

MINUTES
OTTAWA COUNTY CENTRAL DISPATCH
POLICY BOARD
OCCDA Training Room
Thursday, October 21, 2021 9:00 a.m.

PRESENT: Patrick McGinnis, Keith Van Beek, Tim Klunder, Gordon Gallagher, Tim Klunder, Adam Elenbaas
John Shay

ABSENT: Chris McIntire, Randy Meppelink

STAFF: Peter McWatters, Tammy Smith, Joe LaLonde, Mike Koetje, Ryan Culver, Andrea Kacprzyk

GUESTS:	Zac VanOsdol Amy Bessinger Chris Karish Missy Stafford	City of Grand Haven Human Resource Manager City of Grand Haven Finance Director Ottawa County Central Dispatch Supervisor Ottawa County Central Dispatch FOIA Coordinator
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PUBLIC COMMENT: None

AGENDA CORRECTION: None

SUBJECT: MINUTES

MOTION CD21-2220 To approve the August 26, 2021 Meeting Minutes of the Policy Board

Moved by: Elenbaas

Supported by: Klunder

Carried

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

MOTION CD21-2221 To receive the Budget Performance, Revenues, Balance Sheet and Check Register Reports as presented

Moved by: Van Beek

Supported by: Gallagher

Carried

McWatters – We are doing well. Our overtime budget will be pushing the upper limits if not over based on our staffing issues that we have previously discussed. We are not over yet but we will be under in full time employees so it will balance out. We should be under budget overall.

SUBJECT: 2022 PROPOSED BUDGET

MOTION CD21-2222 To approve the 2022 Budget as presented

Moved by: Gallagher

Supported by: Elenbaas

Roll Call Vote:

	<u>Yes</u>	<u>No</u>
Patrick McGinnis	Yes	
Keith Van Beek	Yes	
Tim Klunder	Yes	
Chris McIntire	Absent	
Randy Meppelink	Absent	
Gordon Gallagher	Yes	
Adam Elenbaas	Yes	
John Shay	Yes	

Six Yes, Two Absent

McWatters – We budgeted 3% for the wages because of the economy. The final recommendation for wages will be at the December meeting. A big line item is service contracts for maintenance agreements, tower monitoring maintenance, CAD software, and a 2022 job study. Our last job study was in 2017. Building maintenance covers the normal amount for things that go wrong with the building. We also included \$32,000 for a new building video system. Infrastructure is a big line item. We budgeted to convert Allendale, Fillmore and Zeeland tower sites to LED lighting. If we do this, we will save on electric costs and we will not have to have the towers painted anymore. We want to install redundant air conditioners at the same three tower sites. Last summer our AC unit in Allendale failed. We went out there with Ryan and a person from the state to fix the unit and they were able to get it working. We were in danger of losing the Allendale site and another site, which would have caused us some operational problems. We think that it is time to invest in some redundant AC units. We are going with a mini split, which is a unit on the outside and unit on the inside, for \$20,000.00 to do all three of the towers. This gives us about a \$90,000.00 savings from other unit options.

Bessinger – The document provides you with a brief overview of the highlights and changes. The graphs provide historical information and where we are going in the future. The MERS evaluation is in the budget to continue to funding, we are 86% funded now. If we continue to superfund, it will be fully funded by 2028.

Van Beek – Thank you for the memo ahead of time. I agree with the approach that you are taking being conservative. I would like for us to look at long term projections. Within a handful of years, we need to put that into a formal fund balance policy. What are we trying to get ourselves to? When do we expect to have a big project?

McWatters – We have talked about this and I agree.

Elenbaas – It is presented in an understandable way. We feel confident in what Pete and Amy are doing with the budget.

Gallagher – As we talk about fund policy, I would suggest that we have a range instead of a specific percentage because of the large projects that come up for dispatch.

Van Beek – I agree there are years where we spend more of money on one budget.

McGinnis – I have been through several cycles of this and we need reserves so we do not have to go too far into debt. What is the next big purchase?

McWatters – We have to buy MCTs next year which is a half a million-dollar project. We have grown as a county for a few years in a row and we are still functioning at the same level. I think that we need to look at different staffing and responsibility models. This may result in additional staff. We need to continue to evaluate what we are doing. Also, there will be on going radio maintenance expenses.

LaLonde – You will have to look to migrating to a cloud based application, which is going to be expensive.

Klunder – I would be interested in what other dispatch centers do for a fund balance policy.

McGinnis – That would be a good project for next year's budget.

DIRECTOR'S REPORT

Staffing Update

Staffing has stabilized. We have six people in training who are doing well. It takes six to seven months until people are fully trained. We will hire more people in January.

Towing Services Coordinator Position

We are going to fill the Towing Services Coordinator position November 1, 2021. Ruth Walters is retiring from GRPD as a detective. This is a 10-20 hour per week assignment. There has been an improvement with the wreckers because we have done some things internally with our forms, processes and zones.

Network Administrator Position Update

After 23 years, Joe is retiring in December. Joe has put us in a good position on how we are structured and what we need for equipment. We extended a job offer to Brad McDonell to start November 1. He was in the Navy for eight years and has many transferable skills. The work that Joe does and what Brad will be doing is the backbone of dispatch.

Radio Reprogramming

The radio reprogramming has been going on all year and has been a lot of work for Mike. Each radio has hundreds of talkgroups that are programmed into it. Each department head had to decide what they wanted in their radios. Then, they were sent to the state for programming into their infrastructure. After the state returned the programs, Mike and Ryan found some errors so they are doing quality control and going through every radio to make sure that they are correct. We will be using TeleRad to get the new talkgroups into the radios.

LEIN Audit

We assigned our LEIN/TAC Katie Coenen to spearhead the process of getting the paperwork ready. On the day of the audit, Joe did a lot of work with the auditor. We were found to not be in compliance in three areas. Two were contracts with Core and Tyler Technologies because they did not have CJIS language. We are in the process to sign an addendum to the contracts. We had to get some software that notifies us of suspicious activities. Overall, we are happy with how it turned out.

FirstNet / Data Modems

We have purchased modems for the police fleet county wide. We have Grand Haven converted over and on FirstNet. Holland is in progress and will go to FirstNet. The county will be last but they will not be on FirstNet. We saved \$150,000.00 for next year. So far, this project has gone well.

Tyler App Trial for Remote CAD Access (ShieldForce / CrewForce)

We were made aware of a product that Tyler offers called ShieldForce for police and CrewForce for fire. It is an Apple or Android mobile application that will give people CAD access in the field. We have 30 police and fire command staff signed up to do a trial period starting October 27. The cost is \$475 per license for the first year, then \$100.00 thereafter. It is more of a command staff application but it can be used in fire apparatus. I have seen a demo on it but I have not used it. We included \$35,000.00 in the 2022 budget if we want to go that direction.

Consumers Power Electrical Issues

This summer, we lost power and were told that it will be two to three days until it would be back on. We have a good generator but that is a long time for a generator to run. This is concerning to us and the people at the county buildings.

Shay – We are at the end of a five-mile-long circuit that we are impacted by whenever anything happens. Consumers is replacing some equipment and doing more aggressive tree cutting on 120th Ave. The situation has Consumer's CEOs attention and they gave us a better way to report power outages.

November 9, 2021 Recognition for Staff at Ottawa County Commissioner Meeting

October 1, 2021 there was a fire called in at 4:15 a.m. A 74-year-old woman was inside the house and could not get out. Dispatcher Emma Berens was on the phone and giving her instructions to stay safe. Our other dispatchers sent deputies and fire. The deputy was first on scene, pulled the woman out of a window, and saved her life. The next day, I received a letter from the Port Sheldon Fire Chief and a Captain from Grand Haven Township fire saying that the dispatcher and deputy saved did a good job the woman's life. We coordinated with the Sheriff's Office and we will have a formal recognition November 9 at the Ottawa County Board of Commissioners meeting at 1:30 p.m.

Van Beek – I appreciate that you are giving recognitions to your team.

Smith – Next week at the NENA/APCO State Conference, Crystal Bakker will receive an award. Two years ago, Crystal took a call from a young male whose mother was unconscious. The child took care of his mother and three younger siblings while on the phone with Crystal. Michigan NENA and Michigan APCO selected the child to receive the Young Hero Award. Crystal and the child will be recognized on Monday at the conference.

SUBJECT: EXECUTIVE DIRECTOR EVALUATION

McGinnis – We typically do Pete's evaluation at the December meeting. Zac will be a lot of help because in Grand Haven we are launching a new way of doing the evaluation. I will send out the contract information and make sure that everyone is up to speed.

SUBJECT: ADJOURNMENT

MOTION CD21-2223 To Adjourn the October 21, 2021 Meeting of the Policy Board

Next Meeting: Friday, December 3, 2021 9:00 a.m. at Central Dispatch