



Jackson County Central

Dispatch

Jason A Hamman, 911 Director

Jackson County Central 911 Dispatch Operations
1715 Lansing Ave
Jackson MI, 49201

911 Advisory Board
Meeting Minutes
May 5, 2025

Call to Order

The meeting was called to order at 1000a.

Roll Call

The meeting roll call is as follows:

Members & Alternates Present

F/Lt. Kevin Rod, chair
Deputy Chief Tim Gonzalez, vice chair
Chief Tim McEldowney
Director Darin McIntosh
Brian Walls, JCA
Chief Chris Simpson
Sheriff Gary Schuette
Commissioner Margie Walz

Members & Alternates Absent:

Alternate Interim Undersheriff Jeremy Barnett
Dr. Fill
Alternate Lt. Jay Barkley
Alternate Craig Kiss
Alternate Assistant Chief Joel Skrypec

Others in attendance:

Director Jason Hamman
Assistant Administrator Debra Kubitskey
Shift Leader Mallory Fugate

Approve Agenda

A motion to approve the agenda was made by Chief McEldowney, seconded by Brian Walls and the motion passed.

Introduction of New Members and Guests

There were no introductions of new members or guests.

Public Comments

There was no public comments.

Minutes Approval

A motion to approve the February 3rd, 2025 minutes was made by Commissioner Walz, seconded by Chief Gonzalez and the motion passed.

Director Comments

a. Radio Update by Director Hamman

- i. The Brown Street radio tower has been fully repaired after some damage to the infrastructure from rodents. The cost for repair on the Brown Street site & prevention of future issues on all the sites was approximately \$18,000. The tower is up & running after being on generator for approximately 2 months.
- ii. Norvell Township PD radio testing has been completed. The MDC & field reporting was also tested & completed.
- iii. The mandated upgrade from Motorola & the state is still needing to be done. Previously, Motorola agreed to pay for this as Director Hamman was not informed about the mandate until the end of the year (2024). Since the last Advisory Meeting, Motorola has since denied any payment for this upgrade due to the total number of counties that are needing this, which is 39. This upgrade is required so that the recorders for the phones & the radios sync together. The upgrade cost will be approximately \$42,000 & needs to be completed by Quarter 3. Motorola is meeting with agencies to discuss paying for this in 2026 instead of 2025 due to the upgrade not being budgeted & being last minute. This upgrade includes the server; the current OS will not work on the upgrade. Dispatch is mandated federally to have all calls recorded. Director Hamman will be meeting with Ben from IT today (May 5, 2025) to discuss the options, of which there are 3, & decide what course of action is the best for Jackson County. From there, Director Hamman will be going before the Board next month for approval of this upgrade.
- iv. In 2030, the consoles within Dispatch have end of life for radios. Director Hamman will be looking at upcoming radios before the end of life comes up. Regarding cost of this, in 2017, the consoles cost approximately \$350,000 - \$380,000; Director Hamman would imagine the cost of the new radios would be somewhere in the \$400,000 - \$500,000 range.

b. CAD Update

- i. Director Hamman has been working on the HVA interface. There was a meeting with some engineers from Tyler last week (week of April 28th) due to having some issues back & forth with HVA. It was discovered that Tyler forgot to check a box that allows for the information to be sent back & forth properly. There is additional testing scheduled for the upcoming week & as long as that goes well, the interface will be operational. From here, there will be a process of entering approximately 12,000 call for service types into our CAD system to be able to properly use the interface; these call types have to be manually entered as there is no way to upload them according to Tyler.
- ii. The build out for Norvell PD on the CAD system is complete. Field Reporting & their ORI are both all set. Director Hamman has the paperwork that is necessary as well.

- iii. Hillsdale County is now on Tyler CAD. There will be collaboration for CAD to CAD with Hillsdale in the future, mirroring what is currently done with CAD to CAD between Jackson & Lenawee County. CAD to CAD is being utilized so that CAD information can be sent between the counties. For example, if there is a call in Jackson County that is heading towards Hillsdale County, all Jackson County CAD information can be sent directly to Hillsdale County so they can see all the call notes that were taken in Jackson County. Both counties will be able to see the notes added by either agency. This feature was used in the Officer Involved Shooting with a shooting suspect out of Lenawee County. The information was sent to Jackson County from Lenawee County via CAD. There were no phone calls made between the agencies; the information was passed along in real time. Lenawee County detectives were able to read all the notes that were being added by officers & dispatchers. Mapping & units can also be shared with this system. Currently, Hillsdale County map is available with our mapping system so dispatchers can see Hillsdale County areas with Jackson County. Jackson County is the first to do this CAD to CAD with Lenawee; there are several counties that are working to do their own interfaces. Several other counties have reached out about doing CAD to CAD, including counties that are on other CAD programs. CAD to CAD among Tyler customers is more of a smooth process; the interfaces with other CAD programs can be done but take more time to build out. In the end, the HVA interface will be very helpful for JCA & Dispatch as they can see all the information immediately & the information is very clear regarding what is going on with the patient.
- c. PFN
 - i. PFN came in & did the maintenance updates. They are the ones that maintain the system & keep track of any updates or changes that need to be made.
 - ii. RapidSOS: It is now configured that RapidSOS shows all VOIP & hardline location information to come into Dispatch. In the event that any ALI/ANI information is lost, Dispatch can still get phone numbers & locations through RapidSOS.
 - iii. ADT – Medical Alarms: There is a signed agreement between Dispatch & ADT that all medical alarms will now come into Dispatch via text messages. ADT currently sends police alarms by text. It will cut down on phone calls but will still give the calls for service when help is needed.
- d. Phone – Geo Diverse: Last year, there were 1.6 million phones in Jackson County total that were charged for the surcharge. It was approximately 139,000 device per month within Jackson County.
- e. Director Hamman gave his last quarterly review to the Board on February 10, 2025. There was a quarterly review scheduled for next week however Director Hamman asked that it be postponed due to the current state compliance review. He will give the next review to the Board on June 9, 2025.
- f. Budget – Director Hamman is currently working on the 2026 budget & will be including the cost of the previously mentioned Motorola upgrade.
- g. Trainings
 - i. The following are trainings that have been completed or will soon be completed since the last advisory meeting:
 - 1. Handling Calls Regarding Missing & Exploited Children
 - 2. Incident Tactical Dispatcher

3. Survive & Thrive Core Stress Resilience
 4. Power of 911 Peer Support: Currently in Jackson County, there is one dispatcher who is certified as a peer supporter (Mallory Fugate) & the training was so there could be a second peer supporter (Crystal Davis); Crystal has been certified after these trainings. This training is to train & certify dispatchers to be peer supporters for those who may need to reach out for help.
 5. Certified Peer Supporter
- ii. Director Hamman attended the state NTS committee meeting in February & March.
 - iii. Compliance Review by the state is currently ongoing. Director Hamman met with the state along with the finance director, Cecelia for the financial portion of the review. The committee will be coming down to Dispatch tomorrow (May 6, 2025) & will be meeting with the dispatchers as well as local officials. They reviewed the policies & procedures already & now are doing the onsite visit. The committee does 4 PSAP reviews a year until all in the state have been completed then the process starts over. Jackson County last went through this compliance review in 2011 & a copy of that review was given to this board in 2018-2019 with recommendations of what can be worked on. The current review from the committee will go to their board for review before coming back to Director Hamman. When Director Hamman receives the report, he will share with the advisory board however it probably won't be until August.
- h. MABAS – All fire departments in Jackson County continue to be on MABAS. Director Hamman is continuing to meet with all the departments to update their cards & make sure they are correct with each department.
- i. Springport Fire & Clarence Township Fire are separating after being a joint department for many years. It was scheduled to happen at the beginning of the year however has been extended for 6 months in order to give Springport Township time to hire a chief. The current chief, Chief Ott, is planning to go to Clarence Township as chief. There will be some changes that will be done when this switchover is completed.
- i. Staffing – There is one new hire who starts May 19, 2025. This leaves 1 opening in Dispatch.
- j. MSAG / GIS
- i. Director Hamman corrected a couple of buildings with no addresses. The common name file has been updated & these are constantly updated. The update is pushed out every few weeks to make changes to business that changed names or have been added.
 - ii. GIS is working on updating some addresses within the City of Jackson that Director Hamman discussed with them.
 - iii. Hillsdale County's map was placed on our mapping system. It is a layer that can be added or removed. It was thought that it would be helpful especially for the troopers that are working in Hillsdale County. There was a pursuit that went into Hillsdale County that units were seen on the map into Hillsdale County.
 - iv. MSAG Policy: One of the things that was discussed in the compliance meeting is the need for a MSAG Policy, which we currently do not have nor have we ever had. Director Hamman will be working on writing this policy & will be reaching out to other centers who have an MSAG policy for assistance. MSAG is a database provided by carriers with an address that the carrier was

given. It is then the responsibility of the PSAP to make sure the information is correct, which often it is not. The addresses need to line up with what is in the GIS system & be corrected. Last meeting there were some addresses that were out of sequence, specifically on Browns Lake Rd. This is a work in progress to correct & update these addresses.

k. LEIN

- i. Monthly validations were completed.
- ii. Director Hamman is reviewing & updating all the LEIN Management Agreements between the departments & Dispatch. This was prompted by needing a LEIN Management Agreement with Norvell Township PD & making sure the agreements with all other agencies are in order.

- I. State / SNC – The state paperwork was sent in to the state. This allows Jackson County to receive the funds from the \$1.50 surcharge starting in July.

Old Business

Encryption Plan

The subcommittee met & decided on a hard date for which Dispatch will be in compliance with not putting any information across the main radio channels regarding LEIN. There was a brief description of the plan that was sent to the subcommittee for approval before it is forwarded to all the departments regarding the plan for compliance. The date that agreed upon is in 2027. Director Hamman is going to reach out to the subcommittee members to make sure the paperwork is good before sending it out further to other officials regarding the hard date when CJIS information will not be transmitted over the radio. This is a hard mandate from federal & state officials.

Additionally, the state sent over a guide for encryption & how to be in compliance. Director Hamman is going to share with the advisory board in an email.

Questions were raised about the end of life on radios. End of life on the radios is 2029. It is unknown if there is an end of life on in car radios at this time.

New Business

Brooklyn Village DPW

Director Hamman passed out the letter of intent for Brooklyn Village DPW to be added to the radio system. Per the advisory board's policy, they had to send a request letter. They are asking for 2 radios to be added. These radios will be used by DPW to utilize for situations such as turning on pumps in the village to assist with fires & such. Currently, according to the last GOS study, it is just below 1. The policy states that it needs to be below 1.7. Adding the 2 radios will not put Jackson County over that threshold. Director Hamman believes they will have 2 channels at the most on their radios, which is monitored by the state. DPW will also be low priority for channel access. Currently, there are 13 channels & 1 data channel; the "bonk" will not occur until all 13 channels are full. Law enforcement & Fire get priority. Director Hamman will run another GOS study & this topic will need to be voted on at the next meeting.

Next Meeting

The next meeting is August 4, 2025 at 10am.

Public Comment

There were no additional public comments.

Board Member Comments

Chief McEldowney: The fire chiefs were invited to the township supervisors meeting to discuss radio replacements. Replacing radios for some townships will cost more than those townships have in their budget. It was decided at the meeting that law enforcement also needs to be brought in on the discussion on how radios will be replaced. Fire is not mandated to encrypt their radios where police will be. In Jackson County, there are approximately 700 radios in total that will need to be replaced by 2030 – approximately 250-300 for law enforcement & approximately 400 for fire. The county's position is that they will not be replacing all radios for all jurisdictions; they will replace the radios for the Sheriff's Office as they are a county department but not for the townships.

Sheriff Schuette stated that they recently had a rep from AT&T Firstnet at JSO & they talked about the idea of moving from radios to phones using an app. The app is on a phone, will have data encrypted & seems to be a most cost effective way of replacing radios. An idea of cost is approximately \$39 a month per phone, which will allow for a large savings comparative to the cost of a radio.

Director McIntosh advised that Blackman Township is discussing something like this as well with Verizon. The idea would be for non-essential law enforcement officers, such as detectives, would be issued a phone as their radio. Some of the problems that he sees, however, are it is unknown how accessible this would be for fire & issues with not having coverage.

Debra Kubitskey wants it to be clear that the County is not replacing all radios. It was stated when the radios were initially bought that the County will not replace as the County also doesn't have the money to do so & is still paying on the first bond. There may be some discussions with Sheriff Schuette on options that may be available but as a whole, the County is not paying to replace the radios.

Chief Simpson requested that those involved in this work together & communicate on what is going to happen going forward. Lack of communication causes a loss of interoperability, which was echoed by Lt. Rod. An example of this is Branch County with no interoperability because they are on a system by themselves; the system was chosen because of cost savings however has caused many more issues regarding communications & interoperability.

Director Hamman: A reminder for the fire chiefs on the west side of the county: Calhoun County went live on 800s on the fire side. The towers have been renamed & renumbered so any department that will use those towers for pagers will need to have them reprogrammed or else they will not be able to use the towers.

Adjournment

A motion to adjourn the meeting was made by Chief Simpson, seconded by Brian Walls. The meeting was adjourned at 1049a.