

# STRATEGIC PLAN 2023-2026



Ottawa County Central Dispatch Authority

February 9, 2023



OCCDA Policy Board Members,

The February OCCDA 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. We utilized a new format for the 2022 strategic plan and are using the same format again for 2023. In preparation for this plan, we sent out an electronic survey to stakeholders seeking any input they may have. Although primarily focused on calendar year 2023, we have included projects for years 2024-2026 and beyond. The plan is presented in a timeline format with the 2023 calendar year broken up by quarters. The plan includes the following initiatives:

**Major projects for 2023 include:**

- Purchase, configure and install approximately 165 new Dell MCTs into all police patrol vehicles in the county.
- Continued implementation of CrewForce (fire) and ShieldForce (police) for mobile CAD access for select police and fire users.
- Implement a FirstNet push to talk application allowing smart phone access to our primary talkgroups for police and fire command.
- Implementation of Emergency Fire Dispatch (EFD) protocols for fire related calls. This is a program similar to our current Emergency Medical Dispatch (EFD) and assists with residential and commercial fire call-taking and dispatching
- Utilize and optimize two portable Viper 911 phones for remote 911 call-taking during times of peak call loads.
- Continue to utilize and develop "Prepared Live" for access to 911 caller's cell phone video when appropriate.
- Continue our efforts to hire new dispatchers with a goal of being fully staffed in late 2023.
- Evaluate possible implementation for 800MHz paging.
- Evaluate and develop plan for countywide radio reprogramming to include encryption of our primary talkgroups.
- Begin evaluating moving from City/County talkgroups to North/South talkgroups for police dispatch.
- Begin OCCDA/POLC negotiations in 2023 for new contract beginning January of 2024.

**Major projects for years 2024-Beyond**

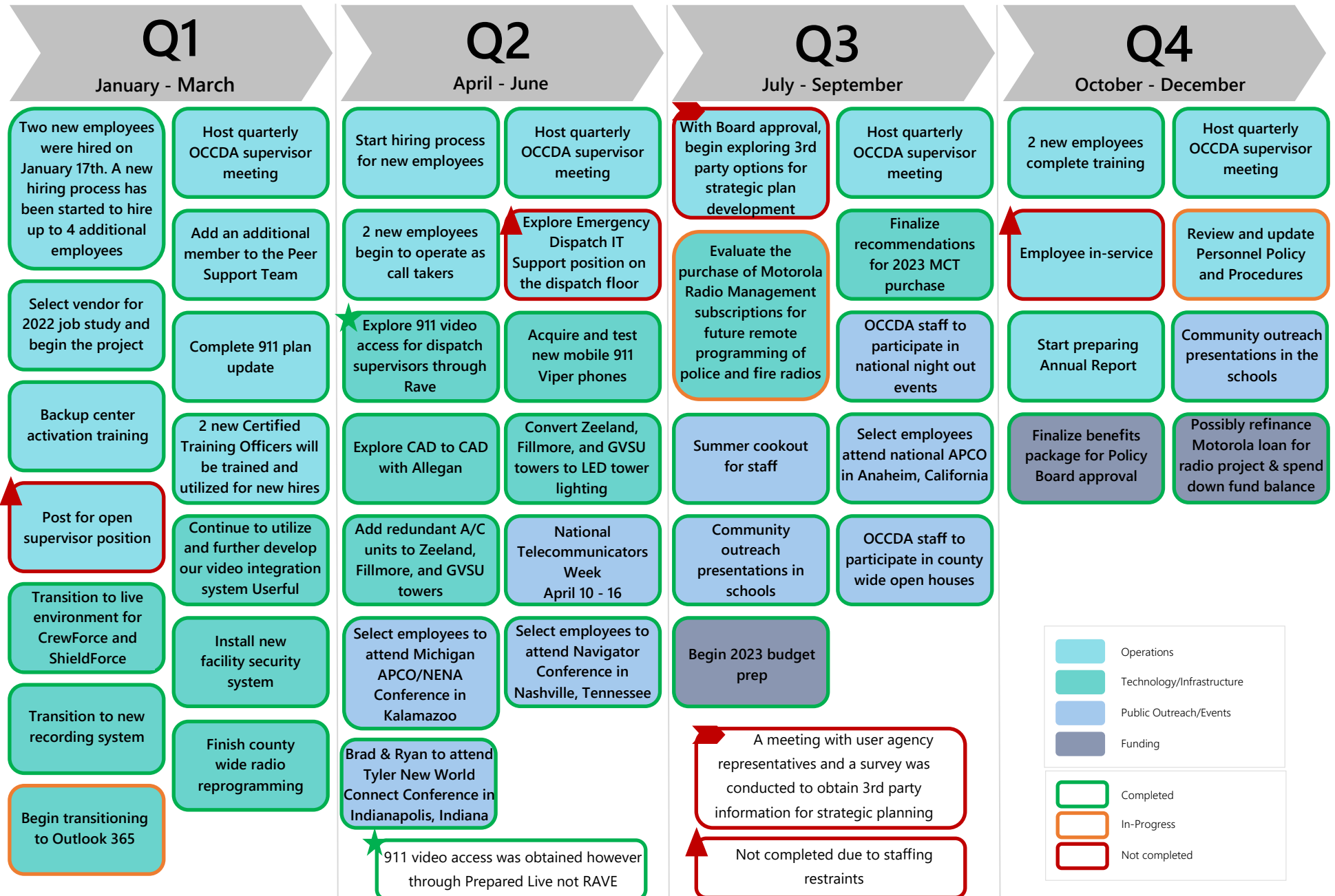
- Transition to cloud based Law Enforcement Records Management System (LERMS).
- Transition to cloud based Tyler Computer Aided Dispatch (CAD).
- Begin 2028 millage renewal preparation.

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 2023 and beyond. We have sought input from our partner agencies on our strategic plan and we look forward to completing the challenges this plan lays out.

*Peter McWatters*

OCCDA Executive Director

# 2022 Ottawa County Central Dispatch Strategic Plan



# 2023 Ottawa County Central Dispatch Strategic Plan

Q1 January - March		Q2 April - June		Q3 July - September		Q4 October - December	
Complete mandatory state training requirements	Review and update Law and Fire SOP	Complete mandatory state training requirements	Evaluate dispatch position workload	Complete mandatory state training requirements	Begin OCCDA/POLC contract negotiations	Complete mandatory state training requirements	Start preparing Annual Report
Host quarterly OCCDA supervisor meeting	Train and implement Emergency Fire Dispatch (EFD) protocols	Host quarterly OCCDA supervisor meeting	Transition to Outlook 365	Host quarterly OCCDA supervisor meeting	Backup center activation training	Host quarterly OCCDA supervisor meeting	Explore Emergency Dispatch IT Support position on the dispatch floor
Continue hiring process for new employees	Finalize 2022 annual report	Initiate CAD to CAD project with Allegan County	Pursue radio system maintenance cost recovery for non-public safety users	Evaluate the purchase of Motorola Radio Management subscriptions for future remote programming of police and fire radios	OCCDA staff to participate in national night out events	Explore station alerting for fire dispatching	Explore 800Mhz paging
Finalize Personnel Policy and Procedures revisions	Post for open supervisor position	Reseal parking lot	Select employee to attend Navigator Conference April 18-20 in Denver, Colorado		Summer cookout for staff	Community outreach presentations in the schools	Open enrollment for health care benefits
Continue cell phone Push-To-Talk pilot for radio system access	Continue to develop and utilize Prepared Live for 911 video access	Select employees to attend Tyler Connect Conference May 7-10 in San Antonio, Texas	National Telecommunicators Week April 9 - 13	Select employees to attend national APCO August 6-9 in Nashville, Tennessee	Community outreach presentations in the schools	Finalize benefits package for Policy Board approval	
Complete purchase and installation of new MCTs for all police vehicles	Continue to onboard and develop CrewForce and ShieldForce	Select employees to attend Michigan APCO/NENA Conference April 17-20 in Kalamazoo		Attend various college career fairs	Begin 2024 budget prep		
Evaluate transitioning from county and city police dispatch positions to north and south police dispatch positions	Utilize and optimize Viper phones for remote 911 call taking						
	Administration area carpet installation						

	Operations
	Technology/Infrastructure
	Public Outreach/Events
	Funding



# Ottawa County Central Dispatch Strategic Plan

## 2024

Datto server refresh

Possible radio reprogramming  
(including encryption)

Discuss other options for LERMS and CAD if necessary

Explore CAD to CAD with other PSAP's

## 2025

Transition to Tyler Enterprises cloud based LERMS

Possible conversion to 800 MHz fire pagers

New dispatch consoles and reorganize dispatch floor

## 2026-Beyond

Transition to Tyler Enterprises cloud based CAD

Research and evaluate new MCTs or alternatives to MCTs

Begin 2028 millage prep

