MINUTES
OTTAWA COUNTY CENTRAL DISPATCH
POLICY BOARD
OCCDA Training Room
Thursday, June 22, 2023
9:00 a.m.

PRESENT: Adam Elenbaas, Tim Klunder, Gordon Gallagher, Ashley Latsch, John Gibbs

ABSENT: Keith Van Beek, Matt Williams, Roger Belknap

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

GUESTS: Emily Greene   City of Grand Haven Finance Director
                            Amanda Burnett   Human Resources, City of Grand Haven
                            Missy Stafford   FOIA Coordinator OCCDA

PUBLIC COMMENT: None

AGENDA CORRECTION: None

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SUBJECT: MINUTES
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MOTION CD23-2293   To approve the April 20, 2023 Joint Meeting Minutes of the Policy Board and Technical Advisory Committee.

        Moved by: Gallagher   Supported by: Klunder

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Carried
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SUBJECT: BUDGET PERFORMANCE, REVENUES, & BALANCE SHEET and CHECK REGISTER REPORTS
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MOTION CD23-2294   To receive the Budget Performance, Revenues, Balance Sheet and Check Register Reports as presented.

        Moved by: Klunder   Supported by: Gallagher

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Carried
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McWatters – We saved over $200,000.00 on the MCT project by not purchasing docking stations and opting for the conversion kit. Emily and I plan to meet in July to do a mid-year budget adjustment. There are no concern or issues at this point.

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SUBJECT: OTM CYBER
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MOTION CD23-2295   To approve the quote and service agreement for cyber security services.

        Moved by: Gallagher   Supported by: Klunder

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Carried
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McWatters – OTM Cyber is a company that I was introduced to last year at a national conference. The founder is a former NSA employee who primarily focuses on 911. The company would install a computer onsite that performs continuous security scanning on our servers and network. They would be able to let us know if our system was at risk of being breached.

The state radio system hired Motorola to do a security survey of their statewide network. As a part of the survey, Motorola came onsite to scan and analyze our system. They were onsite for two days and conducted outside penetration testing. We did well on the security analysis. I contacted the team at Motorola to get their opinion if OTM Cyber is a good option for OCCDA and they highly suggested that we do this to maintain our security.

McDonell – Their equipment would be here 24/7 to monitor all of our traffic, pull out anomalies, and notify us if there is something that we need to take action on.

Gibbs – Is this basically an intrusion detection system? Do we expect the amount to be roughly the same after the initial five months?

McDonell – Yes, it is a Security as a Service (SaaS).

McWatters – They are not locking us into a long term contract. Initially, we would be committing to six months.

SUBJECT: CDW

MOTION CD23-2296   To approve the agreement with CDW to transition to Outlook 365 and associated licenses.

        Moved by: Klunder   Supported by: Gibbs
                                                        Carried

McWatters – Our current email is set up in house with a server and Outlook. There are restrictions on who can receive outside email. We are moving our email services to an encrypted cloud, which is a good for our security. There are two different proposals taking our email from in house to the cloud stored on servers in the U.S., then there are ongoing costs for licenses.

McDonell – It provides better communications for our dispatchers in house.

Elenbaas – Would this be a part of a budget amendment?

McWatters - Yes

SUBJECT: TYLER TECHNOLOGIES ADDITIONAL SHIELDFORCE AND CREWFORCE LICENSES

MOTION CD23-2297   To approve the agreement with Tyler Technologies to purchase 20 additional ShieldForce and CrewForce licenses.

        Moved by: Gibbs   Supported by: Gallagher
                                                        Carried

McWatters – This is a proposal for 20 additional ShieldForce and CrewForce licenses. It allows our police and fire command to have remote access on their cell phones or ipads. The fire departments agreed to purchase their own docking stations and ipads and we agreed to purchase the licenses. This is a good service for the users because they have data in their vehicles and we can see them on the map. It has been a solid program for everybody involved.

DIRECTOR'S REPORT

2023 Projects
Our MCT project is almost halfway done. All of the police departments are complete. We are over a third of the way done for the Sheriff's Office. Users have been happy with the new MCTs.

Emergency Fire Dispatch is a program integrated with our CAD that provides a flow chart for fire calls, much like our emergency medical dispatch that has been active for one month. It was a lot of work between training and implementation but it has been a positive outcome.

Smith – We had a committee with the Fire Chiefs where we worked for 4.5 months to establish protocols that were implemented May 16. It is helping the newer staff members with asking the correct questions. We have been in communication with the chiefs and making tweaks when necessary.

Push to Talk (PTT) is the remote access via cell phone for our dispatch channels that is ran out of our server room off of portable radios. There were some feedback and static issues because of the portable radios. This week, TeleRad installed mobile radios that will take care of the static and feedback. There are enough licenses for all of the police command, leadership, and fire chiefs in Ottawa County.

The new roadside sign has been installed at dispatch.

Form 5572
Form 5572 is a requirement from MERS that gives our funding ratio. It does not need to be approved.

Greene – Yesterday, I received the actuarial evaluation email stating that the pension is funded at 99% as of December 31, 2022. We are continuing to super fund for one more year, then drop to what MERS suggests.

McWatters – The pension was eliminated in 2000. There are 14 people drawing off of the pension and two who have not started drawing yet.

Station Alerting
The City of Holland is building a new fire station and they are interested in Station Alerting. Station Alerting is a link to our CAD system that can be programmed to send information to alert personnel in their stations. It can open doors, turn off a stove, wake up responders, etc. There is a heavy dispatch integration because it is activated by our CAD call type. There are other departments interested also. We have looked at different vendors with the fire departments. Likely at the next meeting, we will have a concrete update or proposal. The City of Holland is leading the charge at this point because they are the closest to building a new station.

Bar Code Readers for Police Vehicles

Recently, we were made aware that the state of Michigan is removing the mag strip from drivers licenses and keeping the bar codes. In the past, we paid for the mag strip readers for the cruisers. The bar code readers allow officers to scan drivers licenses and auto populate the information into LEIN and the reporting system. I am in favor of OCCDA paying for the new bar code readers but it will be up to the Policy Board. It may come up at our next meeting.

Staffing Update

In the last two weeks we lost two more employees. One supervisor who is moving to a new profession after 21 years and a dispatcher who has been with OCCDA for 13 months. We have four people in backgrounds currently and we are continuing to hire.

MPSCS / Motorola Security Assessment

The MPSCS Security Assessment went well. We had high level people in here performing the security assessment. There were some small things that they pointed out and we were able to fix. Overall, the big items were secure.

Contract Negotiations

We had two full days of contract negotiations. We believe that we have come to a tentative agreement, however it needs to be put on paper. There should be specific information at our next meeting.

Meeting adjourned at 9:33 a.m.

Next Meeting: Thursday, August 17, 2023 9:00 a.m. at Central Dispatch.