

MINUTES
OTTAWA COUNTY CENTRAL DISPATCH
POLICY BOARD
OCCDA Training Room
Thursday, October 13, 2022 9:00 a.m.

PRESENT: Keith Van Beek, Adam Elenbaas, Tim Klunder, Gordon Gallagher, John Shay, Ashley Latsch

ABSENT: Randy Meppelink, Matt Williams

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

GUESTS:

Matt Messer	Chief of Public Safety Services Holland Police Department
Tim Jungel	Chief of Zeeland Police
Derek Christensen	Chief Deputy Ottawa County Sheriff's Office
Emily Greene	City of Grand Haven Finance Director
Amanda Burnett	City of Grand Haven Human Resource Manager
Missy Stafford	FOIA Coordinator OCCDA
Marsha VanderVeen	Union President OCCDA
Sonya Vander Zwaag	Union Vice President OCCDA

PUBLIC COMMENT: Vander Zwaag - We are sharing the struggles that we have been facing. We currently have 18 full time dispatchers, three trainees, and four casual employees. Morale is low in the center and we recognize we need to be pro-active in our approach in retaining dispatchers. We are asking for a \$1,500.00 retention bonus for those who stay through the end of the year and \$2,000.00 retention bonus for those that stay through the end of 2023.

Currently, new hires receive 10% less of their wages until they are released from training. We are proposing that the 10% be withheld and given to them in one check at the end of the probationary period as a way to encourage them to stay through training.

We are facing scheduling challenges. One of the biggest challenges that highly impacts morale is the scheduling of casual employees. Currently, overtime is offered to casual employees at straight pay prior to being posted for overtime. Which means that they get to pick when they want to work. We feel like it is a violation of the contract. We are asking that our established contract language be followed. We are on call and being mandated yet casual employees get the first pick for shifts. We want to be treated fairly and reasonably. We value and appreciate the relationship that we have with administration and the Board. We propose that the current contract language be enforced and propose that section 5.3 be amended in order to obtain clarity of how casual employees should be assigned. If the Board does not want wish to change the contract language, we are open to clarifying casual roles in other ways. We thank you for everything that you have done for staff.

Gallagher – I appreciate hearing public comments, thank you.

AGENDA CORRECTION: Add to the agenda item six, the Agreement to Establish an Ottawa County Central Dispatch Authority.

SUBJECT: MINUTES

MOTION CD22-2261 To approve the August 18, 2022 Meeting Minutes of the Policy Board

Moved by: Klunder

Supported by: Elenbaas

Carried

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

MOTION CD21-2262 To receive the Budget Performance, Revenues, Balance Sheet and Check Register Reports as presented

Moved by: Gallagher

Supported by: Klunder

Carried

McWatters – This includes the budget amendments that we did in the last month to try and dial in where we will be at the end of the year. There are some purchase items further down in the agenda that are incorporated the current budget amendment numbers.

SUBJECT: AGREEMENT TO ESTABLISH AN OTTAWA COUNTY CENTRAL DISPATCH AUTHORITY

MOTION CD21-2263 To recommend to the authorizing authorities to update the agreement establishing an Ottawa County Central Dispatch Authority.

Moved by: Gallagher

Supported by: Klunder

Roll Call Vote:

	<u>Yes</u>	<u>No</u>
Keith Van Beek	Yes	
Adam Elenbaas	Yes	
Tim Klunder	Yes	
Gordon Gallagher	Yes	
Randy Meppelink	Absent	
John Shay	Yes	
Matt Williams	Absent	
Ashley Latsch	Yes	

Six Yes, Two Absent

McWatters – Our agreement with Allegan County has been updated since it was based on landlines and it is now based on population. As we were working through the process with our attorney Doug Van Essen, he suggested we change our agreement to establish a language that will allow us to implement our millage for the residents in the city of Holland that reside in Allegan County when we renew our millage in 2028. It lays the ground work for us to have our own millage for those people instead of going through Allegan County. If it is approved at the Policy Board level, it would go to the County Board for approval.

Van Beek – I think that it is the right thing to do for the services that this entity provides for the portion of Holland that is in the county of Allegan.

Shay – It allows the authority to levy its own millage.

Gallagher – Who is on the other side of this agreement?

McWatters – It is more of establishing an enabling agreement.

SUBJECT: 2023 PROPOSED BUDGET

MOTION CD22-2264 To Approve the 2023 Budget as Presented (emailed to Board Members). Letter of Recommendation Attached.

Moved by: Gallagher

Supported by: Elenbaas

Roll Call Vote:

	<u>Yes</u>	<u>No</u>
Keith Van Beek	Yes	
Adam Elenbaas	Yes	
Tim Klunder	Yes	
Gordon Gallagher	Yes	
Randy Meppelink	Absent	
John Shay	Yes	
Matt Williams	Absent	
Ashley Latsch	Yes	

Six Yes, Two Absent

Thank you to Emily for all of your work on the budget. This is a deficit budget because of the MCT purchase. The other big item is EFD emergency dispatch. Everything else is standard year-to-year items. We budget as if we are fully staffed, which has resulted in us being under budget the last couple of years, since we are not fully staffed. This year's budget shows a fairly large deficit because of the \$3,000,000.00 fund balance that was used for the Motorola refinancing.

Greene- The first pages are an overview. We project conservatively on the tax revenue. Page five shows the revenue expense and fund balance history. There is a significant drop in the fund balance because of the Motorola refinance. The MERS 2021 actuarial variation shows the funding rate of 95% up from 86% last year. We are continuing to superfund it in 2023.

Van Beek – Thank you for the immediate and long term context. We need to be in full evaluation mode by 2026 so there is a good renewal plan and education.

Gallagher – I appreciate all of the work that Emily did.

SUBJECT: PRIORITY DISPATCH SYSTEM EMERGENCY FIRE DISPATCH SOFTWARE AND LICENSES

MOTION CD22-2265 To approve the purchase of ProQA Fire Software in the amount of \$116,363.00. In the 2022 budget, \$15,000.00 has been allocated to start the agreement and integration process. The remaining \$101,262.00 will be paid in 2023.

Moved by: Shay

Supported by: Gallagher

Carried

McWatters – EMD which is a flow chart of medical calls for dispatchers is already being utilized. This is a flow chart for fire calls that gives the dispatchers a road map to follow. Due to timing, we did not want to wait until January 1, 2023 to start the project because that would put us in the middle of summer for implementation. We allocated \$15,000.00 to get started in 2022 so we will have implementation in the first or early second quarter of 2023.

Smith – Supervisors, dispatchers, and fire chiefs have looked at it and it is viewed as positive for our staff.

SUBJECT: DELL

MOTION CD22-2266 To approve the purchase agreement with Dell Technologies for the 2023 purchase of 165 Dell Latitude 5430 rugged MCTs for the police patrol fleet in the amount of \$388,347.37.

Moved by: Elenbaas

Supported by: Gallagher

Carried

McWatters – Our current MCTs in the police fleet across the county is at the end of life after five years. We are replacing every MCT in the police cruisers countywide with Dell, based on previous experience with the product. It is the updated version of what we have now with a five-year warranty. It has been an easy process to get the MCTs repaired. We have over \$600,000.00 allocated for the project but there is a possibility that we will not have to replace the docking stations based on a conversion kit. It should be complete in the first quarter of 2023.

Van Beek – For the user partners, MCTs are critical for day-to-day operations. It points to another advantage of having a countywide dispatch authority so it does not have to become something that each organization has to figure out and be on separate platforms. We are thankful for this arrangement and the updates.

SUBJECT: FIRSTNET RAPID RESPONSE PUSH TO TALK AGREEMENT

MOTION CD22-2267 To approve the purchase of FirstNet push-to-talk hardware and 50 licenses for police and fire command PTT capability from cell phones in the amount of \$18,800.00.

Moved by: Klunder

Supported by: Gallagher

Carried

McWatters – We have a partnership with FirstNet for our data connections which is a law enforcement and first responder only network that was created by congress after 9/11. There was a push to talk public demo last week for fire and police demonstrating the hardware that allows us to connect our radios giving police and fire command to our primary talk groups on their cell phones. The initial cost is \$18,800.00, then we will receive a \$5,000.00 credit after 60 days for 50 users. The licenses cover one year. The original plan was for us to cover the hardware, then have individual agencies pay \$15.00 per user. We will reevaluate after one year.

Elenbaas – Are the licenses transferable?

Koetje – Yes, we have control of the licenses.

SUBJECT: ELIMINATION OF THE OCCDA TOWING SERVICES POLICY

MOTION CD22-2268 To approve the elimination of the OCCDA towing services policy effective January 1, 2023.

Moved by: Elenbaas

Supported by: Klunder

Carried

McWatters – This goes back at least two years where we have looked at complaints pertaining to the wrecker list. We are one of only three PSAPs statewide who have a wrecker list. We have been open and transparent with our police agencies, and this is not something that we take lightly. Instead of OCCDA maintaining the rotation, it would be on each individual agency to decide how they want to manage wreckers in their areas. This was presented at TAC and they voted to have it eliminated.

Gallagher – What are the pros and cons from the TAC level?

Messer – We have met numerous times over this at TAC and Law Enforcement Leadership. The Sheriff, Chiefs and I have been involved in many discussions over the last several months. All of the agencies are meeting next Tuesday to discuss how it will be handled by each department. I chaired the TAC meeting a couple of days ago and there was minimal discussion since we have been preparing for the potential change. The biggest concern will be for the Sheriff's Office to find a resolution.

Gallagher – How will this work for the Sheriff's Office?

Christensen – The scope is larger for our agency. However, we have been doing research and collaborating with our local cities so we can all be on the same page. This happens throughout the state and in the beginning, there is some give and take, but overall it has functioned well outside of a dispatch authority. The actual process for our agency will be discussed at Tuesday's meeting.

Gallagher – I am concerned about making sure that the law enforcement agencies are on board.

McWatters – In the future, we can reevaluate if needed. This could potentially help the process be smoother.

Jungel – I was part of this same discussion in my Sheriff's Department years at my former agency. The first year was a little bumpy but it was the right move for the county in the end.

DIRECTOR'S REPORT

Radio System Debt Refinance Update

I sent an email the day the refinance was finalized. It puts us in a better position financially saving us about \$700,000.00 over the term of the loan.

Staffing Update

Since our last meeting, we have lost a couple of newer employees. The last three employees who have left all cited a need for a better schedule. This is difficult for us to compete with because of the 24/7 nature. There are three trainees on the floor and we are in the middle of second round interviews. Supervisors and Tammy have been helping to cover shifts.

Ambulance Response Times

There have been issues with ambulance response times. Ambulance companies are struggling with staffing and it is causing extended response times.

Probation Exclusion Zone Violation Update

At the last meeting, the exclusion zone violation information we were getting was not workable for the dispatchers. We did not tell them that we were not going to do anything, we just said that we were not going to do anything unless we had the proper information or there was truly a threat. We have had one in person meeting attended by our law enforcement partners. Since then, the call centers have been providing us with the proper information.

Email Security

Our email was hacked. Our CAD was not compromised.

ENP Certifications for two Employees

Mike Koetje and Katie Coenen received their ENP certifications from NENA. It is the highest certification that you can get in the field.

SUBJECT: CLOSED SESSION

A. MOTION CD22-2269

Motion to go into Closed Session to discuss the Executive Director's Evaluation, Contract, and the OCCDA/POLC Labor Agreement.

Moved by: Elenbaas

Supported by: Gallagher

Roll Call Vote:

	<u>Yes</u>	<u>No</u>
Keith Van Beek	Yes	
Adam Elenbaas	Yes	
Tim Klunder	Yes	
Gordon Gallagher	Yes	
Randy Meppelink	Absent	
John Shay	Yes	
Matt Williams	Absent	
Ashley Latsch	Yes	

Six Yes, Two Absent

B. MOTION CD22-2270

Motion to come out of Closed Session

Moved by: Shay

Supported by: Elenbaas

Roll Call Vote:

	<u>Yes</u>	<u>No</u>
Keith Van Beek	Yes	
Adam Elenbaas	Yes	
Tim Klunder	Yes	
Gordon Gallagher	Yes	
Randy Meppelink	Absent	
John Shay	Yes	
Matt Williams	Absent	
Ashley Latsch	Yes	

Six Yes, Two Absent

C. MOTION CD22-2271

To approve updating our agreement with our Executive Director to include all of the previous agreements and letters. To increase his vacation to 25 days, do a step increase of 3.5% as well as the COLA to be determined in 2023. The agreement will become effective January 1, 2023.

Moved by: Gallagher

Supported by: Elenbaas

Carried

SUBJECT: ADJOURNMENT

Meeting adjourned at 11:27 a.m.

Next Meeting: Friday, December 2, 2022 9:00 a.m. at Central Dispatch