

**Kent County Dispatch Authority  
Technical Advisory Subcommittee**

July 7, 2008 @ 10AM

Meeting Location: Kent County Sheriff's Department

Members Present:

Harvey Becker	Michigan State Police
Ralph Gould	Grand Rapids Police Dept.
Michelle Young	Kent County Sheriff's Department

Guests Present: Brett Looman, Kentwood Fire; Catherine Garcia-Lindstrom & Carrie the Intern, Walker PD; Tom Valdez, MSP Rockford; Kim Koster, Wyoming PD; Bob Austin, Wyoming FD; Bill Doolittle via phone.

Staff Present: Jennifer DeHaan, Kent County Administrator's Office

Call to Order: 10:00am

**Summary of Discussion Items:**

• **Call Management Data Availability**

Bill Doolittle of 911 Insight participated in the TAC meeting via conference call. At the last meeting he had requested that the agencies determine what data is available in the current call management software to determine the common measures that can be recorded and compared.

To assist in narrowing down what data would be useful, it was agreed that agencies would attempt to acquire the following:

- Time to answer per call
- Time to termination/disconnect per call

A discussion ensued about the ability to extract data in electronic form and if that would be available for Doolittle to utilize to complete his analysis. It was noted that some of the data might or might not be available in an electronic format and that based upon only providing this criteria there would be no way to associate a call with a call time. It was noted by several agencies that just looking at the data without understanding the components of a call and making a determination as to improved services in the future should be approached carefully. A discussion ensued about the ability to access the data and information through an ANI/ALI report and/or if AT&T might be able to provide this information more easily. Chief Garcia-Lindstrom noted that she would seek out a contact at AT&T and see if they might be able to attend the next meeting. Gould supplied sample of Positron AT&T Positron Call Reporter Plus report with 9-1-1 call arrival time, call connect time, and call disconnect time.

• **Radio Communications**

At the last meeting, Bill had asked members to provide a list of the three things that the agency would want a radio consultant to tell them. The following responses were collected.

- What other radio systems are operational that can serve multiple agencies, are multi dimensional, and can serve a geographic footprint like Michigan (KCSD).
- What radio system will provide guaranteed coverage for portables (GR)?
- What is the guaranteed first-year cost and annually projected cost for the radio system (GR)?
- Can proposed system project costs as far as five years and ten years? (GR)
- What is the price for an all inclusive radio system that includes all costs for technology including voice capabilities, towers, and software to make it operational (Walker)?
- Is the radio system voice and data capable (Walker)?
- What possibilities are evident for leveraging current frequencies and infrastructure how will it be impacted in and by the future (KCSD)?
- Could the existing infrastructure be combined with future infrastructure and to what extent (KCSD)?
- Supplier should disclose all allegiance or business relationships to companies in the last 5 years (Walker).
- Is there a hybrid of an 800 system that bridges MPSCS without relying upon the functionality of MPSCS (KCSD)?
- Can proposed system offer regional interoperability, to include communications with Police and Fire agencies adjacent to this County? (GR)?
- Will proposed system be based on existing known technology and bands with demonstrated performance? (GR)?
- Will proposed system offer Fire paging? (GR)

It was noted that a radio study probably would not want to include an inventory as that was previously completed.

Bill noted that the following concepts were communicated through the above questions.

- There is a discrete difference between conventional system and a system that has networking.
- Baseline level of produces should meet the same requirements
- Interoperability is important
- Voice and data go hand-in-hand.
- Cost comparisons should be specific and comparable.

- **CAD specifications**

Due to time constraints a brief discussion ensued about the CAD specifications. It was noted that the CAD specifications that were currently received would be compiled for the next meeting on the 28<sup>th</sup>. in Excel format.

Updated list of the CAD Commands, Functions, and RMS data transfer formats received to date from each PSAP is attached to these Meeting Minutes. Goal is to have all in by end of July.

[NOTE: new column added for CAD Incident Type lists]

To assist in developing the CAD specifications for the procurement of a new CAD system, it was noted that it would be important to develop a system of tracking that will help identify in the end what CAD specifications are necessary and which are extra features that can be purchased off-the-shelf by either the agency or the Authority.

Meeting Adjourned. 12:01pm

**Next Meeting:** Monday, July 28, 2008 to be held immediately following the conclusion of the regularly scheduled meeting of the Dispatch Authority which begins at 9AM and is convened at Wyoming City Hall. Meeting room reserved until Noon.