

**MINUTES**  
**OTTAWA COUNTY CENTRAL DISPATCH**  
**POLICY BOARD**  
**Central Dispatch Training Room**  
**Thursday, September 19, 2019, 9:00 a.m.**

- PRESENT:** Tim Klunder, Alan Vanderberg, Chris McIntire, Keith Van Beek, Gordon Gallagher, Patrick McGinnis, Toby Van Ess, Randy Meppelink
- STAFF:** Peter McWatters, Donna Kempf-Barnes, Joe LaLonde, Mark Jongekrijg, Mike Koetje, Andrea Kacprzyk
- GUESTS:** Nick Bonstell – Director of Emergency Management  
Rich Szczepanek – EMS Systems Administrator for the Ottawa Medical Control Board Authority  
Bonnie Suchecki – Grand Haven Human Resources  
Kurt Gernaat – Blendon Township Fire Chief  
Mike Keefe – Allendale Township Fire Chief  
Tom Gerencer – Grand Haven Township Fire Rescue Chief  
Shawn Schrader – Grand Haven Township Fire Rescue  
Elvita Lewandowski, Meagan Ross, Missy Stafford – OCCDA

**PUBLIC COMMENT:** None

**SUBJECT: MINUTES**

MOTION CD19-2131 To approve the August 22, 2019 Minutes of the Policy Board meeting

Moved by: Van Ess

Supported by: McIntire

Carried

**ECHO PROTOCOL – RICH SZCZEPANEK**

When dispatch gets a call for a medical, they classify the medical according to the ProQA. There are five levels of calls: Alpha, Bravo, Charlie, Delta, and Echo. The Echo level is the highest. It means that there is some impairment of cardiac or respiratory support. We know that the brain deteriorates without oxygen after four minutes, we need to get help there right away. We want to do everything that we can to get help to the person as quickly as possible. The Echo Policy came from an incident that occurred in Kent County. There was a jurisdiction that responded to a cardiac arrest call in the northern part of their area. There was another MFR agency that was much closer. They could have responded but did not because they were not dispatched. This policy allows units to self-dispatch to neighboring jurisdictions where they could provide assistance for the Echo level calls only. There was a fire department in Ottawa County who asked if we can do the same thing here. Our focus is always to try to get help to the person as quickly as possible. It went to the Law S.O.P. and Fire S.O.P. committees and then we came up with an operational guideline to do a broadcast.

Ottawa MCA is a part of a larger regional organization. All of the eleven MCA's in our West Michigan area are trying to enact similar protocols. This is a policy, not a protocol that is contained in our protocols. There were some questions about the Echo Policy. Dr. Walters has decided to implement the Echo Policy to Ottawa County beginning October 7, 2019. This policy has been approved by the State Quality Assurance Task Force. Depending on the location of the emergency, it will be broadcasted over Fire North, Fire South, Police 1 or Police 2.

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

MOTION CD19-2132 To receive the Budget Performance, Revenues, Balance Sheet and Check Register Reports as presented

Moved by: Vanderberg

Supported by: Klunder

Carried

**SUBJECT: 2020 PROPOSED BUDGET**

MOTION CD19-2133 To approve the 2020 Budget as presented

Moved by: Vanderberg

Supported by: Van Ess

There is a surplus for the coming year with actual expenses down from the previous year. The Georgetown Tower will cost \$700,000.00. We have the option to pay the full amount when the project is completed or to do a lease purchase agreement. The fund balance is fairly healthy. If we can pay it out right, it will save \$160,000.00 in interest.

Roll Call Vote:

Tim Klunder	Yes
Gordon Gallagher	Yes
Patrick McGinnis	Yes
Keith Van Beek	Yes
Toby Van Ess	Yes
Randy Meppelink	Yes
Alan Vanderberg	Yes
Chris McIntire	Yes

Eight Yes

## **SUBJECT: DIRECTORS REPORT**

### **Radio System Update**

We are finalizing the fourth radio reprogramming. There are only a few radios left that need to be done. We continue to have a few radio mobile installs for the fire agencies. The 75,000 pound Georgetown shelter has been placed with a generator inside. The utilities are being installed next week. This week continues to have the radio equipment mounted. Once the power is on, it will be wired in. The next step is to move the antennas and feedline from the fire station to the new building. We cannot do this until after the tower is reinforced. The steel for the tower is on back order. We are still hoping for an October 1, 2019 delivery date. Then the antennas will be installed and we can optimistically be on the air in mid-October. There is a chance that the date will be pushed back. We have received coverage maps from Motorola for the Marne area. Mark will be meeting with Motorola and receiving a recommendation in the next week. The VHF system is in the same place. The replacement for the VHF system has been placed and the antennas are up. They will switch it to the new backbone system once the 800 MHz system is up and running. We were notified that all of our portable and mobile radios are out of warranty beginning October 1, 2019. We did some checking with our project manager and the actual expiration date is August 2021. The local radio shop is not contracted by Motorola to send them in. Mark and Mike are working on a way for either the agency or dispatch to send them in for repair. The microwave dishes will be installed on the Grand Valley site for Georgetown. Grand Haven Department of Public Safety is tentatively going live with the 800 MHz system October 1, 2019. The Sheriff is also looking at going live once we have a better timeline for the steel delivery and the tower reinforcement. Van Ess has concerns about the limited radio coverage in Marne. They are still pushing to try and figure out how to resolve the coverage issues.

### **Tyler Technologies/CAD Update**

Last week we upgraded to the newest version of the CAD Records Software 2019.1. There was a fairly significant bug that was fixed quickly. Everything else went well. This is the version that has been promised all along for the daily log issue that we have been working on with New World for a couple of years. It would give the officers the ability to enter the data in the car or on their desktop computer. The Ottawa County Sheriff Department and Holland Department of Public Safety have been working on this all summer in test. They are not completely happy with the results. They are writing a summary letter that will be present to the Sheriff and Chief. We still owe New World a substantial amount of money for the project. Joe does not recommend that we pay it yet. Hopefully there will be a recommendation for the next step by the next Policy Board meeting. Tyler Technologies have requested a meet and greet with Donna, she has declined the meeting.

### **Administrative Phones Update**

We approved the contract for Sentinel Technologies at the last Policy Board meeting. We have been in the process of writing the scope of work. The P.O. has been issued. They hope to have the projected started in the next couple of weeks. They will order equipment and start with the admin phone system. In January, the E911 system will be replaced. Then the admin system will be connected to the new E911 equipment. After this is complete, we will discuss the Fognet or Telephony changes. Once we start switching to Peninsula Fiber on the new E911 system, we will be moving 911 trunks one or two at a time depending on how many carriers are on the trunk. Allegan County is our overflow back up site. Yesterday, we found out that Allegan County was supposed to switch over in January or February. They had a falling out with PFN on the fiber instillation. They are trying to come up with \$1.5 million to cover 15 miles of fiber. This means that while we are on PFN in January, we will not have an overflow phone mechanism unless we make an agreement with one of the other Legacy phone counties. Our option would be Berrien County. Berrien County will be taking Allegan County's overflow calls also. The backup plan cannot be in place until after PFN gets all of their stuff moved. The Legacy equipment and the new trunks will then slowly be moved. The process will take six months to a year.

### **Ambulance Toning**

Several years ago, ambulances were toned along with the fire departments. There was too much radio traffic so OCCDA decided to call the ambulance companies instead of toning them. Some of the agencies have asked to go back to toning. Currently, the call taker utilizes ProQA, a co-worker calls an ambulance, when ProQA says the call is ready for dispatch, the fire department or police agencies are sent. The implementation of ambulance toning has been brought back to Fire S.O.P. Their next meeting is September 26, 2019.

Pete McWatters introduced himself. This is his first day at OCCDA. He worked for Grand Rapids PD for 25 years as a police officer and moved up the ranks. The last five years, he was in charge of support services which covered their dispatch center.

### **SUBJECT: NEW SHORT TERM DISABILITY PLAN**

MOTION CD19-2134 To update the Policy and Procedures to reflect the new Short Term Disability Plan as presented

Moved by: Gallagher

Supported by: Van Ess

Bonnie Suchecki with Grand Haven Human Resources explained that up until the July 1, 2019 OCCDA had an official long term disability policy but we had an internal short term disability policy. In the beginning of 2019, there were several people out on short term disability and we decided to contact The Hartford to adopt a short term disability policy that seamlessly connects to the long term disability. Bonnie came to dispatch to meet with interested employees, a third party administrator and the union business agent. We discussed the policy and how it will affect the employees. The paperwork is filed through the City of Grand Haven staff.

Carries

MOTION CD19-2135 To adjourn the September 19, 2019 meeting of the Policy Board

Moved by: McIntire

Supported by: Vanderberg

Next Meeting is Thursday, October 17, 2019 at 9:00 a.m.