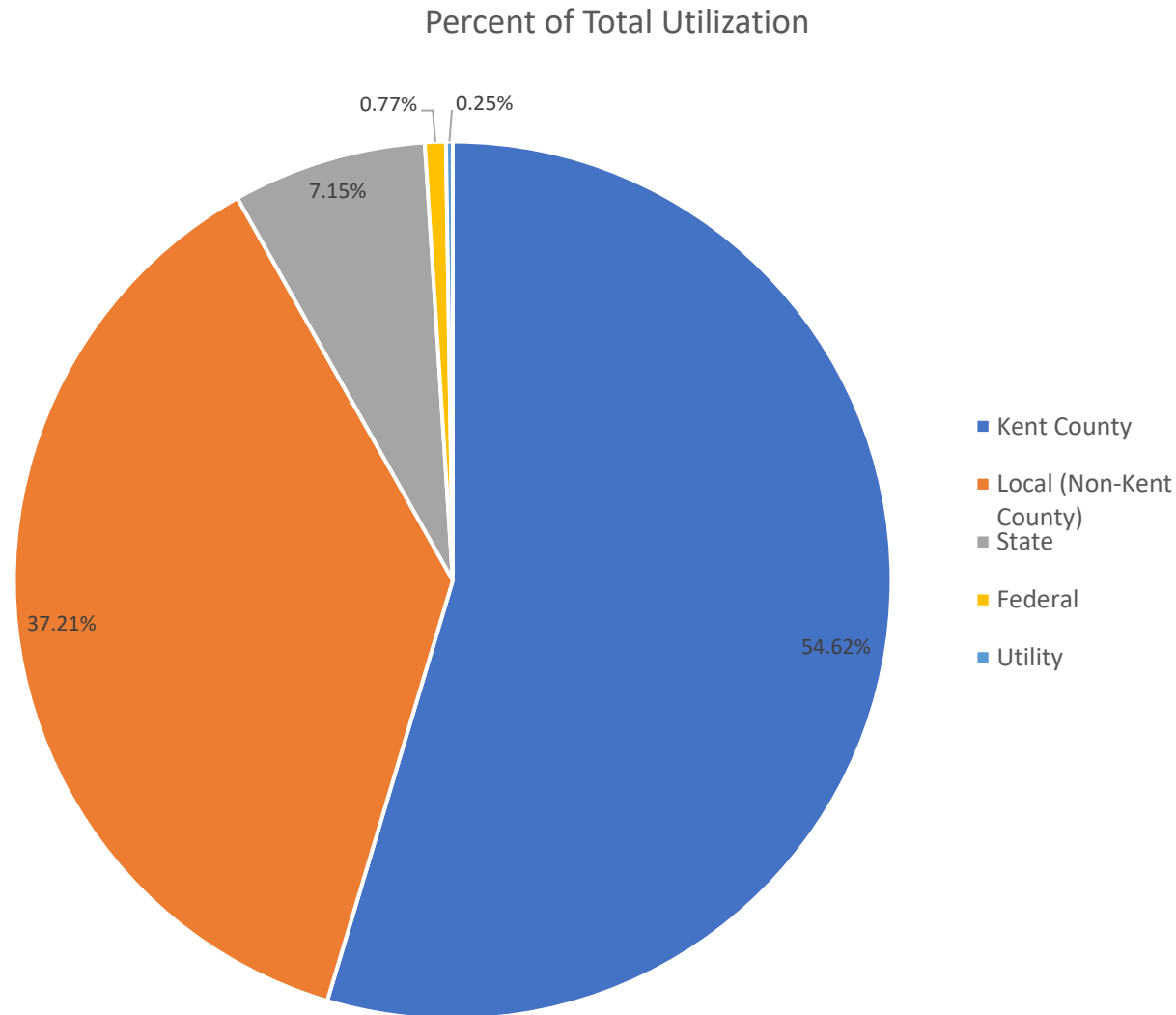


MPSCS Q&A for Kent County Dispatch Authority Board Meeting

April 26, 2021

Question 1, 2, & 7: Who are the current users on the Kent system? What is their volume/level of activity? Who was already on the system prior to the KC system going live?



Agency Group	Percent of Total Utilization
Kent County	54.62%
Local (Non-Kent County)	37.21%
State	7.15%
Federal	0.77%
Utility	0.25%

Question 1, 2, & 7 (cont.): Who are the current users on the Kent system? What is their volume/level of activity? Who was already on the system prior to the KC system going live?

- MPSCS currently has over 120,000 radios, 99 dispatch centers, and over 2000 agencies on the system across the state.
- Some of the key agencies that have been on the MPSCS prior to Kent go-live are:
 - State agencies: MSP, DNR, MDOT, etc.
 - Federal agencies: FBI, US Marshal's, Customs and Border Protection, Homeland Security, National Guard, Coast Guard, ATF, DEA, etc.
 - Local agencies surrounding Kent: Ottawa, Allegan, Ionia, Barry, Montcalm, Newaygo (see map on next slide).
 - Utilities: DTE is only current utility in the Kent area. Consumer's Energy is in the process of joining.

Question 3: How have the current users invested into the system? Have they all been required to contribute financially?

- The State of Michigan has invested hundreds of millions of dollars on the following:
 - Build out of the original 183 site system.
 - Adding additional sites to improve coverage, including a site near downtown GR.
 - Ongoing staffing, maintenance, and monitoring for the system.
 - Biannual system upgrades.
 - Approximately \$150,000,000 project to lifecycle 800 MHz equipment, entire microwave network, power systems, and more.

Question 3 (cont.): How have the current users invested into the system? Have they all been required to contribute financially?

- Local, Federal, Tribal, and Utility agencies have invested hundreds of millions on the following:
 - Additional hardware and software required to increase system capacity when that user joins.
 - Additional sites (both simulcast and single) to increase coverage in the agency's area of need.
 - Ongoing maintenance costs for the agency's added sites. In most cases, the MPSCS staff perform these services billing the agency at a time and material rate.
- Whether through local, state, or federal taxes, the MPSCS was paid for by all Michigan taxpayers.

Question 4: As it relates to future investments, what commitment will MPSCS make to maintaining the system as it relates to capacity?

- The MPSCS monitors loading for every site in the system on an ongoing basis. This includes live monitoring for unanticipated events and data analysis to address upward trends before they become an issue.
- The MPSCS uses a 2% or less Grade of Service (GOS) standard. This means at a site's busiest time, 2 out of 100 calls would receive a busy and would have to wait until a resource becomes available. Usually, a resource would become available within a second or two.
- When loading is identified to be an issue, MPSCS investigates and addresses it through the appropriate method. This could include adjusting talkgroups, adding site capacity, or addressing unique circumstances.

Question 5: What is the official process that MPSCS will use for gate-keeping entities that want to come onto the system?

- When a new agency asks to join MPSCS, they must obtain a subscriber agreement handled through the MPSCS business unit. This ensures they are eligible to use a public safety system and adhere to the same requirements as all other users.
- The agency then works with the programming and template unit to discuss how they want their devices to function, whom they want to talk with, and what their service area is. Based on service area and user numbers, MPSCS engineering will perform a grade of service to evaluate system capacity needs.
- Before the new agency's radios are programmed, MPSCS requires an MOU from the entities that own the requested talkgroups.
- When agencies such as public transit, school bus systems, etc. request to join, they are directed back to the local dispatch authority or 911 board (if applicable in that area) to discuss use of the system and interoperability. We explain to these customers that a mileage or surcharge, in some cases, was used to pay for the system in that area and those dollars have strict regulations.
- Our goal is to engage the local system owner so they understand how and who is using the system in their community. In many cases the interoperability plan already exists and these entities are already partners on some levels.

Question 6: Recommended System Performance Reports ?

- The MPSCS often provides system performance reports and data to agencies when requested. Currently, this is done on a case-by-case basis due to the plethora of potential data analysis needs.
- MPSCS does not yet have the staffing or automated tools to be able to support regular system performance reports to over 2000 agencies that use the system.
- It is MPSCS's intent to be transparent and supportive of our user's needs. MPSCS will need to discuss further with KCDA to determine what is needed, what is most useful, and what our staffing and tools can support.