

**NW Michigan PSAP Meeting**  
**September 23, 2013**  
**Michigan Works Facility – Traverse City, MI**

**ATTENDANCE**

Jamel Anderson, Grand Traverse Central  
Dispatch  
Stephen Hanna, Grand Traverse Central Dispatch  
Pat Whiteford, Kalkaska County Central  
Dispatch  
Ron Berns, Benzie County Central Dispatch  
Steve Bratschi, Antrim County Central Dispatch  
Mike Gank, Antrim County Central Dispatch  
Ed Boettcher, Antrim County Board of  
Commissioners  
Bob Bradley, CCE Central Dispatch

Greg Clark, CCE Central Dispatch  
Mary Albertson, CCE Central Dispatch  
Elaine Wood, NWMCOG  
Mike Woods, NWMCOG  
Paul Mahon, TCAPS  
Todd Niebauer, TCAPS  
Dennis Stillwagon, Intrado  
Eric Seelye, Empiric Solutions, Inc  
Eric Hartman, INdigital  
Thom Sumbler, PFN  
David McCartney, PFN

The meeting began at 10:00 A.M.

**INTRODUCTIONS & WELCOME**

Elaine Wood welcomed everyone to the Michigan Works facility and invited the group to see what was happening at the front of their facility.

**MINUTES**

Greg Clark noted that this group is not really a formal group, but at the last meeting decided to begin taking minutes. Clark requested a motion to approve the minutes.

- Motion made by Bob Bradley to approve the minutes from August 20, 2013. Support by Ron Berns. Minutes approved by voice vote.

**PRESENTATION – PFN ON UP 911 ESINET PROJECT**

Thom Sumbler presenting from Peninsula Fiber Network (PFN) on their ESInet project in the Upper Peninsula with INdigital. PFN was invited to present as this group prepares for NG911. Past discussions have also centered around connecting the counties and municipalities together through a data network to support each other by way of backup dispatching, server farms, etc. Benefits go beyond the 911 community and could include cooperative efforts between cities, counties, school systems, colleges, public health, road commissions, transit authorities, tribal government, and other local government entities.

Thom Sumbler gave a brief background on PFN and explained that they are a large fiber network, and does not provide end-user internet; their services specialize in mission critical services only. Their primary services are Ethernet transport, large scale core internet, TDM transport, and NG911 selective router services.

For the UP 911 Authority, PFN provides the entire network backbone for 8 PSAPs covering 15 counties, including offsite connections required by 911 networks including tower sites, court houses, etc. PFN installed the backbone transport link that networks all PSAPs together and drivers their CAD system, and were selected by all counties in the UP 911 Authority to provide the NG911 selective router services, or ESRP.

For the UP 911 CAD Network – All PSAPs needed to be connected together through a fiber network, and the network needed to be self-healing and redundant (a closed loop). The system is comprised of HyperNet Ethernet Transport circuits in various sized based on system design. As it is a closed network, there are no outside access points, making it highly secure. Additional sites can be added to the network quickly. The total cost for the network was approximately the same as the UP was paying for T1 connections. A diagram of the network was presented.

PFN partnered with INdigital to provide the NG911 selective router service, and should go live in the UP in January of 2014. INdigital currently provides this service to the State of Indiana, and began doing so in 2005. INdigital will provide the hardware, software, and consulting services to PFN for the UP 911's ESInet project. In addition to call routing, the ESInet will have the capability to handle text to 911, video delivery, and other premium services like OnStar. The UP 911 group will be the test site for wireless text to 911 in Michigan, and will have it working by the time this group is ready to get started on a similar project.

Eric Hartman from INdigital gave a demonstration of text to 911 using their software.

### **TCAPS DATA CENTER PRESENTATION**

Todd Neibauer gave a presentation on the Traverse City Area Public Schools (TCAPS) data center, sharing with the group the securities of the facility, the current physical space available, and possibilities for partnerships.

### **NWMCOG UPDATE**

Elaine Wood said that she would be addressing the topic of this group at their next Board meeting on November 1<sup>st</sup>, and would communicate with Greg Clark and Jamel Anderson to make sure there is adequate representation for this group at the meeting. Elaine introduced Mike Woods as he is a key person from the NWMCOG staff, and would be helpful with grant writing and GIS connections. Elaine also stated that she feels after the meeting today, she has enough information to complete a draft MOU and will have it ready for review at the next PSAP meeting. Does not feel formalization of the group needs to go beyond that as long as a group like the COG is involved to act as a single point of coordination or as fiduciary for any grants. The option to establish the group as a legal entity would still be possible down the road if the group ever wanted to. In anticipation of political worries such as one project benefiting one county more than another, Elaine suggested establishing language that explains how everyone will benefit from this partnership equally in the long run. It would be easier to establish this before presenting any joint projects or proposals. For each individual project there will likely be inequities. Elaine doesn't see any issues naming PFN as a sole source either as they are unique in providing NG911 capabilities and 911 trunks.

Greg Clark added that we need to begin promoting ourselves; having coffee with stakeholders and getting the word out about what it is that this group is doing. The UP is cutting edge right now in the State and they are copying what Indiana has already done. As we pay close attention to how the UP does once they turn on their ESInet, we'll be in the best seat possible to follow their lead, learn from their mistakes, and benefit from their success.

Elaine Wood also suggested holding a mini-conference and invite all counties and their commissioners. Perhaps in early November or December, and come back in February after the UP network has been online for a month and discuss the topic again. It is important to get at least two commissioners to attend from each county Board. The Governor has designated the State into ten prosperity regions and will be pushing those areas to move forward with more collaboration centered around economic prosperity and

safety, so the timing for this is good. If we can make the Governor's office aware of what this group is working toward, we will have greater success.

Requested PFN to prepare a brief presentation for the proposed mini-conference showing what it would take to achieve an ESInet in our region with a cost analysis, and the group can discuss cost sharing.

Ed Boettcher cautioned about using certain words and sound bites around the commissioners as they might become fearful of consolidation and giving up local control. Before we put cost and numbers out there, we also need to explain the why of what we're trying to accomplish. We need to establish the other cost benefits first before presenting a project cost.

Eric Seelye offered to review everyone's network diagrams and evaluate where potential cost sharing could occur.

### **GIS INTEGRATION**

Ron Berns discussed working with his Equalization department to expand their data by going to the State GIS repository. Their CAD provider will incorporate the data into their mapping system with points, polygons, and line segments. They are looking to get streets, cross roads, and aerial photos.

Steve Hanna explained that what they are doing in Grand Traverse County is very basic. For years their county had been dispatching calls into other counties. When the State came up with the repository, Grand Traverse thought that the neighboring data would be useful. Their CAD vendor wants to input the data from neighboring counties into their system to validate locations for out of county calls. Currently, Grand Travers validates their call locations to their point address layer.

Mike Woods discussed available regional data that the group may find useful. For example, he is working on the hazard mitigation plans for region 7.

### **MEMBER ROUNDTABLE**

Steve Bratschi stated that their 2014 budget was just approved, and they will be looking at new UPS and telephony systems for next year.

Jamel Anderson stated that budget time is hard for everyone and hopes that participating in this group will help everyone out in some way.

Greg Clark thanked Elaine for hosting the meeting and providing the lunch. Greg also said that it is good to get the commissioners involved and on board, and can also see GIS becoming more involved in the near future.

Steve Hanna stated that this is his first meeting, and is impressed by the absence of competition and jealousy among the members here.

Pat Whiteford stated that Kalkaska county has decided to go with PFN for internet to their Admin and Jail building and will then microwave it across to 911. PFN was the low bid and offered the stability they were looking for.

Ron Berns said that Benzie will be putting four EMS units on MDT's, beefing up their GIS, and have a new CAD update this week. Also had an employee quit via email a few days ago.

Bob Bradley stated that he is excited about where this group is going. Has been attending the UP 911 Authority meetings for the last few years now and believes this group will offer our region great things in the future.

Dennis Stillwagon thanked the group for allowing him to attend these meetings. He feels the group is doing a good job, and the alternative to voluntary collaboration is forced collaboration. He has had the opportunity to view places all over the country, and although we face greater challenges than the UP did, we are moving in the right direction.

The group needs to continue to reach out to Missaukee, Wexford, and Manistee counties to participate in the group.

Greg Clark said that the next meeting is scheduled for October 15<sup>th</sup> at 10:00 AM. Code Red will be presenting their mass notification system, and may be a possible first project for the group. Greg stated that we were approached by one of our municipalities about a reverse 911 system, and Grand Traverse had a webinar scheduled to look at one. A lot of people are interested in this solution, and it was suggested to invite Emergency Managers to the next meeting to take a look at it. Greg said that he would provide a better head count to Elaine to ensure adequate room and lunch accommodations. The more people that want to participate in this project, the better we can leverage pricing.

Elaine offered to have Mike Woods contact the 911 directors from Missaukee, Manistee, and Wexford counties and that she would bring a draft MOU to the next meeting for review. She also stated that she would bring plans for the proposed mini-conference and would be in touch on that. Also, Elaine requested PFN to have a proposal ready for review by this group by then.

The meeting concluded at 1:42 P.M.