

STRATEGIC PLAN 2022



Ottawa County Central Dispatch Authority



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Peter McWatters
Executive Director

Tammy Smith
Deputy Director

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OCCDA Policy Board Members,

The February Policy Board Meeting has traditionally been when the OCCDA Director has presented a strategic plan to the Board covering projects and initiatives for the calendar year. Following conversation and input at last year's February Policy Board meeting, I am presenting the 2022 plan in a different format. Although primarily focused on calendar year 2022, we have included projects for years 2023-2025 and beyond. The plan is presented in a timeline format on subsequent pages with the 2022 calendar year broken up by quarters. The plan includes the following initiatives:

Major projects for 2022 include:

- Going live with Mobile CAD access for Police and Fire administrators on CrewForce (fire) and ShieldForce (police).
- Proceeding with an approved 2022 Job Study.
- Installing a new video security system for the building.
- Transitioning to a new recording system for phones and radio traffic.
- Purchasing and developing two (2) remote/portable 911 capable phones for emergency/high volume call situations.
- Finalize a recommendation for 2023 purchase of new MCTs for the police fleet.
- Continue our efforts to hire new dispatchers with a goal of being fully staffed in late 2023.

Major projects for years 2023-Beyond

- Begin OCCDA/POLC negotiations in 2023 for new contract beginning January of 2024.
- Design and purchase microwave links for three (3) tower sites to alleviate the need for Charter fiber (and the contract expense).
- Transition to cloud based Law Enforcement Records Management System (LERMS).
- Transition to cloud based Tyler Computer Aided Dispatch (CAD).
- Begin 2028 millage renewal prep.

Our relationships with our employees, partner agencies and stakeholders will continue to be emphasized and enhanced. Hiring and retention of staff will continue to be prioritized in 2022 and beyond.

Lastly, I would like to continue to develop and refine this plan and will discuss with the Board ideas about expanding input from our user agencies and other stakeholders next year.

OCCDA Executive Director

2022 Ottawa County Central Dispatch Strategic Plan

Q1

January - March

Q2

April - June

Q3

July - September

Q4

October - December

Two new employees were hired on January 17th. A new hiring process has been started to hire up to 4 additional employees

Host quarterly OCCDA supervisor meeting

Select vendor for 2022 job study and begin the project

Add an additional member to the Peer Support team

Backup center activation training

Complete 911 plan update

Post for open supervisor position

2 new Certified Training Officers will be trained and utilized for new hires

Transition to live environment for CrewForce and ShieldForce

Continue to utilize and further develop our video integration system Useful

Transition to new recording system

Install new facility security system

Begin transitioning to Outlook 365

Finish county wide radio reprogramming

Start hiring process for new employees

Host quarterly OCCDA supervisor meeting

2 new employees begin to operate as call takers

Explore Emergency Dispatch IT Support position on the dispatch floor

Explore 911 video access for dispatch supervisors through Rave

Acquire and test new mobile 911 Viper phones

Explore CAD to CAD with Allegan

Convert Zeeland, Fillmore, and GVSU towers to LED tower lighting

Add redundant A/C units to Zeeland, Fillmore, and GVSU towers

National Telecommunicators Week April 10 - 16

Select employees attend Michigan APCO/NENA Conference in Kalamazoo

Select employees attend Navigator conference in Nashville, Tennessee

Brad & Ryan attending Tyler New World Connect conference in Indianapolis

With Board approval, begin exploring 3rd party options for strategic plan development

Host quarterly OCCDA supervisor meeting

Evaluate the purchase of Motorola Radio Management subscription for future remote programming of police and fire radios

Finalize recommendations for 2023 MCT purchase

OCCDA staff to participate in county wide fire open houses

Summer cookout for staff

Select employees attend national APCO in Anaheim, California

Community outreach presentations in the schools

OCCDA staff to participate in National Night Out events

Begin 2023 budget prep

2 new employees complete training

Host quarterly OCCDA supervisor meeting

Employee in-service

Review and update Personnel Policy and Procedures

Start preparing Annual Report

Community outreach presentations in the schools

Finalize benefits package for Policy Board approval

Possibly refinance Motorola loan for radio project & spend down fund balance

Operations

Technology/Infrastructure

Public Outreach/Events

Funding

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2023

Begin OCCDA/POLC contract negotiations (contract expires in December 2023)

Review and update Law and Fire SOP

Datto 1 server refresh

Purchase and install new MCTs for all police vehicles

Replace 1 Charter fiber link between radio towers with microwave link

Explore 800MHz fire paging

2024

Transition to Tyler New World Enterprise LERMS cloud based.

Replace 2 additional Charter links between radio towers with microwave links

Datto 2 server refresh

2025 - Beyond

Possible transition to cloud based Tyler New World CAD

Begin 2028 millage prep

- Operations
- Technology/Infrastructure
- Public Outreach/Events
- Funding

