

LAW & COURTS COMMITTEE
November 15, 2018
Minutes

Members Present: Banas, Celentino, Crenshaw, Maiville, Hope, and Slaughter

Members Absent: Schafer

Others Present: Sheriff Scott Wriggelsworth, Chris Trubac, Brian Bell, Shauna Dunnings, Lance Langdon, Jodi LeBombard, Teri Morton, Lindsey LaForte and others

The meeting was called to order by Chairperson Crenshaw at 6:00 p.m. in Personnel Conference Room D & E of the Human Services Building, 5303 S. Cedar Street, Lansing, Michigan.

Approval of the November 1, 2018 Minutes

MOVED BY COMM. BANAS, SUPPORTED BY COMM. MAIVILLE, TO APPROVE THE MINUTES OF THE NOVEMBER 1, 2018 LAW AND COURTS COMMITTEE MEETING.

THE MOTION CARRIED UNANIMOUSLY. Absent: Commissioner Schafer.

Additions to the Agenda

Removed –

2. Animal Control
 - d. Animal Control Reorganization (*Discussion*)

Limited Public Comment

None.

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

2. Animal Control
 - a. Resolution to Accept a Two Seven Oh! Grant for Reimbursement of Diagnostic Testing
3. Controller's Office
 - a. Resolution Approving Various Contracts for the 2019 Budget Year

THE MOTION CARRIED UNANIMOUSLY. Absent: Commissioner Schafer.

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

2. Animal Control

- b. Resolution Recommending Acceptance of a Donation from the Ingham County Animal Shelter Fund to Purchase Medical Equipment for the New Animal Shelter

MOVED BY COMM. BANAS, SUPPORTED BY COMM. MAIVILLE, TO ADOPT THE RESOLUTION.

Commissioner Banas stated that she wanted to say thank you to all those who worked so hard to raise the money for this project. She further stated that this was a significant amount of funding and it was admirable that they were able to fund raise that amount.

Commissioner Banas stated that the Ingham County Animal Control Shelter had a great group of volunteers and staff.

THE MOTION CARRIED UNANIMOUSLY. Absent: Commissioner Schafer.

2. Animal Control

- c. Resolution to Authorize the Cardinal Group II to Conduct Organization Wide Training with the Staff of the Ingham County Animal Control and Shelter

MOVED BY COMM. MAIVILLE, SUPPORTED BY COMM. CELENTINO, TO ADOPT THE RESOLUTION.

Commissioner Banas stated that she was pleased that this training was happening. She stated that she saw that the leadership would receive training which focused on teamwork and expectations.

Commissioner Banas asked what the follow up actions would take place with management after this training.

Teri Morton, Deputy Controller, stated that they would establish a similar structure as the 9-1-1 Center. She further stated that she and Controller Tim Dolehanty had monthly meetings with the 9-1-1 Center management.

Ms. Morton stated that they would follow up on some of the items that Cardinal put into place. She further stated that Cardinal would also return after several months to follow up also and evaluate.

Ms. Morton stated that as was seen at the 9-1-1 Center, it was easy to have the enthusiasm for this program wane after a while. She further stated that the Controller's Office would keep on top of it.

Commissioner Banas stated that at times when people who were popular and well liked were hired into management positions, but that was not enough. She further stated that she would urge that the Animal Control Director should be mentored and allowed to grow into the position.

Commissioner Banas stated that the Ingham County Animal Control Director should be able to be supported along the way from upper management.

THE MOTION CARRIED UNANIMOUSLY.

3. Controller's Office

- b. Resolution to Authorize Positions, Contracts and Other Expenses to Increase Treatment Programming as Authorized by the Justice Millage

MOVED BY COMM. CELENTINO, SUPPORTED BY COMM. MAIVILLE, TO ADOPT THE RESOLUTION.

Commissioner Maiville stated that he wanted to recognize that this programming was happening. He further stated that the Justice Millage passed only a few months ago and the staff had put in a lot of effort to outline this training and programming.

Commissioner Maiville stated that he would like to recognize their hard work.

Ms. Morton stated that this Committee had done a lot of work in the last two years which set the stage for this programming. She further stated that it started two years ago with Commissioner Hope as Chair and continued through the last year.

Commissioner Hope thanked Ms. Morton. She further stated that she was excited for this to happen.

Commissioner Banas stated that this trauma center yoga class offered in the programming was interesting. She further stated that she had just finished hosting a health institute with Head Start and two most popular programs this year and last were yoga and mindfulness.

Commissioner Banas stated that there was evidence that yoga worked. She further stated that it takes about 30 days to change behavior and many people that that long of a sentence in the County Jail.

Commissioner Banas stated that this helped to make a difference and gave skills to incarcerated individuals which would be useful outside of the jail.

Sheriff Wriggelsworth stated that the County Jail already had some yoga and tai chi programs which were successful.

Commissioner Slaughter stated that he wanted to reiterate the importance of this programming. He further stated that when he had taken a jail tour ahead of the Justice Millage he had told Sheriff Wriggelsworth that the programming would sell the Millage.

Commissioner Slaughter stated that he did not see that regular community members had been involved in any of these discussions or decisions but maybe the Committee could involve them in the next go around.

THE MOTION CARRIED UNANIMOUSLY. Absent: Commissioner Schafer.

1. 9-1-1 Dispatch Center
 - a. Public Safety Radio System Update (*Discussion*)

Lance Langdon, 9-1-1 Center Director, stated that the Planning and Development Committee of the 9-1-1 Advisory Board met recently and included representatives from around the County. He further stated that they had worked with Motorola to develop what was needed in the radio system.

Mr. Langdon stated that they had received a price earlier in the day. He further stated that this price was for complete replacement of end user equipment, infrastructure radios to be added, as well as some other parts and pieces including a Global Positioning System (GPS) location feature on the radios.

Mr. Langdon stated that the GPS feature was really needed, especially in instances where a law enforcement officer had to track someone on foot, their location could be tracked. He further stated that this was important for the safety of these officers.

Mr. Langdon stated that there was a lot of redundancy built into the system and it exceeded specifications that the County had requested. He further stated that the price quoted to them was over \$39 million without any discounts.

Mr. Langdon stated that with the discounts applied the price came down to about \$24 million. He further stated that they had originally estimated a cost of about \$30 million for this radio system.

Mr. Langdon stated that there would be some other expenses for fire pagers and upgrades to 9-1-1 Center CAD system, but not they did not believe the price would reach the original estimate.

Chairperson Crenshaw asked if the County would levy the full amount for the 9-1-1 Surcharge if the estimated cost was so much lower.

Mr. Langdon stated that he had not had a chance to look at all the numbers at this time.

Ms. Morton stated that she would recommend that they should levy the entire amount for the first year.

Commissioner Maiville asked if there would be changes to the towers.

Brian Ball, Delhi Township Fire Chief and 9-1-1 Advisory Board member, stated that this radio system design was all encompassing. He further stated that they had ensured everyone from around the County had a say in what was needed.

Chief Ball stated that they had asked Motorola for 97% coverage rate which was above the typical 95% rate. He further stated that was important in order to ensure safety as was having GPS.

Chief Ball stated that this was a robust design with many layers of redundancy.

Mr. Langdon stated that they intended to reuse the current towers. He further stated that they needed to make sure that the towers could support the extra equipment and there would be some cost to remove old equipment.

Mr. Langdon stated that both systems will be up until new system was fully operational. He further stated that they would have support of new system as part of Michigan's Public Safety Communications System (MPSCS.)

Mr. Langdon stated that the MPSCS support and came at about a third of the cost compared to what County was paying now for system support. He further stated that they were considering adding to a tower in the North East corner of the County were there were some weaknesses in communication.

Mr. Langdon stated that there would be additional cost to establish new land leases and new leases on equipment. He further stated that the new radio system was estimated to be in place by April 2021 and their contract with Harris had an end date of October 2021.

Mr. Langdon stated that it was possible that this could be completed much sooner. He further stated that he was pleased with the coverage to follow up on what Chief Ball had commented on.

Mr. Langdon stated that with this system there would be the ability to communicate pretty much wherever in the County they were. He further stated that there would be a need for Bi Directional Amplifier (BDA) units in some buildings in order to amplify signal.

Mr. Langdon stated that in some communities such as the Cities of Lansing and East Lansing and Delhi and Lansing townships, the fire codes required new buildings to have BDAs. He further stated that Michigan State University (MSU) campus was also transferring to MSPCS system and they have BDAs in many buildings already.

Sheriff Wrigglesworth stated that there was a specific discussion about this for the Justice Complex but since BDAs were needed for fire code, communication in the jail should not be an issue at all.

Mr. Langdon stated that the price was based off of different specifications than they had originally intended, because of the GPS requirements for the system, no other end user radios would work. He further stated that with that requirement, Motorola will be providing all of the end user radios also.

Mr. Langdon stated that the 9-1-1 Advisory Board recommended to use Motorola through the whole system.

Chief Ball stated that this would result in the greatest efficiencies.

Sheriff Wrigglesworth stated that it would be very helpful to have automatic updates.

Commissioner Celentino asked who was involved in planning the design of this system.

Mr. Langdon stated that the Planning and Development Committee involved representatives from MSU, Lansing Fire, Michigan State Police, MSPSC and Motorola.

Commissioner Celentino asked if there was anyone representing Lansing Township.

Chief Ball stated that he updated all of the area Fire Chiefs at their meetings and there had been lot of open dialogue throughout the County.

Sheriff Wrigglesworth stated that they had been having regular 9-1-1 Advisory Committee meetings also were there were representatives from every community.

Ms. Morton stated that the Planning and Development Committee had been comprised of members of the 9-1-1 Advisory Board.

Commissioner Banas asked if the GPS component had been discussed earlier in the conversations.

Mr. Langdon stated that GPS was always a requirement for the radio system.

Ms. Morton stated that when the Board of Commissioners had approved the original resolution there was a separate clause about seeking out a separate vendor for the end use radios. She further stated that it had become evident that if they kept the GPS function, there was not an option to use a separate vendor.

Commissioner Banas stated that it seemed that even when buying cell phones you have to stick to one vendor. She further stated that if there was no other way to encourage competition, then maybe that it was not possible now.

Mr. Langdon stated that this purchase was through MI DEAL to get the best pricing but additional discounts were also applied since this was such a large purchase. He further stated that he had been working closely with Motorola to get the best price as possible.

Commissioner Banas asked if they were surprised that the cost came in so much under estimate.

Mr. Langdon stated that there were still other costs that would be needed such as BDAs, tower costs, and more, so the total cost may not be as far under the estimate. He further stated that they had a cushion and hoped that the total cost remained under the estimate by about \$5 million.

Commissioner Banas stated that all the companies knew that there was an extra \$5 million now and may try to get a piece of those funds. She further stated that she would prefer to reduce the surcharge as needed.

Chief Ball stated that the group was being extremely fiscally responsible, especially Mr. Langdon.

Mr. Langdon stated that the group had done some guessing as to what the estimate would be and it came in lower than they expected.

Ms. Morton stated that they did estimate high with the hope to come down.

Sheriff Wriggelsworth stated that the local agencies would ask how much it would cost for this system in ongoing maintenance costs for them.

Mr. Langdon stated that system maintenance cost was about \$300,000 annually and a large portion of the cost was passed along to the local agencies as a mic fee. He further stated that it would be ideal to cover the maintenance costs for all of the agencies to reduce their costs.

Mr. Langdon stated that it would save Sheriff General Fund dollars and help many of the smaller fire departments. He further stated that the County could absorb this lower cost relatively easily using the millage funding.

Mr. Langdon stated that this was a decision for the Board of Commissioners but his recommendation was to have use the surcharge toward covering all of the maintenance costs. .

Commissioner Maiville stated that the mic fees for these small fire departments were a huge in comparison to their entire budget. He further stated that it was often a contentious issue and he hoped that this would alleviate that.

Ms. Morton stated that this had been brought forward as a discussion item because this was year-end pricing and needed to be approved at the next round as a resolution. She further stated that if it was not approved before the end of the year they would need to go back to the drawing board for a new price.

Commissioner Banas asked if mic fees were allowable under surcharge.

Mr. Langdon stated that it was allowable.

Commissioner Banas stated that removing that cost would help a lot of communities.

Commissioner Maiville stated asked how the funding would work with the surcharge not being collected yet, if this purchase was approved at the next meeting.

Ms. Morton stated that the surcharge would not go into effect until July 1, but the County had a fund balance to cover costs until then. She further stated that they were looking to enter into a 10 year lease program to purchase the equipment so there would not be any likely expenses until next year.

Ms. Morton stated that the cost of a project manager would be incurred earlier and the fund balance could handle that.

Mr. Langdon stated that they had received nine responses from their project manager RFP. He further stated that they were working on getting a recommendation for which one to use.

1. 9-1-1 Dispatch Center
 - b. 9-1-1 Dispatch Center Update

Commissioner Hope left the room at 6:37 p.m.

Mr. Langdon presented the report provided to the Committee.

Commissioner Hope returned to the room at 6:38 p.m.

Commissioner Celentino stated that there was an ongoing struggle with hiring staff. He asked if this would continue on forever and forever.

Mr. Celentino asked what the solution was.

Ms. Morton stated that the recruiter should help with this issue.

Mr. Langdon stated that it was a nation-wide problem.

Ms. Morton stated that as the economy improved it was more and more difficult to find people to fill these positions. She further stated that the Road Department was having a similar issues with finding plow drivers.

Ms. Morton stated that retention was improving and the Cardinal training was working to improve it further.

Mr. Langdon stated that the Cardinal training was helping and there was a change in the culture which resulted in improvements for retention. He further stated that there was a time when some operators would say they would not learn the name of a new operator until they had been there for a year.

Mr. Langdon stated that was a big issue and they needed to give people a chance. He further stated that this was something directly addressed by the Cardinal Group.

Chairperson Crenshaw stated that at a previous meeting had asked about doing some research for like-sized 9-1-1 Centers to compare how they were doing.

Mr. Langdon stated that sounded familiar but he had not completed that.

Chairperson Crenshaw asked if he knew if the adjoining counties compared to Ingham County for vacancies and retention.

Ms. Morton stated that Mr. Langdon could put some numbers together and report back.

Chairperson Crenshaw left the room at 6:47 p.m.

Commissioner Banas asked if they had looked at other counties that had been more successful and looked at what their methods were and try to copy that. Ingham County had always been progressive and smarter than other counties at solving problems.

Mr. Langdon stated that the last time they had asked the question at a state meeting, only one 9-1-1 was fully staffed but it was a small center of only 12 employees. He further stated that their staff that was full was because no attrition.

Chairperson Crenshaw returned to the room at 6:48 p.m.

Commissioner Banas asked if there was an estimated amount of overtime cost for this year. She stated that last year overtime costed about \$1 million.

Mr. Langdon stated last year cost about \$1.2 million in overtime and he estimated that it would be about same this year.

Commissioner Banas asked what he was most hopeful about in the contract with EG Workforce that would help hire and retain employees.

Mr. Langdon stated that EG Workforce would help to look for potential employees and also hit a different audience than the County did now. He further stated that they would come in to look at hiring process and interview questions and provide an evaluation of those things too.

Mr. Langdon stated that they would be better at finding people looking for employment. He further stated that one problem that the County had was that they receive applications and send invitations for training and people did not show up.

Mr. Langdon stated that this company would help to stay in contact with those people and continue to follow up.

Commissioner Banas asked about the morale for the people who had worked those hard, overtime hours. She further stated that in the past people were very upset about working overtime.

Mr. Langdon stated that they had five people with over 1,000 hours overtime for the year, and many others with less than 100 hours.

Commissioner Banas asked if the overall feeling was that the employees like or did not like the overtime hours.

Mr. Langdon stated that it was both as there was some back and forth among the staff with some unhappy with the amount of overtime, others will not be happy with lack of overtime if the center was fully staffed.

Commissioner Banas how soon this company would start helping.

Mr. Langdon stated that they could start as soon as December.

Chairperson Crenshaw asked how many hours straight could someone work without break.

Mr. Langdon stated that an employee was able to work a normal 12 hour shift, plus four additional hours. He further stated that following that shift the employee has a mandatory 7.5 hours off.

Commissioner Slaughter asked if they ever performed exit interviews when people leave to ask why they left.

Mr. Langdon stated that in this case it was a matter of failed training and their scores were not meeting the requirements. He further stated that after receiving a not respond to training (NTR) feedback, a training plan was implemented.

Mr. Langdon stated that at times there was not improvement and those employees were let go. He further stated that there was no way to know who would make it but hoped to get extra tips from EG Workforce.

Commissioner Slaughter asked if there was there a certain place the employees washed out during training.

Mr. Langdon stated that a big problem was not remembering processes. He further stated that Commissioner Slaughter was welcome to take a tour of the 9-1-1 Call Center.

Mr. Langdon stated that he was fairly positive that things were moving the right way. He further stated that they were due for another award ceremony in December and they would keep moving ahead.

Announcements


None.

Public Comment

None.

Adjournment

The meeting was adjourned at 6:57 p.m.



BARB BYRUM, CLERK OF THE BOARD

