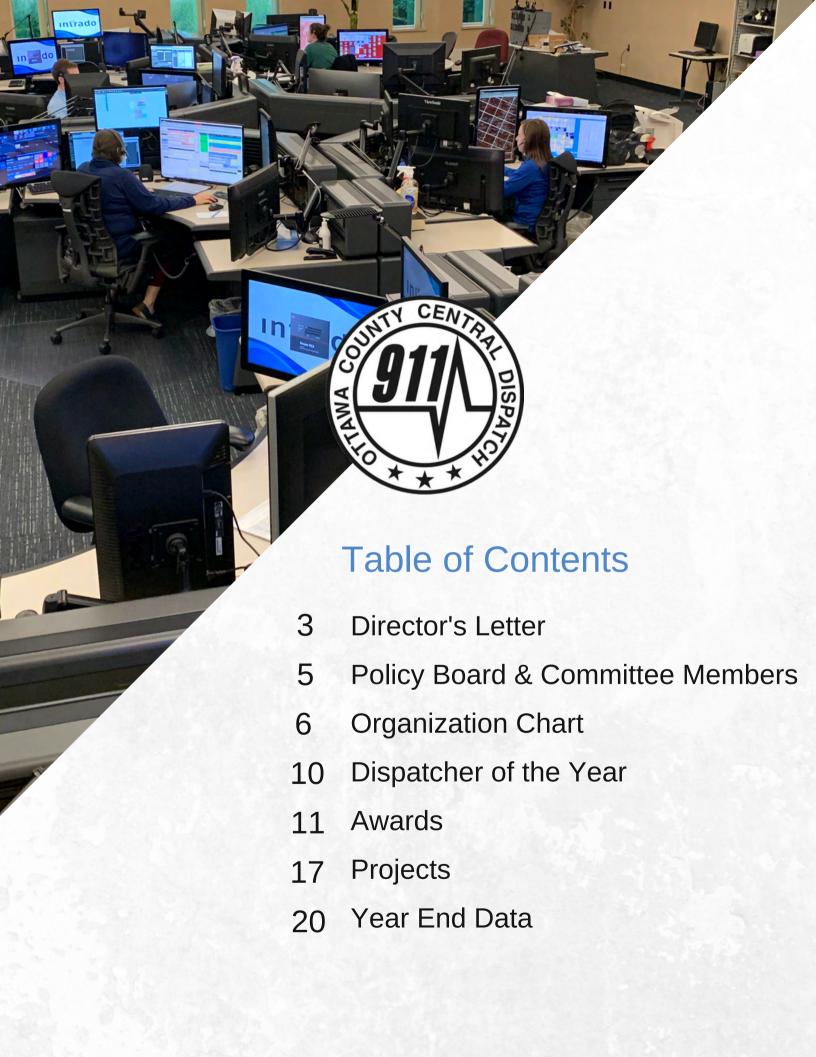




Ottawa County Central Dispatch Authority





February 11, 2022

To: Citizens of Ottawa County
Citizens of the City of Holland residing in Allegan County (served by the OCCDA)
OCCDA Policy Board Members
OCCDA Technical Advisory Committee Members

On behalf of the Ottawa County Central Dispatch Authority (OCCDA), I am excited to provide an update on OCCDA operations via our annual report. Calendar year 2021 continued to be a challenging time for all employees and organizations due to the COVID-19 pandemic. Ottawa County Central Dispatch Authority and our employees encountered many of the same challenges all organizations have faced. I am happy to report that despite these challenges, 2021 was a year of progress and growth for OCCDA as we look forward to several projects and a busy 2022.

The health of our staff and continuity of operations continued to be a priority as we adjusted safety protocols based on current COVID-19 trends and guidance by federal, state and local health organizations. I am proud to say that although we had staffing challenges at times, our operations were never compromised.

OCCDA was involved in several projects in 2021. Due to Muskegon and Kent Counties recently coming onto the MPSCS 800MHz radio system, Ottawa County police and fire agencies lacked radio interoperability with first responders in Muskegon and Kent counties. A countywide radio reprogramming initiative was undertaken to add Muskegon and Kent County talk groups to Ottawa County radios. At the time of this report, we are in the final stages of completing this project with the majority of Ottawa County radios reprogrammed. All data modems in police vehicles were replaced in 2021. This was projected to be a two-year project. We were able to compete the project in 2021 at approximately half of the expected cost due to finding a modem that had the functionality we needed along with a significant cost savings. Our transition from AT&T to the state wide Peninsula Fiber Network (PFN) for next generation 911 phone call delivery has been completed. To give us a redundant connection to the MPSCS system, in case our primary microwave connection fails, we completed work with the State of Michigan and Allegan County on a fiber connection to the MPSCS radio system. To help manage and optimize the numerous video feeds that we have access to in our center, we purchased software and hardware for a video integration system. Necessary work has been completed to bring our Grand Haven backup center to an operational status in case we need it due to our primary site being compromised.

Staffing continues to be our biggest challenge due to retirements and voluntary resignations for various personal reasons. Currently, there are several new employees in training. We will continue to grow our staff throughout 2022. Our training program has been restructured to assist with staffing needs and to better serve our trainees. Brad McDonell was hired as our new Network Administrator replacing Joe LaLonde who retired after nearly 23 years with OCCDA. Joe left us a solid platform of updated hardware and software for Brad to build upon.



February 11, 2022

Calendar year 2022 will be busy and challenging with several projects on the agenda. Some of the major projects are:

- Implement Tyler/New World programs ShieldForce (police) and CrewForce (fire). These programs will provide remote CAD access via smart phone or tablet to police and fire command staff and apparatus level CAD access for fire.
- Complete the reprogramming project of all Ottawa County police and fire radios to ensure interoperability with adjacent counties who recently transitioned to the MPSCS system.
- Purchase two new portable "Viper" 911 phones for remote call taking in emergency or high call volume situations.
- Continue to explore technology needs related to entirely remote call taking/dispatching for high call volume incidents and as a backup plan for our primary center.
- Install LED lighting on two radio towers to reduce electrical costs and negate the requirement to paint the towers.
- Install redundant AC units at the three tower sites that only have one AC unit. This is in case the primary until fails, which happened at one of the sites last summer.
- Begin the process of selecting a 2023 MCT replacement for the police fleet. Current MCTs are end of life and the extended warranty on them expires in October of 2022.
- Install a new building security video system. Our existing system is the original and is out of date.
- Compete an updated job study to examine job descriptions, pay and benefits at OCCDA. The most recent job study was in 2017.
- Explore more favorable financing options/terms for our municipal lease with Motorola for the radio system originally purchased in 2016.

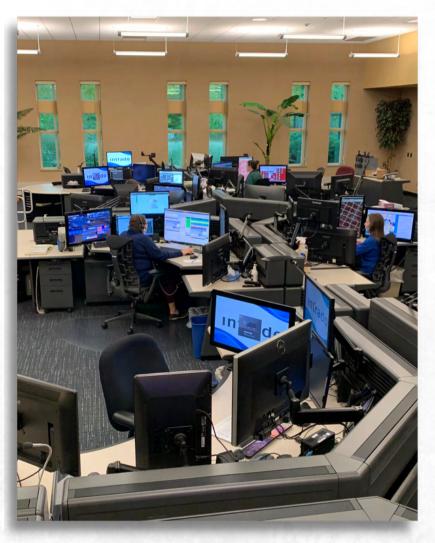
As we look forward to a busy 2022, we are proud of the relationships we have built and strengthened with our partner agencies over the previous year. Together, we have all faced unique challenges and have been able to navigate these challenging times with patience and grace. On behalf of all employees of the OCCDA, I want to thank the citizens and public safety agencies in Ottawa County for their continued support. We look forward to continuing to provide exceptional service to our citizens and emergency services providers in 2022 and beyond.

Sincerely,

Peter T. McWatters

Peter T. McWatters
OCCDA Executive Director

"PROVIDING EXCELLENCE IN 9-1-1 COMMUNICATIONS"



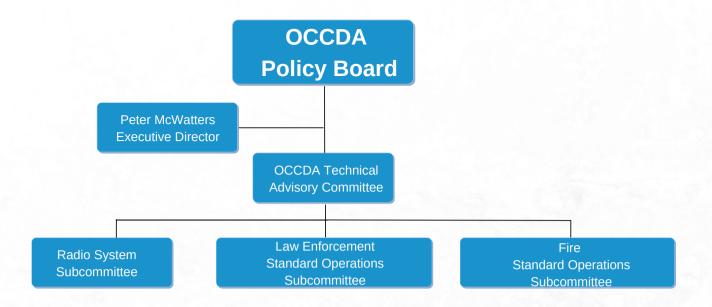
Ottawa County Central Dispatch Authority is committed to providing one point of contact for all emergency situations in Ottawa County. Central Dispatch is staffed 24 hours a day with Communication Specialists and Supervisors to ensure that calls are handled with urgency, and ensure the proper agency responds as quickly as possible. The staff is comprised of employees committed to serving the public during times of crisis, with courtesy and professionalism. Employees are trained and certified to provide prearrival first aid instructions over the phone as needed, until help arrives on the scene.

The Ottawa County Central Dispatch Authority provides emergency communication for all Police, Fire, and EMS agencies in Ottawa County. Funding is provided through a county wide millage. The current millage is 0.4400%, which was approved by the citizens of Ottawa County in August of 2008. The millage was a renewal of the original 1998 millage, and was approved for an additional 20 years and expires at the end of 2028. The millage ensures stable funding for operations of the Ottawa County Central Dispatch Authority.

MISSION STATEMENT

To serve as the communications link between the citizens, visitors, and public safety agencies of Ottawa County, by providing an effective method of accessing emergency services through professional and courteous public safety communication and dispatch services.



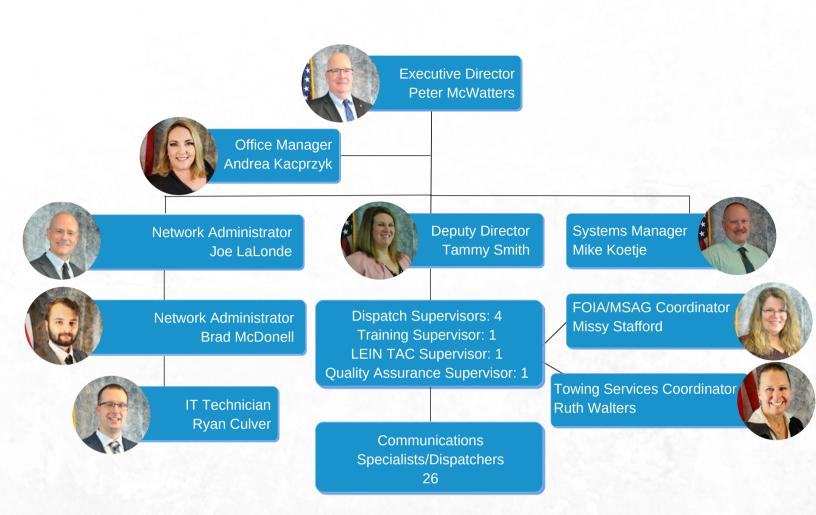


POLICY BOARD MEMBERS

Patrick McGinnis | Chairperson | Grand Haven City Manager Keith Van Beek | Vice-Chair | Holland City Manager Alan Vanderberg | Secretary | Ottawa County Administraton | Jan-Aug Tim Klunder | Secretary | Zeeland City Manager | Aug-Present F/Lt. Chris McIntire | Post Commander Michigan State Police Randy Meppelink | Ottawa County Commissioner Gordon Gallagher | Spring Lake Township Manager Adam Elenbaas | Allendale Township Supervisor John Shay | Interim County Administrator | Aug-Present

TECHNICAL ADVISORY COMMITTEE MEMBERS

Chief Brian Sipe | Chairperson | Grand Haven Township Fire Department
Chief Matt Messer | Vice-Chair | Holland Department of Public Safety
Sheriff Steve Kempker | Ottawa County Sheriff's Office
Director Jeffrey Hawke | Grand Haven Public Safety
F/Lt. Chris McIntire | Post Commander Michigan State Police
Chief Tim Jungel | Zeeland Police Department
Director Brandon DeHaan | Grand Valley State University Police
Chief Scott Schoolcraft | Coopersville Fire Department
Chief Jim Kohsel | Holland Township Fire Department
Lou Hunt | Director of Emergency Management
Chief Kurt Gernaat | Blendon Township Fire Department
Aaron Schutt | Life Ambulance



CURRENT OPERATIONAL STAFFING OVERVIEW

- 4 Supervisors, 1 Training Supervisor, 1 LEIN TAC Supervisor, 1 Quality Assurance Supervisor
- 21 Full Time Dispatchers
- 2 Casual Dispatchers
- 2 Dispatch Supervisor Phone/Radio Workstations
- 10 Complete Dispatch Phone/Radio Workstations
- 2 Phone Answering Only Workstations

Administration:

- 1 Executive Director
- 1 Deputy Director
- 1 Office Manager
- 1 Network Administrator
- 1 Systems Manager
- 1 IT Technician
- 1 FOIA/MSAG Coordinator
- 1 Towing Services Coordinator



SUPERVISORS



Chris Karish



Josh Mausolf



Elvita Lewandowski



Megan Chapman



Katie Coenen



Austynn Sprague



Shonda Walski

COMMUNICATIONS SPECALISTS



Tammy Huff



Jenny Cleveland



Tracy Oomen



Mary Allman



Crystal Bakker



Sal Ambutavicz



Nikki



Marsha VanderVeen



Rachael Hausbeck



Kimberly DeWinter



Stephanie



Zoann Hallam



Sonya Vander Zwaag



Shelby Haugen



Morgan Potter



Emma Berens



Carl Eefsting



Daniella Hill



Rachelle Wilson



Jess Barz



Jack TeVrucht

CASUAL COMMUNICATIONS SPECALISTS



Morgan Cisler



Katelyn Brower



Each year, an employee that excels in all areas of communications, dispatching, and EMD skills is nominated by their peers and selected by supervisors and management for their outstanding performance. Dispatcher Shonda Walski received this award in April of 2021.

2020 Telecommunicator of the Year Shonda Walski

Shonda is a 5 year employee with OCCDA and has 16 years of experience with her prior dispatch agency. She is a Certified Training Officer, CPR Instructor, a Lead Dispatcher, and a union representative. She received a life saver award in June of 2020 for providing life saving CPR instructions to a caller. Shonda has since been promoted to a shift supervisor in March of 2021.

Mike Koetje 15 Years





Tracy Oomen 15 Years

Elvita Lewandowski

15 Years





Katie Coenen 5 Years

Polly Hooker

Polly left OCCDA with 18 years of service. She has made a career change and now works with veterans with the VA.





Meagan Ross

Meagan left OCCDA with 18 years of service. She recently completed her masters degree in Clinical Mental Health Counseling and has been working in private practice.



OTTAWA COUNTY CENTRAL DISPATCH



OCCDA on December 16th 2021 after 22+ years of service. Joe started with OCCDA in 1999 as the Network Administrator where he spent the duration of his career. Prior to working with OCCDA, Joe worked in the health care profession and Ottawa County. During his time with central dispatch, Joe oversaw every CAD update, helped with the first 56K MCT project, and made many network improvements. We want to thank Joe for his dedication to the agency!









Dispatcher Tammy Huff retired from OCCDA after 26 years with Ottawa County Central Dispatch. She began her career on the road with the Coopersville Fire Department in 1982 before beginning her career with dispatch. Tammy began working as a CTO in the early 2000s and has trained several employees including 16 of OCCDA's current employees. As an Ottawa County native, Tammy has shared her knowledge and enthusiasm for the job with all past and present employees who have walked through the door. She enjoyed approximately 90 days of retirement before deciding to return to OCCDA as a part time casual employee.







Brad Mcdonell Information Systems Manager







Daniella Hill Communications Specialist

Rachelle Wilson Communications Specialist





Jess Barz Communications Specialist

Jack TeVrucht Communications Specalist



Lifesaver Awards are given to certified Emergency Medical Dispatchers (EMDs) who provide lifesaving CPR instructions to callers before police, fire, or ambulance service arrive on the scene. The recipients of the lifesaving CPR instructions must survive for more than 72 hours and several are still alive to this day.



Polly Hooker



Daniella Hill





Jenny Cleveland was presented a Stork Award on June 21st 2021. She provided delivery instructions to a caller who successfully delivered a baby boy before the paramedics arrival. She remained calm while giving after care instructions for both the mother and her baby. Jenny is a 19 year employee and this is her first Stork Award.

Carl Eefsting was presented a Stork Award for providing instructions to help a father deliver his baby boy on November 27th 2021. Carl helped the father remain calm to completely deliver the infant as well as provided post delivery care for the mother. Carl is a one year employee and this is his first Stork Award.



PEER SUPPORT

OCCDA's Peer Support Team was established to be there for employees who have taken a difficult call or are having an issue in their personal life and need someone to talk to. The team is made up of dispatchers and supervisors who have received Critical Incident Stress Management Training to support their peers through difficult situations. During 2021, the team focused on "gratitude and attitude". During the month of November, the team created a 30 day mental health challenge and displayed a different theme or question each day in the center. These challenges included reading a book, taking a walk outside, eating a healthy snack, telling a friend 3 things you are grateful for, etc. An overall wellness lifestyle helps our staff to stay physically and mentally healthy.



In the early morning hours of October 1st, the night shift telecommunicators received a call from a female who was trapped inside her home that was on fire. Emma Berens was the call taker who provided the caller with life saving instructions on ways to keep herself safe and crawl to a window. Zoann Hallam dispatched several fire departments quickly to the call providing them with critical information regarding the type of dwelling and that it was still occupied. Sal Ambutavicz dispatched the Ottawa County Sheriff's Office to the house and directed Deputy Cassie Tolman to the correct window who ultimately pulled the resident out to safety. Sonya Vander Zwaag and the shift supervisor Shonda Walski assisted in contacting the utility companies, locating a close hydrant, and contacting family

members of the victim. The shift's efforts along with on scene action from first responders in fire, police, and ambulance services saved the life of the resident that morning. On November 2nd, the involved telecommunicators and Deputy Cassie Tolman were presented a Life Saver Award in front of the Ottawa County Board of Commissioners and the family involved.



From left to right: Port Sheldon Township Fire Chief Brad Dirkse, Sal Ambutavicz, Zoann Hallam, Shonda Walski, resident Joyce, Sonya Vander Zwaag, Emma Berens, Deputy Cassie Tolman, and Grand Haven Township Fire Rescue Captain Shawn Schreder.













COMMUNICATIONS TRAINING OFFICER (CTO) PROGRAM

The dispatch center is manned with ten CTOs. They attend a 40-hour training course in order to become certified. Our CTOs are trained to use positive and proactive training methodology. Through the guidance of the Training Supervisor and Deputy Director, they provide the vast majority of hands-on training and education for our newly hired staffed. The training program is based off the agencies operational guidelines and procedures. Due to the national staffing shortage, these CTOs have been crucial in helping to fully staff the center.













POLICE AGENCIES: 115
PRIVATE ATTORNEYS: 92

PROSECUTORS: 1200
NEWS AGENCIES: 1

PRIVATE CITIZENS: 20

INSURANCE COMPANIES: 4

FIRE DEPARTMENTS: 13

INTERNAL REQUETS: 5

OTHER: 6

TOTAL 1456 REVENUE

\$1,995.21



CENTER MANAGEMENT CERTIFICATION PROGRAM

Training Supervisor Elvita
Lewandowski, Quality
Assurance Supervisor Megan
Chapman, and LEIN TAC
Supervisor Katie Coenen
received their CMCP
certification after completing
the 40 hours of lecture and
lab based training with 9-1-1
industry leaders from
Michigan, Indiana, Ohio, and
Illinois.

"NENA's Center Manager Certification Program (CMCP) is designed to equip recently-hired, newly-promoted, and aspiring PSAP and 9-1-1 Authority Managers and Supervisors with the tools needed to manage their agency effectively" Continuing education is an important aspect of every highly functioning dispatch center. The state of Michigan requires every supervisor and dispatcher to have 24 hours of continuing education credits bi-annually. Our employees have far exceeded the minimum standard with various training opportunities.

To help with retention and an easier transition for new hires to become fully functional dispatchers, Training Supervisor Elvita Lewandowski has revamped the training program. The program starts with 5 weeks of classroom training which involves becoming Emergency Medical Dispatch (EMD) and LEIN certified. The new hires also take a tour of the county, begin learning to call take utilizing standard operating procedures, and complete all state required training. From there, the new hires will spend 10 weeks with a Certified Training Officer learning to call take before moving onto call taking independently. After completing approximately 3-6 months of independent call taking, they begin the process of learning dispatch training.



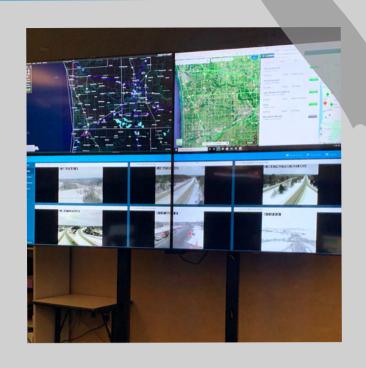
SILENT OBSERVER LIFE 3 0



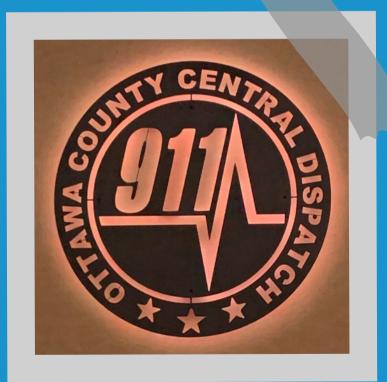
IT Technician Ryan Culver along with Great Lakes Unfitting installed over 130 new modems into every cruiser in the county.



Crewforce and Shieldforce was piloted to police and fire command staff. This is a mobile CAD software allowing command to view active calls from their cell phones.



A mobile video wall with the program Userful was brought into the center to monitor our various cameras, weather radar, and activity in the county.



A color changing neon sign created by Starr Machining was hung on the dispatch floor.



Annually, the Michigan chapters of the National Emergency Number Association (NENA) and the Association of Public Safety Communications Officials (APCO) recognizes a caller under the age of 12 who dialed 911 to help save a life, report a crime, or protect property. During the joint APCO/NENA conference in October, a local Georgetown Twp resident, Cayden, was presented this award. Cayden dialed 911 in 2019 and spoke with telecommunicator Crystal Bakker to report his mother was having a life-threatening medical emergency. During the call, Cayden remained calm, provided key information, and helped to comfort his younger siblings during the emergency. Crystal was also recognized for her calm and compassionate handling of the call.











GVSU: 1 TIP - 1 FOLLOW UP

HPD/ZPD: 184 TIPS - 135 FOLLOW UPS

OCSO: 422 TIPS - 351 FOLLOW UPS

TRI-CITY: 58 TIPS - 47 FOLLOW UPS

WEMET: 179 TIPS - 94 FOLLOW UPS

OUT OF COUNTY: 13

*Total may not be the sum of values due to tips may be assigned to multiple recipients

TOTAL TIPS*

756

156

TOTAL

FOLLOW UPS*

624

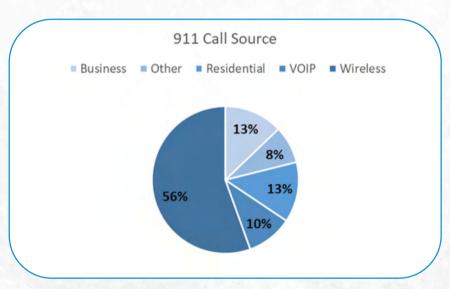
www.silentobserver.org or www.occda.org

Phone

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	TOTAL
7551	7088	8049	8103	9875	10627	10644	11403	9687	9465	8827	9058	110377

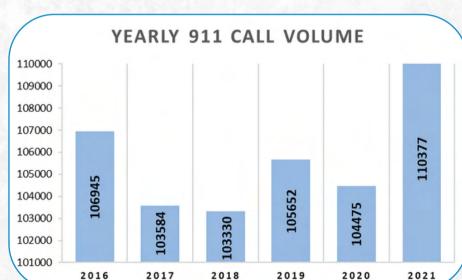
TOTAL ADMINISTRATIVE CALLS BY MONTH

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
13567	12810	14549	14250	15872	17108	17791	19213	16205	15868	15370	15238	187841



TOTAL
CALLS
PROCESSED
298,218





DISPATCHED POLICE INCIDENTS BY VENUE

A													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	TOTAL
Allendale Twp	409	415	491	438	540	460	471	504	536	502	433	444	5643
Blendon Twp	85	68	67	73	97	91	77	106	87	91	109	102	1053
Chester Twp	34	31	39	23	23	30	27	63	36	31	41	30	408
Coopersville City	173	157	165	199	173	189	185	200	204	194	188	147	2174
Crockery Twp	148	181	214	159	198	200	237	195	204	195	199	206	2336
Ferrysburg City	106	76	95	100	114	131	146	129	108	112	106	107	1330
Georgetown Twp	675	682	761	719	768	815	833	828	843	810	799	798	9331
Grand Haven City	494	476	516	546	641	833	868	956	635	569	568	555	7657
Grand Haven Twp	326	312	360	358	452	466	394	455	425	398	429	385	4760
GVSU	200	243	201	176	89	127	104	253	408	344	294	186	2625
Holland City	1117	1111	1362	1260	1434	1478	1536	1564	1408	1451	1233	1306	16260
Holland Twp	1278	1207	1287	1307	1477	1532	1487	1505	1651	1431	1398	1410	16970
Hudsonville City	165	182	207	229	231	252	229	218	228	209	235	204	2589
Jamestown Twp	143	134	131	140	155	133	155	162	150	138	156	140	1737
Olive Twp	176	158	202	179	183	214	213	243	209	213	195	199	2384
Park Twp	220	216	259	271	312	366	371	300	299	276	239	243	3372
Polkton Twp	78	81	86	78	110	122	129	129	125	103	109	139	1289
Port Sheldon Twp	83	62	118	125	107	109	140	151	104	116	92	103	1310
Robinson Twp	108	93	92	89	112	131	154	177	104	128	112	116	1416
Spring Lake Twp	248	227	250	242	247	311	273	299	296	257	263	275	3188
Spring Lake Village	84	81	85	85	121	137	110	158	104	83	70	73	1191
Tallmadge Twp	154	183	207	154	189	229	186	188	218	202	214	205	2329
Wright Twp	92	105	98	77	118	99	142	134	128	114	87	90	1284
Zeeland City	170	147	170	195	201	204	210	183	193	175	182	157	2187
Zeeland Twp	226	196	190	250	233	259	268	294	282	255	268	268	2989
Out of County	25	36	27	33	32	37	33	36	44	37	25	31	396
Total	7017	6862	7680	7505	8357	8955	8978	9430	9029	8434	8044	7919	98208











DISPATCHED FIRE INCIDENTS BY VENUE

	1001	EED	MAD	ADD	MAN	71.181	71.11	ALIC	CED	ОСТ	NOV	DEC	TOTAL
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	ОСТ	NOV	DEC	TOTAL
Allendale Twp	120	72	102	89	124	83	87	115	104	127	100	108	1231
Blendon Twp	20	27	34	26	35	28	24	30	27	25	38	29	343
Chester Twp	10	16	12	10	22	13	13	20	14	9	13	8	160
Coopersville City	58	36	39	48	42	44	42	62	51	45	53	42	560
Crockery Twp	36	29	32	36	30	30	36	28	29	33	23	33	375
Ferrysburg City	20	15	10	19	21	23	25	28	19	18	16	25	239
Georgetown Twp	49	64	47	42	47	63	79	72	64	90	87	74	778
Grand Haven City	133	116	124	142	143	183	189	199	151	143	162	166	1851
Grand Haven Twp	92	73	82	94	136	120	108	132	115	128	136	116	1332
GVSU	9	13	14	12	2	7	7	12	25	16	19	10	146
Holland City	304	288	319	274	365	356	332	366	346	354	314	362	3980
Holland Twp	62	63	78	84	76	116	100	117	110	93	104	122	1125
Hudsonville City	31	37	43	36	45	56	43	51	41	50	53	49	535
Jamestown Twp	37	38	40	38	48	37	30	53	35	36	42	51	485
Olive Twp	25	19	26	16	26	30	21	33	17	40	31	45	329
Park Twp	18	16	24	25	42	38	55	65	42	29	32	46	432
Polkton Twp	6	20	27	13	18	25	12	28	37	15	19	36	256
Port Sheldon Twp	25	16	31	15	34	24	18	36	21	27	27	26	300
Robinson Twp	33	19	30	26	20	25	25	56	22	29	30	34	339
Spring Lake Twp	88	53	74	76	72	90	91	89	74	85	92	85	969
Spring Lake Village	34	15	25	19	18	23	21	37	31	24	21	16	284
Tallmadge Twp	39	44	57	47	64	62	58	52	57	74	66	69	689
Wright Twp	28	20	21	24	25	24	34	27	31	24	25	27	310
Zeeland City	64	44	54	58	60	62	62	67	68	65	68	68	740
Zeeland Twp	88	36	53	60	49	48	59	84	73	68	62	89	767
Out of County	8	5	13	6	11	13	9	9	6	11	12	13	116
Total	1437	1194	1411	1335	1575	1623	1580	1866	1610	1658	1633	1749	18671





