

MINUTES
OTTAWA COUNTY CENTRAL DISPATCH
POLICY BOARD &
TECHNICAL ADVISORY COMMITTEE
Central Dispatch Training Room
Thursday, July 20, 2017 10:30 a.m.
(With cook out after the meeting)

PRESENT FOR POLICY BOARD:

Patrick McGinnis, Matthew Messer for Holland City Representative, Steven Patrick, Mike Haverdink, Don Komejan, Alan Vanderberg, Chris McIntire, Toby Van Ess

PRESENT FOR TECHNICAL ADVISORY COMMITTEE:

Matthew Messer, Bill Olney, Kurt Gernaat, Steve Kempker, Jim Kohsel, Chris McIntire, Kevin Walk

ABSENT:

Beth Thomas-Bass, Brian Sipe, Gary Dreyer, Jeffry Hawke

STAFF:

Tim Smith, Tom Valdez, Joe LaLonde, Mark Jongekrijg, Mike Koetje, Laura DeGoede, Jennifer Disegna

GUESTS:

Audrey Gamble – Holland Sentinel
Bonnie Suchecki – Grand Haven Human Resources
Erin Miller – New World/Tyler

PUBLIC COMMENT – None

AGENDA ADDITIONS or CORRECTIONS

Tim Smith introduced Jennifer Disegna as Laura DeGoede's replacement when Laura retires.

SUBJECT: MINUTES

MOTION CD17-2054 To approve the April 20, 2017 Joint Meeting Minutes of the Policy Board and the Technical Advisory Committee.

Moved by: Van Ess

Supported by: McIntire

Carried

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

Tim stated that currently SB 400 has been introduced and is in committee to revise the 911 laws and funding mechanism. This may come back in September. This could change our funding in a positive direction from the state surcharge and that would relieve us of any future obligations of paying for the fiber network of the back bone for the 911 phone system statewide. Tim will keep the Board up to date.

MOTION CD17-2055 To receive the Budget Performance, Revenues & Balance Sheet and Check Register Reports as presented.

Moved by: Komejan

Supported by: Haverdink

Carried

PROPERTY TAX REIMBURSEMENT TO THE COUNTY OF OTTAWA – Previously Mailed

Al Vanderberg stated this is a result of the Consumer Energy appeal. There is an appeal in Port Sheldon and he doesn't know if it will be successful.

MOTION CD17-2056 To approve the amount of \$118,592.69 to be paid to the County of Ottawa for the return of property tax for lowering valuations on certain properties.

Moved by: Vanderberg

Supported by: McIntire

Carried

E911 TECHNICAL SURCHARGE – Information

Tim stated that this comes to us each year. This information shows the amount that has been charged on our phone bills.

SUBJECT: REQUEST TO ADD GRAND VALLEY STATE UNIVERSITY PUBLIC SAFETY AS A T.A.C. MEMBER

Renee Freeman contacted Matt Messer to look into adding GVSU to the T.A.C By-Laws as a member of the T.A.C. Committee. Since these by-laws were written there have been changes to law enforcement. There has to be a vote from T.A.C. and from Policy Board. Matt is in favor of this. Tim stated that when the by-laws were put together in 1988, Grand Valley consisted of about five buildings at the time and they have grown over the years.

A.

MOTION CD17-348 (T.A.C. Vote) To approve to add Grand Valley State University Public Safety as a T.A.C. member to the By-Laws and forward to the Policy Board.

Moved by: Gernaat

Supported by: Kohsel

Carried

B.

MOTION CD17-2057(Policy Board Vote) To approve the request from T.A.C. to approve Grand Valley State University Public Safety as a T.A.C. member in their By-Laws.

Moved by: Vanderberg

Supported by: Haverdink

Carried

Laura will email out the Amended By-Laws with the minutes.

OCCDA DIRECTOR'S REPORT

A. Tyler/New World Update – Task Force

Tim stated we meet weekly. There is good progress flushing through the items on the list. There are three closed items now. We have four of the new laptops deployed. These laptops have made significant

improvements in the functionality and the size. One problem was the placement of the emergency button. Testing is continuing.

Tim will be bringing a recommendation of the replacement of the MCTS to the Policy Board at the September 14th meeting.

One other piece is Training. We trained the trainers but now we need to take a different look at training.

Items have been identified with the Law Task Force and the Fire Task Force. Tyler is committed to working with the Fire Task Force with the Firehouse interface. They are also looking how it will look in the future. With 21 fire departments, each department uses the product differently.

Tim will attend the APCO International Conference in August and will look at other alternatives for fire.

Erin Miller felt the Task Force has been very successful. Some issues weren't the same with different departments. Some feedback, timing is important. An email group was designed for direct communication.

The testing of the new hardware that took place this week and the team that was here and what Erin heard from officers, showed there was a significant improvement. Erin stated that six out of the 18 issues will close upon deploying new hardware. Lagging, freeze ups, and other issues that made it difficult for the officers to use the system were addressed by the test field units. Erin is confident with the new hardware these issues will not be present. The larger screens help make navigation easier. The training that is needed is not unusual.

B. Mobile Computer Update

New World personnel went on ride-a-longs to experience what the officers experience with their mobiles in the vehicles. Erin stated that right now we are tracking three issues from the software that we are coding for that we are hopeful to get deployed quickly.

Erin's recommendation is we do not proceed with the original plan of upgrading and getting the new functionality that we have been talking about. There are some things that we have developed specifically for this group in terms of new search capabilities so you get more information in mobile from the records system. It doesn't make sense to deploy the new version which is going to have more functionality on hardware that will not be keeping up with the current. It may cause additional issues.

The most important thing is to procure new field units, and develop a roll out plan. Tyler will provide refresher training with our experts for a week at no charge. Tyler feels we owe that to you and we want to get the right training, to get the knowledge out there before we continue adding functionality.

Erin felt this week was a turn-around of positive feedback from the officers. For timing, September doesn't sound like a quick time, but there is a process in place. It will be working as soon as we can get the field units out and get the training in place. And then talk about the next version that could do more.

Tim stated again that we are making very good progress.

There are two vendors for the mobiles; there are also ergonomic concerns for the mounts, touch screens, etc. The feedback has been very positive coming back.

Erin discussed the narrative disappearing. There are some work flow issues that we have worked through and some education by hitting a undo button. On traffic stops there is a refresh button to build on that address. This is an add-on and some officers just don't know about it. There are options that can be turned off for messages getting in the way. Other notifications just fade out in three seconds. There are a number of different training items at the officer level that they need to learn about.

Erin stated that she will continue the Task Force call on a weekly basis, until all current items are resolved, then we will go to monthly meetings.

Steve Kempker stated that getting 110 deputies educated can be very costly. He hopes that the training will be thought out carefully and thoughtfully.

Tim suggested providing tips over time to give to deputies at the beginning of their shift.

Steve stated they do not have a change shift briefing. He suggested giving deputies a tutorial.

Joe stated when the train the trainers were here they developed a plan and that could be put into a tutorial.

Tim stated that Pete Feliciano is involved with training and we will get creative with the training.

Erin mentioned when there is an update the officers need to get the update on their machine. There needs to be training when new officers come on to understand the functionality of the mobiles, which will help in the future.

Joe wanted everyone to be clear on the third recommendation from Tyler which is "Postpone new release upgrades with added functionality until new hardware is in place." This affects CAD and our records; you will not have these search capabilities. This won't happen until the end of the year. We won't be able to do any CAD upgrades or mobile upgrades. Erin said if there were fixes that they would deploy those. If we deploy the upgrades to the mobiles, it may get worse. If there are CAD fixes we can deploy those but new functionality will not happen.

Joe stated that you are saying the new releases scheduled for this year are more taxing on the mobiles. Erin said possibly yes. Joe said we are stuck with this release for this year. Erin stated that this is her recommendation. She is hopeful that the hardware will roll out quickly the right way. This will be 3 or 4 months before the hardware will be available. Joe stated that this has blindsided him and he wanted everyone to know what this means. It will take time for Tele-Rad as well. This also affects CAD and records. There was new mapping on CAD for dispatchers that was going to be rather nice.

Tim stated next week we will have a meeting on the pros and cons and get it back to this group. Al suggested having a special meeting if necessary.

When the April release came through – it was taxing on the mobiles. Matt Messer stated he did not want to see another April. Erin stated there is still mobile freezing and losing narratives. From Tyler Erin stated with the new hardware there will be significant improvement.

Al stated that what he understands is that to put more releases on the old MCTs will cause more issues. He was wondering if there was any way to move this along. There is a problem to be fixed. Can staff come up

with a dollar amount and move forward with that? Al wants to find a way to move this quicker. Let's buy the new ones.

Joe stated that we listen to what the officers say about having a new system, so we don't just buy a MCT and say you are taking this one. We like feedback to see what they like better. It takes a few weeks to get that feedback.

Pat McGinnis stated that if having a special meeting slows things down, we can do what needs to be authorized. We all know it is coming, we don't want to be waiting for a meeting and then wait 4 to 6 weeks for the product.

Tim stated that the cost for the units and installation is about \$800,000.

Pat stated as Board members we can get a meeting together quickly and get this done.

Tim stated that originally we slated the mobiles for 2019, these units will be a laptop and will be locked into the car. This is all one piece, whereas before there were several pieces. These will be Panasonic and DELL with the money coming from the reserves.

Tim stated we will keep up with the weekly updates.

C. Radio Project Update

Tim stated with the radios, originally we had targeted standing up the 800 Mhz system the third or fourth quarter of this year. Right now we have 8 of ten sites constructed. Construction has started at the Holland Water Tank site. We are waiting for permits on the Grand Haven site. In rethinking the two projects because this is an immediate need with the mobile units, and with the radio project we don't want to shorten testing and training. We are looking at all the connectivity, antennas are up, putting steel in the air and doing the training and testing the fourth quarter. Stand up the radio system in the first quarter of 2018. This will be done in logical order, making sure we do the testing.

Tim stated that we need to work through with the mobiles and get that behind us. Tim recommended that we move the radio Go Live Date out to the first quarter of 2018 for deployment.

Steve Kempker stated we should put Tele-rad on notice because they are dealing with three other systems and they need be prepared. Tim stated that we are working with Motorola and Tim will get with Mark Kooyers and LaVonne and Jim and let them know our thought process.

D. 2018 Budget Process

Tim stated that Jim Bonamy and Tim are working on the 2018 Budget and it will be brought to September meeting for formal action.

SUBJECT: CLOSED SESSION

A. MOTION CD17-2058 To approve to go into Closed Session to discuss an update of Union Issues.

Moved by: Patrick

Supported by: Haverdink

Carried

B. MOTION CD17-2059 To Come Out of Closed Session.

Moved by: McIntire

Carried

Supported by: Van Ess

Meeting adjourned 11:50 a.m.

Cook Out as Planned in the Dispatch Kitchen.

Next Policy Board Meeting, Thursday, September 14, 2017, 9:00 am

Next Technical Advisory Committee, Tuesday, September 5, 2017, 1:30 pm