

Michigan's Statewide Interoperable Communications Conference



August 02, 2015

**Sorry Everyone –
This is not a drill !!**

A normal typical Summer weekend day in Northern Michigan.



Remember, this is the first weekend
in August –

“Summertime in Northern
Michigan”

It does not get any better than this

Just ask Kid Rock!

The annual average population for these 8 Counties sitting in the Northwest corner of Region 7 is approximately 288,000 people.

July and August population estimates in the Summer months put our population around 700,000 people in these 8 Counties.

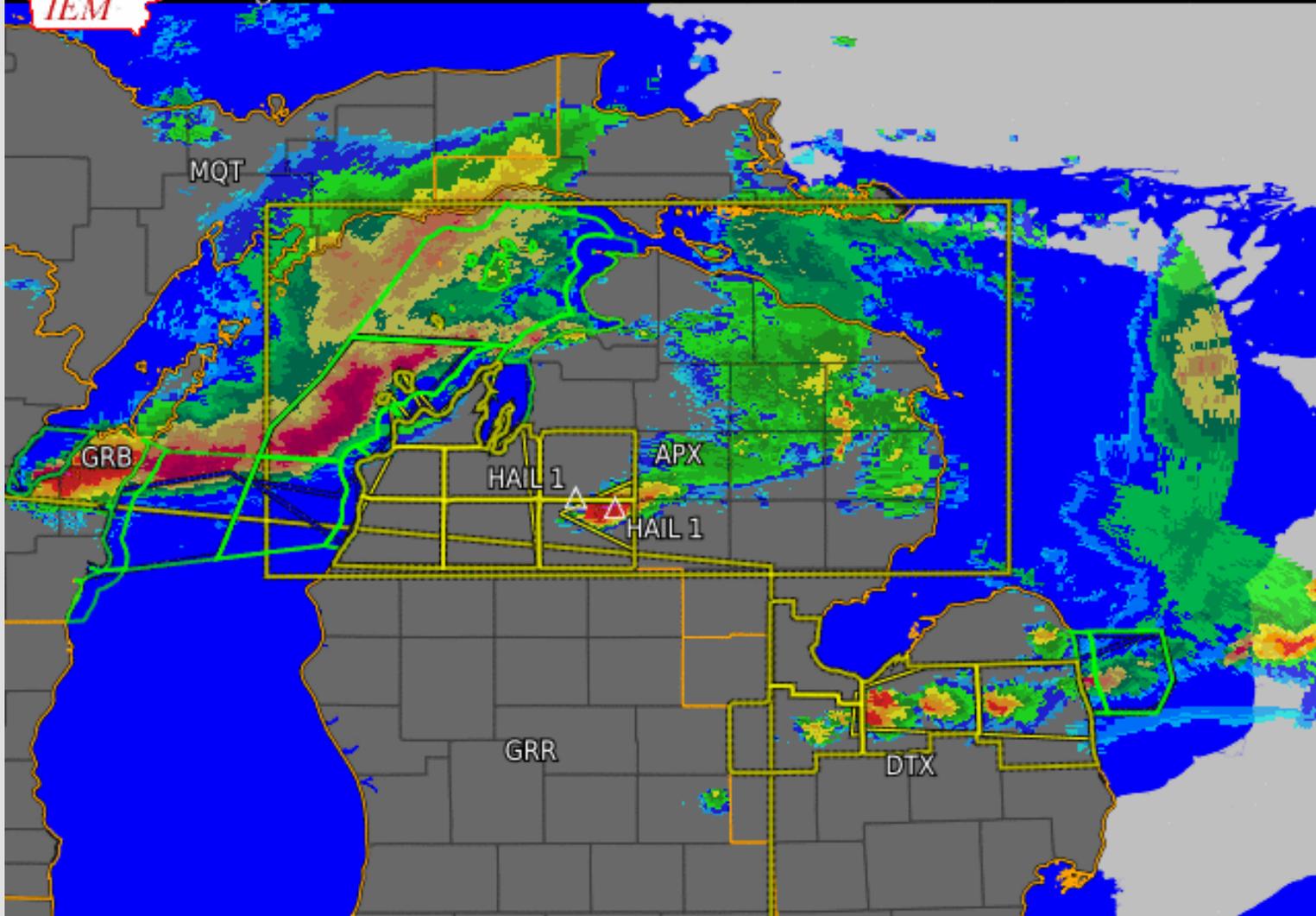
Local NWS Forecast called for
Thunderstorms to move through
Northern Michigan.

This is what showed up.....



NEXRAD Base Reflectivity

02 August 2015 4:00 PM EDT



The first views of the Storm as it
came across Lake Michigan onto
the shores of
Northwest Michigan.







The Aftermath.....





























Large Hail near West Branch on August 2nd, 2015

Largest Hail Stone on Record in Northern Michigan

Photo courtesy
of Shelly Evergreen



Largest Hail Records in Northern Michigan

- 1) 4.25" on August 2, 2015 near West Branch**
- 2) 3.50" on Sept. 26, 1998 in Arenac County**
- 3) 3.25" on Oct. 3, 2006 in Benzie County**

Since 1950 in NWS Gaylord County Warning Area:

- Only two occurrences of 3"+ hail
- Only nine occurrences of 2"+ hail

Since 1950 in Ogemaw County:

- Previously recorded largest hail: 2.75"
- Two occurrences of 2"+ hail

The largest hail to fall in the *state* of Michigan was 4.50", occurring in Livingston, Macomb and Kalamazoo counties.

Since 2005, 4"+ hail is only reported 35-40 times a year across the United States.



National Weather Service

Northern Michigan - Gaylord

www.weather.gov/gaylord

  NWSGaylord

PRELIMINARY LOCAL STORM REPORT NATIONAL
WEATHER SERVICE GAYLORD MI 816 PM EDT MON
AUG 3 2015

BASED ON NWS STORM SURVEY...INTENSE
STRAIGHT LINE WIND DAMAGE CONSISTENT WITH
WINDS OF 80 TO 100 MPH WAS FOUND FROM THE
SLEEPING BEAR DUNES AREA INTO THE TOWN OF
GLEN ARBOR. THOUSANDS OF TREES WERE BLOWN
DOWN WITH NUMEROUS STRUCTURES ALSO
DAMAGED.

“Thousands of trees were blown down during the period of strongest winds from about 4:08-4:30 p.m. Sunday”, according to the National Weather Service.

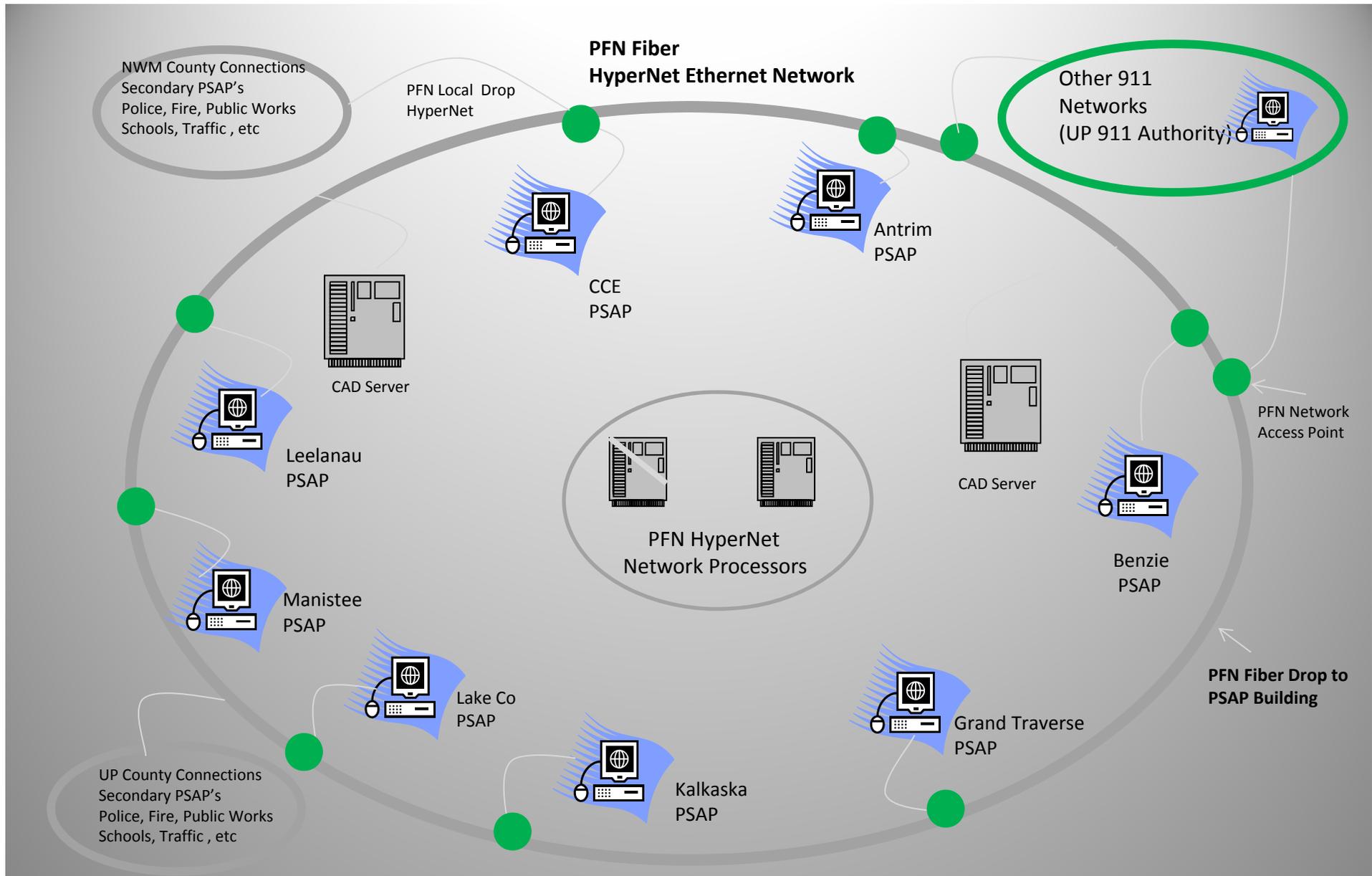
LANSING, Mich. – Gov. Rick Snyder today directed the Michigan State Police to amend a recent disaster declaration for Grand Traverse County to include Leelanau County after severe thunderstorms caused widespread damage in both counties on Aug. 2.

In Region 7,
Interoperable
Communications
between 911-Central
Dispatch Centers is
Paramount to our
Success!



The Region 7 Dispatch Centers began to work together in early 2013, working together to create reliable communications support between our Dispatch Centers.





North Western MI 911 Network

**PSAP Network Concept
Secondary Network Access**

The Story
Behind
The Story !



On Sunday, August 02, 2015
Six Northwest
Michigan PSAPs
pulled together to
assist each other to
make the best of a
bad situation.
This is their story.....



Dispatch Workstation



Calls Pending in CCE's CAD

The screenshot displays a CAD (Computer-Aided Dispatch) software interface. On the left, there is a map view. The central area is dominated by a list of call records, each with a status indicator. A red arrow points to a specific entry in this list. To the right of the list, there are several panels: a 'Call Details' panel with various input fields and buttons, and a 'Call Log' panel showing a list of recent calls. The interface is typical of a dispatch center's control room.



Calls Pending Screen Shot

The screenshot displays a 911 dispatch software interface. On the left, a list of calls is shown with columns for Call ID, Status, and Name. The main window displays detailed information for a specific call, including the address (612 HAY STAN ST & CT1), nature (ROAD HAZARD), and status (PENDING). A message window at the bottom shows a system message: "Sign in complete". On the right, a list of pending calls is shown with columns for Call ID, Pr, Unit, Service, Nature, Street, City Name, and Lapped. A red arrow points to the right side of the interface.

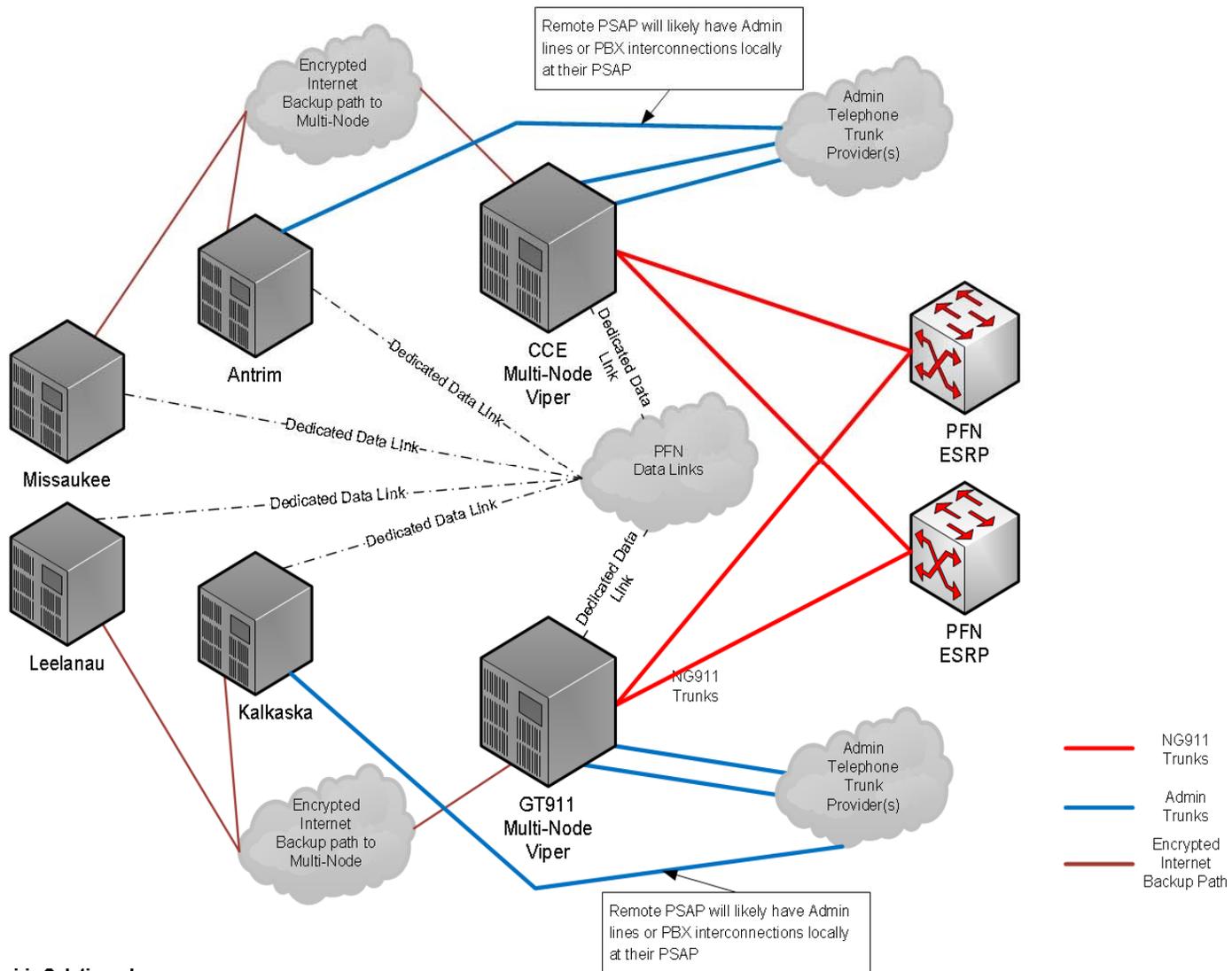
Call	Pr	Unit	Service	Nature	Street	City Name	Lapped
607	1	1	1	1	121 W FRONT ST		00:10
610	1	1	1	1	731 KRITZ LAKE		00:04
622	1	1	1	1	1095 WESTBROOK CT		00:09
627	2	2	2	2	5821 CRISP RD	BURT TWP	00:04
672	2	2	2	2	10874 LAKE SHORE RD		00:11
679	2	2	2	2	10875 BRAN LAKE RD		00:27
680	2	2	2	2	W TONLAK LAKE DR/CHURCH		00:27
681	2	2	2	2	771 WALLEY RD		00:27
685	2	2	2	2	RIVER ST/RAPID CITY RD		00:24
694	2	2	2	2	709 BRIAN DR, KALKREUTH		00:20
698	2	2	2	2	10881 BLACK BEAR RD		00:19
612	2	2	2	2	7548 RD 22/46		00:07
615	2	2	2	2	1594 SHELLEY RD		00:05
616	2	2	2	2	6047 BARDY CITY RD NW		00:04
618	2	2	2	2	R- 72 & R 66		00:09
620	2	2	2	2	2050 APPLE CREEK		00:01
622	2	2	2	2	PARSONS RD/ANCHOR P		00:59
625	2	2	2	2	191N LAKES RD/DAVIDS RD		00:57
626	2	2	2	2	102 LAKE VALLEY RD		00:57
627	2	2	2	2	704 S T ST		00:50
632	2	2	2	2	131/PHILIPS RD		00:50
634	2	2	2	2	HOLIDAY DR/WALC DR		00:50
635	2	2	2	2	SUNGLER RD/N SHARON RD		00:49
640	2	2	2	2	1044 PLUM VALLEY		00:45
642	2	2	2	2	1081 RD / R 22 & LINL		00:44
644	2	2	2	2	CARROLL RD/STONA RD		00:44
648	2	2	2	2	WOOD RD / BERRY RD		00:41
651	2	2	2	2	324 W BIRCH ST		00:40
655	2	2	2	2	WAY RD NW/MORRISON E		00:39
658	2	2	2	2	LASHWOOD SHARLES/S LON		00:38
667	2	2	2	2	9797 FINE CTRC DRIVE		00:31
670	2	2	2	2	PHILIPS RD/111		00:29
673	2	2	2	2	445 ROBINSONA TRL		00:26
674	2	2	2	2	1204 PLENGALA DR, TEL		00:25
676	2	2	2	2	LACEY TR/GEORGINA		00:24
677	2	2	2	2	10117 CENTER RD		00:23
681	2	2	2	2	5081 WAY RD		00:21
683	2	2	2	2	4071 EVELYN CT		00:20
684	2	2	2	2	3094 S 10E POINTE RD		00:20
685	2	2	2	2	7020 TIMBERLINE RD		00:20
689	2	2	2	2	LAKE VALLEY RD/M 72		00:19
698	2	2	2	2	4286 LIVEL HILL, AURL		00:15
699	2	2	2	2	LARSON/NORTH SUDBURY		00:14
602	2	2	2	2	5 RT1 E/CRIMMOW		00:12
601	2	2	2	2	11999 CRAWFORD RD	SOUTH ARM TWP	00:12
609	2	2	2	2	5845 INULAN KALL BLVD		00:09
610	2	2	2	2	4710 488 COUNTY ROAD		00:08

Will NG911 help ??



Next Generation 911
will give Dispatch Centers the
ability to transfer 911 calls
between Dispatch Centers,
quicker, more efficiently and
more reliably with the calls the
data in place.

Viper Multi-Node and Remotes EXAMPLE ONLY



Empiric Solutions, Inc.

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Prepared by: Eric D. Seelye | rev. 22 Feb, 2016 at 23:27



NG 911 Service

Powered by **INdigital**

July 09, 2012

Hosted & onsite CPE



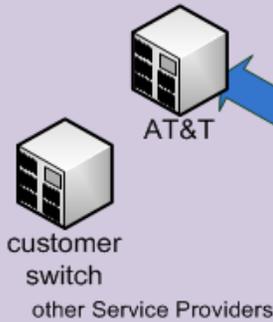
IP 911 answering positions



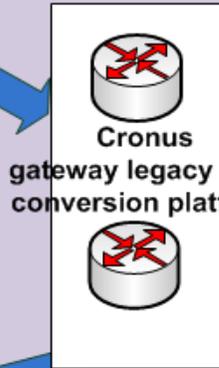
Headset Integration



Redundant IP phone with ALI

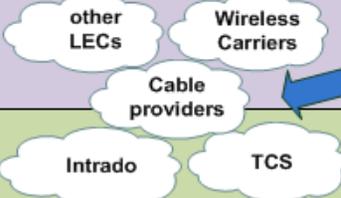
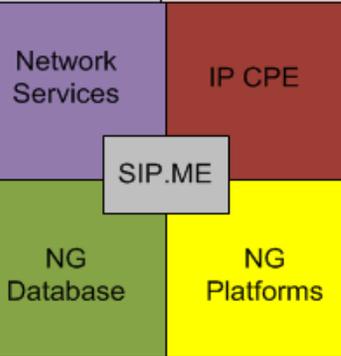


customer switch
other Service Providers

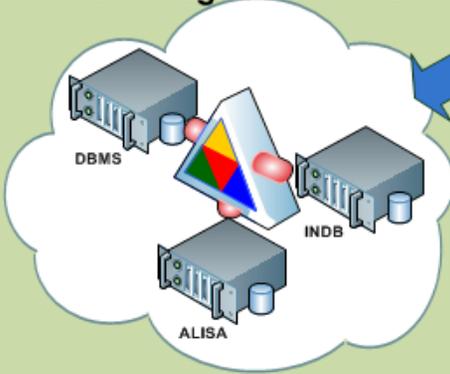


Cronus
gateway legacy to IP
conversion platform

INdigital provided
middleware



Database Integration Platform



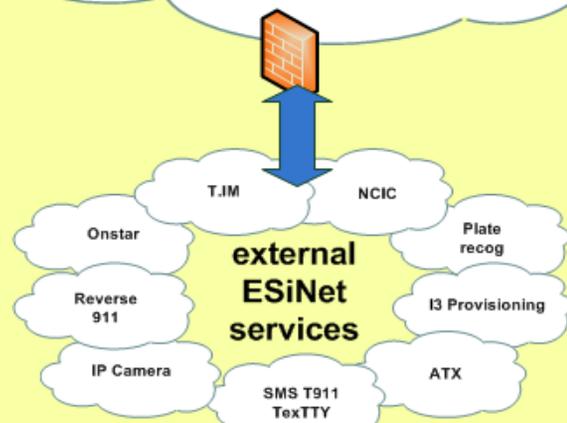
NG 911 Services

NG 911 message processing
XMPP
Geo-based Routing
Dynamic Database Queries

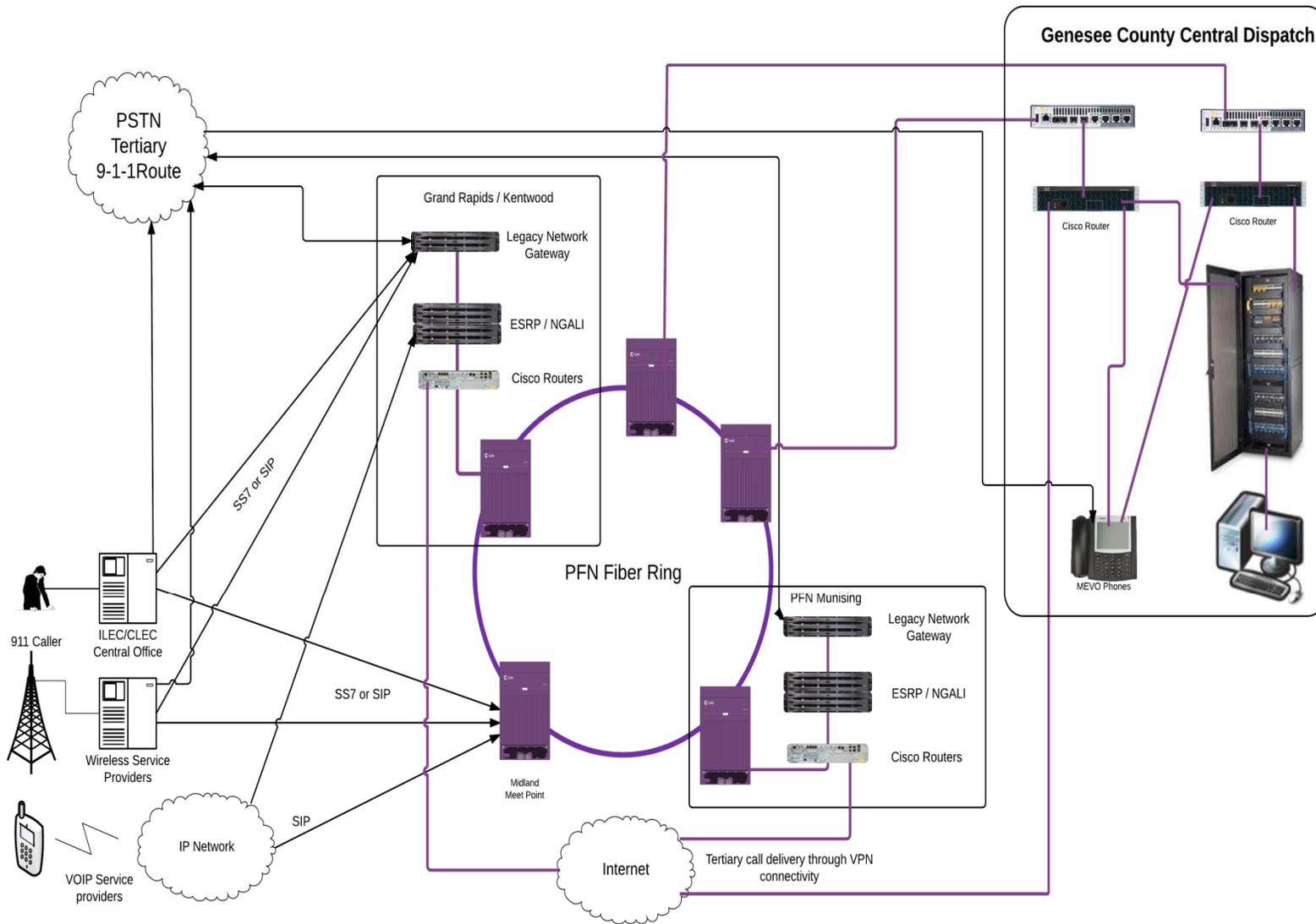
SIP
PIDFlo
LIS/LOS
others



ESiNet



external
ESiNet
services



It was more than just 911 call taking and dispatching on this day.

Using the MPSCS system and local VHF radio systems, the established Interoperable Communication network between each of the County's Dispatch Centers, Road Commissions, Law, Fire, EMS and Emergency Management agencies along with direct communication to area utility companies, ultimately made the day successful.

In closing,
Thank you to the men and
women behind the scenes of
everyday emergencies and large
scale incidents.

They are the first and most
important link in the Emergency
Communications Chain.

“Controlling the Chaos”
911 Style!

CERTIFICATE OF
TEAMWORK

On behalf of the Michigan Chapter of the Association of Public Safety Communications Officials
this certificate is awarded to

CCE Central Dispatch

On Sunday, August 2nd, 2015 a wave of severe thunderstorms entered Northern Michigan and wreaked havoc on the region. Numerous PSAPs in the area experienced significant equipment or system outages as well as an extraordinary number of 911 calls. The professional telecommunicators in each center affected (Antrim, Benzie, CCE, Grand Traverse, Kalkaska, and Leelanau) worked together to identify the location of each caller, prioritize the call and dispatch the appropriate responders. The exemplary teamwork from all of the dispatchers within each PSAP and across the region undoubtedly saved lives and property.

Andia K. Miller

2015 Michigan APCO President



October 22nd, 2015



August 02, 2015
Interoperable Communications
Team Work

Antrim County Central Dispatch
Benzie County Central Dispatch
CCE Central Dispatch
Grand Traverse County Central Dispatch
Kalkaska County Central Dispatch
Leelanau County Central Dispatch

The men and women of these six teams have over a combined total of 376 years of 911-Central Dispatch experience among them.

Antrim County 911 Team

Tamara Disbrow	Dispatcher
Jeremy Ball	Dispatcher
Jennifer Smith	Dispatcher
Yolanda Gallagher	Dispatcher
Jason McCalib	Dispatcher

Benzie County 911 Team

Christa Ketz Dispatcher

Michael Draeger Dispatcher

Dayton Pfost Dispatcher

Brandon McLaren Dispatcher

CCE 911 Team A

Vaughn Noble

Team Leader

Brandi Tache

Dispatcher

Ken Hahn

Dispatcher

Jason Lee

Dispatcher

Kim Matelski

Team Leader

Shirley Timmons

Dispatcher

Kelly Hewitt

Dispatcher

CCE 911 Team B

Allison Krauss

Dispatcher

Chris Heckman

Dispatcher

Rich Kauffman

Team Leader

Siiri Beth Avery

Dispatcher

Melissa Dragicevich

Dispatcher

Sara Krueger

Dispatcher

Grand Traverse County 911 Team

Jasen Mayersky	Supervisor
Greg Lenon	Dispatcher
Joe Miller	Dispatcher
Leah Hornacek	Supervisor
Amy Jensen	Supervisor
Patrick Andresen	Supervisor
James Domagalski	Dispatcher
Tom Ramsey	Dispatcher

Kalkaska County 911Team

Allison Draper	Disptacher
Rashelle Wirtz	Dispatcher
Mark Holston	Dispatcher
Todd Jones	Dispatcher

Leelanau County 911 Team

Ronda Coleman	Dispatcher
Wally Morton	Dispatcher
Erin Farrell	Dispatcher
Kelly Kobberstad	Dispatcher
Diane Spears	Dispatcher

Over 2000 911 calls were answered

(this number does not include any calls from Grand Traverse or Kalkaska Counties).

Over 1675 CAD Events were logged

It is estimated that over \$35 - \$45
Million in damage occurred in
Leelanau and Grand Traverse County
from the storm.

The exemplary team work from all of the Dispatchers involved from each of these 911 Centers on August 02, undoubtedly saved lives and property during and after the Sunday Storm of August 02, 2015.

Thank You !

