



DECEMBER 2020

Volume 9 Issue 4

MPSCS Consistently Excels During a Difficult Year

SINCE March 2020, MPSCS has continued to carry out its important duties while coping with the challenges of a worldwide pandemic. Many of the agency's employees have worked from home, collaborating and meeting virtually to keep projects moving forward. Meanwhile, those who cannot work at home have sustained their essential work, including staffing the Network Communications Center (NCC) and maintaining critical infrastructure across the state.

Despite myriad challenges, MPSCS has had a productive 2020, completing or making significant progress on numerous projects. These include:

- Wrapping up a project that began in 2016, the installation of red/white LED strobe lights on 193 towers;
- Ongoing technical planning and work to integrate the Oakland County public safety agencies into the MPSCS system;
- Internal technical work and training on a new radio management application for agency users that is slated to be rolled out in the second half of 2021;
- Implementation of CriticalConnect, a cloud-based, P25 interoperable interface that will connect land mobile radios with smartphones across the Michigan-Indiana border. Testing and configurations are ongoing, but the interface is expected to be fully operational by spring 2021.
- Equipment installations in 349 new Michigan State



Police (MSP) vehicles and more than 500 vehicles total. (Includes radios, consoles, video systems, radar, modems, antennas, and laptop docking stations.)

- As of Dec. 16, the Radio Programming Unit had completed 640 work orders, and the Template Design Unit 616 work orders, with the total touching more than 12,500 radios.

MPSCS employees have also supported the State of Michigan's Coronavirus pandemic response efforts, all the while adapting to new work environments and taking on unconventional tasks.



Chris Shanks loads portable radios bound for the Michigan Army National Guard.

In the spring, Radio Tech **Dave Barnett** led a team of radio technicians tasked with preparing two-way radios (with batteries) for the Michigan Army National Guard. **Russ Hamilton, Jason Simmons, Tony Newton, Ken Baker, Jim Darabos, Jeff Kelley** and **Chris Shanks** contributed to the effort. Team members programmed, tuned and deployed 100 XTS5000 portable radios from the MSP Communications loaner pool.

Daryl Dunham, an IT Programmer/Analyst, and Radio Tech **Chris Shanks** took just two days to prepare and configure 150 iPhones for use by McLaren healthcare providers at the TCF Center in Detroit, which was converted into a temporary Coronavirus field hospital. (Continued on Page 2)

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MPSCS Address:

Michigan's Public Safety Communications System, State Police Headquarters, 7150 Harris Drive, Dimondale, MI 48821

MPSCS Update is produced by MPSCS Communications & Outreach. For questions, corrections, or story ideas contact Tom Black, Communications Representative, at BlackT8@michigan.gov.



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Daryl also conducted a cellular coverage test walk-through at the Suburban Collection Showplace in Novi, which the U.S. Army Corps of Engineers converted into a 250-bed Coronavirus field hospital.

Radio Tech **Todd Velderman** used the MPSCS 3-D printer to manufacture 80 face shields and eight masks that were worn by medical personnel at various locations.

Randy Williams, Daryl Dunham, Matt McCormick, and Kate Jannereth, who serve on the Emergency Support Function (ESF) #2 – Communications, have been helping out at the State Emergency Operations Center, although the frantic pace of March and April has subsided somewhat. ESF#2 – Communications supports the restoration of communications infrastructure, coordinates communications and IT support for response efforts and helps stabilize and re-establish systems and applications during incidents.

Aside from the volume of technical work that needs to be done, precautions to ensure a safe work

environment have been an urgent priority.

Several MPSCS employees helped sew cloth masks; others scoured the Internet to find available personal protective gear (PPE), hand sanitizers, and disinfectant wipes to distribute to employees. D & D Maintenance deep-cleaned all three NCC locations with an electrostatic spray process that, disinfects, sanitizes and deodorizes. ■



Daryl Dunham works at a makeshift desk set up in his driveway last April, configuring iPhones for frontline health professionals. His son, Colt, helped Daryl and Chris Shanks open and organize boxes.

System Snapshot

(current as of December 14, 2020)



116,514
RADIOS



282

TOWER SITES

Includes 99 locally owned sites integrated into MPSCS



86

9-1-1 DISPATCH CENTERS

Supporting 490 console positions



11.2 million

PUSH-TO-TALKS PER MONTH



6,913

FIRE PAGERS LIVE



2,070

AGENCIES SERVED

Includes State, Local, Federal, Tribal & Private Public Safety Agencies

ABOUT THE MPSCS SYSTEM

MPSCS's cutting edge network provides interoperable statewide coverage for over 116,000 radios used by Michigan's first responder community. MPSCS serves 2,070 agencies at all levels: State, local, federal, tribal & private public safety agencies all rely on MPSCS for critical public safety communication services. We provide world class infrastructure, expertise and 24/7/365 support to public safety agencies within Michigan.