

MINUTES
OTTAWA COUNTY CENTRAL DISPATCH
JOINT MEETING OF POLICY BOARD and
TECHNICAL ADVISORY COMMITTEE
Zoom Meeting due to Covid-19 Pandemic
April 16, 2020, 9:00 a.m.

PRESENT FOR POLICY BOARD: Patrick McGinnis, Alan Vanderberg, Toby VanEss, Tim Klunder, Keith Van Beek, Chris McIntire, Gordon Gallagher, Randy Meppelink

PRESENT FOR TECHNICAL ADVISORY COMMITTEE: Brian Sipe, Steve Kempker, Matthew Messer, Jim Kohsel, Chris McIntire, Jeffrey Hawke, Scott Schoolcraft, Nick Bonstell, Jeff Stoll representing Brandon DeHaan, Kurt Gernaat

ABSENT: Tim Jungel, Aaron Schutt

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

GUESTS: Chris Karish OCCDA Supervisor

PUBLIC COMMENT – None

ADDITIONAL INFORMATION – The meeting was streamed over Facebook Live on OCCDA and Grand Haven City's pages. The public was provided with a phone number to call if they have any comments or questions.

AGENDA ADDITIONS or CORRECTIONS – None

SUBJECT: MINUTES

MOTION CD20-2156 To approve the February 13, 2020 Minutes of the Policy Board.

Moved by: Gordon Gallagher

Supported by: Tim Klunder

Carried

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

The budget is closely watched every month. January had three pay periods so it was off for a little bit but the budget is doing good now.

MOTION CD20-2156 To receive the Budget Performance, Revenues, & Balance Sheet and Check Register Reports as presented.

Moved by: Randy Meppelink

Supported by: Chris McIntire

Carried

SUBJECT: LETTER TO APPROVE MILLAGE ASSESSMENT RECOMMENDATION

MOTION CD20-2157 To approve the 2020 Millage Assessment at the Maximum Allowable Rate as presented by the Executive Director.

Moved by: Alan Vanderberg

Supported by: Randy Meppelink

Carried

SUBJECT: 2021 TAX LEVY RESOLUTION

We have the analysis that shows that we still need to pay off the system. It is supported in Pete's memo. It lays out the expenses and debt from the radio project and many unknowns that we face going forward. We are holding steady and in a comfortable position. The goal is to maintain what has been built. Vanderberg will communicate the information directly to the board.

MOTION CD20-2158 To approve the 2021 Tax Resolution at the maximum allowable mils and forward to the County Board of Commissioners.

Moved by: Chris McIntire

Supported by: Randy Meppelink

Roll Call Vote:

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

Eight Yes

SUBJECT: PARKING LOT REPAIR

MOTION CD20-2159 To approve Option C after a recommendation from the Executive Director and Policy Board discussion to repair OCCDA's Parking Lot.

Moved by: Alan Vanderberg

Supported by: Chris McIntire

Carried

McWatters – We have been talking about our parking lot because it is prematurely deteriorating and cracking. Facilities from Ottawa County recommended that we contact Progressive AE. They did a study and walked OCCDA’s grounds to come up with a proposal. At this time, we can still drive on it but there are some issues. The original parking lot was done in the fall which may have led to some of the current problems due to the moisture. The proposal listed a few options. Option A is not recommended. Options B and C are both good choices. I recommend Option C which is a total replacement with a 20 year life span. Option B is \$140,000.00 and Option C is \$170,000.00. We will get more value and a longer life span with Option C. The county has a similar project at the jail that needs to be done around the same time frame. If we can get the parking lot done in the summer months, around the same time, Progressive AE believes that there may be an opportunity for cost savings if we can get the same contractor to bid on the project. Also, Progressive AE will do inspections and oversee both projects. If the time frame is similar, there could be some cost savings on their end.

McGinnis – Working with the county saves us a great deal of effort and expense. They have people who have offered advice and engineering expertise. This has been very valuable to us.

SUBJECT: BUDGET AMENDMENT FOR BUILDING REPAIRS/MAINTENANCE

MOTION CD20-2160 To approve a budget amendment in the amount needed to cover the previously approved parking lot repairs under the Building Repairs/Maintenance line item.

Moved by: Alan Vanderberg

Supported by: Gordon Gallagher

Carried

SUBJECT: DIRECTOR’S REPORT

It is National Telecommunicators Week. Crystal Bakker has been chosen as the 2019 Telecommunicator of the Year. Crystal is a third shift dispatcher who has been with OCCDA since 2010. She was nominated by a couple of people. Crystal is on the Peer Support Team, helpful, and willing to take on any task.

Radio System Update

We are very happy with the project at this point. Georgetown Tower is up and running, however, the MPSCS has not officially signed off on it yet because of paperwork. The system is fully operational and working well. We have not been receiving complaints after the Marne issue was fixed. The system has been serving our first responders and the citizens of Ottawa County well. There is a press release that announces some facts about the system, how we utilize it, and the advantages of 800MHz system. The plan would be to have a group of people available for a video interview with the media.

McGinnis – Would like to have a copy of the press release to have the details for talking points with the media.

Building Maintenance

The biggest issue is the parking lot, which has already been taken care of earlier in the meeting. The building is eleven years old and there are some items that need to be repaired. Next year, we will budget for a new boiler. It is a complex HVAC system with three boilers but one of them has been giving us problems.

Before OCCDA was banning visitors due to Covid-19, we received an estimate for the dispatch floor carpet and the kitchen. The dispatch floor carpet is original and is quite worn from 24/7 use. The dispatch kitchen needs new cabinets and counter tops due to moisture and mold issues.

800MHz System Press Release

Covered earlier in the meeting.

Covid-19

We are concerned that an entire shift or the center could be infected if one person gets sick. So far, nobody has been diagnosed with a positive Covid-19 test. The center has been closed to outside visitors. Joe LaLonde has set up several computers so people can work from home. The supervisors are reporting a positive attitude and morale from dispatchers.

Staffing Update

Today, a new employee is starting. There are two current trainees who are at the tail end of their training. When they are released from training, they will go fulltime. Our current part time employee is moving to full time. We will be at full staffing minus two part time positions. We are underway in the hiring process to hire two in advance to prepare for attrition.

State SNC Surcharge Audit

OCCDA receives approximately \$33,000.00 from the State Training Fund and 10% of our funding is from the State 911 Surcharge, approximately \$530,000.00. They have a process at the state level in place to do yearly audits on different PSAPs. We knew that an audit would come eventually. Tim Smith did some work to prepare us for it. In February, we received the notice that we would be audited. They will look at what we are doing with the State 911 Surcharge money and what we have done with the State Training Fund money for the last five years. Tammy and Andrea made sure that things were properly documented, along with Trina in Grand Haven. The twenty-four different documents were turned into the state at the end of March. One thing that may come up is our 911 Plan is out of date. The technology items in the 911 Plan needs to be updated. In 2016, there was a draft update but it was not presented to the board.

Upcoming Union Negotiations

Discussion on upcoming Union negotiations.

Bi-Directional Amplifier Ordinance Update

A bi-directional amplifier goes in bigger buildings that the new 800MHz system cannot penetrate. The last few meetings, there has been an ordinance discussion about a bi-directional amplifier and the county or municipality requirements for large, new construction buildings. Doug Van Essen found a road map ordinance from Orange County, CA. Doug Van Essen recommends that the county passes the ordinance and the individual municipalities can opt out of it if they choose to do so.

Van Beek – Would prefer that the ordinance be countywide with an option for municipalities to opt out. Also, would like a recommendation from the Technical Advisory Committee.

Kempker – The Sheriff's Office put the system in the Grand Haven Courthouse after a study was done that showed many dead zones in the East side and core of the building. After the system was installed, they cannot find a dead zone in the courthouse now and it has been functioning very well. The system is vital for both the safety of the people who work in the buildings and first responders.

Sipe – There is a provision within the fire code that does pertain to a bi-directional amplifier. The caveat is if a municipality has not adopted the International Fire Code. There could be some inconsistencies as far as who could enforce it. If all of the municipalities have adopted the International Fire Code from 2015 and forward, it is probably covered. Otherwise, they would need to be covered under an ordinance.

McWatters – We can go forward with developing a draft for the Technical Advisory Committee and Policy Board to review.

McGinnis – Is there somewhere in the county where we do not have coverage or are we setting the table for future big buildings?

McWatters – It is setting the table because it would be difficult to retroactively require companies to put one in. The issue always comes up in conversations for 800MHz systems. Currently, there are buildings in Ottawa County that do not have radio coverage even if they are close to a tower. There are not any specific radio coverage complaints at this time. This is a proactive approach for new constructions.

McGinnis – Are there any municipalities that do not adopt fire codes routinely?

Gernaat – There are municipalities that do not have fire codes adopted. At the plan review process, how does it get enforced? The concern is that it would be missed.

McWatters – Believes that it would be a part of the final building inspection or in the front end planning processes. If an ordinance was in place, it would become the new norm.

Gernaat – There would need to be some education so the planner would know to check the local and county ordinances.

Sipe – The 2015 National Fire Code Section 510 could be used as a base. Part of the challenge is, from a plan review, it is a matter of looking at the letter of the code for minimum strengths. There may need to be a third party company to test it and verify that they meet the radio strength requirements.

Backup Dispatch Status

The backup dispatch center in Grand Haven is currently not functional due to technology, radio system change over, and fiber issues. The week of the lockdown, we were testing the new statewide fiber phone system. There were issues on the testing end but they could not come back to fix it because of the lockdown. If it weren't for Covid-19, there is a possibility that it would be functional at this point. We are set up with fiber and CAD. The radio system needs some work.

Grand Haven has been paying our electric bill in the backup dispatch center. We are in the process of looking at options and estimates to take over the bill.

In case we have to vacate our current dispatch center due to illness, we have set up the training room as a backup dispatch center. The goal is to get the Grand Haven backup dispatch center up and running as soon as possible.

2019 Audit

Trina and Amy in Grand Haven did a lot of work on the audit. The final report is not done yet. We have received a draft report that indicates that the preliminary results look good. It will be covered at the next Policy Board meeting.

2019 Annual Report

The annual report has been sent to Policy Board members. This is the first one that has been done in several years. It looks good, shows our professionalism, dedication and gives stats. Pete, Mark and Andrea worked on putting it together.

Another thing that we are working on is putting together a board with the new personnel pictures that were taken. It will be sent to local police and fire agencies.

TECHNICAL ADVISORY COMMITTEE MINUTES

SUBJECT: MINUTES

MOTION CD20-382 To approve the February 4, 2020 Minutes of the Technical Advisory Committee.

Moved by: Kurt Gernaat

Supported by: Steve Kempker

Carried

SUBJECT: COMMITTEE REPORTS

A. Emergency Management

Bonstell – An incident like a pandemic brings together a whole community response. Our response as a county has been fantastic from the local level to our communication with the state. The activities and coordination that has happened locally with our groups, has given us many reasons to be proud of our departments and resources, who have been put to the test recently. Since March 11, 2020, the EOC has had 1,100 continuous hours of emergency operation center time. We have had 1,200 hours of volunteer labor. This is important when looking at the FEMA reimbursement and public assistance under category B. It is a 75/25 percent split so the county would be responsible for 25% of the reimbursement costs. The way that we offset it is every volunteer hour that is put into the field, we receive \$25.43. That is a cost to the county that we can charge \$32,000.00 of volunteer labor time currently for our 25% match. That is a huge benefit to us at the local level. Every day at 8:00 am, we do a briefing. Positions currently activated are the County Finance Director, Karen, who is coordinating all FEMA reimbursement time cards. Also the Logistics Section Chief, a whole ordering process because a lot of our supply chain has broken. We have had to scrape the bottom of the barrel to find person protection equipment for everybody in the field. We have had to go on TV stations, ask for donations, then coordinate distributing the donations to local emergency responders. We have a real time joint information center that is ongoing. It includes PIO's from law, local jurisdictions, and public health. It is led by public health PIO Kristina Wieghmink, who is doing a great job.

All of the local fire chiefs have coordinated very well together. They broke up into quadrants and have been picking up supplies and coordinating within their quadrants. Thank you to Chief Sipe for his leadership during this time. He has invested time and energy into coordinating from the fire perspective.

Law enforcement has been an interesting task with the pandemic response. They are coordinating very well together. A lot of work went into the Stay Safe, Stay Home campaign and getting the information in, along with the system up and operational. They are looking at situations and talking to the Attorney General's office daily. We appreciate the work that law enforcement has taken on.

For EMS, Rich Szczepanek has been here every day getting the newest protocols updated, informing everyone at the 8:00 am briefing and being a part of the EOC planning mission twice a week. Hospitals have continued to supply bed count surge plans.

Ottawa County could not have overcome the PPE hurdle without the donations from the Ottawa Intermediate School District. They supplied a large number of gowns and N-95 masks. We own them a debt of gratitude.

Patrick Cisler with Human Services coordinates with 84 different agencies. It has helped with both state perspective and trying to get things loosened up for the food flow to food pantries.

GVSU and Hope College have been participating on a daily basis by opening their facilities for first responders, health care workers, and hospital workers.

We have distributed 1,000 N-95 masks to local responders, over 8,000 surgical masks, 1,000 gowns, 500 boxes of gloves, 500 bottles of hand sanitizer, 25 IR thermometers, 100 shoe covers, and 2 sets of banks of radios to Holland Community Hospital and North Ottawa Community Hospital. Along with a 50 bed alternate care site for Holland Community Hospital.

It has been a great environment with a lot of collaborative effort. I am looking forward to planning for the future and what our recovery phases look like. I warn people to not get too over excited about it being a one shot recovery effort. It will be a multiple stage recovery. As a county, we have low numbers, low death tolls and low percentages. It looks like we will be in a pretty good position coming into the recovery phase in a few weeks. We appreciate the coordination and support throughout the course of this response.

Sipe – Chief Messer added to the chat that Nick and his team have done an outstanding job. It starts at the top with Nick and filters down. Putting the plan together, then executing the plan has been phenomenal.

B. Fire S.O.P.

Sipe – Looking at the notes, it appears that ambulance dispatching has been a major topic. They are possibly looking at putting together a group to review Med Zero and toning/paging aspects.

McWatters – Active Assailant run cards were sent via email. They are being sent to Mark Jongekrijg. We have most of them, but not all of them submitted.

C. Law S.O.P.

Stoll – There have not been any final decisions made for the Wrecker Policy.

D. Radio

No comments.

ROUND TABLE

Kohsel – I appreciate everything that has been done with Emergency Management. Also, for Pete reference dispatch, there have not been a lot of things that he has had to contact him for, but when he has, it has been handled immediately and been well taken care of.

McGinnis – There are 26 people watching on Facebook live and 21 people on the Zoom meeting. Once again, the phone number that the public to call in to participate is 616-994-7825.

McWatters – We have all experienced a dip in call load. Yesterday, was one of the busiest day shifts that we have had recently. The calls were not Covid-19 related.

McGinnis – We received one comment on the Facebook Live feed from the Grand Rapids Police Department, “Great to see you are well, Pete. OCCDA, you are in great hands with his leadership. Wishing you all good health.”

SUBJECT: ADJOURNMENT

MOTION CD20-383 To adjourn the Joint meeting of the Policy Board and the Technical Advisory Committee.

Moved by: Randy Meppelink

Supported by: Keith VanBeek

Next Meetings:

Policy Board – Thursday, June 25, 2020 at 9:00 a.m.

Technical Advisory Committee – Tuesday, July 14, 2020 at 1:30 p.m.