

STRATEGIC PLAN 2024-2027



Ottawa County Central Dispatch Authority

February 8, 2024



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 began using a new format for the 2022 strategic plan and have continued with this format for years 2023 and 2024. In preparation for the 2024 plan, we sought input from our partners and stakeholders seeking any input they may have to offer. Although primarily focused on calendar year 2024, we included a status review of 2023 projects and projects for years 2025-2027 and beyond. The plan is presented in a timeline format with the 2024 calendar year broken up by quarters. The plan includes the following projects:

Major projects for 2024 include:

- County-wide radio reprogramming of approximately 1,950 police and fire radios. This is in part to facilitate encryption of our primary police talkgroups.
- The potential purchase and installation of 165 bar code readers into police vehicles to replace mag strip readers due to the State of Michigan phasing out mag strips on drivers licenses.
- Implement fire station alerting at Holland Fire and potentially Grand Haven Township Fire.
- Transition to cloud based Outlook 365 for agency email.
- Continued implementation of CrewForce (fire) and ShieldForce (police) for mobile CAD access for select police and fire users.
- Continue to utilize and expand the use of two portable Viper 911 phones for remote 911 call-taking during peak level incidents.
- Continue our efforts to hire new dispatchers with a goal of being fully staffed in late 2024.
- Exploring CAD to CAD interface with EMS agencies.

Major projects for years 2024-Beyond

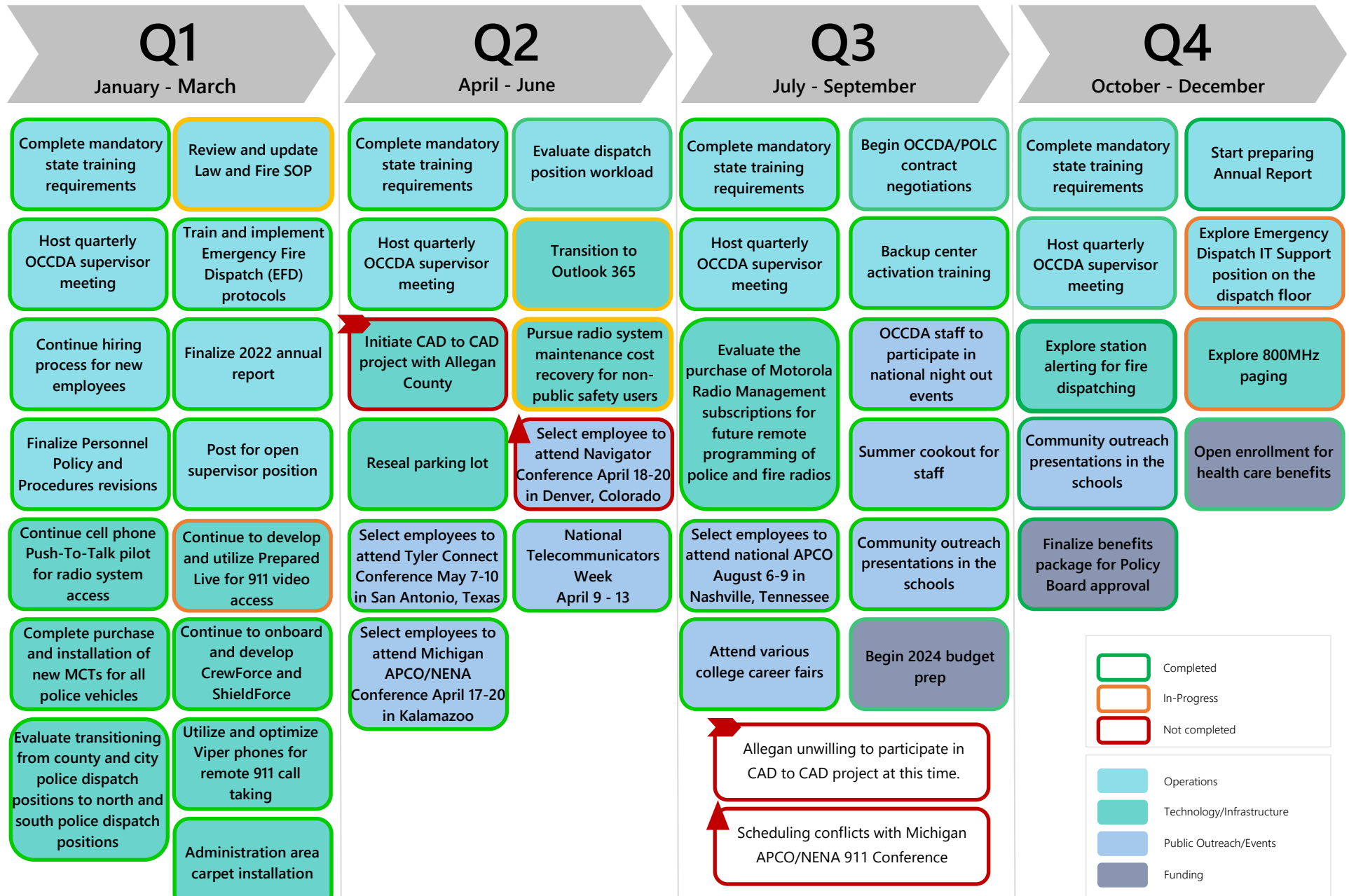
- Begin evaluation of new consoles and new dispatch floor layout.
- Transition to cloud based Law Enforcement Records Management System (LERMS).
- Transition to cloud based Tyler Computer Aided Dispatch (CAD).
- Begin evaluation of a new 911-phone system.
- Begin 2028 millage renewal preparation.

Our relationships with employees, partner agencies and stakeholders will continue to be emphasized and enhanced. Hiring and retention of staff will continue to be prioritized in the upcoming years. We look forward to completing the challenges laid out in our plan.

Peter McWatters

OCCDA Executive Director

2023 Ottawa County Central Dispatch Strategic Plan



2024 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	Host quarterly OCCDA supervisor meeting	Complete mandatory state training requirements	Host quarterly OCCDA supervisor meeting	Complete mandatory state training requirements	Start preparing Annual Report
Host quarterly OCCDA supervisor meeting	Finalize 2023 annual report	Explore CAD to CAD integration with LIFE and AMR ambulance	Implement station alerting for fire dispatching	Evaluate purchase of barcode readers for all police cruisers	Begin radio reprogramming	Host quarterly OCCDA supervisor meeting	Review Personnel Policy and Procedures
Continue hiring process for new employees	Review EMD protocols with OMCBA	Evaluate the reorganization of dispatch floor and	Explore automated fire dispatching	Explore new/updated 911 phone system	Explore New World servers version upgrades	Backup center activation training	Staffing dependent, evaluate dispatch position workload
Participate in promotional/recruitment video	Expand cell phone Push-To-Talk for radio system access	National Telecommunicators Week April 14-20	Select employee to attend Navigator Conference April 16-18 in Washington DC	Explore multifactor authentication in police cruisers	Summer cookout for staff	Explore Emergency Dispatch IT Support position on the dispatch floor	Transition to encrypted primary police talk groups
Continue to develop and utilize Prepared Live for 911 video access	Begin radio reprogramming project with template revision	Select employees to attend Tyler Connect Conference May 20-23 in Indianapolis	Select employees to attend Michigan APCO/NENA Conference May 20-23 in Muskegon	OCCDA staff to participate in national night out events	Community outreach presentations in the schools	Community outreach presentations in the schools	Finalize benefits package for Policy Board approval
Continue to onboard and develop CrewForce and ShieldForce	Explore radio system maintenance cost recovery for non-public safety users	Select employees to attend national NENA June 30- July 3rd in Orlando, Florida		Select employees to attend national APCO August 3-7 in Orlando, Florida	Attend various college career fairs	Open enrollment for health care benefits	
Continue to utilize and optimize Viper phones for remote 911 call taking	Participate in implementation of Pulse Point Community			Begin 2025 budget prep			
Transition to Outlook 365	Attend GVSU career fair						

	Operations
	Technology/Infrastructure
	Public Outreach/Events
	Funding

Ottawa County Central Dispatch Strategic Plan

2025

Datto server refresh

Discuss other options for LERMS and CAD if necessary

Possible purchase of dispatch consoles and reorganization of dispatch floor

Continue evaluation of new 911 phone system

Explore 800MHz fire paging

2026

UPS Replacement

Possible transition to new 911 phone system

Reintroduce CAD to CAD integration with Allegan County

Possible transition to Tyler Enterprises cloud based LERMS

Possible conversion to 800 MHz fire pagers

2027-Beyond

Transition to Tyler Enterprises cloud based CAD

Research and evaluate new MCTs or alternatives to MCTs

Begin 2028 millage prep

