

**MINUTES**  
**OTTAWA COUNTY CENTRAL DISPATCH**  
**POLICY BOARD**  
**Central Dispatch Training Room**  
**Thursday, February 13, 2020, 9:00a.m.**

**PRESENT:** Patrick McGinnis, Toby Van Ess, Tim Klunder, Keith Van Beek, Randy Meppelink

**ABSENT:** Alan Vanderberg, Gordon Gallagher, Chris McIntire

**STAFF:** Peter McWatters, Tammy Smith, Joe LaLonde, Mike Koetje, Andrea Kacprzyk

<b>GUESTS:</b>	Doug Van Essen	Silver & Van Essen
	Amy Bessinger	City of Grand Haven Finance Director
	Zachary VanOsdol	City of Grand Haven Human Resources Manager
	Nikki Wentworth	Ottawa County Central Dispatch Supervisor

**PUBLIC COMMENT:** None

**AGENDA CORRECTION:** None

**SUBJECT: MINUTES**

MOTION CD20-2149 To approve the December 6, 2019 Minutes of the Policy Board

Moved by: Meppelink

Supported by: Van Beek

Carried

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

MOTION CD20-2150 To receive the Budget Performance, Revenues, Balance Sheet and Check Register Reports, as presented.

Moved by: Van Ess

Supported by: Meppelink

Carried

## **2020 Election of Officers –**

MOTION CD20-2151 To keep all of the current positions and re-nominate Patrick McGinnis to serve as Chair, Al Vanderberg to serve as Vice-Chair and Toby Van Ess to serve as Secretary/Treasurer for 2020.

Moved by: Van Beek

Supported by: Klunder

Carried

### **SUBJECT: DIRECTORS REPORT**

Pete introduced the new Deputy Director Tammy Smith. We are happy to have her on board.

#### **Radio System-**

McWatters - The Georgetown Tower is complete. It has been running for about one month. It is not an official site with MPSCS yet. They are on site today for the final audit. We expect the final sign off when the paperwork is completed.

The new antenna configuration used to fix the Marne coverage issue was successful. There have been positive results from testing done by OCCDA and the fire department.

After the audit at the Georgetown Tower today, we will be close to system acceptance where Pete will sign the final paperwork. We had the new VHF system installed. We do not have any coverage guarantees. If there are issues, we would be responsible for payment. There is not a down side to signing off on the project. Any further enhancements would be our responsibility. Finalization should take place in the next month. Then, it will be our system.

Van Ess – Thanks Pete for getting the system up and running.

McWatters – Motorola was a good partner. The project manager, Rich Nita, did a lot to help us by bringing in the engineers to figure out the Marne coverage issue.

McGinnis – We have a Joint Meeting with the Technical Advisory Committee April 16, 2020. We can use that opportunity to celebrate the Georgetown Tower project completion. I look forward to discussing the Grand Haven Tower on five-mile hill. After OCCDA is done with the tower, we want to work with the radio station and do some things with it.

Koetje – We will not be done with the Grand Haven Tower until the State Police complete their template reprogramming for the troopers who patrol Ottawa County. They are still utilizing the VHF system. After the template reprogramming is complete, we will terminate the patches on police two.

#### **Administrative Phones Update**

We have new administrative phones. The project was completed last month.

## **Tyler Technologies/CAD Update – Migration of New World Virtual Environment**

LaLonde – This is a product that was signed off on by the Board late last year. We have the hardware in place in the server room. There will be a Dell engineer onsite next week to rack the hardware and implement the software for the new virtual environment. Then we will proceed with New World to get all of the servers and their software installed over the next couple of months. The projected go live date is July 7, 2020.

## **Staffing Update**

One month ago, we were technically fully staffed with four people in training. Since then, we have lost two trainees. We still have two people progressing through training. They should be done training in May. We currently have a supervisor opening that has been posted internally and externally. Offers will be made to three potential employees tomorrow for dispatcher positions. It will be a continual hiring process until we are fully staffed.

McGinnis – Introduction of Zachary VanOsdol, the new Human Resources Manager. Zac worked for Ottawa County for six years prior to coming to the City of Grand Haven. Amy Bessinger is the new Finance Director. She has been with Grand Haven City for 12 ½ years and has done a job share for Spring Lake Township. The transitions have gone smoothly. Both Zac and Amy have been very helpful to dispatch so far.

## **Building Maintenance**

The building is eleven years old. There are four bigger projects that we need to start looking at, although we are not ready to move on them now. The biggest one is the parking lot. Rich from the County helped us get in contact with an engineering firm that can help us decide what to do with the deterioration. The kitchen gets continual use, there are some issues with the counter top and mold. It would not be a huge project because it is a row of cabinets, a counter top, and a sink. In the last couple of months, we have replaced the dish washer and oven. The dispatch center carpet will need to be replaced at some point. We are getting an estimate next week. There are three boilers that have both hot water heat and ventilation. The boilers run all of the time. In boiler #2, there is a lot of rust and deterioration in the heat exchange. Over the next three years, we may need to budget to replace a boiler a year. There is not a recommendation at this point, hopefully after talking to people, there will be one by April 2, 2020. We have a meeting with Progressive AE today.

McGinnis – We are grateful for the County Facility Management assistance. It is disappointing to hear about the parking lot and boilers because the building is only eleven years old. Progressive AE is a reputable outfit and they will give an unbiased opinion. It is good to use local talent for future projects.

Koetje – The way the system works is the air handler unit that moves air throughout the building blows out 55 degree air at all times. If an office thermostat is warmer, the boiler will run hot water through the fin tubes to try to make up for it. There are three boilers but boiler #2 seems to take most of the load.

McWatters – Rich looked at the parking lot and he does not believe that it was done properly.

Van Beek – You are going in the right direction and asking the right questions. It is great to have a relationship with the County to get a second opinion.

## **Medical Call Processing Times**

We have been working with the fire departments. They have raised some issues and we have identified some issues internally that we need to work on. We are reevaluating how we handle calls. It is very detailed and complex. There are some things that we are obligated to do with our Pro-QA (medical call processing protocols) that people outside of the building do not necessarily understand. There are some things that we can do internally to improve performance that we are in the middle of looking at. We have a training in service for all of the employees March 10, 2020. Employees will be presented with how we will improve.

Van Ess – So far, the steps that have been taken, have resulted in positive comments from several fire chiefs.

## **Potential of OCCDA Policy Board Recommendation to Municipalities/Townships about BDA's**

Previously, Toby has been brought up the possibility of the Board making a recommendation of an ordinance for in building amplifiers for a new construction. Municipalities and Townships can go forward with an ordinance that requires a Bi-Directional Amplifiers (BDA) for our radio system. The Grand Haven Court House is a brick structure causing poor radio coverage. They purchased a BDA and it works very well.

Van Ess – An ordinance could require it in all new commercial and industrial construction to have a BDA system in the buildings. It would really help our departments so they do not lose radio coverage. It makes a statement that we support local municipalities by making an ordinance to require it. The total cost is \$15,000-\$30,000. When it is a multi-million dollar building, that is a small fraction of the cost. It would be a big step for the safety of our police and fire departments.

McGinnis – The level of expertise and technical support that we can give to our municipalities could be valuable. We would want to get a sample ordinance that has been used by other communities with a template specifying the function of the building, the type of structure, and size. We could have it looked at by legal counsel and put it out there as a recommendation to the townships.

Van Ess – Will contact the MTA to see if the township association has a template that would help.

Van Essen – Can look for a template also.

McGinnis – Pete will work with legal counsel and we will have it as a discussion point in April.

Van Beek – There is going to be the element of education and sending it to all of the units. There will need to be a packet of information that explains the problem and how to fix the problem.

Van Ess – Once we have a template, it can be brought to the Supervisors Meeting by Pete. This would cover seventeen townships. Either Keith or Tim could cover it with the cities.

## 2020 Strategic Plan –

MOTION CD20-2152 To adopt the 2020 Strategic Plan as presented

Moved by: Klunder

Supported by: Meppelink

Carried

The 2020 Strategic Plan follows the same format that we have been following for a few years. The school presentations are either done or coordinated by our Training Supervisor, Elvita. It helps kids understand how to call 911. We go to every fire open house during Fire Prevention Week.

We have a good relationship with Law Enforcement. Our relationship with fire services is positive and improving. There have been some bumps in the road with the Radio System and a few other things. We have established a good relationship with Emergency Management and Nick Bonstell, we communicate almost daily via email. He sends a lot of information about weather, flooding, and erosion. Pete has not had any contact with the Coast Guard yet. The relationships with all of the different entities are positive. Staffing will continue to be a work in progress. We have a Peer Support Team that have additional training to helps others deal with difficult situations. We will continue to work on improving Performance Management. Contractual relationship with Grand Haven have been strong and positive. Zac and Amy have been a big help over a number of different things.

There was a 911 outage that involved the PFN Network that is eventually going to cover every PSAP in Michigan. We have not converted over to them yet but the conversion starts next week. We were not affected by the outage. There was a sequence of events that led to the outage. They did a thorough after action report. It was a single point of failure in the Upper Peninsula. They have taken a number of steps to ensure that it does not happen again. The cut over will take 6-12 months. We need to move all of the carriers over to the network, which is time consuming. There should not be any issues with 911 calls.

The Union Contract expires December 31, 2020. We will begin negotiations beginning in late spring.

McGinnis – Under Community Events we could put the 800 MHz Celebration in April to memorialize it. To handle contract negotiations, make contact with Zac and talk to staff about what you want to achieve in this round of negotiations. Then, bring those items to the Board as a pre-authorization. This way, OCCDA knows what the boundaries are as we go into negotiations. It also makes the board aware of what the issues are and they are ready to ratify when we come back with an agreement. This can be discussed at the June 25, 2020 Policy Board Meeting.

**Closed Session**

MOTION CD20-2153 To go into Closed Session to discuss a potential civil liability issue

Moved by: Meppelink

Supported by: Van Ess

Roll Call Vote:

Yes

No

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

Five Yes, Three Absent

MOTION CD20-2154 To come out of Closed Session

Moved by: Meppelink

Supported by: Klunder

Carried

**Adjournment**

MOTION CD20-2155 To adjourn the February 13, 2020 meeting of the Policy Board

Moved by: Meppelink

Supported by: Van Beek

Meeting adjourned 10:26 am

Next Meeting: Joint Meeting with the Technical Advisory Committee Thursday, April 16, 2020 9:00 am at Central Dispatch.