

**MINUTES**  
**OTTAWA COUNTY CENTRAL DISPATCH**  
**JOINT MEETING OF POLICY BOARD**  
**and**  
**TECHNICAL ADVISORY COMMITTEE**  
**OCCDA Training Room**  
**April 14, 2022 9:00 a.m.**

**PRESENT FOR POLICY BOARD:** Patrick McGinnis, Matt Messer representing Keith Van Beek, Chris McIntire, Gordon Gallagher, Adam Elenbaas, John Shay

**ABSENT:** Tim Klunder, Randy Meppelink

**PRESENT FOR TECHNICAL ADVISORY COMMITTEE:** Matt Messer, Chris McIntire, Tim Jungel, Kurt Gernaat, Lou Hunt, Andrew Schrotenboer

**ABSENT:** Steve Kempker, Jeff Hawke, Jim Kohsel, Brandon DeHaan, Dennis Rosel

**STAFF:** Peter McWatters, Tammy Smith, Brad McDonell, Andrea Kacprzyk

<b>GUESTS:</b> Amy Bessinger	City of Grand Haven Finance Director/Treasurer
Emily Greene	City of Grand Haven Finance Supervisor
Katie Coenen	OCCDA LEIN/TAC Supervisor
Elvita Lewandowski	OCCDA Training Supervisor
Missy Stafford	OCCDA FOIA Coordinator

**PUBLIC COMMENT –** None

**AGENDA ADDITIONS or CORRECTIONS –** None

**SUBJECT: MINUTES**

MOTION CD22-2244 To approve the February 10, 2022 Minutes of the Policy Board.

Moved by: Gallagher

Supported by: Elenbaas

Carried

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

MOTION CD22-2245 To receive the Budget Performance, Revenues, & Balance Sheet and Check Register Reports as presented.

Moved by: Gallagher

Supported by: McIntire

Carried

McWatters – At this time, the only area of concern is the overtime budget but it is still early in the year.

Bessinger – Rates are starting to rise which is good for interest earning. We are starting to look at investments to get more interest on the books. We will see additional revenue after the tax funds come in at the end of April.

**SUBJECT: 2021 OCCDA FINANCIAL AUDIT**

MOTION CD22-2246 To receive the 2021 Financial Audit

Moved by: Elenbaas

Supported by: McIntire

Carried

McWatters – The audit documents were sent to Policy Board members last week. A bulk of the work is done by the Grand Haven Finance Department. We really appreciate all of the work that they do, thank you to the Finance Department.

Bessinger – Annie and Emily were primary on the audit report. The audit went very well. It was a clean opinion with no issues or weaknesses found. Page six in the document shares the 2021 and 2020 expenditures and revenues side by side. We ended in a positive position because we did not spend extra capital due to circumstances with COVID and other savings. We are 86% funded for MERS as of the 2020 evaluation. We did contribute additional money again and it is in the budget for this fiscal year.

McGinnis – Amy Bessinger has accepted a new position. Emily Greene is going to be the Interim Finance Director. Pete and the staff are familiar with our Finance staff. We are well equipped to continue to provide support. Our HR Manager Zac VanOsdol has also taken another position with the County. They have agreed that Zac can help us if anything comes up before his position is filled.

**SUBJECT: LETTER TO APPROVE MILLAGE ASSESSMENT RECOMMENDATION**

MOTION CD22-2247 To approve the 2022 Millage Assessment recommendation as presented by the Executive Director

Moved by: Gallagher

Supported by: McIntire

Carried

McWatters – My recommendation this year is to keep the tax levy at the highest level because of inflation, projects on the horizon and our debt. We are taking steps to address our fund balance down the road.

McGinnis – Overall, it is still a low level compared to other dispatch entities. I think that it would be a bad year to recommend a reduction given the recruitment challenges that we are going to be facing. We need to every resource available to keep our excellent staff.

**SUBJECT: 2022 TAX LEVY RESOLUTION**

MOTION CD22-2248 To approve the 2022 Tax Resolution at the maximum allowable mils and forward to the County Board of Commissioners

Moved by: McIntire

Supported by: Elenbaas

Roll Call Vote:	<u>Yes</u>	<u>No</u>
Patrick McGinnis	Yes	
Matt Messer	Yes	
Tim Klunder	Absent	
Chris McIntire	Yes	
Randy Meppelink	Absent	
Gordon Gallagher	Yes	
Adam Elenbaas	Yes	
John Shay	Yes	

Six Yes, Two Absent

**SUBJECT: BROWN & BROWN CONTRACT**

MOTION CD22-2249 To approve a new broker services agreement with Brown & Brown

Moved by: Gallagher

Supported by: Elenbaas

Carried

McWatters – Prior to leaving, Zac was working on a project because the City was putting out a RFP for a fee based insurance consultant instead of a commission based insurance consultant. We felt that it would be better to be fee based so there would not be a conflict of interest. This removes the opportunity for bias from Brown & Brown. After the RFP, it was recommended that we stay with Brown & Brown. There is a small savings for moving to the fee based insurance consultant. There will be a couple thousand dollars of savings and projected savings of \$13,000 over the next three years.

McGinnis – Pete and the HR Manager will have an option to give Brown & Brown a performance incentive from \$500 - \$2,000 if they perform well and reduce our costs.

**SUBJECT: DIRECTOR'S REPORT**

This is Lt. McIntire's last meeting because he is retiring May 28. Thank you for serving on our Policy Board and Technical Advisory Committee since June 1, 2011. We appreciate all of the work that you have done for our agency.

**National Telecommunicators Week**

We have been celebrating National Telecommunicators Week. There has one television and one radio interview to raise public awareness. Katie has done a lot of work to help make it special for the dispatchers. It is our opportunity to celebrate the work that our staff does on a daily basis. Our dispatchers are performing at a high level and we appreciate them.

**MSP Commercial Vehicle CAD Access**

After our last meeting we shared our CrewForce / ShieldForce mobile apps with Lt. McIntire. This brought up the possibility of MSP Motor Carriers having our CAD access. At this time, we cannot see where their cruisers are when they call out stops. MSP is paying for the CAD licenses and ShieldForce if they choose to use the service.

**9-1-1 Plan Update**

The 9-1-1 Plan closes on May 10<sup>th</sup> at the Ottawa County Board of Commissioners meeting. The language has been updated but we are not changing our structure.

### **Allegan Revenue Reduction**

OCCDA dispatches for the part of Allegan County that is in Holland City. Allegan County is surcharged based with their funding so they refund us based on landlines in that area. Landline usage has significantly decreased causing our revenue to be reduced by about 25%. This is no longer an accurate way of calculating our services. Their County Administrator and 911 Director are in agreement. We are in a process of working on an agreement based off of population. At this time, 6% of Allegan County's population lives in the City of Holland. We would be reimbursed 6% of their total surcharge after they received the last payment at the end of the year. Doug Van Essen drafted the contract that we will present later today.

### **Staffing Update**

There will be another hiring process at the end of the month. Currently, there are three people in training. One employee may resign due to personal reasons.

Gallagher – Has the retention bonus program been well received?

McWatters – Yes, it was unexpected but very much appreciated. It has a lot of impact that is meaningful to people who are struggling. Especially with the inflation, it was very helpful. Maybe down the road, there is something more that we could do.

Gallagher – As a board member, I would encourage that.

McWatters – The overtime budget will likely be over, like it was last year, because of covering sick calls and vacations. We do a lot of adjusting to schedules. Deputy Director Smith worked last Saturday night for eight hours to cover a shift. Our supervisors do a good job covering shifts to help avoid having to force people into work.

### **Backup Center Activation March 29 and 31**

There was a lot of work that was done to make the backup center operational. We had four-hour trainings March 29 and 31. We transferred the 911 calls and dispatched in the backup center. Both days were seamless and went as expected. Credit to our IT staff who did a lot of work getting it ready. We have a solid backup plan if we need it.

### **MCT Purchase for 2023**

Next year we will be replacing all of the MCTs countywide. We have \$500,000 allocated but it may be closer to \$600,000. At this time, we are going with Dell because of the product performance and warranty.

### **CrewForce / ShieldForce**

The police command has been happy with ShieldForce. CrewForce is the fire side that is used differently. We are advocating that it is used in the apparatus on a tablet. Ryan has been working behind the scenes with a core group of agencies to make sure that it works properly for first responders. The level of information and CAD access is beneficial to the users. We are getting close to being able to offer it countywide.

### **Fund Balance / Refinance Discussion**

Bessinger – We have been talking about refinancing the Motorola loan when it is due in October. In March, the rate was 2.3% through Huntington Bank but we know that it will go up. The memo breaks down the original loan. There are different options for how we want to pay down the balance. If it is paid off in 2026, it puts us in a good spot for the 2028 millage renewal. This is a good way to get the fund balance lowered and save on the interest in the five years. The soonest that we can lock in the rate is in August.

McWatters – Even if we refinance and the percentage rate stays the same, we would pay down our fund balance and save on the interest payments the last five years.

McGinnis – Let's continue on the trajectory that we are going to pay \$3 million and we can reassess in June.

Shay – I'm comfortable with the loan options. It makes sense to pay down the fund balance and save on the interest.

Elenbaas – I am in agreement.

#### **TECHNICAL ADVISORY COMMITTEE MINUTES**

##### **SUBJECT: MINUTES**

MOTION CD22-407 To approve the February 15, 2022 Minutes of the Technical Advisory Committee.

Moved by: Gernaat

Supported by: Jungel

Carried

##### **SUBJECT: CHAIRPERSON**

Messer – Brian Sipe has changed employment and resigned from the TAC committee. We will need a motion to elect a Chairperson for the remainder of 2022.

MOTION CD22-408 To elect Matt Messer as Chairperson for the remainder of 2022.

Moved by: Gernaat

Supported by: Jungel

Carried

##### **SUBJECT: VICE-CHAIRPERSON**

MOTION CD22-409 To elect Kurt Gernaat as Vice-Chairperson for the remainder of 2022.

Moved by: Jungel

Supported by: Hunt

Carried

##### **SUBJECT: COMMITTEE REPORTS**

##### **A. Emergency Management**

Hunt – We had a MCI table top exercise that identified the need for a new comms plan. We are working with dispatch to come up with a plan. Recently, we did a reunification exercise with the OAISD. Our LAPC wants to spread the word that the sirens are not tornado sirens, they are warning sirens. The action is to go inside and seek more information. We would like for the last siren of the year on October 7 to do a mock shelter in place. It will be a way for schools and businesses to practice turning off their air system. Before the siren, we will advertise it out to the public.

##### **B. Fire S.O.P.**

Smith – Capt. Tinney stepped down as Chairperson. Chief Gavin has been announced as the new chair. We have a meeting scheduled to work on a forward direction.

##### **C. Law S.O.P.**

Smith – We are not dealing with any issues at this time.

##### **D. Radio Committee**

Smith – Two weeks ago there was a special meeting to discuss the MCI Comms Plan.

**SUBJECT: ROUND TABLE**

McWatters – Ruth was hired as a Towing Coordinator. Since she is a former police officer, we have been able to utilize her as our background investigator as well. The Sheriff's Office has helped us with the program that they use and it has worked very well for us. This way we do not have to utilize the police departments in Ottawa County.

Gernaat – Thanks to the staff at dispatch. You are doing an excellent job. There have been many challenges with calls lately and they have been handled well.

McIntire – It was great working with everyone. Thank you.

**SUBJECT: ADJOURNMENT**

Meeting adjourned at 10:04 am

Next Meetings:

Policy Board – Thursday, June 23, 2022 at 9:00 a.m.

Technical Advisory Committee – Tuesday, June 21, 2022 at 1:30 p.m.