

MINUTES
OTTAWA COUNTY CENTRAL DISPATCH
JOINT MEETING OF POLICY BOARD and
TECHNICAL ADVISORY COMMITTEE
Central Dispatch Training Room
April 11, 2019, 9:00 a.m.

PRESENT FOR POLICY BOARD:

Tim Klunder, Alan Vanderberg, Patrick McGinnis, Keith Van Beek, Toby Van Ess, Gordon Gallagher, Randy Meppelink

ABSENT:

Chris McIntire

PRESENT FOR TECHNICAL ADVISORY COMMITTEE:

Steve Kempker, Jeffrey Hawke, Kevin Walk, Matthew Messer, Nick Bonstell, Brandon DeHaan, Dan Hamming (for Kurt Gernaat), Brian Sipe

ABSENT:

Jim Kohsel, Chris McIntire, Tim Jungel, Scott Schoolcraft

STAFF:

Tim Smith, Donna Kempf-Barnes, Joe LaLonde, Mark Jongekrijg, Missy Stafford, Andrea Kacprzyk

GUESTS:

Valerie Weiss	Undersheriff
Tammy Smith	OCCDA Supervisor
Chris Karish	OCCDA Supervisor
Megan Chapman	OCCDA Supervisor
Mike Keif	Allendale Fire

PUBLIC COMMENT – Mike Keefe with Allendale Fire has concerns about the March 29th 911 system outage. There was minimal communication to the fire chiefs. They were told to leave their pagers in the open position. Then received an email when it was working again. Most of the fire chiefs that he spoke to shut the radio down in the morning, assuming that it was fixed, when it was not. Also, why is the backup operation system not operational. Thanks to the Sheriff and Nick Bonstell for assisting.

AGENDA ADDITIONS or CORRECTIONS – Outage and status of backup center under the director's report. TAC Committee Agenda, under Emergency Management committee reports, there will be a discussion about the after action review that they did on the outage that will shed some light and the operations of the night.

SUBJECT: MINUTES

MOTION CD19-2113 To approve the February 28, 2019 Minutes of the Policy Board.

Moved by: Alan Vanderberg

Supported by: Gordon Gallagher

Carried

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

Last year we realized a fairly significant increase in the amount that we get from the state wireless surcharge. That change had gone into effect from \$0.19 to \$0.25 in July. We had budgeted \$490,000. We received \$565,000. So far, we have received \$3.6 million in the millage distribution this year. We are right on track for revenue.

MOTION CD19-2114 To receive the Budget Performance, Revenues, & Balance Sheet and Check Register Reports as presented.

Moved by: Toby Van Ess

Supported by: Gordon Gallagher

Carried

SUBJECT: 2018 FINANCIAL AUDIT

There were no material findings in the audit. We will make the complete report available electronically to the members of the board. Acceptance of the audit will be added to the agenda for the next Policy Board Meeting.

SUBJECT: LETTER TO APPROVE MILLAGE ASSESSMENT RECOMMENDATION

The millage for the year is approved in April because it needs to be acted upon by the County Commission in May. The final numbers are not available yet. This year was .437 subject to Headlee amendment. The recommendation based on the things that we are doing and moving forward with is that the board approve the recommendation at the maximum allowable millage.

MOTION CD19-2115 To approve the 2019 Millage Assessment at the Maximum Allowable Rate as presented by the Executive Director.

Moved by: Randy Meppelink

Supported by: Alan Vanderberg

Carried

SUBJECT: 2020 TAX LEVY RESOLUTION

MOTION CD19-2116 To approve the 2020 Tax Resolution at the maximum allowable mills and forward to the County Board of Commissioners.

Roll Call Vote:

Tim Klunder	Yes
Alan Vanderberg	Yes
Chris McIntire	Absent
Patrick McGinnis	Yes
Keith Van Beek	Yes
Toby Van Ess	Yes
Gordon Gallagher	Yes
Randy Meppelink	Yes

Seven Yes, One Absent

SUBJECT: NEW PHONE SYSTEM

MOTION CD19-2117 To approve purchase of the new phone system.

Moved by: Keith Van Been

Supported by: Randy Meppelink

Tim Smith advises that we have three components to our phone system. 911 phone system that was purchased new ten years ago when we moved into the building, the admin phone system, and we need a new phone system for our backup site. The recommendation for the 911 system is to upgrade our existing Viper Equipment. It will accommodate next gen 911 and texting. Recommendation for the admin phone system is that we go through the group at the county consortium. Back up site phone system, there is a new solution through PFN which will be bringing in the fiber for the next gen 911 Esinet. We recommend that we purchase 10 Mevo phones. Eight will go to the backup center, two will go to Emergency Management. This way, we will have true 911 lines in both alternate locations. The total for the three systems \$286,425.

Mark Jongekrijg advises that for \$60,000 we will have 50 handsets that includes the call center. Patrick McGinnis believes there is room for collaboration to use the existing phone systems saving \$20,000. Mark Jongekrijg believes we need to maintain autonomous. The 911 phone system is IT based, admin system is connected to Esinet and the PFN is a private fiber network. Patrick McGinnis believes that the agencies can share the same phone system saving the tax payers money. Tim Smith added that we get messages and information from Homeland Security, FCC and other agencies on almost a daily basis about denial of service

attacks or malicious malware getting into dispatch systems. The concern is that a virus could take down 911 phones. Implementation timeline is 30-90 days to get the equipment in and the software up and running. In August, they will switch from the Legacy copper phone lines to the fiber optic lines through the PFN network that is coming into West Michigan. There are multiple connections so we do not have the possibility to lose the 911 phone system. Kent, Allegan, and Muskegon Counties are also moving forward so we are all interconnected on the public safety grade fiber network. We looked at upgrading our existing Viper System, got a quote from Motorola Call Work System. The price was twice as much. For the admin phone system, Pat McGinnis did over 100 handsets and paid less than half of the \$60,000 two years ago. He does not support the proposal because of the lack of bids on the admin part. Alan Vanderberg suggests that it is tabled until June 27 meeting where he can see in writing the detail as to why we cannot do the collaborative admin system, a thorough explanation of how we will link to other counties, have dual lines, and why that sets us apart. Why does this make us more unique and need more protection.

MOTION CD19-2118 To table action on the admin phone system until the June 27, 2019 Policy Board Meeting. Requesting a detailed written justification be provided as to why the admin phone system needs to be separate from the tech collaborative. As well as the other points that were brought up today. They will still vote to improve the 911 and backup site.

Moved by: Alan Vanderberg

Supported by: Gordon Gallagher

Carried

MOTION CD19-2119 To approve purchasing 911 phone system and back up site phone system

Moved by: Keith Van Been

Supported by: Randy Meppelink

Carried

Backup Center

Tim Smith advises that we took the backup center down when Grand Haven remodeled few years ago. The radio project was coming in, we were changing out all of the equipment. Dispatch is tardy getting this up and ready. The line that went down March 29, 2019 is only linked to the Grand Haven tower. It did not take down our radio system. It created static at the counsels forcing dispatchers to turn down the volume and use the grab and go radios. Units could still talk car to car. Alan Vanderberg is taking this with the utmost serious nature and puts responsibility on all parties responsible. Wants a dashboard that shows that basic things are being done to keep the system live. Tim Smith advises that the lack of the backup center would not have made a difference on the March 29 incident because it is fed off of the line that failed. A timeline will be established after we receive it from PFN now that the phones have been approved. Staff is working on getting the radio counsels into the center. The backup EOC has been activated one time since we have been in our new center. The backup EOC does have radio communication but does not have 911 phone lines currently. It will be discussed in the debrief.

Roll Call Vote:

Tim Klunder	Yes
Alan Vanderberg	Yes
Chris McIntire	Absent
Patrick McGinnis	Yes
Keith Van Beek	Yes
Toby Van Ess	Yes
Gordon Gallagher	Yes
Randy Meppelink	Yes

SUBJECT: OCCDA DIRECTOR'S REPORT

A. Radio Project Update

Tim has worked with attorney, Doug Van Essen, to negotiate with Motorola. The project was priced out when Motorola was motivated to move into the Michigan market. Motorola is willing to absorb half of the \$1.3 million cost for an added tower to the system. They will do a fixed cost for \$674,163 for the complete package.

MOTION CD19-2120 To approve \$674,163 as part of approval of change order #7 to complete the 800 MHz Project and achieve the coverage to which we are committed.

Moved by: Alan Vanderberg

Supported by: Keith Van Beek

Carried

B. PFN Phone Update

Tim Smith advised that PFN is building a footprint across the state and mid-west. It will bring in the fiber for Next Gen 911. They are doing the engineering, working at the backup site, working with cell phone and legacy phone companies. We waited so long because AT&T will not transfer a 911 call to fiber through PFN. Our backup center currently is Berrien County. They are starting to switch some circuits mid-August. We have meetings every other week. It is funded through the State 911 Surcharge.

C. Tyler / New World Update

Joe Lalonde advised the officer daily is close to what we want to use. It is in version 2019.1. It will not be available to us until this summer. We have chosen to do it after Labor Day.

D. Outage / Backup Dispatch Center

Chief Hawke believes that this would be a good opportunity for a couple of members of the TAC Committee to be assigned to sit in and work with OCCDA and Emergency Management. They could come up with some recommendations for the board with possible solutions. Nick Bonstell advised that Emergency Management facilitated an open after-action review with Ottawa County Innovation and Technology, the Sheriff, Board Chair from the Ottawa County Fire Chiefs Association, Tim Smith, along with OCCDA and OTSH Staff to break down the timeline and review how this incident took place. They will create an improvement plan going

forward with actionable items that we can effect to make the situation better. There were pieces of equipment failure that happened on the Ottawa County Innovation and Technology side. There was a server that is meant to fail over to a separate communication network that did not do so. After the debrief and after-action they learned that dispatch was not down, the level of static created by the fiber line being burned through, along with the repeater still being on the system, over powered dispatch's ability to communicate out. Examples like this are being put into an After-Action Improvement Plan. The template that we use is the Homeland Security Improvement Plan. It will have actionable goals, who the responsible party is, and a timeline for completion. Nick Bonstell agrees with integrating TAC members into the process. The Homeland Security Improvement Plan is available to everyone in the room. It was paid for with Homeland Security funds.

TECHNICAL ADVISORY COMMITTEE MINUTES

SUBJECT: MINUTES

MOTION CD19-366 To approve the February 5, 2019 Minutes of the Technical Advisory Committee.

Moved by: Matthew Messer

Supported by: Steve Kempker

Carried

SUBJECT: COMMITTEE REPORTS

A. Emergency Management

Nick Bonstell advised that the City of Holland has a unique footprint. It is one of three communities that sits on a jurisdictional boarder. The warning siren activation does not coincide. After discussions with Captain Tinney, Allegan and Ottawa counties, they have come up with a streamlined process through procedure. There is a unit that we can put in the EOC that would give us the ability to sound our sirens. It provides future opportunity for interconnection. Rave platform is a joint partnership between Emergency Management and OCCDA. It will be tested during Tulip Time in the City of Holland. Text Tulip Time 2019 to 226787, it will opt your cell phone into a group that will allow communication from the event to your cell phone. After the event is done, your cell phone drops out of the system. It will also be used during Coast Guard. An upcoming EOC exercise will take place April 24, 2019. Concerning the March 29 incident, there is a thirty day timeline that has been established. The after action report will be delivered to all of the players that were a part of the incident. There is an initial draft that will go to each head of the responsible organization: Dave Hulst, Sheriff Kempker, Kurt Gernaat, Nick Bonstell and Tim Smith. They will review the items listed as improvement plan items, they will put the date of when they think they can accomplish it and if they think that it is an achievable goal. Then, it comes back, a final review is done. Lastly, the final copy will go out to everyone in the county. We want achievable, actionable goals with responsible parties and deadlines. Tim Smith recommends the Technical Advisory Committee move up the July 16, 2019 meeting before the Policy Board June 27, 2019 meeting.

MOTION CD19-367 To move the Technical Advisory Committee meeting from July 16, 2019 to June 18, 2019.

Moved by: Matthew Messer

Supported by: Steve Kempker

Carried

B. Fire S.O.P.

No Comments

C. Law S.O.P.

No Comments

D. Radio

Mark Jongekrijg advised the next meeting is Thursday, April 18, 2019.

ROUND TABLE

Steve Kempker wants to know if there is an approximate timeline for the Georgetown tower project. Tim Smith will know more about the schedule in the next two days. The jail and court services were using the 800 MHz system for a while before they were asked to stop using it. They identified an issue in the Grand Haven Court House where they did not have radio coverage because of the structure of the building. Telerad came in, with Al's approval, to do a study in the building. They identified the dead areas in the court house. The solution, which will benefit Grand Haven Fire and Grand Haven Public Safety, is they are looking at proposing an enhancement system in the building. It will cost approximately \$30,000. If companies are putting up large facilities, an ordinance may want to be considered requiring them to put in an enhancement system. Doug Van Essen confirmed that the 800 MHz system can be used now that the Motorola issue has been resolved.

Tim Klunder request a price for the cooperative for the admin phone system.

SUBJECT: ADJOURNMENT

MOTION CD19-368 To Adjourn

Moved by: Matthew Messer

Supported by: Steve Kempker

Next Meetings:

Policy Board – Thursday, June 27, 2019 at 9:00 a.m.

Technical Advisory Committee – Tuesday, June 18, 2019 at 1:30 p.m.