

MINUTES
OTTAWA COUNTY CENTRAL DISPATCH
POLICY BOARD
Central Dispatch Training Room
February 16, 2017, 9:00 a.m.

PRESENT: Patrick McGinnis, Ryan Cotton, Don Komejan, Alan Vanderberg, Toby Van Ess, Mike Haverdink

ABSENT: Chris McIntire, Steven Patrick

STAFF: Tim Smith, Tom Valdez, Joe LaLonde, Mark Jongekrijg, Laura DeGoede

GUESTS:

David Gabler	New World/Tyler
Erin Miller	New World/Tyler
Margaret Stafford	OCCDA Records Supervisor
Joshua Mausolf	OCCDA Supervisor
Tammy Smith	OCCDA Supervisor
Christopher Karish	OCCDA Training Supervisor

PUBLIC COMMENT – None

AGENDA ADDITIONS OR CORRECTIONS – None

Everyone went around the room to introduce themselves to everyone.

SUBJECT: MINUTES

MOTION CD17-2044 To approve the December 2, 2016 Meeting Minutes of the Policy Board.

Moved by: Cotton

Carried

Supported by: Van Ess

SUBJECT: 2017 ELECTION OF OFFICERS

MOTION CD17-2045 To approve with unanimous ballot for Patrick McGinnis for Chair, Ryan Cotton for Vice Chair, and Toby Van Ess for Secretary-Treasurer for the 2017 Policy Board. (This is the same as last year)

Moved by: Vanderberg

Carried

Supported by: Haverdink

SUBJECT: BUDGET PERFORMANCE, REVENUES, & BALANCE SHEET and CHECK REGISTER REPORTS

Tim stated that these are the unaudited reports for the end of the 2016 year. We will book the first quarter revenue payment from Allegan County back into 2016. We will be in the audit process shortly, in March. Since last year we began booking the revenue as it comes in on a bi-weekly basis so we get our millage coming in on a regular basis. There is not a spike up with revenue at only one time a year. It is a more even flow.

Tim stated that there were no odd ball items on the Check Register.

MOTION CD17-2046 To receive the Budget Performance, Revenues, & Balance Sheet and Check Register Reports as presented.

Moved by: Komejan

Supported by: Van Ess

Carried

OCCDA DIRECTOR'S REPORT

A. CAD Report – Presentation from New World/Tyler Representatives

Erin Miller and Dave Gabler gave an update of how far we are with the CAD project. Erin passed out some updates to the Power Point that had been given to T.A.C. Erin stated from the T. A.C. meeting they both took very seriously the issues that came from the Fire Chief of Grand Haven and the Sheriff of Ottawa County. Erin brought more detail and put together an additional plan of action.

Erin went through the power point starting on page 6. These items were discussed at the T. A.C. meeting last week. The plan is to release the enhancements and go through a period of testing before going live with the enhancement. Currently a testing is going on with the first item on the list which is traffic stops and this also covers Rip and Runs.

Al asked for a summary of the whole project for the newer board members, which Tim covered. Tim gave a history of what has been done for the fire departments. Tim has asked the Fire Chiefs to get together and figure out what they need for CAD for the future. From the law enforcement side we did go live and there were a few things that had to be fixed. There are differences of how it works at dispatch and how it works with the mobile units. We have been working on those issues. Some are system issues, training or connectivity issues. Tim called New World and met with them letting them know our users were not satisfied.

Part of the updates is dealing with year-end reporting and records. Some solutions for the Field Reporting for Holland have been found.

Dave stated that since the T.A.C. meeting Tyler has scheduled a lot of meetings with Mark and Joe to upgrade the infrastructure. Tyler is scheduling meetings to come out here Monday and Tuesday with one of our top mobile resources and do a ride along to verify the mobile network. Joe has emailed users to give he and Mark the issues to be able to pass on and work on.

Al Vanderberg asked for a timeline. Erin stated that this is difficult to say and there are a variety of different issues. Tyler needs to understand each issue correctly and she is looking for a systematic plan to address each issue – identify, prioritize, and work through a list of issues. As a result of the trip on Monday and Tuesday the list will increase. Tim stated that Erin will keep us updated and Dave and Erin will be back at our next meeting which is the joint meeting and will bring what updates they have at that time.

Pat McGinnis explained some of the issues for Grand Haven. The system doesn't work; the officers are resorting to using their cell phones. The information is supposed to be on the MCT and they can't get it. It is their main communication and information other than radio traffic. Toby Van Ess stated this problem has become county-wide.

Tim stated that Tyler has worked individually with Holland and Ottawa County Sheriff Department with year-end reporting.

Erin stated that she is confident that the system will work to its fullest and that is her goal. Macomb County is using a similar system very successfully. This is not a simple software fix. It is a complex system; there is an entire network, server configuration, connectivity to the units, software, the training all of these facets are interconnected. Dave and Erin have had some discussion with some of the internal folks at Tyler and are working toward all of the issues.

Pat McGinnis reiterated what Toby Van Ess had said earlier that since last May, it has been a long time for this system to work and the end users look to us for answers. Pat stated that this has been our "Grief" year as Al indicated in a previous statement, and starting in May should be our "Glory" year.

B. Radio System Update – Status Report email out on February 7, 2017

Tim stated we are training this week as you can see from the way the room is set up. We are scheduled to install the new consoles a week from Tuesday.

Chester Township tower site construction began this past Monday.

Pat has a City council meeting this coming Monday evening and Tim will be there to help with approval for the tower in Grand Haven.

Holland Water Tower, the BPW has signed off at city council and that will start construction.

Hudsonville Water tower has all back ground work done and construction has started.

The fire mic's were shipped and did not have extreme temperature cords and those have been replaced.

Talk Groups are being worked on.

Meetings and contact with Kent, Allegan Co and Muskegon Heights are changing to MPSCS.

We have heard from Kent and Allegan Counties when their system is up they are shutting off completely their VHs for fire.

We have been upgrading generators.

Toby Van Ess asked about pagers. Tim stated that the pagers were not included in the original project because pagers were not going to change. Tim stated if the fire departments in Ottawa County got together to apply for a federal grant, they could replace all of their pagers. Central would pay for the activation fees. Tim asked – what will we do about MCTS. He would encourage the fire services to apply today for a grant. Some of the fire chiefs think it is a good idea and some didn't say anything.

C. Proposed 2017 Strategic Plan

Tim stated that there is an increase in school presentations from 30 to 50.

In addition to the implementation of the radio system, we need to upgrade or replace both our admin and dispatch 911 phone systems.

SUBJECT: 2017 STRATEGIC PLAN

MOTION CD-17-2047 To approve the 2017 Strategic Plan as presented.

Moved by: Vanderberg

Supported by: Komejan

Carried

D. Texting to 911 – Status and Update

911 went live with texting and it has been a great success. Right now with the texting, it is with a third party and with updating the 911 phone system, it will handle texting. With the admin phone system we are looking at joining with the county-wide phone group.

E. Other Items

a. Currently we will be re-doing our website and adding dash boards. It will be more public user friendly.

b. Pat McGinnis asked about SMART911. He asked what more can we do to get people signed up. Tim stated that the sign ups and the usage are two separate issues. With hang up calls we can deal with the “Chat” version. With texting we can solve 30% of those calls. Tim stated we are pushing the facility profiles which include the schools, GVSU, and also holes on golf courses. Tim puts out media releases. Pat stated he was going to see what he could do in the Grand Haven area to promote SMART911. This is a part of Next Generation 911.

F. Personnel – Staffing Update

Laura will be retiring October 1, 2017.

Jack Nederveld, one of our dispatchers, will be retiring at the end of April.

Mike Haverdink mentioned the success of his most current event with having to call 911. Tim will give him a dispatch tour after the meeting.

Meeting was adjourned 9:58 a.m.

Next Meeting will be the Joint Meeting with Technical Advisory Committee on April 20, 2017 at 9:00 a.m. here at Dispatch.