

MINUTES
OTTAWA COUNTY CENTRAL DISPATCH
POLICY BOARD
OCCDA Training Room
Thursday, February 9, 2023 9:00 a.m.

PRESENT: Keith Van Beek, Adam Elenbaas, Matt Williams, Ashley Latsch, John Gibbs, Roger Belknap

ABSENT: Tim Klunder, Gordon Gallagher

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

GUESTS: Emily Greene City of Grand Haven Finance Director
Missy Stafford FOIA Coordinator OCCDA

PUBLIC COMMENT: None

AGENDA CORRECTION: None

SUBJECT: MINUTES

MOTION CD23-2277 To approve the December 2, 2022 Meeting Minutes of the Policy Board.

Moved by: Elenbaas

Supported by: Latsch

Carried

Elenbaas - Page 2, change overtime to over time.

SUBJECT: CHAIRPERSON, VICE-CHAIR, AND SECRETARY REPLACEMENTS

MOTION CD23-2278 Motion to maintain the same slate, close nominations with unanimous support and to cast a unanimous ballot for the Chair, Vice-Chair, and Secretary/Treasurer.

Moved by: Belknap

Supported by: Elenbaas

Carried

McWatters – Currently, Keith Van Beek is the Chairperson, Adam Elenbaas is Vice-Chair, and Tim Klunder is Secretary.

Belknap – I would like to suggest that we maintain the same slate.

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

MOTION CD23-2279 To receive the Budget Performance, Revenues, Balance Sheet and Check Register Reports as presented.

Moved by: Belknap

Supported by: Elenbaas

Carried

McWatters – We operate on a calendar year budget. The budget numbers that you are seeing are only for January but some items will be back-dated to 2022.

Greene – We are in the middle of the audit process that is scheduled for March 20th.

SUBJECT: 2023 STRATEGIC PLAN

MOTION CD23-2280 To adopt the 2023 Strategic plan as presented.

Moved by: Elenbaas

Supported by: Gibbs

Carried

McWatters – Last year, we revamped the Strategic Plan format. This year, we looked back at our 2022 goals and we did very well. The items circled in red were not accomplished. Most of the items not accomplished were due to our staffing levels.

The backup center in Grand Haven was activated on two different days for four hours each. It was fairly seamless and went well.

Koetje – It is a fully functional secondary PSAP.

McWatters – The CrewForce and ShieldForce mobile access on tablets or phones for police and fire commands have been successful. The response from police command has been very positive. Fire uses it more in apparatus and they are also happy with it.

Culver – At least half of the fire departments are using CrewForce. Three or four additional departments are also interested.

McWatters – OCCDA paid the upfront cost and the ongoing cost of licenses. The fire departments paid for the tablets. It is a fraction of the cost of a MCT.

We finished the countywide radio reprogramming early last year. We are already talking about the next reprogramming.

Prepared Live has been established. It allows us to send a link to a 911 caller who can choose to allow us to receive their video footage so we can pass the details to responders. We have not used it a lot but the capability is there and we continue to explore the options. We are going to encourage users to utilize the service more when they have enough time.

We acquired 911 Viper phones and deployed them at Tammy and Ryan's homes. If there is a busy day, they can take 911 calls at home. Over a couple of days, they took over 100 calls during the blizzard around Christmas time. It is a project that has gone well.

Hiring continues to be our biggest challenge. Staffing has improved recently. There are people in training and we are hiring a couple more in about two weeks.

There is a Push-to-Talk pilot program that gives police and fire command staff access to our primary talk group from their cell phones. It is deployed with several people at this point. We are working on ways to improve the performance of the product. This gives us an opportunity to serve our police and fire department customers, and give them the tools that will help them in the field. They have real time access to situations and can get on the radio and talk if necessary.

Emergency Fire Dispatch is a protocol for handling fire calls. It is like our Emergency Medical Dispatch where it gives a flow chart to the dispatchers for each incident. Ryan is currently in the training. Next month, the rest of the staff will go through training.

The 165 MCTs for the MCT Project have been purchased. The shipment will arrive the week of February 20th. We will start with the smaller police departments. Money was saved since we were able to use a conversion kit instead of purchasing new docking stations and paying for the installation.

It has been beneficial to us to continue to send people to training. Tyler Technologies, our CAD provider, has a training in May in Texas that we are looking forward to attending. I attended the APCO Conference last year and I plan to send others this year.

As we look out a couple of years, Tyler Technologies is talking about going to a cloud solution. It will be a big transition for us but we have time to prepare.

When we started the Strategic Plan, we sent a survey to our partner agencies and received good feedback. Then, we hosted a session with leadership from different departments to get their input.

We are exploring cad-to-cad with Allegan county. Also, we have been talking to Life Ambulance about a better solution for notifications.

800 MHz fire paging update will need to be driven by the Fire Chiefs. The infrastructure is there but we have a solid VHF system. The issue would be the purchase of the pagers.

Down the road, we will need new consoles in the dispatch center. There have been some issues with the current consoles. This would also include a redesign of the dispatch floor.

Van Beek – The format of the Strategic Plan is easy to understand and use. It effectively provides the information and holds accountability for last year.

SUBJECT: PERSONNEL POLICIES AND PROCEDURES MANUAL

MOTION CD23-2281 To approve the updated OCCDA Personnel Policies and Procedures Manual.

Moved by: Belknap

Carried

Supported by: Latsch

McWatters – Usually we update this at the December meeting but Amanda wanted to update it. There are wording updates regarding Equal Opportunity language and confidentiality. There are no major changes that impact what we do day to day.

Van Beek – Thank you for reviewing it annually.

DIRECTOR'S REPORT

State 911 Phone Disruption – January 10, 2023

In the last couple of months, there have been a couple of state 911 phone disruptions. We have a program where we receive the call information through a provider. Katie could see that there were five or six phone calls that were not coming in. We were able to call all of the people back so there was not a lack of service, everyone who needed help received it. Peninsula Fiber Network (PFN) entered into a contract with the state to provide fiber and 911 call delivery to the different PSAPS in the state of Michigan.

Williams – It would be good to see a concerted effort from the PSAPS across the state.

Smith – I was with the SNC Chair and State 911 Administrator recently. They are looking into this and sent a request demanding answers.

Gibbs – If there was a cybersecurity aspect to the outage, we will need to know.

McWatters – I will send out the letter from PFN for the Board to read.

McWatters – Our PFN rep is not taking it lightly and they are changing backup options for us. The plan is to put our backup phone system on a different network.

Van Beek – You have the full support from the Board to get this straightened out. Please keep us updated.

Litigation Update

We are involved in a lawsuit from over three years ago. MML hired three different law firms to represent the Authority and employees depending on their involvement.

2023 Projects

The MCT plan is doing well. EFD is moving forward with the IT and training aspects. Next Monday, the carpet will be replaced in the admin area. A few years ago when the parking lot was replaced, they recommended that we have it resealed at this time. It will be done this year but there have not been any bids yet.

Staffing Update

Staffing is making progress with our new employees. They are energetic and doing well.

Towing Policy Elimination

The elimination of the Towing Policy is going well.

Possible Police Talkgroup Reconfiguration

We have four primary talk groups: County, City, Fire North and Fire South. Looking at the calls for service on City in 2022, they were about 40,000 and County about 102,000 making the ratio between City and County 3:1. The County dispatcher is overloaded. The option is to change the talk groups to more of a 1:1 ratio. It is a big change that will be beneficial.

Smith – This will be on the agenda for our next joint meeting.

Supervisor Promotion

Crystal Bakker is a 12-year employee who was promoted to Supervisor. She is good employee and we look forward to her being in this role.

Annual Report

The Annual Report was sent to the Board and will be sent to our user agencies after this meeting. Katie and Andrea did a lot of work on it. It is a way for us to show what we do since there are not a lot of visitors.

Upcoming Contract Negotiations

We will be entering into contract negotiations around the middle of the year. The current contract expires December 31, 2023.

Belknap – I am chairing the Planning Policy for the Board of Commissioners. We will be developing a detailed background into the 39 Boards and Commissions containing a directory of the boards, their overarching principals behind why it exists, and how the boards work together.

Van Beek – I also put something similar together for the City of Holland if you need anything. Something to keep in mind is that this Board was not created by the County structure.

Meeting adjourned at 10:06 a.m.

Next Meeting: Joint Meeting with the Technical Advisory Committee Thursday, April 20, 2023 9:00 a.m. at Central Dispatch