

MINUTES
OTTAWA COUNTY CENTRAL DISPATCH
POLICY BOARD
OCCDA Training Room
Thursday, February 10, 2022 9:00 a.m.

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

ABSENT: Randy Meppelink

STAFF: Peter McWatters, Tammy Smith, Mike Koetje, Ryan Culver, Brad McDonell, Katie Coenen, Andrea Kacprzyk

GUESTS:	Zac VanOsdol Amy Bessinger Missy Stafford	City of Grand Haven Human Resource Manager City of Grand Haven Finance Director Ottawa County Central Dispatch FOIA/MSAG Coordinator
----------------	---	--

PUBLIC COMMENT: None

AGENDA CORRECTION: None

SUBJECT: MINUTES

MOTION CD22-2235 To approve the December 3, 2021 Meeting Minutes of the Policy Board.

Moved by: McIntire

Supported by: Gallagher

Carried

SUBJECT: 2022 ELECTION OF OFFICERS

MOTION CD22-2236 Motion to close nominations with unanimous support and to cast a unanimous ballot for the Chair, Vice-Chair, and Secretary/Treasurer.

Moved by: Klunder

Supported by: McIntire

Carried

MOTION CD22-2237 To keep all of the current positions and re-nominate Patrick McGinnis to serve as Chair, Keith Van Beek to serve as Vice-Chair and Tim Klunder to serve as Secretary/Treasurer for 2022 and close nominations with unanimous support.

Moved by: Gallagher

Supported by: Elenbaas

Carried

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

MOTION CD22-2238 To receive the Budget Performance, Revenues, Balance Sheet and Check Register Reports as presented.

Moved by: Klunder

Supported by: Van Beek

Carried

McWatters – In the packet, there are December 31 and January 31 numbers. The year-end numbers as of January 31st are showing that we are under budget.

Bessinger – We are still working on year-end adjustments and the budget is shaping up very well. We will have audit the first week of March.

SUBJECT: SICK LEAVE INCENTIVE

MOTION CD22-2239 To approve the proposed updated language to the OCCDA General Employee Group Compensation document to allow for a sick time balance incentive.

Moved by: Gallagher

Supported by: McIntire

Carried

McWatters – As discussed at the last meeting, we are suggesting an incentive for sick time use because currently, there is no pay out. We tried to look at it year to year and at the end of your career to create a program that works for both sides. 0-15 years of seniority is paid out overages at 50% to the 401a or 457 with no match. 15-25 you would be paid out overages at 75%, 25 years plus would be paid out at 100%. You would have to be at the max, then receive the third year sick time to be eligible. Currently, there are three general group employees who would be eligible. If they do not use sick time this year, we would be paying out about \$2,500.00. The upside is if a supervisor calls in for a shift, we have to pay out the overtime. We believe that it would be a wash but it works for both the employee and organization.

Gallagher – I am very supportive of this. I am curious how this policy is comparable to the City of Grand Haven, City of Zeeland, or City of Holland.

Klunder – We do not have anything like this but I like it.

VanOsdol – The City of Grand Haven moved to a full PTO bank. We see a lot more people calling in sick at the end of the year so they do not lose their time so we want to incentivize them to come to work.

Van Beek – We have a PTO system also. I am supportive of this.

McGinnis – I am having a hard time with it because I like the PTO.

Smith – The payout is only for the difference from the amount of time that a General Group employee would lose at the end of the year.

McGinnis – I like that it will not grow to something unmanageable. I would like to revisit the PTO subject.

VanOsdol – We are getting ready to do a wage study and this will be included in the study. This will be very helpful to see where we stand as opposed to other centers.

SUBJECT: EQUATURE

MOTION CD22-2240 To approve a 5-year contract addendum with Equature to include MCC7500 digital recording integration and maintenance for \$45,695.

Moved by: Van Beek

Supported by: Shay

Carried

McWatters – We approved an initial contract the last Policy Board meeting. We have been looking at a new recording system. Our current system is NICE and it has stopped recording a few times due to a problem with their software. This prompted us to look at Equature. It is newer, user friendly, and up to date. As we got into the project and implementation, we found out that the quote we received was for analog recording. When we purchased the radio system in 2016, we purchased an IP logger for \$250,000 to record digitally. Digital recordings are much easier to search, better features, and it is more efficient. We learned that we would be taking a step backward in terms of functionality going to the analog recording. We would shift the money from NICE/Motorola and pay Equature. If you compare the two over a five-year period of time, we would pay NICE/Motorola \$110,000.00 and we will pay Equature roughly \$90,000.00. This should have been included on the front end but we did not know all of the details. There are a lot of moving parts but after looking at it, it would put us at the top end of the recording systems. It would also be more cost effective in the long run.

McGinnis – I am impressed with the presentation and the clarity.

Smith – If two officers keyed up right next to each other, in different incidents, it can be separated with the new system. If we went back to the analog system, you could not separate the transmissions for FOIA purposes.

SUBJECT: 2022 STRATEGIC PLAN

MOTION CD22-2241 To adopt the 2022 Strategic Plan as presented.

Moved by: Elenbaas

Supported by: Van Beek

Carried

McWatters – Last year, we received feedback on how to streamline the Strategic Plan. We moved from a checklist to a projection of our projects and the timeline. We spent a lot of time trying to brainstorm and include all items and our many big projects.

Next year, I would like to hold a half day work session with user groups and stakeholders. I do not think that we should be the only ones developing our strategic plan because I would like to get input from other entities. I would like to use a facilitator so we can all be included next year.

Van Beek – I really like what you have done. I think that it is a communication document to communicate to boards and users what you are doing and what you are going. This is an improvement from what we have had in the past. I like your questions and desire to make sure that there are more stakeholders included to communicate and evaluate for the future. I do not believe that it needs to be more complex or involved but it is good step in the process to invite people to give their input. Most important are the ones who use your system to make it more user friendly.

McGinnis – I would support your intentions and I like the simplicity of the lay out. It is direct, specific and gives us a nice visual to hold you accountable for your objectives and goals. Next year, we will look at it and be able to check off the boxes.

SUBJECT: NOTICE OF INTENT TO FUNCTION AS A PSAP

MOTION CD22-2242 To comply with Section 307 of the Emergency Telephone Service Enabling Act, Ottawa County Central Dispatch Authority approves the OCCDA Notice of Intent to Function as a PSAP within the Ottawa County 9-1-1 Service Plan.

Moved by: Van Beek

Supported by: Gallagher

Carried

McWatters – This is a part of our 9-1-1 Plan update. The current plan was from 2001 and is outdated in technology and language. We have worked with Doug Van Essen on the update. It is now open at the Ottawa County Board of Commissioners. In order to update the language, we need to go through this procedure, mandated by law, to keep it open for 90 days. We have to declare our interest as operating as a PSAP. After it is approved and signed, we will bring it to the County Clerk. The final hearing date is May 10, 2022.

DIRECTOR'S REPORT

2021 Annual Report

I sent the Policy Board the 2021 Annual Report before we sent it to anyone else. We see it as a feel good document showcasing our employees and our statistics. Katie and Andrea did a lot of work on the Annual Report. If there is anything that you think should be changed, please let me know. It will be sent out to everyone later today.

Van Beek – I forwarded it to my staff and received some positive comments.

Water Hammer Event

JR Automation burned down January 3. They were filling tankers from a hydrant in front of our building and when it was closed from the fire truck, we received a shockwave that sent our water suppression system to over 200 PSI. It blew out the reservoir in the drinking fountain and a water filter in the kitchen. There was a flood in the lobby and kitchen. Serve Pro cleaned it up and it was turned over to the insurance company. Final cost was around \$7,700.00 for which we paid \$250.00 deductible.

Allegan Revenue Reduction

This year I received a letter from Allegan indicating that our revenue would be about \$35,000 per quarter totaling around \$140,000.00. We had projected that we would receive \$178,000.00. Two years ago our revenue from Allegan County from landlines in the City of Holland in Allegan County was \$198,000.00. Allegan recently checked the number of landlines and found that the number has declined. The agreement was from 1995 when cell phones were not as prevalent. As time goes on, we should come up with another formula. We have a meeting with Doug Van Essen today.

Van Beek – That is a booming part of the city. Let me know if you need any data.

Smith – 85% of our annual calls are cell phones.

McWatters – The contract that is in place is not representative of today's technology causing us to lose revenue.

Radio Reprogramming

Koetje – We are 98 % done with the reprogramming due to people being on vacation or leave. It has been a long project but we are very close to being done.

McWatters - This involved working with the State to develop new templates, which is a lot of data. Mike and Ryan had to rework each template for every department, send it to the State, do quality control, and then physically touch every

radio along with Tele-Rad. Moving forward, there is something called device management that is offered by Motorola that gives you the benefit of reprogramming over Wi-Fi. The downside is the cost of about \$50,000 per year. The reality is that the amount of internal work and the amount that we paid Tele-Rad, we have some due diligence to look at it further. We are not in control of when we need to do a radio reprogramming. For example, if Muskegon County makes an encryption change, we need to reprogram our radios to maintain interoperability. We have about 2000 radios in our system.

Koetje – This is another way that we can serve our customers better. There are also firmware updates that would be time consuming. To be able to do them remotely would be far less cumbersome.

Staffing Update/Supervisor Opening

We continue to we have the retention incentives in place, which I think is helping. We had a supervisor leave to January 31 on good terms. We are not posting for his position yet, others are covering his day shift at this time. Hopefully we can promote from within. Our trainees are moving forward. We have an aggressive hiring timeline for the year and expect to hire two more groups up to four members each. Wood TV come here and did a story about our hiring. Currently, we are at over 100 applicants.

Backup Center Activation

The backup center is fully operational. In March, we are doing classroom training and will activate the backup center.

MCT Purchase for 2023

The current fleet of MCTs are five years old and the warranty expires in October. The Dell product has been very good and easy to work with. The budget paperwork allocated \$500,000 but it will likely be more than that due to a price increase in the product.

Koetje – They are semi-ruggedized and the officers cannot take the out of the patrol vehicles.

Repurposing Old VHF Equipment

Some of our old VHF equipment is in storage. We would have to pay to have it recycled. Mike had the idea to repurpose the equipment to the Amateur Radio Clubs in the area.

Koetje – They help us throughout the county during search and rescues, events, Tulip Time, Coast Guard Festival, and parades. The end of life VHF equipment that is out of support would allow the Amateur Radio Clubs to do some upgrades on their infrastructure that provides help to the county.

McGinnis – How many clubs are in the county?

Koetje - There is Grand Haven, Holland Amateur Radio Club, and an Independent Repeater Association that covers the west side of the state from the southern state line to the Upper Peninsula.

McGinnis – That sounds like an excellent use of the surplus equipment.

MOTION CD22-2243 To authorize the repurpose of end of life VHF equipment for public benefit at the Amateur Radio clubs.

Moved by: Gallagher

Supported by: Klunder

Carried

Fund Balance/Refinance Discussion

McWatters - We have discussed ways to lower our fund balance. We have looked into paying off our Motorola debt early. There is one day a year that we could pay it off. Currently we pay 3.3% interest rate and the rates are now lower. We are looking at paying some money from our fund balance and refinancing the rest with a lower interest rate.

Bessinger – We received a couple of options from Huntington Bank a couple of months ago for a 5-year option at 2% or 3-year option at 1.76%. We would still have a bond attorney, credit process, and equipment verification.

McWatters - In April we have Telco Week. We have come up with the idea to have users around the county do a quick video thanking dispatchers. The email has been sent to all of our user agencies.

McGinnis – I challenge all of you to encourage people to send in short video clips.

Coenen – The email has been sent to all police and fire agencies.

SUBJECT: ADJOURNMENT

Meeting adjourned at 10:05 a.m.

Next Meeting: Joint Meeting with the Technical Advisory Committee Thursday, April 14, 2022 9:00 a.m. at Central Dispatch