-ray performed there was no way to tell if that was what was causing his illness.

It wasn’t until Animal Care Staff, Jackie Flynn, who was never interviewed by the Michigan Humane Society, returned from vacation learning Dreamvil was still vomiting that a medical request was filled out on the 18th of September. During this time Dreamvil could not walk, stand and was falling over due to how emaciated he was.

Dr. Worthington stated he was not able to have an x-ray because he was aggressive. That is just not true. Dreamvil was not aggressive in his final days as he was starving to death and unable to even stand. Animal Care Staff Michelle Jelinek was hand feeding him, that is not an indication of a human aggressive dog. Animal Control Officers were not asked for help from Dr. Worthington, and they could have easily handled him to get an x-ray performed.

A distraught Flynn felt that Dreamvil was suffering and being neglected in ICAC care. Flynn said Dreamvil was dying in his kennel and no one was doing anything to help him. ACS Roxy Racin stated that Worthington talked to Dinon about euthanizing but he did not want to.

Director Dinon knew that this helpless dog was suffering, but he did not want to put him out of his misery. What kind of person lets a dog needlessly starve to death? Someone who should not be in charge of the operation of an animal shelter.

Heartbreakingly, Dreamvil died on September 27th, 2018. According to Michigan State University’s Necropsy report, Dreamvil did not die from an obstruction, and he never had an obstruction like Director Dinon told everyone. Their findings said he died from starvation. MSU stressed that it takes a great length of time to be as emaciated as Dreamvil was. MSU recommended a bone marrow test to see how long he was starved. Dinon said the test was unnecessary as no one was arguing the fact that Dreamvil was starved to death.

This should not have been allowed to happen, no dogs should face starving to death while in the custody of Ingham County. I ask you to take time and read through the documents we have brought today to understand the full extent of what went on at Ingham County Animal Control.
I am here today to talk about Skully A#34959 & Jonah A#34960, two 5-month old puppies who were brought in as part of a dogfighting bust on June 23rd, 2017.

On February 12th, 2018 Animal Control Officer Caitlyn Budzinski noticed that they looked skinny and verbally reported this to the Vet Tech and Animal Care staff. Two weeks later, when Caitlyn checked on them again they appeared to have lost more weight, she formally filed a vet request. She was told by Shelter Vet Dr. Worthington that the dogs have been skinny and they “tried things” but there was nothing they could do to help them gain weight.

ICAC records show that Skully & Jonah did not receive an exam until 10 days after Caitlyn submitted the request and 24 days after she had verbally reported their condition to the Veterinary staff.

On March 26th, Caitlyn checked on Skully & Jonah again to find them in an emaciated condition, so she brought it to the attention of Deputy Director Anne Burns who advised her to take them to Southside Animal Hospital and “only present the animals for a unbiased opinion”.

Dr. Heideman at Southside Animal Hospital examined the dogs and her findings were horrific and gruesome. Dr. Heideman stated that Skully & Jonah were suffering from long term starvation, they had infected sores on their paws and body, and covered with fecal stains due to unsanitary conditions. Skully's nails had been cut so short it, “looked like a hatchet had been used on them.”

According to Dr. Heideman there was no underlying medical condition causing their starvation, they just were not being fed and cared for properly. Dr. Heideman concluded that they were victims of cruelty, neglect and unjustifiable pain and suffering. Which is a crime in Michigan. Dr. Heideman stated that she would feel comfortable testifying in court that Skully & Jonah were purely starved into their current condition.

Dr. Heideman gave strict feeding orders, and stated they would need antibiotics and pain meds. Caitlyn placed the feeding charts on their kennels. When she checked on them later that day she discovered they were not being fed nor given the medicine they needed. If it had not been for ACO’s intervention and feeding them they would have continued starving and ended up dead, like Dreamvil.

When the dogs returned from Southside, Director John Dinon interacted with the dogs and said they “looked fine to him.” Dinon told everyone that whipworm, stress and “high energy” caused them to be emaciated. That is not true.

John Dinon lied to everyone. He lied about Dreamvil, he lied about Skully & Jonah, He lied to his boss, the board, the Prosecutor, staff and the community. He even lied about help not being offered for the dogs. What else has John Dinon lied about? We may never know.
How many animals will have to suffer at the hands of a Director that neglects animals and lies to cover up his wrong doings? It is unacceptable and shameful. John Dinon should be fired and charged with felony animal cruelty.

It would have taken me hours to go over all of this with you, and I was not able to even begin to cover everything in these few minutes. I urge you to please review the documents we have brought today. Hopefully you will come to the same conclusion that we did upon reading these documents, that John Dinon is not fit for his role as Animal Control Director.

Thank you
Jamie Hillman
7/12/18
Chairperson Crenshaw and Members of the Law & Courts Committee:

Thank you for the opportunity to speak with you today. I share all of the concerns and more about the Director, Deputy Director, and Shelter Veterinarian. As if all of the recent issues were not enough, the recent plea for food highlights a lack of general management skill. When ICAC posted their thank you note the following week, they included a picture of the food supply on Friday at 2 p.m. which showed very few bags on the pallet. It is inconceivable to me that the food supply had gotten so low without anyone’s noticing prior to the FB post.

Additionally, given the multiple different reasons stated by Director Dinon for the emaciation of the dogs and puppies listed in the report from Michigan Humane which included “the building,” “the number of dogs,” “lack of communication,” and others, I have to wonder if the citizens of Ingham County would have been blamed for further mistreatment of the dogs and cats and other companion animals at ICAC if we had not responded with food. Of course, I am assuming that my fellow citizens felt the same sense of urgency as I did after the food request. After all, ICAC had already proven that they were capable of starving dogs - what—if we didn’t send food?!?

My other concern is that we don’t just need to change the leadership at ICAC. The Controller and Chief Deputy Controller are equally to blame for the mistreatment and abuse of these dogs and puppies. After reading comments from Mr. Dolehanty and Mr. Neilsen in correspondence prior to 2017 where they used the terms “rumor,” “innuendo,” or “recycled complaints,” I was reminded of the events documented by the Lansing City Pulse about the ethics concerns regarding the IT department. In those reports, Mr. Dolehanty uses similar terms to justify his lack of concern and investigation into concerns brought to him by the County Clerk and others.

Additionally, as was the case IT issue, the Controller’s Office only seems to decide to investigate concerns AFTER a news organization receives emails and documents through FOIA and share them with the public. In the case of the IT department, it was the Lansing City Pulse who was able to provide the public with the information about malfeasance in County government. In the case of Animal Control, it was Channel 10 and NOW Mr. Dolehanty indicates he will do an investigation. He has exhibited a disturbing pattern in his approach to his work on behalf of the Commissioners.

My request is to have the actions of the Controller’s Office and, possibly the HR Department, added to any investigation done by the County. I, myself, have numerous emails and notes about concerns brought to the Commissioners and Controller’s Office from 2010 and ongoing about concerns which were later identified in Michigan Humane’s report and were a contributing factor to the abuse of these dogs. Also, I would recommend not just having two of the Commissioners on the ICAC Advisory Board but for Commissioner Todd Tennis to step down from the Advisory Board. He has been on the Board through all of the serious concerns about the current and past Directors as well as the veterinarian and Deputy Director and should have been more vigilant in handling concerns brought to him by members of the public and others.

When Penelope Tsernoglou made the motion in this committee to recommend a millage for ICAC, she promised a number of things would improve including better medical care for our companion animals. At the time of that motion, she, too, was aware of the many concerns about leadership at ICAC. We are one of very few Shelters with a full-time veterinarian and vet tech position and were given more kennel care positions. Obviously, simply throwing money at the problem does not obviate a lack of accountability and compassion.
My name is Bob Pratt, I’ve lived in Ingham County for 59 years. I'm reading a letter from my friend Maria Vandenboom who lives in Holt and was a volunteer at the shelter almost 10 years. There is something
VERY wrong at Ingham County Animal Control. It’s not the building at 600 Curtis, it’s not due to a busy summer 2017 as Director Dinon falsely claims, and it’s not about needing a full-time, tax funded State
licensed veterinarian on staff; there already is one. And sadly it’s not about an isolated incident. One of the incidents that I personally witnessed was the unnecessary suffering of a puppy named Peanut.
(Exhibit 1) He was under the care of ICAC in 2014. A State of Michigan investigation by the Dept of Agriculture resulted in a warning letter for violations.

(Exhibit 2) I know this because I was a trusted
confidant to several distressed and traumatized employees and volunteers. It would be less egregious if I were the only one who knew or spoke up but several licensed professionals,
employees and volunteers shared their observations verbally, put their complaints in writing and met in person with elected and non-elected county officials over an extended period of time.
As a result we have current and former employees, current and former volunteers, countless lost and found animals who have been repeatedly betrayed by the very institution charged with protecting them.
Apart from the obvious suffering and harm to the animals, those who witnessed the suffering and were unable to help, were also harmed. This is a moral outrage; we demand justice and accountability.
There may be some in power that don’t care, are in denial, are defending jobs or want to shift blame to lower level staff. Some blame an old building, or erroneously blame high intake numbers when in fact they
went down. But these are simply excuses. The 2015 warning from the Dept. of Agriculture has NOT resulted in changes that ensure the safety and health of sheltered animals. There are a lot of people here that feel
compelled to call for changes.
James Baldwin reminds us “Not everything that is faced can be changed, but nothing can be changed until it is faced.”
This is a call to action; it is time to
prioritize the health and welfare of the animals as well as the health and welfare of the staff the volunteers and indeed the entire community. We must end this institutional betrayal by those sworn to serve and
protect.
I will continue to be the voice for Peanut and all of the other animals who have no voice. I am interested in working with and helping those with the same goals. I look forward to seeing measurable and
enforceable remedies that our community puts forward.
Sincerely,
Maria Vandenboom Holt MI
Dear Committee Members:

I attended the August 25, 2014 meeting of the ICAC Advisory Committee and after giving some thought as to what was said at that meeting I have some questions and comments for you to consider.

There was an inquiry by one of the committee members to the Acting Director of ICAC, Ann Burns, regarding the use of “Heartsticks” as a method of euthanasia used at the shelter by shelter staff. Ms. Burns stated emphatically that it is shelter protocol that this method is never to be used, she personally does not approve of it, is not aware of it ever being used at the shelter, and she would investigate any report that it had been used. It was suggested that a commissioner was aware of past complaints about the use of “Heartsticks” by ICAC staff and should be contacted for follow up.

➢ What was the result of that follow up and has the Heartstick method ever been used by ICAC staff? Also, I would like to see the policies and procedures that ban this practice that Ms. Burns said was in place.

Regarding the circumstances surrounding the condition and subsequent death of foster puppy “Peanut”, it is my opinion, this issue as stated by Ms. Burns, is not that Peanut “never should have gone to foster”, but rather the undisputed poor care given to the animal while in custody at the shelter over an extended period of time as evidenced by Maria’s immediate observation of her dehydration and subsequent assessment by Dr. Hicks, DVM of Michigan State University Veterinary Hospital approximately 10 hours after going into our care where Dr. Hicks report states Peanut was severely lethargic and dehydrated and he verbally told Maria that this puppy was miserable. Her body temperature was dangerously low at 94.6. Maria attempted to get permission from ICAC to be seen by a Veterinarian at her own cost, starting at 10:02 p.m. Saturday July 27th, 2014, but was eventually texted back by Katlyn Turner, that after contacting Ms. Burns, Kattyn could not send her to a vet. After hours of consultation on the part of Maria, to one of our personal Veterinarians, and at my urging, the MSU VTH administration, Maria decided to seek veterinary evaluation against ICAC approval. At the Advisory Committee meeting, Ms. Burns also stated, “that lots of internal policies were not followed.” This speaks to a significant lack of oversight to make sure that policies, procedures and protocols are being properly adhered to.

➢ I’d like copies of the internal policies and procedures that were not followed in this incident.

➢ Additionally, what steps are being taken to prevent a reoccurrence of this problem?
As a long time manager for the State of Michigan, I was more than a little surprised to learn that annual performance reviews have not been conducted for many years for the ICAC staff. The reason given by the Acting Director was that it was not allowed because of the Union. Many State employees are also members of various unions and yet are subject to performance objectives and appraisals on at least an annual basis. Union membership and employee performance evaluations are not mutually exclusive. I strongly suggest that some method of employee performance appraisal and evaluation should be implemented and conducted annually for all ICAC staff, including the Director, to make certain that all objectives are met and policies, procedures and protocols are being followed.

I am also requesting the relevant language in the union contract that supposedly prohibits such employee evaluation and appraisals from taking place.

Ms. Burns stated in response to questions about the circumstances surrounding the conditions leading up to the illness, suffering and death of foster puppy Peanut, that Peanut was in an ‘unapproved’ foster home. Since we have fostered close to 50 puppies and dogs over the past ten years and have never been notified of any issue or reason to be unapproved, please provide the specific rationale for our change in status to that of unapproved foster home. Ms. Carter gave specific approval to Sheri Eldred allowing the transfer of this puppy to Maria. This is why I am confused about our status as unapproved foster parents, if I was to understand Ms. Burns correctly.

Finally, who conducted the investigation surrounding the custody and care of Peanut and the other puppy that allegedly died the day before Peanut, in her litter? To avoid any perception of conflict of interest or impropriety I hope that it was not someone charged with the care of those animals or in the chain of command.

Since listening attentively at the previous two Advisory meetings I’m concerned that there has been a failure to heed the warnings of past reports of impropriety which may have mitigated the terrible outcome for this puppy and others, not to mention the time and attention many of us are now paying to address this.

Thank you for your time and interest in caring for the animals under the jurisdiction of Ingham County Animal Control and I look forward to your response.

Sincerely,

Thomas E. Hess  Attorney at Law
April 6, 2015

Mr. Andy Seltz
Ingham County Animal Control
600 Curtis Street
Mason, Michigan 48854

RE: Warning Letter, WO case file no. 99701

Dear Mr. Seltz:

The Michigan Department of Agriculture and Rural Development (MDARD) Animal Industry Division (AID) recently completed an investigation based upon complaints of inadequate care to include medical care of animals at the shelter and while in foster care. Two specific animals, a puppy and a cat were named in the complaint.

Our investigation revealed that the aforementioned cat which was received into the shelter on or about January 15, 2014, had received medical treatment prior to adoption on March 4, 2014, and a "vet exam" two days prior to his adoption which annotated the cat was lethargic, dehydrated, not eating, diarrheal, and medicated. Without being present at the time of adoption, we cannot confirm nor deny that treatments were appropriate and/or adequate for its health needs.

Our investigation also revealed that the aforementioned puppy, "Runt/Peanut" was ill when placed in foster, and transferred to four (4) different foster homes without permission from the shelter’s foster program coordinator. The foster care program had inadequate protocols in place for approving and securing medical treatment of shelter animals in foster homes. At the time of this incident, the foster program coordinator was not allowed to authorize "Runt/Peanut" to receive treatment, and the puppy was allowed to suffer while foster care giver(s) waited to receive permission to take it to a veterinarian.

We also conducted a shelter inspection at the time of the investigation. Our inspection revealed that there were shelter animals currently receiving treatment for illness at the shelter, and no animals were noted that appeared to need treatment that were not receiving it. However there were issues with repairing and securing kennels to include sealing untreated surfaces. Regulation 151 Rule 21(1) requires the facility to be maintained in good repair to protect the shelter animals from injury be it via physical deficiencies or via exposure to pathogens. Rule 24(1) provides that the animal’s primary enclosure, such as your kennels, be structurally sound and maintained in good repair to protect the shelter animals from injury and to contain them.
Mr. Andy Seltz
Ingham County Animal Control
April 6, 2015
Page 2

The Michigan Penal Code, Act 328 of 1931, MCL 750.50.1(a)&(k), and MCL 750.50.2(a) provide that an owner, possessor, or person having the charge or custody of an animal shall not fail to provide an animal with adequate care, which means the provision of...veterinary medical attention in order to maintain an animal in a state of good health. This section further clarifies a state of good health means freedom from disease and illness, and in a condition of proper body weight and temperature for the age and species of the animal, unless the animal is undergoing appropriate treatment.

At a minimum, shelters are required to seek veterinary services whenever a health hazard arises pursuant to Regulation 151, Rule 36(2), and we expect shelters to work with their veterinarian(s) whenever an animal is ill or injured.

Be advised that based on the information, there was sufficient evidence to indicate that violations occurred. The Pet Shops, Dog Pounds and Animal Shelters, 1969 Public Act No. 287, as amended, provides for imposition of administrative fines of not more than $1,000.00 for each violation of the act and the rules promulgated thereunder, registration revocation after notice and an opportunity for an evidentiary hearing under the 1969 Administrative Procedures Act, 1969 Public Act No. 306, MCL 24.201 to 24.328. Both Act 287 and Act 328 of 1931 provide for criminal prosecution as a misdemeanor.

It is my understanding that as part of the investigation, the shelter has implemented new protocols for their foster care program that include giving the foster program coordinator authority to authorize medical treatment and afterhours on call coverage. This letter will serve to terminate our investigation into this matter. However, you are warned that subsequent violations of this nature will be cause for further regulatory action. We trust that you have and will continue to review your protocols and procedures and initiate the necessary precautions to ensure the safety and health of shelter animals in compliance with state laws and regulations.

Sincerely,

Pollyanne McKillop
Animal Shelter Regulatory Program Manager

PM/am

cc:  Susan Baer, DVM, MDARD Field Veterinarian
     Jorda Livermore, DVM, MDARD Field Veterinarian
     File
Good Evening,

Donna Roy - I’m an Ingham County resident and have been a volunteer for the shelter for about 4 years. As a volunteer I am a member of the fund-raising committee and sit on a few of the special events committees. I love volunteering for the shelter and have worked hard to help make each event as successful as possible to raise money for the shelter. I worry that speaking today could put that in jeopardy. No matter what happens down the road I hope to continue to volunteer and help the animals that need us.

I’m happy to say that after a year of working on a few new fundraiser they both are still willing on board. Ink Art Therapy along with several of their clients had concerns about donating money to a shelter that is under investigation for neglecting dogs. After several conversations, they agreed to continue with the event with the agreement their donation would be going the Shelter Fund and not directly to the shelter. This investigation has put the reputation of the shelter in question. Sad but true there has always been a misconception that the shelter is not a place you want to send a dog to – you can see people’s concerns on lost & found pages encouraging people not to take them to Ingham County. This has set the shelter back after previous directors worked so hard to change that perception.

As a volunteer I am struggling to make sense or get a clear understanding as to how this could’ve happened to these (5) dogs in the place that is required by law to care for them and keep them safe from suffering. I was devastated to learn what happened to these (5) dogs, I have gone thought every emotion in these past weeks. I was hopeful that I would have a better understanding after the volunteer Q&A meeting, sadly that was not the case. It made me very sad and extremely angered.

I was one of the few in the begin that fought to help give these fight dogs a second chance at life. It was our hope that as many as possible would be able to experience a life of being a dog. Thanks to Bark Nation that has happened for a few and will happen in the future for others of the Lansing 53. Sadly, not for the (2) that died in the care if Ingham County. The suffering these dogs had to endure is unacceptable and must to be addressed. The shelter did not do right by these dogs, resulting in suffering and ultimately death to 2 of them. This is not and should not be excepted, it is the shelter duty to care for these dogs, they did not. My heart breaks knowing the amount of suffering Dreamvil had to endure, we don’t really know for how long. His life was nothing but a life of neglect and suffering up until his final days. How sad is that – he will never experience the life of a dog, to feel safe, to feel loved and to know that his life mattered. He died a horrible death of starvation, only in his finally hours was he shown any compassion when they finally ended his suffering – if you can really call that compassion.

I recall the last conversation I had with a few of you after a meeting. You gave me hope, you told me - in a year you want a happy ending, how wonderful that would be. I don’t think this is the happy ending you were looking for, and sadly Dreamvil will never have a happy ending - NEVER. He deserves justice and that he did not die in vain and that his life did matter.

Lastly, I want to thank the staff had it not been for them and their dedication and persistence this may have gone un addressed. The staff should have been meet with respect and not push back or felt blown off. Without them this could have been much worse, instead of (2) dogs it could have been all 5. Not only did the dogs deserver better, so does the entire staff.

Thank you
RESOLUTION ACTION ITEMS:

The Deputy Controller recommends approval of the following resolutions:

2a. ** Sheriff’s Office – Resolution to Continue Patrol Car Video Storage Software Support from L3 Mobile-Vision, Inc.**

This resolution will approve the continuation of software system support with L3 Mobile-Vision, Inc, which is used by the Ingham County Sheriff’s Office for support assistance with all software and applications associated with the patrol car video storage application.

The cost is not to exceed $7,229 and is included in the 2018 IT LOFT Fund budget. The time period of the agreement is June 21, 2018 through June 20, 2019.

2b. ** Sheriff’s Office – Resolution to Approve Purchase of Training from PoliceOne.com Academy**

This resolution will approve the continuation of online training from PoliceOne Academy Training. The Sheriff’s Office has been using the PoliceOne Academy Online Application to train all staff since 2016. Training includes Interactive Videos Courses and Course quizzes for Accreditation and Management Workflows for Accountability. The training cost will be paid from Booking Fees revenue in the amount of $5,120.

2c. ** Sheriff’s Office – Resolution to Authorize the Renewal of a Contract with the Michigan Department of Corrections to Rent up to 50 Beds to the Michigan Department of Corrections**

This resolution will authorize the renewal of an agreement with the Michigan Department of Corrections to rent up to 50 jail beds as needed, at a cost of $35.00 per day per bed, effective October 1, 2018 through September 30, 2019. Estimated revenue is $540,000, and is anticipated in the 2019 budget.

3a. ** Animal Control – Resolution to Address Interim Needs of the Ingham County Animal Control and Shelter**

In order to address any needs of the Ingham County Animal Control and Shelter (ICACS) during the current period of transition, this resolution will authorize the hiring of temporary employees, entering into additional contracts with veterinarians and any additional expenditures that may be deemed necessary by the interim Animal Control Director. Funds are available in the personnel budget due to salary attrition. Authorization for these additional expenses would expire at the end of December 2018.

See memo for details.

3b. ** Animal Control – Resolution to Discontinue Whisker Wednesdays and Replace them with Other Adoption Promotions**

The Ingham County Animal Control and Shelter (ICACS) has been offering free cat adoptions and half price dog adoptions on Wednesdays since June 1, 2012. The Whisker Wednesdays promotion was started at a time
when the euthanasia rate at the shelter was much higher than now. ICACS staff believes that this free/half off adoption discount is no longer necessary or appropriate, and that occasional promotions done to target the shelter’s current animal population will be more effective. These targeted promotions will be designed to be revenue neutral or positive when compared to revenue lost due to free or half price adoptions on Whisker Wednesdays.

See memo for details.

3c. **Animal Control** – Resolution to Change the Hours of Operation of the Ingham County Animal Control Shelter

This resolution would authorize the elimination of Sunday shelter hours and closing at 6:00 PM on Wednesdays between Labor Day and Memorial Day. The shelter also proposes eliminating Sunday Animal Control Officer (ACO) patrol hours (added in June of 2017), but expanding ACO hours to later in the evening on Tuesdays. Although this is a decrease in shelter hours, it does provide six days a week that the shelter is open compared to five days per week prior to passage of the Animal Control millage. It is proposed that shelter and ACO hours change beginning October 7, 2018.

After passage of the Animal Control Millage, Ingham County Animal Control and Shelter (ICACS) expanded shelter hours from five days per week to seven days per week by adding Sunday and Monday hours. The shelter also expanded Wednesday hours by changing closing time from 6:00 PM to 7:00 PM.

Analysis of shelter usage including numbers of visitors, adoptions, redemptions, etc. has indicated that Sunday activities at the shelter are below those of other days. Also, although the shelter experienced some traffic after 6:00 PM on Wednesdays during the summer, it has been very slow on Wednesday evenings in the fall and winter.

Other issues related to Sunday shelter hours include difficulty in finalizing adoptions, a negative effect on staff morale, and problems with covering additional open hours with existing Animal Control Officers and management staff.

Changing shelter hours was a discussion item at the June 14, 2018 Law and Courts Committee meeting, at which time the committee referred the issue to the Animal Control Advisory Committee. At its meeting on July 23, the Advisory Committee recommended that Sunday hours be eliminated.

See memo for details.

4. **Facilities** – Resolution to Authorize an Agreement to Furnish and Install a New Detention Control Panel in the Ingham County Jail

This resolution would approve an agreement with Cornerstone Detention Product, Inc. to furnish and install new detention control panels in selected open posts as well as on the Field Services gate, provide operator training and support, provide maintenance services 24 hours a day, 7 days a week, warranty the new panel for two years as well as the purchase of an additional two year warranty at a total not to exceed project cost of $209,410. The project will be funded from unrestricted fund balance in the general fund.

This project is necessary as the current system has experienced continuing operational problems, and efforts to fix these problems have been unsuccessful.
Cornerstone Detention Product, Inc. submitted the lowest total turnkey cost bid amount of $142,930. The Facilities Department would like to purchase an additional two year warranty for a cost of $36,480.

See memo for details.

5a. 9-1-1 Dispatch Center – Resolution Authorizing Language Interpretation Services Contract for the 9-1-1 Center

This resolution will approve a contract with both Voiance and Language Line for interpretation services not to exceed $10,000 per year. 9-1-1 Center staff requires the use of these services to process calls from non-English speaking people that call for assistance from 9-1-1 or in non-emergent matters. The Center currently uses Language Line for this service at a cost of several dollars per minute. Voiance is another 9-1-1 interpretation provider of these same services at a cost of less than one dollar per minute.

Adding Voiance will provide not only a savings but a second option if we are not able to reach a specific vendor. The contract with Voiance would be on a trial basis that allows for an evaluation of their services with an opt out if they do not meet the needs of the Center. The contract with Language Line will be maintained, as their fees are per minute, and if the service is not used, there would be no charge. This change should result in a savings to interpretation costs.

See memo for details.

5b. 9-1-1 Dispatch Center – Resolution Authorizing Replacement of the Training Room Consoles for the 9-1-1 Center

This resolution will authorize the replacement of workstations by Russ Bassett and a contract with FD Hayes for any necessary electrical work. $80,000 is included in the 2018 capital budget for this purpose.

9-1-1 Center staff requires a great deal of training for their initial training as well as updated training as required software and programs are updated. When the Center opened in 2012 the training room was equipped with workstations from the old Lansing center. These workstations are failing and no longer meet the training needs of the Center.

See memo for details.


This resolution will authorize the creation of a Chief Public Defender position. The Human Resources Department is recommending this position be classified as MCF17 (salary range $104,116 to $124,968). The long-term (topped out) cost of the position would be $189,238. This resolution will also authorize $5,000 to fund any necessary furnishings and equipment associated with the position.

Funding for the position has been authorized by the State of Michigan effective October 1, 2018. If it is possible to fill the position sooner, this resolution would authorize any necessary budget adjustments for funding prior to that date.

This position was included in the compliance plan created by the Ingham County Indigent Defense Collaborative Committee and approved by the Board of Commissioners. The total Public Defenders Office budget and staffing will be brought to the Board of Commissioners for approval at a later date.
Approval of the following resolution is at the discretion of the Board of Commissioners:

7. Board of Commissioners – Resolution to Adopt an Ordinance Amending the Ingham County Animal Control Ordinance to Transfer the Supervisory Authority over the Animal Control Director to the County Controller/Administrator

This resolution would amend the Animal Control ordinance to transfer the authority to supervise and terminate the Animal Control Director to the Controller/Administrator, while the Board would retain the authority to appoint. The Ordinance would not take effect until the notice of its adoption is published in a newspaper of general circulation in the County. A similar resolution was adopted by the Board in 2013. However, it was learned on July 24, 2018 that the notice of adoption for this ordinance was not published, and therefore, the amendment to the ordinance had never gone into effect. As it was only recently discovered that the notice of adoption of this ordinance had not been published, Ingham County has been operating with the understanding that the Animal Control Director reported to the Controller/Administrator’s Office.

This resolution is being brought back through the committee process for consideration at the request of the Board of Commissioners.

DISCUSSION/INFORMATIONAL ITEMS:

1. District Court – Update on District Court Activity

5c. 9-1-1 Dispatch Center – 9-1-1 Center Update

6b. Indigent Defense Collaborative Committee – Interview/Hiring Panel for Chief Public Defender Position
TO: Law & Courts Committee  
Finance Committee  
FROM: Undersheriff Andrew R. Bouck, Ingham County Sheriff’s Office  
DATE: July 25, 2018  
RE: RESOLUTION TO CONTINUE PATROL CAR VIDEO STORAGE SOFTWARE SUPPORT FROM L3 MOBILE-VISION, INC WITH THE INGHAM COUNTY SHERIFF’S OFFICE

This resolution is for approval to continue software system support with L3 Mobile-Vision, Inc. The continued software support will allow the Ingham County Sheriff’s Office to continue utilizing L3 Mobile-Vision, Inc. support assistance with all software and applications associated with the patrol car video storage application.

The cost to be paid is not to exceed $7,229.00 with the funds for this purpose coming from IT Loft Fund (636-25820-932050).

The continued software support agreement time frame would be a period of twelve (12) months beginning June 21, 2018 through June 20, 2019.
INTRODUCED BY THE LAW & COURTS AND FINANCE COMMITTEES OF THE:

INGHAM COUNTY BOARD OF COMMISSIONERS

RESOLUTION TO CONTINUE PATROL CAR VIDEO STORAGE SOFTWARE SUPPORT FROM L3 MOBILE-VISION, INC.

WHEREAS, the Ingham County Sheriff’s Office wishes to continue software support with L3 Mobile-Vision, Inc. for their car video storage software application; and

WHEREAS, the software support will include assistance in accessing the L3 Mobile-Vision, Inc. car video storage software during the agreed time frame; and

WHEREAS, the continued software support agreement time frame would be for a period of twelve (12) months beginning June 21, 2018 through June 20, 2019; and

WHEREAS, the Ingham County Sheriff’s Office at the end of the twelve months of software support will request annual continuations of this existing software support agreement.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners authorizes entering into a contract with L3 Mobile-Vision, Inc. software support for the time period of twelve months beginning June 21, 2018 through June 20, 2019 for the cost not to exceed $7,229.00.

BE IT FURTHER RESOLVED, that the funds for this purpose will come from the IT Loft Fund (636-25820-932050).

BE IT FURTHER RESOLVED, that the Ingham County Board of Commissioners authorizes the Board Chairperson to sign any necessary contract documents or purchase documents that are consistent with this resolution and approved as to form by the County Attorney.
TO:          Law & Courts Committee
            Finance Committee

FROM:        Undersheriff Andrew Bouck

DATE:        July 13, 2018

RE:          RESOLUTION TO PURCHASE TRAINING FROM POLICEONE.COM
            ACADEMY FOR INGHAM COUNTY SHERIFF’S OFFICE STAFF

This resolution is requesting the Ingham County Sheriff’s Office, be allowed to continue online
training from PoliceOne Academy Training.

The Sheriff’s Office has been using PoliceOne Academy Online Application to train all staff
since 2016. The online training consists of Interactive Videos Courses, Course quizzes for
Accreditation, and Management Workflows for Accountability. The Sheriff’s Office is
requesting the training cost be paid from 302 Funds and Booking Fees in the amount of
$5,120.00
Agenda Item 2b

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

INGHAM COUNTY BOARD OF COMMISSIONERS

RESOLUTION TO APPROVE PURCHASE OF TRAINING FROM POLICEONE.COM ACADEMY

WHEREAS, Ingham County has been using PoliceOne Academy.com since 2016 to provide online training to Ingham County Sheriff’s staff; and

WHEREAS, ongoing training is an important part of ensuring the Sheriff’s Office staff are best able to serve our citizens; and

WHEREAS, a subscription for a year of training will be $5,120.00 and available to Ingham County Sheriff’s Office staff.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners hereby authorize the purchase of training from PoliceOne Academy in the amount of $5,120.00.

BE IT FURTHER RESOLVED, that the total cost will be paid out of the 302 Training Funds #28532000-960000 ($2,560.00) and Booking Fee’s/Training Fund #26336201-960000 ($2,560.00).

BE IT FURTHER RESOLVED, that the Controller/Administrator is authorized to make any necessary budget adjustments.

BE IT FURTHER RESOLVED, that the Chairperson of the Ingham County Board of Commissioners is authorized to sign any contract documents consistent with this resolution and approved as to form by the County Attorney.
TO: Law & Courts Committee  
and Finance Committee

FROM: Undersheriff Andrew R. Bouck

DATE: August 9, 2018

RE: RESOLUTION TO AUTHORIZE THE RENEWAL OF A CONTRACT WITH THE MICHIGAN DEPARTMENT OF CORRECTIONS TO RENT UP TO 50 BEDS TO THE MICHIGAN DEPARTMENT OF CORRECTIONS

This is a resolution requesting the Ingham County Sheriff’s Office, be allowed to renew a contract with the Michigan Department of Corrections (MDOC) at the sum of $35.00 per day, per Violator, to house up to 50 MDOC Violators for the period of October 1, 2018 to September 30, 2019.
INTRODUCED BY THE LAW & COURTS AND FINANCE COMMITTEES OF THE:

INGHAM COUNTY BOARD OF COMMISSIONERS

RESOLUTION TO AUTHORIZE THE RENEWAL OF A CONTRACT WITH THE MICHIGAN DEPARTMENT OF CORRECTIONS TO RENT UP TO 50 BEDS TO THE MICHIGAN DEPARTMENT OF CORRECTIONS

WHEREAS, the Ingham County Sheriff’s Office Jail has an established design, which includes 394 County beds and 50 contractual beds; and

WHEREAS, the funds received by the County for leasing the contractual beds would be used to reduce the general fund cost of operating the Jail; and

WHEREAS, the Ingham County Sheriff’s Office is requesting the agreement with the Michigan Department of Corrections be renewed to rent up to 50 beds as needed at a cost of $35.00 per day per bed, effective October 1, 2018 through September 30, 2019, for Michigan Department of Correction's Violators; and

WHEREAS, the revenue to be received from the renting of up to 50 beds, which is anticipated to be $540,000.00, is in the 2018-19 budget.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners authorizes the renewal of an Agreement with the Michigan Department of Corrections to rent up to 50 of the jail beds as needed, at a cost of $35.00 per day per bed, effective October 1, 2018 through September 30, 2019 for the Michigan Department of Corrections.

BE IT FURTHER RESOLVED, that the Chairperson of the Ingham County Board of Commissioners is authorized to sign any contract documents consistent with this resolution and approved as to form by the County Attorney.
TO: Law & Courts and Finance Committees
FROM: Teri Morton, Deputy Controller
DATE: August 7, 2018
SUBJECT: Resolution to Address Interim Needs of the Ingham County Animal Control and Shelter For the meeting agendas of August 16 and 22

BACKGROUND
The Ingham County Animal Control and Shelter (ICACS) is undergoing a period of transition that may require additional expenses, including temporary staffing and additional contracts for veterinary services, in order to ensure the continuity of services.

This resolution would authorize the hiring of temporary employees, entering into additional contracts with veterinarians and any additional expenditures that may be deemed necessary by the interim Animal Control Director.

FINANCIAL IMPACT
Funds are available in the personnel budget due to currently vacant positions, as well as other salary attrition since the beginning of the year.

OTHER CONSIDERATIONS
Authorization for these additional expenses will expire at the end of December 2018.

RECOMMENDATION
Based on the information presented, I respectfully recommend approval of the attached resolution.

cc: Sgt. Andy Daenzer
    Kate Turner
Introduced by the Law & Courts and Finance Committees of the:

INGHAM COUNTY BOARD OF COMMISSIONERS

RESOLUTION TO ADDRESS INTERIM NEEDS OF THE INGHAM COUNTY ANIMAL CONTROL AND SHELTER

WHEREAS, the Ingham County Animal Control and Shelter (ICACS) is experiencing a period of transition; and

WHEREAS, the Board of Commissioners wishes to ensure continuity of services to the greatest extent possible; and

WHEREAS, additional needs during this time may include hiring of temporary employees, contracting with veterinarians and additional expenditures; and

WHEREAS, funds are available in the personnel budget due to currently vacant positions.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners authorizes the hiring of temporary employees, entering into additional contracts with veterinarians, and any additional expenditures as deemed necessary by the interim Animal Control Director through December 2018.

BE IT FURTHER RESOLVED, that the Controller/Administrator is authorized to make any necessary budget adjustments consistent with this resolution.

BE IT FURTHER RESOLVED, that the Chairperson of the Board of Commissioners is hereby authorized to sign any necessary contract documents on behalf of the County after review and approval as to form by the County Attorney.
TO: Law & Courts and Finance Committee

FROM: Teri Morton, Deputy Controller

DATE: August 6, 2018

SUBJECT: Resolution to discontinue Whisker Wednesdays and replace it with other promotions
For the meeting agendas of August 16 and 22

BACKGROUND
The Ingham County Animal Control and Shelter (ICACS) has been offering free cat adoptions and half price dog adoptions on Wednesdays since June 1, 2012; this “Whisker Wednesdays” promotion was made permanent by resolution #13-023 on January 22, 2013. The Whisker Wednesday promotion was started at a time when the euthanasia rate at the shelter was much higher than now. ICACS staff believes that this free/half off adoption discount is no longer necessary or appropriate, and believe occasional promotions done to target the shelter’s current animal population will be more effective. For example, if the shelter is very full with kittens, we could run a special on kitten adoptions. These targeted promotions will be designed to be revenue neutral or positive when compared to revenue lost due to free or half price adoptions on Whisker Wednesday.

ALTERNATIVES
ICACS could continue the Whisker Wednesdays promotion.

FINANCIAL IMPACT
The targeted promotions that will replace Whisker Wednesdays will be designed to be revenue neutral or positive when compared to revenue lost due to free or half price adoptions on Whisker Wednesdays.

OTHER CONSIDERATIONS
None.

RECOMMENDATION
Based on the information presented, I respectfully recommend approval of the attached resolution to discontinue Whisker Wednesdays and allow for other adoption promotions tailored to the mix of animals in the shelter at the shelter staff’s discretion.

cc: Sgt. Andrew Daenzer
    Kate Turner
Introduced by the Law & Courts and Finance Committees of the:

INGHAM COUNTY BOARD OF COMMISSIONERS

RESOLUTION TO DISCONTINUE WHISKER WEDNESDAYS
AND REPLACE THEM WITH OTHER ADOPTION PROMOTIONS

WHEREAS, the Ingham County Board of Commissioners authorized the Whisker Wednesdays pilot project in May of 2012 and made Whisker Wednesdays permanent in January 2013; and

WHEREAS, the Whisker Wednesdays promotion reduced dog adoptions to half price and made cat adoptions free on Wednesdays; and

WHEREAS, this promotion was begun at a time when the euthanasia rate at the Ingham County Animal Control and Shelter (ICACS) was much higher than it is now; and

WHEREAS, in the assessment of ICACS staff, other adoption promotions tailored to the shelter population will be more appropriate and effective in promoting adoptions and reducing shelter crowding; and

WHEREAS, the targeted promotions that will replace Whisker Wednesdays will be designed to be revenue neutral or positive when compared to revenue lost due to free or half price adoptions on Whisker Wednesdays.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners approves discontinuing Whisker Wednesdays effective September 1, 2018 and authorizes ICACS staff to run replacement promotions based on the shelter’s animal population at the shelter staff’s discretion.
TO: Law & Courts Committee
FROM: Teri Morton, Deputy Controller
DATE: August 8, 2018
SUBJECT: Change in Animal Control Shelter hours of operation
For the meeting agenda of August 16

BACKGROUND
After passage of the Animal Control Millage, Ingham County Animal Control and Shelter (ICACS) expanded shelter hours from five days per week to seven days per week by adding Sunday and Monday hours. The shelter also expanded Wednesday hours by changing closing time from 6:00 PM to 7:00 PM.

Analysis of shelter usage including numbers of visitors, adoptions, redemptions, etc. has indicated that despite concerted efforts to educate the public about the expanded hours and over one year with the new schedule, Sunday activities at the shelter are below those of other days (see attached statistics). Also, although the shelter experienced some traffic after 6:00 PM on Wednesdays during the summer, it has been very slow on Wednesday evenings in the fall and winter.

Another issue related to implementing adoptions on Sunday is that in order to finalize adoptions, an Animal Shelter Clerk must often call veterinarian offices and rental offices for information verification, and these offices are typically not open on Sundays.

Additionally, the change to being open on Sundays has negatively affected staff morale. Staff that were not formally required to work on Sundays have attributed this change as having a negative effect on their home life. Staff that have always worked on Sundays have missed having a day where the shelter is closed to the public so they can catch up on “back of the house” tasks. The change to a seven day per week operation has also caused existing Animal Control Officers (ACO) and management staff to be spread too thin across the increased hours of operation.

For all of these reasons, ICACS proposes eliminating Sunday shelter hours and closing at 6:00 PM on Wednesdays between Labor Day and Memorial Day. The shelter also proposes eliminating Sunday ACO patrol hours (added in June of 2017), but expanding ACO hours to later in the evening on Tuesdays. Although this is a decrease in shelter hours, it does provide six days a week that the shelter is open compared to five days per week prior to passage of the Animal Control millage. It is proposed that shelter and ACO hours change beginning October 7, 2018.

Changing shelter hours was a discussion item at the June 14, 2018 Law and Courts Committee, at which time the committee referred the issue to the Animal Control Advisory Committee. The Advisory Committee recommended that Sunday hours be eliminated at its meeting on July 23.

ALTERNATIVES
ICACS could maintain its current seven day per week schedule.
FINANCIAL IMPACT
Financial impact of the schedule change is expected to be minimal. Some minimal expense for signage showing the new hours will be incurred. Since adoption numbers on Sundays were low, we believe we will make up these adoptions on other days.

OTHER CONSIDERATIONS
There are no statutory requirements related to this proposed hours change.

RECOMMENDATION
Based on the information presented, I respectfully recommend approval of the attached resolution to support this schedule change.

cc: Sgt. Andy Daenzer
    Kate Turner
% INGHAM COUNTY ANIMAL CONTROL AND SHLETER STATISTICS 
TIME PERIOD: 6/15/17-5/16/18

<table>
<thead>
<tr>
<th></th>
<th>Average Calls per hour</th>
<th>Average Complaints</th>
<th>Average Visitors per hour</th>
<th>Adoptions per day</th>
<th>RTO's per day</th>
<th>Intakes per day</th>
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</thead>
<tbody>
<tr>
<td>Monday</td>
<td>5.58</td>
<td>7.40</td>
<td>3.69</td>
<td>2.59</td>
<td>1.49</td>
<td>5.71</td>
</tr>
<tr>
<td>Tuesday</td>
<td>5.86</td>
<td>8.56</td>
<td>3.21</td>
<td>3.43</td>
<td>1.65</td>
<td>8.05</td>
</tr>
<tr>
<td>Wednesday</td>
<td>5.10</td>
<td>11.41</td>
<td>4.00</td>
<td>7.55</td>
<td>2.08</td>
<td>8.16</td>
</tr>
<tr>
<td>Thursday</td>
<td>4.43</td>
<td>10.46</td>
<td>3.39</td>
<td>2.79</td>
<td>1.49</td>
<td>5.73</td>
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<tr>
<td>Friday</td>
<td>4.65</td>
<td>10.59</td>
<td>5.08</td>
<td>3.24</td>
<td>1.30</td>
<td>6.94</td>
</tr>
<tr>
<td>Saturday</td>
<td>4.19</td>
<td>6.47</td>
<td>6.68</td>
<td>6.53</td>
<td>0.94</td>
<td>7.06</td>
</tr>
<tr>
<td>Sunday</td>
<td>3.15</td>
<td>4.51</td>
<td>3.35</td>
<td>3.00</td>
<td>1.05</td>
<td>3.38</td>
</tr>
</tbody>
</table>
Agenda Item 3c

Introduced by the Law & Courts Committee of the:

INGHAM COUNTY BOARD OF COMMISSIONERS

RESOLUTION TO CHANGE THE HOURS OF OPERATION
OF THE INGHAM COUNTY ANIMAL CONTROL SHELTER AND SHELTER

WHEREAS, Ingham County Animal Control and Shelter (ICACS) expanded hours by adding Sunday and Monday hours and staying open later on Wednesdays after passage of the Animal Control Millage; and

WHEREAS, usage of the shelter on Sundays and on Wednesday evenings in the winter has been minimal; and

WHEREAS, being open on Sundays and seven days per week has had negative operational, personnel, and managerial impacts.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners hereby approves a change in ICACS shelter hours as follows effective October 7, 2018:

From:

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuesday</td>
<td>noon to 6:00 PM</td>
</tr>
<tr>
<td>Wednesday</td>
<td>noon to 7:00 PM</td>
</tr>
<tr>
<td>Thursday through Monday</td>
<td>11:00 AM to 4:00 PM</td>
</tr>
<tr>
<td>County Holidays</td>
<td>Closed</td>
</tr>
</tbody>
</table>

To:

<table>
<thead>
<tr>
<th>Day</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>11:00 AM to 4:00 PM</td>
</tr>
<tr>
<td>Tuesday</td>
<td>noon to 6:00 PM</td>
</tr>
<tr>
<td>Wednesday</td>
<td>noon to 7:00 PM summer – noon to 6:00 PM winter</td>
</tr>
<tr>
<td>Thursday through Saturday</td>
<td>11:00 AM to 4:00 PM</td>
</tr>
<tr>
<td>Sunday</td>
<td>Closed</td>
</tr>
<tr>
<td>County Holidays</td>
<td>Closed</td>
</tr>
</tbody>
</table>
TO:       Board of Commissioners, Law & Courts and Finance Committees
FROM:    Rick Terrill, Facilities Director
DATE:    August 3 2018
SUBJECT: Resolution to authorize an agreement to furnish and install a new detention control panel in the Ingham County Jail
         For the meeting agendas of: August 16 & 22

BACKGROUND
In 2010, Grand Valley Automation, Inc. installed an I/NET access control and Stentofon IP Intercom system in the Jail, replacing the previous manual/toggle switch control panel. With this new system, the Jail has experienced continuing operational problems; efforts to fix these problems have been unsuccessful forcing the need for new detention control panels.

Cornerstone Detention Product, Inc. submitted the lowest total turnkey cost bid amount of $142,930.00 to furnish and install new detention control panels in selected open posts as well as on the Field Services gate, provide operator training and support, provide maintenance services 24 hours a day, 7 days a week as well as warranty the new panel for (2) two years. The Facilities Department would like to purchase an additional (2) two year warranty for a cost of $36,480.00.

ALTERNATIVES
There are no alternatives to this request.

FINANCIAL IMPACT
The Facilities Department is requesting a $30,000.00 contingency for any unforeseen circumstances that may arise bringing the total not to exceed project cost to $209,410.00.

Funds are available in line item #245-31199-976000-8FC28, an expenditure account. The funding source will be fund balance from general fund.

STRATEGIC PLANNING IMPACT
This resolution supports the goals and strategies which address our service to the community and employees alike, providing for their safety and security while present in our buildings.

OTHER CONSIDERATIONS
There are no other considerations for this request.

RECOMMENDATION
Based on the information presented, the Facilities Department requests approval of the attached resolution for an agreement with Cornerstone Detention Product, Inc. to furnish and install new detention control panels in selected open posts as well as on the Field Services gate, provide operator training and support, provide maintenance services 24 hours a day, 7 days a week, warranty the new panel for (2) two years as well as the purchase of an additional (2) two year warranty.
TO:       Rick Terrill, Facilities Director  
FROM:     James Hudgins, Director of Purchasing  
DATE:     July 3, 2018  
RE:       Memorandum of Performance for RFP No. 118-18: Detention Control Panel for the Ingham County Jail

Per your request, the Purchasing Department sought proposals from qualified and experienced vendors for the purpose of entering into a contract to furnish and install a detention control panel, including maintenance and operator training, support and other related miscellaneous items for the Ingham County Jail. Vendors were asked to provide costs for a complete turnkey solution for the project.

The Purchasing Department can confirm the following:

<table>
<thead>
<tr>
<th>Function</th>
<th>Overall Number of Vendors</th>
<th>Number of Local Vendors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vendors invited to propose</td>
<td>63</td>
<td>7</td>
</tr>
<tr>
<td>Vendors attending pre-bid/proposal meeting</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>Vendors responding</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

A summary of the vendors’ costs is on the next page.

A preconstruction meeting will be required prior to commencement of work since the construction cost exceeds $10,000. Please make sure the Purchasing Department is invited and able to attend the preconstruction meeting to ensure that all contractors comply with the Prevailing Wage Policy and proper bonding.

You are now ready to complete the final steps in the process: 1) evaluate the submissions based on the criteria established in the RFP; 2) confirm funds are available; 3) submit your recommendation of award along with your evaluation to the Purchasing Department; 4) write a memo of explanation; and, 5) prepare and submit a resolution for Board approval.

This Memorandum is to be included with your memo and resolution submission to the Resolutions Group as acknowledgement of the Purchasing Department’s participation in the purchasing process.

If I can be of further assistance, please do not hesitate to contact me by e-mail at jhudgins@ingham.org or by phone at 676-7309.
### SUMMARY OF COST

<table>
<thead>
<tr>
<th>Vendor Name</th>
<th>Local Pref</th>
<th>Base Bid</th>
<th>Alternate 1</th>
<th>Alternate 2</th>
<th>Alternate 3</th>
<th>Alternate 4</th>
<th>Base Bid + Alternates</th>
<th>Additional Warranty Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cornerstone Detention Products</td>
<td>No, Washington, MI</td>
<td>$197,470.00</td>
<td>$31,200.00</td>
<td>$17,950.00</td>
<td>$26,290.00</td>
<td>$17,950.00</td>
<td>$290,860.00</td>
<td>$91,200.00</td>
</tr>
</tbody>
</table>

Alternate: Total turnkey cost to supply, install, train, provide 24/7/365 maintenance, and warranty. New detention control panel.

### POST BID ADDENDUM NO. 1

A post bid addendum was issued to request that the vendor provide costs to furnish all labor, materials, tools, equipment, permit fees, bonds, insurance, and services necessary to perform and complete the work as described below.

1. Eliminate Posts 2, 4 and 9 from the Base Bid. The Base Bid will now consist of Posts 1, 5, 6, 7, 8 and the Field Services Gate.

   Turnkey Cost to Supply, Install, Train, Provide 24/7/365 Maintenance, and Warranty New Detention Control Panel in Posts 1, 5, 6, 7, 8 & the Field Services Gate ................................. $142,930.00

2. Reduce the additional warranty from five (5) years to two (2) years.

   Total Cost for Additional 2-Year Warranty .................................................. $36,480.00
INHAM COUNTY BOARD OF COMMISSIONERS

RESOLUTION TO AUTHORIZE AN AGREEMENT TO FURNISH AND INSTALL A NEW DETENTION CONTROL PANEL IN THE INGHAM COUNTY JAIL

WHEREAS, in 2010 Grand Valley Automation, Inc. installed an I/NET access control and Stentofon IP Intercom system in the Jail, replacing the previous manual/toggle switch control panel; and

WHEREAS, with this new system, the Jail has experienced continuing operational problems; and

WHEREAS, efforts to fix these problems have been unsuccessful forcing the need for a new detention control panel; and

WHEREAS, Cornerstone Detention Product, Inc. submitted the lowest total turnkey cost bid amount of $142,930.00 to furnish and install new detention control panels in selected open posts as well as on the Field Services gate, provide operator training and support, provide maintenance services 24 hours a day, 7 days a week as well as warranty the new panel for (2) two years; and

WHEREAS, the Facilities Department would like to purchase an additional (2) two year warranty for a cost of $36,480.00; and

WHEREAS, the Facilities Department is requesting a $30,000.00 contingency for any unforeseen circumstances that may arise with this type of project bringing the total not to exceed project cost to $209,410.00; and

WHEREAS, funds will be transferred from the unrestricted balance in the general fund to line item #245-31199-976000-8FC28.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners authorizes an agreement with Cornerstone Detention Product, Inc. 12700 31 Mile Road, Washington, Michigan, 48095, who submitted the lowest total turnkey cost bid amount of $142,930.00 to furnish and install new detention control panels in selected open posts as well as on the Field Services gate, provide operator training and support, provide maintenance services 24 hours a day, 7 days a week, warranty the new control panel for (2) two years, the purchase of an additional (2) year warranty which costs $36,480.00, as well as the requested $30,000.00 contingency, bringing the total not to exceed cost to $209,410.00.

BE IT FURTHER RESOLVED, that the Controller/Administrator is authorized to make any necessary budget adjustments.

BE IT FURTHER RESOLVED, that the Chairperson of the Board of Commissioners is hereby authorized to sign any necessary contract documents on behalf of the County after review and approval as to form by the County Attorney.
TO: Board of Commissioners Law and Courts and Finance Committees
FROM: Lance Langdon
DATE: August 7, 2018
SUBJECT: Resolution Authorizing interpretation services with Voiance and Language Line
For the meeting agendas of August 16 and 22, 2018

BACKGROUND
9-1-1 Center staff requires the use of language interpretation services to process calls from non-English speaking people that call for assistance from 9-1-1 or in non-emergent matters. Currently we use Language Line for this service at a cost of several dollars per minute for their interpretations. Voiance is another 9-1-1 interpretation provider that provides these same services at less than one dollar per minute. I have checked with a 9-1-1 customer that has a much greater volume of calls that need interpretation than we do and they are very pleased with the service provided.

With the center we do attempt to have redundancy to the systems we use. We currently have only one provider and adding Voiance will provide not only a savings but a second option if we are not able to reach a specific vendor. It would be my intent to contract with Voiance on a trial basis that allows for us to do an evaluation of their services with an opt-out if they do not meet our needs or to continue as they do. We would also maintain Language Line, as their fees are per minute, if we do not use them there would be no charge that month.

ALTERNATIVES
We can continue to use only Language Line and pay from 2-4 dollars per minute more for their services. Language Line has also been known for problems with their billing on a regular basis with errors that take a great deal of time to resolve.

FINANCIAL IMPACT
We should see a savings in our interpretation costs. A look at our April bill from Language Line and the rates from Voiance appears to reduce our cost by about 2/3 for that month.

STRATEGIC PLANNING IMPACT
This resolution supports the overarching long-term objective of supporting employees in providing improved exemplary service to our community.

OTHER CONSIDERATIONS
Language Line is the company used in Michigan by all centers to my knowledge. Voiance is used out of state by many centers, but up to now no one in Michigan has brought them online with them.

RECOMMENDATION
Based on the information presented, I respectfully recommend approval of the attached resolution for a contract with both Voiance and Language Line for interpretation services not to exceed $10,000.00 per year.
 Introduced by the Law & Courts and Finance Committees of the:

INGHAM COUNTY BOARD OF COMMISSIONERS

RESOLUTION AUTHORIZING LANGUAGE INTERPRETATION SERVICES CONTRACT FOR THE 9-1-1 CENTER

WHEREAS, the Ingham County Board of Commissioners operates the 9-1-1 Emergency Telephone Dispatch System through the Ingham County 9-1-1 Central Dispatch Center; and

WHEREAS, the Ingham County 9-1-1 staff use language interpretation services to assist in understanding the needs of our non-English speaking customers; and

WHEREAS, the 9-1-1 Center currently uses Language Line for these services; and

WHEREAS, the 9-1-1 Director has identified a new company Voiance, to provide these services with a substantial cost savings to the county; and

WHEREAS, the 9-1-1 Center requires these services and the Director wishes to enter into a contract with Voiance to supply language interpretation, in addition to Language Line, as a service provider.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners hereby authorizes contracts for language interpretation services for the 9-1-1 Dispatch Center with Voiance and Language Line in an amount not exceed $10,000.00 per year.

BE IT FURTHER RESOLVED, that the Chairperson of the Board of Commissioners is hereby authorized to sign any necessary contract documents on behalf of the County after review and approval as to form by the County Attorney.
Agenda Item 5b

TO: Board of Commissioners Law and Courts and Finance Committees
FROM: Lance Langdon
DATE: August 7, 2018
SUBJECT: Resolution Authorizing purchase and replacement of 9-1-1 Training Workstations
For the meeting agendas of August 16 and 22, 2018

BACKGROUND

9-1-1 Center staff requires a great deal of training for their initial training as well as updated training as required software and programs are updated. Our training room is used for this training on a regular basis in addition to being used for overflow staffing needs as events occur around the county. These workstations are also used by staff if another workstation is out of service for some reason.

When the Center opened in 2012 the training room was equipped with workstations from the old Lansing center. This was done to lessen the costs with the building and consolidation. These workstations do not allow for the staff to work without a great deal of difficulty in changing computer configurations as they are not designed similarly with the monitor configurations. Additionally, these workstations have failing parts that are no longer available.

Replacement of these workstations was approved in the 2018 CIP budget for the Center.

ALTERNATIVES

We can continue to use the workstations that are failing and do not meet our needs, making it difficult for staff to move when needed between the two work areas.

FINANCIAL IMPACT

We submitted and were approved for $80,000.00 to make this replacement and I believe we will be well under the approved amount to complete the project. I have requested the entire amount be approved with a large contingency, as in moving and changing some of the computer and phone equipment/parts additional costs will be incurred.

STRATEGIC PLANNING IMPACT

This resolution supports the overarching long-term objective of supporting employees in providing improved exemplary service to our community.

OTHER CONSIDERATIONS

The project will have costs to disconnect and reconnect our phone equipment and is part of the expected contingency costs. The vendor that does our work for this is Carousel.

RECOMMENDATION

Based on the information presented, I respectfully recommend approval of the attached resolution for the replacement of the workstations by Russ Bassett and FD Hayes for electrical changes/needs.
Introduced by the Law & Courts and Finance Committees of the:

INGHAM COUNTY BOARD OF COMMISSIONERS

RESOLUTION AUTHORIZING REPLACEMENT OF THE TRAINING ROOM CONSOLES FOR THE 9-1-1 CENTER

WHEREAS, the Ingham County Board of Commissioners operates the 9-1-1 Emergency Telephone Dispatch System through the Ingham County 9-1-1 Central Dispatch Center; and

WHEREAS, the Ingham County 9-1-1 administration has requested and was approved in our 2018 budget, for a CIP project in the amount of $80,000.00, to replace the existing workstations in the Center’s training room to make them consistent with the call center workstation design; and

WHEREAS, the replacement of these workstations will require the services of an electrician to modify the electrical configuration of the workstations; FD Hayes has provided a quote in the amount of $6,170.00; and

WHEREAS, the current vendor Russ Bassett has provided a quote to replace the current work stations which were brought to the consolidated center from the Lansing 9-1-1 Center, in the amount of $59,193.58; and

WHEREAS, the removal, installation and connections of the equipment may have some unforeseen additional equipment or labor needed to complete the project for these workstations. It is requested that the remaining approved funds be held for contingency needs to complete this project.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners hereby authorizes contracts for the replacement of 9-1-1 Center Training Room workstations with Russ Bassett and FD Hayes in an amount not exceed $80,000.00.

BE IT FURTHER RESOLVED, that the Chairperson of the Board of Commissioners is hereby authorized to sign any necessary contract documents on behalf of the County after review and approval as to form by the County Attorney.
To: Law and Courts, Finance and County Services Committee

From: Lance Langdon, Director 9-1-1

Date: August 7, 2018

Topic: Center Update for L&C Aug 16, 2018 Meetings

Our focus remains on staffing, locating, hiring and maintaining our staff. We currently have eight openings, with ongoing hiring processes and background investigations taking place as I write this update. We have fifty (50) of the fifty-eight (58) Dispatcher positions filled. We have stopped hiring the Call Taker positions as we found that they caused issues in staffing and training.

Of those that we hired in 2017, they reported hearing of the jobs with us from the following:

<table>
<thead>
<tr>
<th>Source</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>4- Ingham County web site</td>
<td></td>
</tr>
<tr>
<td>1- 9-1-1 Staff Member</td>
<td></td>
</tr>
<tr>
<td>3- Family Member</td>
<td></td>
</tr>
<tr>
<td>2- Friends</td>
<td></td>
</tr>
<tr>
<td>2- Indeed site</td>
<td></td>
</tr>
<tr>
<td>2- Public Safety Partners</td>
<td></td>
</tr>
<tr>
<td>1- Michigan Talent Bank</td>
<td></td>
</tr>
<tr>
<td>1- Lansing State Journal</td>
<td></td>
</tr>
<tr>
<td>1- Intranet</td>
<td></td>
</tr>
</tbody>
</table>

We are still seeing limited follow through on applicants. In 2017 we had 519 applicants with 458 of them meeting the minimum requirements to be invited to testing. Of the 458 people invited only 210 of them actually came and were tested. Of those tested, 86 were invited for our oral board interview and 29 were then sent for background investigations. Of those that went to backgrounds, 17 were hired.

With our retention of staff we have found the following:

<table>
<thead>
<tr>
<th>Year</th>
<th>Hired</th>
<th>Still on Staff</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>8</td>
<td>7</td>
<td>87%</td>
</tr>
<tr>
<td>2017</td>
<td>17</td>
<td>11</td>
<td>64%</td>
</tr>
<tr>
<td>2016</td>
<td>22</td>
<td>2</td>
<td>9%</td>
</tr>
<tr>
<td>2015</td>
<td>20</td>
<td>4</td>
<td>20%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year</th>
<th>Hired</th>
<th>Still on Staff</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>6</td>
<td>1</td>
<td>16%</td>
</tr>
<tr>
<td>2013</td>
<td>27</td>
<td>5</td>
<td>18%</td>
</tr>
<tr>
<td>2012</td>
<td>1</td>
<td>0</td>
<td>0%</td>
</tr>
<tr>
<td>2012 Opening</td>
<td>53</td>
<td>27</td>
<td>50%</td>
</tr>
</tbody>
</table>

Of all employees that have left the following reasons were given:

<table>
<thead>
<tr>
<th>Reason</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>41-Failed Training</td>
<td></td>
</tr>
<tr>
<td>5 – Retired</td>
<td></td>
</tr>
<tr>
<td>13 - Personal Reasons</td>
<td></td>
</tr>
<tr>
<td>3 - Terminated</td>
<td></td>
</tr>
<tr>
<td>11- Left for other jobs</td>
<td></td>
</tr>
<tr>
<td>14- Unhappy with hours</td>
<td></td>
</tr>
<tr>
<td>2 – Other</td>
<td></td>
</tr>
</tbody>
</table>
With this we have not found a way to attract good applicants to the center. We did try billboards with a social media component but none of those hired indicated that they heard of our job there. As a result, we only used the first half of the contract for the billboards, and have not implemented the second half of the contract.

We have released an RFP for a recruiting firm. These were received last week and I am evaluating the proposals from 7 bidders. I may have more to report when I attend your meeting next week.

We are well into our staff training with the contract you approved with the Cardinal Group. The training is for all staff, top to bottom. Expectations have been set for the Executive Team and Supervisors, with the Dispatcher expectations in review with Cardinal Group staff this week. These will be finalized and presented to all staff so that there is a clear expectation of what is expected from everyone at all levels.

The training has resulted in our reworking our center’s mission statement, and using it as a basis for all we do here at the center. Our new mission statement is; “Provide exemplary service, safeguard life and well-being, align resources with those in need.” We are stressing with all staff that what we do must align with this mission from the top down.

Comments from staff in reviews and comments on the training include the following:

- “The course and what they deliver not only comes from an in-depth knowledge of the material but also comes from experience and lessons learned – they live it.”
- “Best training I’ve attended. Realize where I need to change personally to grow the team and how to fundamentally change and establish the foundation.”
- “No gaps and no fluff- start to finish information packed with discussion and exercises to emphasize the material learned and to build on.”
- “All topics were relevant to my improved job performance.”
- “Like the fact that their agency went through the same problems.”
- “I really enjoyed this. It took me out of my negative slump. I am inspired.”
- “Very useful.”
- “Learned a lot from instructors and fellow employees.”
- “Very pertinent.”
- “Appreciated they had prior knowledge of our center.”
- “I loved how it was formed to our center- our needs. Building our center and sharing the commitment to it. Trust, conflict and the role of us.”
- “Great having someone with dispatch background teaching dispatchers.”
- “Attributes of unhealthy culture. For me I felt like this drudged up a lot of bad feelings instead of moving forward.”
- “I think that each subject was important but sometimes was bogged down or slowed down by other discussions.”
- “I think the training was spot on and contained all necessary information related to our center issues.”
- “Relative to work & home life”
- “Long lecture periods in general… hard to stay awake.”
Overtime is still an issue that staff must deal with as we remain shorthanded. While we have 8 openings with our most recent hires, there are 19 today needing training at some level. Last month we had two Dispatchers finish their fire training and are now fully trained. We have focused over the last several months to advance current staff’s training to allow more flexibility in staffing as we bring new staff members on board.

Our recognition committee has been busy and I feel is a good success. We have had two awards sessions with the following awards given:

<table>
<thead>
<tr>
<th>Name</th>
<th>Award Description</th>
<th>Name</th>
<th>Award Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trisha G.</td>
<td>Customer Service Award</td>
<td>Rick C.</td>
<td>Above and Beyond</td>
</tr>
<tr>
<td>Brittnei T.</td>
<td>Lifesaving</td>
<td>Cathy D.</td>
<td>Humanitarian Award</td>
</tr>
<tr>
<td>Craig B.</td>
<td>Best Partner</td>
<td>Cheryl P.</td>
<td>Above and Beyond</td>
</tr>
<tr>
<td>Kristy S.</td>
<td>Best Partner</td>
<td>Diana S.</td>
<td>Best Partner</td>
</tr>
<tr>
<td>Cody P.</td>
<td>Lifesaving</td>
<td>Eric B.</td>
<td>Teamwork</td>
</tr>
<tr>
<td>Kendra W.</td>
<td>Lifesaving</td>
<td>Trisha G.</td>
<td>Above and Beyond</td>
</tr>
<tr>
<td>Scott C.</td>
<td>Above and Beyond</td>
<td>Alex B.</td>
<td>Customer Service</td>
</tr>
<tr>
<td>Victoria W.</td>
<td>Above and Beyond</td>
<td>Elizabeth B.</td>
<td>Teamwork</td>
</tr>
<tr>
<td>Cassie G.</td>
<td>Above and Beyond</td>
<td>Lauren C.</td>
<td>Lifesaving</td>
</tr>
<tr>
<td>Chris T.</td>
<td>Above and Beyond</td>
<td>Chris T.</td>
<td>Above and Beyond</td>
</tr>
<tr>
<td>Bobbie B.</td>
<td>Above and Beyond</td>
<td>Rick C.</td>
<td>Teamwork</td>
</tr>
<tr>
<td>Rick C.</td>
<td>Above and Beyond</td>
<td>Terese C.</td>
<td>Teamwork</td>
</tr>
<tr>
<td>Kristen F.</td>
<td>Above and Beyond</td>
<td>Bobbie B.</td>
<td>Teamwork</td>
</tr>
<tr>
<td>Rick C.</td>
<td>Above and Beyond</td>
<td>Lisa H.</td>
<td>Teamwork</td>
</tr>
<tr>
<td>Dave S.</td>
<td>Above and Beyond</td>
<td>Skye R.</td>
<td>Teamwork</td>
</tr>
<tr>
<td>Brittnei T.</td>
<td>Above and Beyond</td>
<td>Diana S.</td>
<td>Teamwork</td>
</tr>
<tr>
<td>Victoria W.</td>
<td>Above and Beyond</td>
<td>Stacy H.</td>
<td>Teamwork</td>
</tr>
<tr>
<td>Craig P.</td>
<td>Above and Beyond</td>
<td>Tacuma C.</td>
<td>Teamwork</td>
</tr>
<tr>
<td>Jim C.</td>
<td>Above and Beyond</td>
<td>Victoria W.</td>
<td>Teamwork</td>
</tr>
<tr>
<td>Leah H.</td>
<td>Above and Beyond</td>
<td>Jim C.</td>
<td>Teamwork</td>
</tr>
<tr>
<td>Scott C.</td>
<td>Above and Beyond</td>
<td>Sherry L.</td>
<td>Teamwork</td>
</tr>
<tr>
<td>Julia J.</td>
<td>Above and Beyond</td>
<td>Julia J.</td>
<td>Teamwork</td>
</tr>
<tr>
<td>Chris T.</td>
<td>Above and Beyond</td>
<td>Cassie G.</td>
<td>Teamwork</td>
</tr>
<tr>
<td>Eric B.</td>
<td>Above and Beyond</td>
<td>Chris T.</td>
<td>Teamwork</td>
</tr>
<tr>
<td>Cody P.</td>
<td>Rookie of the Year</td>
<td>Melissa H.</td>
<td>Teamwork</td>
</tr>
<tr>
<td>Eric B.</td>
<td>Employee of the Year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ruth R.</td>
<td>Teamwork</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stacy H.</td>
<td>Teamwork</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stacy H.</td>
<td>Above and Beyond</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Our recognition committee has also done some events to make work a bit more fun with a Popsicle Day, Barbeque Lunch Day, Pie Day, Police Appreciation Week, and Cake Day this week.

We also had a celebration for Telecommunicator week with fun and food for all.

A special note for our Supervisor Amanda who also put a program together with games and prizes for Shark Week last month.
I believe I can report that we are moving well in the right direction, as we finish up the remaining training for the Management Team and lay out the expectations for all to keep us moving forward. We will then roll out our quality assurance to help move staff forward toward our mission.

The last item I have to report on is our SNC report. It has been finalized and completed with a copy attached. We only had two very minor issues that have or need to be addressed. The only outstanding recommendation was changes to our website.
June 14, 2018

Mr. Lance Langdon  
Ingham County 911 Central Dispatch Center  
710 East Jolly Rd  
Lansing, MI 48413

Dear Mr. Langdon:

Enclosed is a signed copy of the final report of the 911 Compliance Review of Ingham County. This review was approved by the State 911 Committee (SNC) on June 13, 2018.

Based on the information that was supplied to the review team, the overall final findings of Ingham County 911 operations are favorable and in compliance with the requirements of PA 32 (as amended) at this time. You will find several recommendations listed within the summary of the PSAP and in the closing comments of the report.

Thank you for your assistance during this review. Please express our gratitude to the employees of Ingham County 911 Central Dispatch Center for their cooperation during the review period, and for the service they provide to the citizens and visitors of Ingham County through a quality 911 program. If you have any questions regarding this report or any other issues, please contact me at 517-284-3030 or via e-mail at stephensl5@michigan.gov.

Sincerely,

Lyndsay Stephens  
Compliance Review Analyst  
State 911 Office
Ingham County Review

At the March 2003 meeting of the State 911 Committee (SNC), the SNC voted to conduct random compliance reviews of 911 expenditures of Michigan counties. These reviews would be for expenditures of funds which are generated through the provisions of the amended 911 Act, Public Act No. 32 of 1986. County 911 revenues include state surcharge revenues distributed to counties through the State 911 Fund, revenues collected through the county 911 surcharges on phones, and dispatcher training funds distributed to primary public safety answering points (PSAPs).

At the December 2004 meeting of the State 911 Committee (SNC), the SNC voted to extend compliance reviews of 911 expenditures to Michigan counties "by request." These reviews would be for expenditures of funds generated through the provisions of the amended 911 Act, Public Act No. 32 of 1986. These voluntary by request reviews must come through proper channels and require an affirmative vote of the SNC to proceed. County 911 revenues include revenues distributed to counties through the State 911 Fund, revenues collected through county 911 surcharge on phones, and dispatcher training funds distributed to primary public safety answering points (PSAPs).

On November 7, 2017, the SNC Certification Subcommittee randomly selected Ingham County for a compliance review. Subcommittee members Robert Stewart, Victor Martin, Ron Bonneau, Tim Smith, and Lyndsay Stephens were named to the Ingham County review team by the chair. Ron Bonneau resigned from the subcommittee prior to the site visit, so Chris Izworski joined this review team. The years 2014, 2015, and 2016 were the time period focus for the review.

On November 7, 2017, a letter advising Ingham County of its review was sent to 911 Director Lance Langdon. The letter requested the following information from Ingham County:

- Copy of the County 911 plan (and any amendments).
- Copy of the most current policies and procedures for Ingham County PSAP.
- Revenue journal entries and general ledger information for accounts associated with State and local 911 fee funds.
- Copies of independent audits for 2014, 2015, and 2016 for the funds collected under P.A. No. 32.
- Copies of wireless training funds, revenue journal entries and expenditures, and completed State 911 Committee 510s from 2012-2016 for the Ingham County Central Dispatch.
- Name of a contact person to serve as coordinator for this review.

Ingham County was given a deadline of December 5, 2017. Mr. Langdon requested an extension early on while gathering the information as the county was going through a financial audit. The deadline was extended to December 31, 2017. Due to an illness and still waiting for some material from the financial department, Mr. Langdon was unable to meet that deadline. He communicated with Ms. Stephens at the State 911 Office and stated he would have it by January 5, 2018. Mr. Langdon hand delivered the items to the State 911 Office on January 10, 2018. On January 11, 2018, Mr. Langdon was asked for more documentation that was needed for the dispatcher training fund portion of the review. A deadline of January 22, 2018, was given.

**Background**

Ingham County 911 Central Dispatch Center implemented Enhanced 911 in the late 1980’s and Phase II in the third quarter of 2003. Ingham County collects a local surcharge as well as a millage that was established in 1996. The current millage was renewed in November of 2017 and runs through 2021. Ingham County 911 Central Dispatch Center has applied and qualified for dispatcher training funds during each year of the review period. Ingham County has a population around 287,000 with large influxes while the colleges are in session with estimates of 45,000 during the fall and winter and 17,000 during the summer months. There are other various campus associated events that will cause a large influx in the population such as sporting events and festivals throughout the year.

In 2012, Ingham County consolidated its two PSAPs to become Ingham County 911 Central Dispatch. Ingham County 911 Central Dispatch is a department within the County of Ingham. Ingham County 911
Central Dispatch has a 911 advisory board that communicates with the director. The advisory board is made of up 11 members. The advisory board is scheduled to meet the third Thursday of the month. The chair of the board is elected yearly and switches between a fire and law enforcement representative.

The move into the current location took place after the consolidation and construction of the F3 rated building. The non-shared building of 3,100 square feet was built in 2011 with 911 funds. There are 18 full consoles. There are five call taker positions, two supervisor positions, five police dispatch positions, two fire and EMS positions, and four consoles in the training room which is attached to the dispatch center. The training room consoles also serve as a backup PSAP for Eaton County.

Ingham County 911 Central Dispatch is currently going through a reorganization period. They have a Director, System Services Manager, Staff Services Manager, Administrative Assistant, 58 dispatchers, and 8 supervisors. They currently have seven open dispatch positions and two open supervisor positions. The dispatchers and supervisors work six (6) twelve hour shifts and one (1) eight hour shift. With the current staff shortage the employees are being mandated four (4) hours overtime on their scheduled eight hour day. Minimum staffing is 11 dispatchers and one supervisor. However, from 3am – 8am, the supervisor may authorize a reduced staff of ten dispatchers and one supervisor. It is mandatory to have at least one supervisor working at all times. All dispatchers belong the Capital City Labor Program, Inc. (CCLP) union and the supervisors belong to Command Officers Association of Michigan (COAM) union.

**County 911 Revenue**

**Revenue to the County for 911:**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>State 911 Fee 2014</td>
<td>$ 515,425.00</td>
</tr>
<tr>
<td>State 911 Fee 2015</td>
<td>$ 514,122.00</td>
</tr>
<tr>
<td>State 911 Fee 2016</td>
<td>$ 515,122.00</td>
</tr>
<tr>
<td>County 911 Surcharge Fee 2014</td>
<td>$1,207,567.97</td>
</tr>
<tr>
<td>County 911 Surcharge Fee 2015</td>
<td>$1,241,874.95</td>
</tr>
<tr>
<td>County 911 Surcharge Fee 2016</td>
<td>$1,225,410.68</td>
</tr>
<tr>
<td>General Fund Monies 2014</td>
<td>$ 0</td>
</tr>
<tr>
<td>General Fund Monies 2015</td>
<td>$ 0</td>
</tr>
<tr>
<td>General Fund Monies 2016</td>
<td>$ 0</td>
</tr>
<tr>
<td>Other Receipts 2014</td>
<td>$ 175,010.23</td>
</tr>
<tr>
<td>Other Receipts 2015</td>
<td>$154,363.38</td>
</tr>
<tr>
<td>Other Receipts 2016</td>
<td>$ 145,807.15</td>
</tr>
<tr>
<td>Millage Receipts 2014</td>
<td>$ 5,610,107.58</td>
</tr>
<tr>
<td>Millage Receipts 2015</td>
<td>$ 5,635,958.05</td>
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<tr>
<td>Millage Receipts 2016</td>
<td>$ 5,867,065.23</td>
</tr>
<tr>
<td>Operating Expenses 2014</td>
<td>$ 7,496,548.06</td>
</tr>
<tr>
<td>Operating Expenses 2015</td>
<td>$ 7,538,332.68</td>
</tr>
<tr>
<td>Operating Expenses 2016</td>
<td>$ 7,224,364.02</td>
</tr>
</tbody>
</table>
Ingham County Compliance Review

Ingham County dispatches for 14 police department which includes:

- Capital Region Airport Public Safety
- East Lansing Police
- Ingham County Sheriff
- Lansing Community College Police
- Lansing Police
- Lansing Township Police
- Leslie Police
- Mason Police
- Meridian Township Police
- Michigan Department of Natural Resources
- Michigan State Police
- Michigan State University Police
- Stockbridge Police
- Williamston Police

Bidding for the closest car is done for both emergency and non-emergency law enforcement calls.

Ingham County dispatches for 7 EMS/Ambulance Services which includes:

- Northeast Ingham Emergency Services Authority (NIESA)
- Stockbridge Area Emergency Services Authority (SAESA)
- Delhi Fire Department
- East Lansing Fire Department
- Lansing Township Fire Department
- Lansing Fire Department
- Lansing Mason Area Ambulance

Ingham County dispatches for 14 fire departments which includes:

- Delhi Fire
- Stockbridge Fire
- Leslie Fire
- Ingham Township Fire
- NIESA
- Meridian Township Fire
- Lansing Township Fire
- Leroy Township Fire
- East Lansing Fire
- Williamston Fire
- Onondaga Township Fire
- Lansing Fire
- SAESA
- Mason Fire

Break down for the type of calls recorded in Ingham County:

<table>
<thead>
<tr>
<th></th>
<th>Total Wireline 911</th>
<th>Total Wireless 911 received</th>
<th>VoIP Calls Received</th>
<th>Total Incidents Dispatched</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>27,588</td>
<td>107,268</td>
<td>278,341</td>
<td></td>
</tr>
<tr>
<td>2015</td>
<td>24,628</td>
<td>129,323</td>
<td>5,218</td>
<td>281,202</td>
</tr>
<tr>
<td>2016</td>
<td>21,201</td>
<td>136,264</td>
<td>8,578</td>
<td>262,446</td>
</tr>
</tbody>
</table>

Review Process

Upon receipt and initial review of Ingham County’s documentation, the site visit and meeting were scheduled with members of Ingham County 911 Central Dispatch Administration.

Site Visit to County- February 21, 2018

The site visit to Ingham County 911 Central Dispatch Center was held on February 21, 2018. The review team met with Director Lance Langdon and Andrea Shetenhelm from Ingham County Financial Services to go over the financial documentation for the compliance review. Bruce Gaukel the Systems Manager gave a tour of the facility, including the equipment and storage areas. Barb Davidson, the Staff Services Manager, took the team into the dispatch center to show the equipment and speak with the individual call takers and dispatchers.
Ingham County Compliance Review

Ingham County 911 Central Dispatch is currently running a Tritech Computer Aided Dispatch (CAD) in which many of the law enforcement policies can be accessed through the CAD. The call takers are all trained Emergency Medical Dispatchers (EMD) and utilize the computerized version ProQA for gathering the information that is incorporated in the CAD. Ingham County 911 Central Dispatch uses NICE software for their recording and instant playback is available at the consoles. Currently text-to-911 is not available on the consoles. However, they are working on a solution for this and hope to be up and running by summer of 2018.

The Uninterruptible Power Source (UPS) is capable of running the data center and operation center. The generator is diesel and will last 72 hours before needing to be refueled. Ingham County facility maintenance does test the system under load by running the generator for 30 minutes.

**Meeting with dispatchers**

**Call Takers**
- Cody Page 10 mon
- Kendra Wojnaroski 1 yr 3 mon
- Aimee Barajas 11 mon

**Dispatchers**
- Cassie Gaskill 12 yr 11 mon
- Stacy Harvey 19 yr 2 mon
- Kacie Henry 13 yr 6 mon
- Julia Jordan 19 yr
- Sherry Larner 19 yr 2 mon
- Diana Spottek 16 yr 2 mon
- Chris Thompson 17 yr 6 mon
- Victoria Wyskowski 9 yr 2 mon
- Kristy Sparkes 16 yr 5 mon
- Lisa Harrison 17 yr 2 mon

**Trainees**
- Elizabeth Bondarenko 3 mon
- Kelly Lehto 3 mon

**Supervisor**
- Ruth Rasdale 31 yr
- Amanda Girard 13 yr 5 mon

**Lance Langdon 6 yr**
- Bruce Gaukel 32 yr 3 mon
- Barb Davidson 16 yr

Members of the review team spoke with two of the call takes and five dispatchers during the visit. All were knowledgeable about their duties and the systems they were using. They were able to show how to pull up policies, walk through ProQA for the medical dispatching, and aware of the different functions on the 911 terminals for rebidding calls to get a phase 2 call. With the various duties they have several different resources available to them to complete their duties. There is a reference book at each console with various call out information in a flip tab, along with the information built into the CAD as well.

There were a few new employees off in the training room that had just started, in asking about the training program, he employees felt the training was adequate. The move to get everyone on the same classification level is something that appears to be a wanted change. It is encouraging to the employees we spoke with in knowing they will not have to answer phone calls for twelve hours straight. The added change and ability to switch duties partway through the shift is encouraging and helps to break up the long day for the employee. Overall, the employees seemed to be satisfied with their work and the work environment. No negative comments were made regarding management or supervision during the site visit.

**Meeting with Local Police and Fire Chiefs**

Mr. Brian Ball, the Fire Chief for Delhi Township Fire Department, made himself available as a user of both the fire and EMS side of the operations. Mr. Ball stated they have a protocol to handle issues that they may have with a dispatcher by first contacting the supervisor. If there is no response from the supervisor, their department would go up the line in the chain of command. Mr. Ball complimented both the supervisors and Mr. Langdon on their responsive and quick action to resolve issues that are brought to their attention. Mr. Ball could not think of any incidents off hand where he had to go to Mr. Langdon to resolve an issue.
Mr. Ball brought the Mutual Aid Box Alarm System (MABAS) system to the fire chiefs association and Mr. Langdon and again complimented Mr. Gaukal on how quickly he was able to get information into the CAD software especially where there are changes made to different run cards. Mr. Ball feels as though his position on the 911 Advisory Board is something that some fire chiefs could learn from. The Advisory Board has truly opened his eyes as to all the things that go on in dispatch and the amount of information they are gathering is great. Mr. Ball did speak of an incident recently where there was a six year old that was lit on fire, he called in the CISM (Crisis Intervention Stress Management) team for his team members, however, neglected to pull in the dispatchers and call takers involved. It was stressed to Mr. Ball the importance of having dispatch and call takers present at debriefings and how it can help to close gaps for both the dispatcher side as well as his team members. Many times dispatch is able to provide assistance with gaps that may be missed by those in the field as dispatchers don’t physically see what is there, they only have what they hear.

Mr. Ball also discussed how it is nice to see Ingham County 911 Central Dispatch staff participate in the many events that are being held around the county. This helps to give a face to the voice and puts his team members and dispatch on a more personal level. One of the things that has come out of the supervisors attending the battalion chief meetings that are done is a very comprehensive policy for RIT (rapid intervention team) response and the MAYDAY policy. Mr. Ball feels that the supervisors have added some great input and help to manage the way in which the fire and ems departments communicate. Being on the board helps Mr. Ball to be more aware of the issues dispatch has but this also gives a way for the fire departments to communicate problems they may have back to the dispatchers in a neutral setting.

Deputy Chief Steve Gonzalez, for the East Lansing Police Department made himself available for the group. Mr. Gonzalez stated there were bumps in the road at first for his department with the loss of personal connection when they lost their dispatchers in their building, however it has come a long way. They have a piece in their Field training Officer (FTO) program where they try to get their new officers in dispatch for a period of time so they are aware of what goes on in dispatch. Mr. Gonzalez also iterated how responsive Mr. Langdon and his team have been in the past when issues have been brought to the attention of his supervisors.

Many of the police chiefs have to go to Mr. Langdon and his staff at the beginning of the year for information for their annual reporting. Mr. Gonzalez is happy with the information on call history and metrics that the center is able to provide them with. East Lansing Police Department has a True Blue Award that was presented to Ingham County 911 Central Dispatch.

All public safety users stated their biggest issue that they have right now with the radio systems is the interoperability. Livingston and Clinton counties are both on Michigan Public Safety Communications System (MPSCS) so when there are incidents where mutual aid comes from outside counties this can become an issue. Mr. Langdon did discuss how this is something that they are currently looking into the possibility of a local surcharge to help the purchase of a new radio system.

**Ingham County 911 Central Dispatch Center Summary**

Ingham County 911 Central Dispatch is working to put together ballot language for the November 2018 election in order to increase the surcharge. The increase in the surcharge will help upgrade the radio system. Currently Ingham County uses the Harris system and are looking at the potential of going to the MPSCS radio system due to the interoperability with many of the bordering jurisdictions (Livingston, and Clinton counties).

The center has specific stations for call taker positions and dispatch positions, and Ingham County 911 Central Dispatch presently has matching classifications for those positions. However, it would like to have all its employees changed to the same classification level. A benefit to having the employees at the same classification level, would be the ability for its employees to move between different stations.
halfway through the shift. It would allow a person to start a shift in a call taker position and end in a dispatch position.

There was a lot of thought put into the safety and construction of the building. All entrances need a key card to enter and the employee entrance is inside a gated parking lot. The employees have a quiet room that has a couch and limited fitness equipment to use. There is also the ability to shut down outside air flow in the case of a chemical release, and the redundancy setup for the power to keep the center running in the event power is lost.

**County 911 Surcharge Fees**
All 911 funds received from the county distribution are remitted into a separate 911 fund which is managed by the county administrator through the finance department. Based on a single PSAP, Ingham County 911 Central Dispatch receives 100% of the state 911 fund distribution received by the county. During the years 2014, 2015, and 2016 Ingham County was collecting $0.42 local surcharge.

**State 911 Fees**
All 911 funds received from the state 911 fund distribution are remitted into a separate 911 fund which is managed by the county administrator through the finance department. Based on a single PSAP, Ingham County 911 Central Dispatch receives 100% of the state 911 fund distribution received by the county.

**Training Funds - March 20, 2018**
A review was completed of the training fund documentation submitted by Ingham County 9-1-1 regarding their use of Dispatcher Training Funds for the funding period of 2013-2017. They applied for and received funding all five years. However, training funds in the amount of $39,669.60 (2010 funds) were returned in February 2013.

Mr. Lance Langdon, Director, submitted the necessary documentation by the established deadline.

The following courses were claimed on the DTS-510 and complete documentation of expenses was not received:

- DDW 200501 – Communications Training and Evaluation Program, attended October 11-13, 2013. The receipt for the hotel in the amount of $247.77 (Bradley Richman) was not provided.
- APCO 201507A – 2015 APCO Fall Conference, attended September 23-25, 2015. The mileage reimbursement form was incorrect for Kim Miller, $204.18 was claimed and the amount reimbursed was $148.93 (a difference of $55.25).

The total amount of $303.02 that was unable to be documented will be adjusted on the DTS-510 form to show this amount unspent from the Dispatcher Training Fund.

Ingham County 9-1-1 regularly updates the training of their telecommunicators in the Dispatcher Training Application located in the MiCIIN Portal. As of this date, all telecommunicators are in compliance with the Dispatcher Training Standards.

It is recommended that Ingham County 9-1-1 track expenditures on a regular basis using the Student Expense Sheet provided to them. Expenditures for the training courses can be attached to the expense sheet and kept on file or scanned electronically and saved.
Findings for the Ingham County 911 Central Dispatch

In closing, based on the documentation requested, made available to, and reviewed by the committee, Ingham County and its 911 operations are functional and fiscally in compliance with the requirements of P.A. No. 32 (as amended) at this time.

Recommendations

1.1 It is suggested that Ingham County Central Dispatch consult other counties along with members of the MCDA for ballot proposal language to update the radio system. This would help to enhance the interoperability between Ingham County and surrounding counties due to the failure in patches working across county lines.

2.1 Ensure that there is constant updating to the 911 website and making sure to keep the information current with the meeting dates, times and locations as well as updating the minutes on the website as required. This can be done with the restructuring putting this task into one of the Manager's job description.

Submitted on May 15, 2018 by:

Robert Stewart  Chris Izworski  Victor Martin

Timothy Smith  Kristine Bond  Lyndsay Stephens
**9-1-1 Dispatch Center Action Plan**

**STATUS REPORT:** May 10, 2018

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Key Implementation Tasks (BR - Task Reference to Blockman Report)</th>
<th>Timeline</th>
<th>Success Indicators</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Establish Controller's Organizational Assessment Team (COAT) membership</td>
<td>COAT member selection (BR 1, 2, 7, 8)</td>
<td>February 1</td>
<td>Selected team members agree to participate</td>
<td>Task completed. COAT meetings have been held regularly, most recently on August 9.</td>
</tr>
<tr>
<td>a. Identify barriers (BR 3)</td>
<td></td>
<td>March 31</td>
<td>COAT identifies and documents a list of issues that prevent positive momentum toward achievement of a quality work environment</td>
<td>Task Completed. Documented list of barriers affirmed and prioritized. Barriers to success is a standing COAT agenda item.</td>
</tr>
<tr>
<td>b. Prioritize barriers (BR 3)</td>
<td></td>
<td>April 30</td>
<td>COAT arranges identified barriers in priority order of importance</td>
<td>Task Completed. Documented list of barriers affirmed was vetted and affirmed by COAT. Most barriers are be addressed within the Action Plan, and other will be addressed simultaneously. One barrier, development of a Quality Assurance program, will be added to the Action Plan after training events discussed in Strategy 10.</td>
</tr>
<tr>
<td>2. Develop strategies that remove barriers to attainment of a desired work environment</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Develop and communicate plan for implementation (BR 3)</td>
<td></td>
<td>June 30</td>
<td>• An action plan that include project milestones and success indicators is developed to address each identified barrier • Written action plans are distributed to all Dispatch Center personnel • As applicable, action plans are discussed at shift briefings</td>
<td>Task Completed. Post-COAT meeting memorandums and subsequent conversations among COAT members and Center staff will suffice as a communication plan to address success barriers. Task lists with assigned staff, due dates and other information will be posted on the 9-1-1 Center Bulletin Board for easy reference.</td>
</tr>
</tbody>
</table>

Assume positive (or at least not harmful) intent.
## 9-1-1 Dispatch Center Action Plan

### Status Report: May 10, 2018

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<tr>
<td>1. Sort policies into order of priority importance (BR 4, 6)</td>
<td>March 31</td>
<td>Director produces a list of all department policies in rank order from most crucial to least crucial</td>
<td>Task completed. Current and pending review dates for all policies and included with the index.</td>
<td></td>
</tr>
<tr>
<td>2. Thoroughly review policies for accuracy and availability (BR 4, 6)</td>
<td>April 30</td>
<td>• All policies reflect current protocols applicable to all levels of government • Policies and procedures are available to Dispatch Center employees</td>
<td>Task completed. Policies have been reviewed and are available to all staff in automated form and hard copy.</td>
<td></td>
</tr>
<tr>
<td>3. Identify and recommend changes to areas of ambiguity (BR 4, 6)</td>
<td>May 31</td>
<td>• Policy language is clear and explicit • Inconsistencies between policies are eliminated</td>
<td>Ongoing.</td>
<td></td>
</tr>
<tr>
<td>4. Review procedures for consistent application (BR 4, 6)</td>
<td>May 31</td>
<td>Persons technically responsible for policy/procedure implementation are clearly identified</td>
<td>Ongoing.</td>
<td></td>
</tr>
<tr>
<td>5. Arrange for policy training/review with all employees (BR 4, 6)</td>
<td>June 30</td>
<td>Review of policies and procedures occurs on a regular schedule</td>
<td>Ongoing.</td>
<td></td>
</tr>
<tr>
<td>6. Define supervisor expectations (BR 5)</td>
<td>June 30</td>
<td>Clearly defined performance measures exist to document effectiveness</td>
<td>Ongoing.</td>
<td></td>
</tr>
<tr>
<td>7. Define dispatcher expectations (BR 5)</td>
<td>June 30</td>
<td>Clearly defined performance measures exist to document effectiveness, including expectations of professionalism in personal interactions</td>
<td>Ongoing.</td>
<td></td>
</tr>
<tr>
<td>8. Create an inventory of incomplete tasks (BR 6)</td>
<td>February 28</td>
<td>Director produces a list of all outstanding tasks in order from most crucial to least crucial</td>
<td>Task completed. Director identified 21 tasks.</td>
<td></td>
</tr>
<tr>
<td>9. Create an action plan to complete tasks identified in 5.a. above (BR 6)</td>
<td>March 31</td>
<td>Director produces an action plan that assigns responsibility for follow-up and completion deadlines</td>
<td>Task completed. Tasks were incorporated into the Action Plan and/or list of barriers to success (Task 2.a., above).</td>
<td></td>
</tr>
<tr>
<td>10. Establish protocol to address tasks in a timely manner (BR 6)</td>
<td>March 31</td>
<td>• Director develops a system to add tasks to the outstanding task action plan as tasks become known • Responsible persons identified for the completion of each task • Deadlines for completion are established</td>
<td>Task completed. 9-1-1 Center Director and Managers have committed to respond to employee emails within 72 hours of receipt. An internal help desk is being implemented to track issues and responses.</td>
<td></td>
</tr>
<tr>
<td>11. Establish a system of informal recognition for a job well done</td>
<td>April 30</td>
<td>Create an ongoing employee recognition program (BR 9)</td>
<td>A standard employee recognition program is adopted</td>
<td>Task completed. Staff Services Manager and recognition team will coordinate events.</td>
</tr>
<tr>
<td>12. Continue recruitment efforts to assure adequate staffing levels</td>
<td>May 31</td>
<td>Standardize hiring and training schedules (BR 10)</td>
<td>• Dispatcher recruitment efforts are an ongoing routine task even during periods of full staffing • Trainer schedules are standardized and routine</td>
<td>Ongoing. Currently evaluation RFPs for recruiting services.</td>
</tr>
<tr>
<td>13. Immediately address Dispatcher complaints about inappropriate treatment by client agencies</td>
<td>April 30</td>
<td>Client agencies provide contact information to report allegations of inappropriate conduct (BR 10)</td>
<td>Incidents of inappropriate treatment are rare because clear lines of communication are established to report such incidents</td>
<td>Task completed. Incidents will be addressed through the recently implemented internal Helpdesk module.</td>
</tr>
</tbody>
</table>
## 9-1-1 Dispatch Center Action Plan

### STATUS REPORT: May 10, 2018

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<tr>
<td>9. Establish maximum overtime and days-worked thresholds</td>
<td>Monitor work schedules to assure dispatchers are provided necessary time away from work (RR 119)</td>
<td>March 31</td>
<td>Dispatchers work no more than the established maximum number of back to back shifts</td>
<td>Task complete. No professional standard exists for a maximum number of days worked, although there is much information on stress being impactful to employees. All Supervisors have been trained to identify signs and symptoms of stress. Supervisory staff will make contact with employees who work more than seven days in a row to assess the situation.</td>
</tr>
</tbody>
</table>
| 10. Practice conflict resolution/interpersonal communication skills | Equip Dispatch Center personnel with the ability to communicate effectively and appropriately (RR 7, 9) | August 31 | • Required conflict/resolution training opportunities are periodically offered to Dispatch Center personnel  
• 9-1-1 Dispatch Supervisors are empowered to address inappropriate communication/action in real time  
• Incidents of interpersonal conflict are rare | Ongoing. Results of training program are being finalized for presentation to all staff. |
TO: Law & Courts, County Services and Finance Committees  
FROM: Teri Morton, Deputy Controller  
DATE: August 9, 2018  
SUBJECT: Resolution Creating a Chief Public Defender Position  
For the meeting agendas of August 16, 21 and 22

BACKGROUND
Every local indigent defense system was required by the Michigan Indigent Defense Commission to submit a plan to comply with the first four minimum standards and to provide quality defense to indigent people who are accused of crimes. In November 2017, as approved by Resolution #17-445, the Board of Commissioners accepted the compliance plan created by the Ingham County Indigent Defense Collaborative Committee. The State of Michigan has approved full funding of the plan effective October 1, 2018.

The plan recommended a Public Defender’s Office to be administered by Ingham County to provide indigent defense and related services at the 30th Circuit Court, 54A District Court, 54B District Court, and the 55th District Court. The Public Defenders Office will be led by a Chief Public Defender. The Indigent Defense Committee has discussed the requirements of the position and has recommended the attached job description. The Committee also recommended that the position report to the Board of Commissioners.

The Human Resources Department is recommending this position be classified MCF17 (salary range $104,116 to $124,968).

FINANCIAL IMPACT
The long-term (topped out) cost of the position, based on 2018 rates and including wages and fringes, would be $189,238. This resolution will also include $5,000 to fund any necessary furnishings and equipment associated with the position.

Since it is desirable to have the Chief Public Defender position filled as soon as possible, this resolution will also authorize any necessary budget adjustments should the position be filled before the start of the State funding on October 1.

STRATEGIC PLANNING IMPACT
This resolution supports the overarching long-term objective of assuring fair and efficient judicial processing, specifically section A 2. (c) of the Action Plan – Develop an indigent defense services plan following guidelines issued by the State through the Michigan Indigent Defense Commission (MIDC)

OTHER CONSIDERATIONS
The Public Defenders Office will include a total of 36.5 full-time equivalents. The total Public Defenders Office budget and staffing will be brought to the Board of Commissioners for approval at a later date. It is desirable to have the Chief Public Defender position filled as soon as possible to lead the creation of the Public Defender’s Office.

RECOMMENDATION
Based on the information presented, I respectfully recommend approval of the attached resolution.
TO: Teri Morton, Deputy Controller
FROM: Beth Bliesener, Human Resources Specialist
       Joan Clous, Human Resources Specialist
DATE: 8-9-18
RE: Participation and analysis for New Classification: Chief Public Defender

Per your request, Human Resources has created a new classification titled Chief Public Defender.

After analysis, the classification has a community of interest with the Managerial and Confidential group. The Chief Public Defender has been newly classified to be compensated at MCF 17 ($104,115.76 - $124,967.62).

Please use this memo as acknowledgement of Human Resources’ participation and analysis of your proposed classification. You are now ready to complete the final step in the process: contact Budgeting, write a memo of explanation and prepare a resolution for Board approval.

If I can be of further assistance, please email or call me (887-4375).
INGHAM COUNTY
JOB DESCRIPTION

CHIEF PUBLIC DEFENDER

General Summary:
Reporting to the Board of Commissioners, this position plans, organizes and directs the activities and staff of the Public Defender’s Office. Uses considerable independent discretion at all times as the County Public Defender ensuring that constitutional guarantees are upheld, rights are protected and due process is implemented fairly, equally, equitably, and consistently. The Public Defender is responsible for staffing, training, supervising, counseling and discipline for the office. Ensure that Ingham County meets all constitutional and legislative requirements as they pertain to the representation of indigent adult offenders and provides a high level of indigent defense services. Directs, develops and implements policies and procedures for the Public Defender’s Office. Ensures that the Public Defender’s Office conforms to the Michigan Rules of Professional Conduct. Directs and performs the department’s administrative functions. Prepares the department’s annual budget.

Essential Functions:
1. Develops necessary policies and procedures to attain and maintain standards of indigent defense as they are proposed by the Michigan Indigent Defense Commission (MIDC) and approved by the Michigan Supreme Court. Also ensure that the Public Defender’s Office conforms to the Michigan Rules of Professional Conduct.
2. Develops and implements long and short term goals, objectives, and work standards for the Office to include the establishment and direction of programs to maximize operational effectiveness and cost efficiencies; directs the preparation and administration of the Department’s budget; makes budget and program presentations to the Board of Commissioners; monitors expenditures to ensure that they are within budget guidelines.
3. Plans, organizes, assigns, directs, reviews and evaluates the work of public defender attorneys and support staff; selects staff personnel and provides for their training, professional development; counsels and disciplines as necessary; interprets laws and regulations and County policies for subordinates; confers with subordinate supervisors and other department staff to monitor activities; coordinates work effort and resolve problems and issues unique to the public defender attorney staff; provides professional assistance to staff.
4. Reviews or supervises the review of criminal investigations to determine adequacy of evidence to justify searches, seizures and the authorization of charges by the prosecution; directs public defender attorneys in gathering and analyzing case evidence, preparing arguments, filing necessary documents, and presenting cases in court; assigns cases to attorneys, reviews progress, and provides technical assistance and guidance; directs the maintenance of accurate legal materials, reports, correspondence and other written materials; substitutes for public defender attorneys as necessary.
5. Approves pre-trial investigations, motions, polygraph examinations and expert witnesses while directing the defense of all criminal cases including in particular those that are the most complex or sensitive criminal cases, to include appearance in court to substitute personally as needed.
6. Represents the County at meetings with local, state and federal officials; may speak before groups and the media on matters related to the Public Defender’s office; acts as media contact for Public Defender’s Office.

Other Functions:
- Performs other duties as assigned.
- Must adhere to departmental standards in regard to HIPAA and other privacy issues.
During a public health emergency, the employee may be required to perform duties similar to, but not limited, to those in his/her job description.

(An employee in this position may be called upon to do any or all of the above tasks. These examples do not include all of the tasks which the employee may be expected to perform.)

**Employment Qualifications:**

**Education:** Juris Doctorate degree with a Certificate of Admittance to the State Bar of Michigan.

**Experience:** A minimum of ten (10) years of experience in the practice of criminal defense, including a minimum of five (5) years of experience in the administration of legal services.

**Other Requirements:**

- None

(The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria)

**Working Conditions:**

1. This position works in an indoor environment. There is no planned exposure to prominent lights, noises, odors, temperatures or weather conditions.
2. This position is exposed to individuals in crisis. These individuals may suffer from mental or emotional illness, have violent tendencies or be unconcerned with their personal safety and hygiene.
3. This position is required to travel for meetings and appointments. Some appointments may be held at personal residences where levels of cleanliness and safety vary.
4. Some trainings, appointments, and meetings may require overnight travel.

**Physical Requirements:**

- This position requires the ability to sit, stand, walk, twist, bend, and stoop/crouch, squat, kneel, lift, carry, push, pull, reach, grasp, handle, pinch, type, endure repetitive movements of the wrists, hands or fingers.
- This position’s physical requirements require periodic stamina in standing, walking, twisting, bending, stooping/crouching, squatting, kneeling, lifting, carrying, pushing, pulling, and handling.
- This position’s physical requirements require continuous stamina in sitting, reaching, grasping, pinching, typing, and enduring repetitive movements of the wrists, hands or fingers.
- This position performs light work requiring the ability to exert 20 pounds or less of force in the physical requirements above.
- This position primarily requires close visual acuity to perform tasks within arm’s reach such as: viewing a computer screen, using measurement devices, inspecting and assembling parts, etc.
- This position requires the ability to communicate and respond to inquiries both in person and over the phone.
- This position requires the ability to operate a PC/laptop and to enter & retrieve information from a computer.
- This position requires the ability to handle varying and often high levels of stress.

(This job requires the ability to perform the essential functions contained in this description. These include, but are not limited to, the requirements listed above. Reasonable accommodations will be made for otherwise qualified applicants unable to fulfill one or more of these requirements.)

MCF 17
August 2018
WHEREAS, every local indigent defense system was required by the Michigan Indigent Defense Commission to submit a plan to comply with the first four minimum standards and to provide quality defense to indigent people who are accused of crimes; and

WHEREAS, the Ingham County Board of Commissioners accepted the compliance plan created by the Ingham County Indigent Defense Collaborative Committee and funding has been approved by the State of Michigan, effective October 1, 2018; and

WHEREAS, the recommended Public Defenders Office included in this plan will be administered by Ingham County to provide indigent defense and related services at the 30th Circuit Court, 54A District Court, 54B District Court, and the 55th District Court; and

WHEREAS, the Board of Commissioners must authorize the staffing and budget in order to create the Public Defender’s Office; and

WHEREAS, the Public Defenders Office will be led by a Chief Public Defender; and

WHEREAS, the Ingham County Indigent Defense Collaborative Committee has discussed the requirements of the position and has recommended the attached job description; and has also recommended that the position report to the Board of Commissioners; and

WHEREAS, the Human Resources Department has point-rated the job description and is recommending this position be classified MCF17 (salary range $104,116 to $124,968); and

WHEREAS, the Public Defenders Office will include a total of 36.5 full-time equivalents; and

WHEREAS, the total Public Defenders Office budget and staffing will be brought to the Board of Commissioners for approval at a later date; and

WHEREAS, it is desirable to have the Chief Public Defender position filled as soon as possible to lead the creation of the Public Defenders Office.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners authorizes creation of a Chief Public Defender position, MCF17, effective immediately.

BE FURTHER IT RESOLVED, that a budget of $194,238 is approved in the newly created fund 260, to include necessary funding for the wages, fringes, and equipment.

BE IT FURTHER RESOLVED, that, although funding for the position will be available October 1, 2018, if it is possible to fill the position sooner, the Ingham County Board of Commissioners hereby authorizes any necessary budget adjustments for funding prior to that date.
BE IT FURTHER RESOLVED, that the Controller/Administrator is authorized to make the necessary adjustments to the 2018 budget and position allocation list.
TO: Law & Courts Committee  
FROM: Teri Morton, Deputy Controller  
DATE: August 7, 2018  
SUBJECT: Interview/Hiring Panel for Chief Public Defender Position

The Compliance Plan to meet the first four minimum standards for the indigent criminal defense system as set forth by the Michigan Indigent Defense Commission (MIDC) was submitted last year by the Ingham County Indigent Defense System Collaborative Committee (the Committee). The plan is to implement a County Public Defenders Office which will serve 54A, 54B, and 55th District Courts and the 30th Circuit Court. The plan was accepted by MIDC and funding was granted by the State of Michigan. Implementation planning for a County Public Defenders Office is underway.

The Committee met on July 12 and agreed that the first step in implementing Ingham County’s Public Defenders Office will be to create and hire a Chief Public Defender. A resolution creating the job description and classification for this position is running through the County’s committee process concurrently with this discussion item. The Committee generally agreed that various representatives of the Committee, the Board of Commissioners and all of the Courts should be part of the interview panel.

Current members of the Ingham County Indigent Defense System Collaborative Committee are as follows:

**Ingham County Board of Commissioners**
Commissioner Bryan Crenshaw  
Commissioner Kara Hope  
Commissioner Carole Koenig

**Ingham County Controller’s Office**  
Teri Morton, Deputy Controller

**55th District Court**
Honorable Judge Tom Boyd  
Mike Dillon, District Court Administrator

**30th Circuit Court**
Honorable Judge Richard Garcia  
Shauna Dunnings, Circuit Court Administrator  
Rhonda Swayze, Deputy Circuit Court Administrator
At this time, the Committee is seeking direction from the Law and Courts Committee as to the membership of the interview/hiring panel for the Chief Public Defender position. It is hoped that the position can be filled by October 1, 2018, if not earlier.

Please let me know if you would like any additional information.
TO: Law & Courts and County Services Committees

FROM: Teri Morton, Deputy Controller

DATE: August 9, 2018

SUBJECT: Resolution to Adopt an Ordinance Amending the Ingham County Animal Control Ordinance to Transfer the Supervisory Authority over the Animal Control Director to the County Controller/Administrator

For the meeting agendas of August 16 and 21

BACKGROUND
In 2013, the Board of Commissioners adopted Resolution #13-386, which amended the Animal Control ordinance to transfer the authority to supervise and terminate the Animal Control Director to the Controller/Administrator, while the Board retained the authority to appoint.

Upon adoption by the Board of Commissioners, this updated version of the Ingham County Animal Control Ordinance would be compiled and published in hard copy and on the County’s website.

The Ordinance does not take effect until the notice of its adoption is published in a newspaper of general circulation in the County.

It was learned on July 24, 2018 that the notice of adoption for this ordinance was not published, and therefore, the amendment to the ordinance had never gone into effect.

Per the direction of the Board of Commissioners, this resolution is being brought back through the committee process for consideration.

ALTERNATIVES
The Board could choose not to amend the Animal Control Ordinance, and retain authority to supervise and terminate the Animal Control Director.

FINANCIAL IMPACT
There will be no financial impact.

OTHER CONSIDERATIONS
As it was only recently discovered that the notice of adoption of this ordinance had not been published, Ingham County has been operating with the understanding that the Animal Control Director reported to the Controller/Administrator’s Office.

RECOMMENDATION
Amendment of the Animal Control Ordinance is at the discretion of the Board of Commissioners.
Introduced by the Law & Courts and County Services Committees of the:

INGHAM COUNTY BOARD OF COMMISSIONERS

RESOLUTION TO ADOPT AN ORDINANCE AMENDING THE INGHAM COUNTY ANIMAL CONTROL ORDINANCE TO TRANSFER THE SUPERVISORY AUTHORITY OVER THE ANIMAL CONTROL DIRECTOR TO THE COUNTY CONTROLLER/ADMINISTRATOR

WHEREAS, the Ingham County Animal Control Ordinance was adopted by the Board of Commissioners on September 18, 1972, and has subsequently been amended; and

WHEREAS, under the Ordinance, as amended, an Ingham County Animal Control Officer is appointed by the Board of Commissioners to serve as the Director of the Animal Control Department, and serves at the pleasure of the Board of Commissioners; and

WHEREAS, for reasons of efficiency and effectiveness, the Board of Commissioners desires to transfer authority to supervise and terminate the Animal Control Director to the County Controller/Administrator.

THEREFORE BE IT RESOLVED, that the Ingham County Board of Commissioners shall adopt the Ordinance amending the Ingham County Animal Control Ordinance, attached and incorporated by reference as Exhibit 1 to this Resolution.

BE IT FURTHER RESOLVED, that an updated version of the Ingham County Animal Control Ordinance, as amended, will be compiled and published in hard copy and on the County’s website.

BE IT FURTHER RESOLVED, that the amended Ordinance shall take effect when notice of its adoption is published in a newspaper of general circulation in the County.

BE IT FURTHER RESOLVED, that the Controller/Administrator shall cause such notice to be published.
ORDINANCE AMENDING THE INGHAM COUNTY ANIMAL CONTROL ORDINANCE TO AUTHORIZE THE COUNTY CONTROLLER/ADMINISTRATOR TO SUPERVISE AND TERMINATE THE ANIMAL CONTROL DIRECTOR

ORDINANCE NO.______

An Ordinance to amend the Ingham County Animal Control Ordinance to authorize the County Controller/Administrator to supervise and terminate the Director of the Animal Control Department.

THE PEOPLE OF THE COUNTY OF INGHAM, MICHIGAN, DO ORDAIN:

Section 1. Purpose and Authority. Deeming it advisable in the interest of the citizens of Ingham County, as authorized by Act 339 of 1919, as amended, being Section 287.261 et seq., of the Michigan Compiled Laws, the County of Ingham, Michigan, adopts this Ordinance amending the Ingham County Animal Control Ordinance.

Section 2. Amendment. Article III of the Ingham County Animal Control Ordinance, entitled Animal Control Officer, Duties, Authority and Responsibilities, Section 1, is amended to read as follows:

An Animal Control Officer shall be appointed by the County Board of Commissioners to serve as Director of the Animal Control Department. The Animal Control Director shall be under the supervision of the County Controller/Administrator, and shall be subject to termination by the County Controller/Administrator.

Section 3. Repeal. All ordinances or parts of ordinances inconsistent herewith are hereby repealed.

Section 4. Savings Clause. This Ordinance does not affect rights and duties matured, penalties that were incurred, and proceedings that were begun, before its effective date.

Section 5. Effective Date. This Ordinance Amending the Ingham County Animal Control Ordinance shall take effect when notice of its adoption is published in a newspaper of general circulation in the County.

I, Barb Byrum, Ingham County Clerk, certify that this Ordinance was adopted by the Ingham County Board of Commissioners and published in a newspaper of general circulation in the County on ________________, 2018.

__________________________________
Barb Byrum, Ingham County Clerk

__________________________________
Carol Koenig, Chairperson
Ingham County Board of Commissioners