

MINUTES
OTTAWA COUNTY CENTRAL DISPATCH
POLICY BOARD
Central Dispatch Training Room
Thursday, June 25, 2020, 9:00 a.m.

PRESENT: Patrick McGinnis, Tim Klunder, Gordon Gallagher, Al Vanderberg, Chris McIntire

ABSENT: Keith VanBeek, Toby Van Ess, Randy Meppelink

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

GUESTS:	Zachary VanOsdol	City of Grand Haven Human Resources Manager
	Amy Bessinger	City of Grand Haven Finance Director
	Elvita Lewandowski	Ottawa County Central Dispatch Training Supervisor
	Chris Karish	Ottawa County Central Dispatch Supervisor
	Missy Stafford	Ottawa County Central Dispatch Records Supervisor

PUBLIC COMMENT: None

AGENDA CORRECTION: McWatters – Add June 10th Storm, RFP for EAP, and Parking Lot Update under the Directors Report

SUBJECT: MINUTES

MOTION CD20-2161 To approve the April 16, 2020 Joint Meeting Minutes of the Policy Board and Technical Advisory Committee

Moved by: McIntire

Supported by: Vanderberg

Carried

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

MOTION CD20-2162 To receive the Budget Performance, Revenues, Balance Sheet and Check Register Reports, as presented

Moved by: Vanderberg

Supported by: Gallagher

Carried

SUBJECT: 2019 AUDIT APPROVAL

MOTION CD20-2163 To Table the 2019 Audit Approval until the August Policy Board Meeting

Moved by: Vanderberg

Supported by: Gallagher

Carried

Bessinger – The 2019 audit went well. Trina and Emily in the Finance Office were the primary point people. They did not find any major issues. Central Dispatch is in a great position.

Vanderberg – At the next meeting we should have it physically on the agenda.

McGinnis – Let’s place it on the August agenda. That way everyone can file it and have full transparency.

McWatters – The 2019 audit packet will be emailed to Policy Board members today.

SUBJECT: 457 RESOLUTION

MOTION CD20-2164 To Approve the Resolution to Adopt the MERS Uniform 457 Supplemental Retirement Program Resolution, the MERS 457 Employer Contribution Addendum, and MERS 457 Participation Agreement in order to replace the current 457 Carrier with the MERS 457 Program

Moved by: Vanderberg

Supported by: Klunder

Carried

McWatters – When I first took over, Bonnie Suchecki mentioned that the previous director had considered doing this for cost savings to the fee structure of ICMA vs. MERS. When Zac took over for Bonnie, we started looking into it. We met with both organizations, received a lot of documentation, and created an in house committee to review everything. The decision was made to propose that we switch.

VanOsdol – ICMA is charging extremely high fees at 1.14%. As of this morning, there is \$1.3 million in assets. The average balance per employee is \$40,000. We do not have a lot of bargaining power when it comes to dealing with ICMA because we are one of their smaller organizations. We met with ICMA to see if they could do anything on their end. They proposed dropping down one of their fees but only 5% of the assets were in it and they were unwilling to budge on anything else. In addition, we have to look at the fiduciary responsibility. If we were to stay with ICMA and continue to allow them charge the high fees, it is not being responsible for our employees. Pete, Tammy, Joe and I formed a Fiduciary Committee at OCCDA. We looked at all of the options and decided to meet with MERS. The example that MERS gave us was if there is a 30 year old employee who earns \$48,000.00 per year, contributes 5%, and retires at 62 years old, they will have 18% more at retirement if we switch to MERS instead of staying with ICMA. That is the equivalent of \$434.00 more per month during retirement all because of high fees. MERS will charge us 0.4% and take full fiduciary responsibility under the 401A Plan. Moving forward, we will start by educating employees. In August, there will be a week long blackout period where funds will be locked up while they are transferred over. Employees

will be able to see their full retirement profile in one statement. Employees have the opportunity to choose between approximately 30 plans to decide where they want their investments to go.

Vanderberg – It is a good move. MERS will not be easier to deal with than ICMA. When we have ordered studies from MERS, they have been three months late and they have high fees. However, these are significant numbers and it overwhelms other concerns.

McGinnis – The city has a good working relationship with MERS and there is reasonable turn around.

SUBJECT: MERS ACTUARIAL VALUATION

Bessinger – Fiscal Year end 2019 funding status dropped to 86%. That is primarily due to assumption changes. The state of MERS instituted new assumptions for greater returns on their investments by dropping from 7.85 to 7.35. The year prior, the funding status was at 90%. Page two talks about the retirement contribution and projected payroll amounts. Currently, each month we pay \$9,487.00 toward the MERS plan. There is a significant decrease to \$3,440.00 due to three active employees dropping to two active employees. Pete, Zac and I talked about super funding the MERS plan if it is possible through the budget process and not just do the minimum requirement. This will also show greater return due to the market. Next year they are instituting new demographic assumption changes. This will make a significant impact as well. On table five there is a chart with a valuation assumption that shows \$3,400.00 contribution that they are asking for in the 2021 fiscal year. The middle column is a what if scenario. It shows what happens if we adopt the demographic assumption changes that will be instituted next year at this time. It increases the contribution by over \$1,200.00 per month. If we are able to put more into MERS, because we are recognizing that the market most likely will not be as good next year and with the assumption changes coming, it will help smooths out the impact. Pete and I have not calculated an amount for the super fund.

McWatters – MERS did not recommend a specific amount. They just recommended that we consider putting more in that the minimum.

Vanderberg – It would be nice to know what impact would be projected if we did put more in. The county did different scenarios when we closed our plan. The board levied some of our allocated millage last year to pay it down quicker. There may be a level of funding, possibly 120%, where it is considered closed and endowed to not have to pay more money into it.

Bessinger – I will talk to Pete and MERS to come up with some scenarios.

SUBJECT: CARPET REPLACEMENT

MOTION CD20-2165 To Approve the Estimate from Johnson Commercial Interiors and Replace the Carpeting in the Dispatch Center

Moved by: Gallagher

Supported by: Vanderberg

Carried

McWatters – The original carpet in the dispatch center has 24/7 365 day use and it is showing some wear. We did some research and discussed it with Rich from the County to get recommendations. We received two bids from the companies that were recommended. Johnson Commercial Interiors was the lower bid. It will be a 3-4 day project. The dispatchers will be able to switch consoles so it will not impact their productivity.

SUBJECT: KITCHEN REMODEL

MOTION CD20-2166 To Approve the Estimate from Excel Builders, Inc. and Remodel the Kitchen

Moved by: McIntire

Supported by: Klunder

Carried

McWatters – The kitchen gets a lot of use every day. It is showing wear and mold or rot in the counter top. We received three bids. The bid that we recommend going with is \$100.00 more than the lowest bid we think that the bid covered everything that needs to be done including tear out and tile work that the other bid did not cover.

SUBJECT: BUDGET AMENDMENT

MOTION: CD20-2167 To Amend the Building Repairs/Maintenance Line Item to Pay for the Carpet Replacement and Kitchen Remodel

Moved by: Vanderberg

Supported by: Gallagher

Carried

McGinnis – I appreciate that the bid awards remained in the county.

SUBJECT: DIRECTORS REPORT

SNC Compliance Audit

McWatters – We were notified earlier in the year that we would be audited by the state of Michigan for both the approximately \$33,000.00 that we receive annually for training funds and \$530,000.00 that we receive in 911 fees. Every year they pick a different PSAP to audit. We have never been audited in the past. Tim Smith knew that it was coming so he did some work on it before he retired that was helpful. Amy, Trina, Tammy and Andrea did a lot of work putting together the records of how we spent our training funds for the past five years. It is not complete yet because they have not done an on-site visit due to Covid-19. Thus far, the feedback that we received is that everything looks good. Thank you for everyone's help on this.

Radio Update

McWatters – The system is working well for us. There was a bump in the road June 5, 2020 that is concerning. There are atmospheric conditions that sometimes cause problems with radios and microwaves. The NCC at the state level for the system let us know that there would be problems. In the middle of the night, there were periodic system outages. In the morning, we were separated from the state system, which is called site trunking. We were on the phone with the state trying to figure out what is going on, they thought that it was atmospheric and would correct itself within two hours. It did not and it kept going on. They found out that one of our primary microwave router links back to the state at the Cascade Site was shut down by the atmospheric condition. We were in site trunking for 4-5 hours. When we set the system up, we planned for it with the state and Motorola. The information that we were given is that site trunking is not good because you cannot talk on the radio across the state but you can still talk on the radio in your own county. We found that if you are on the southern perimeter of the county, close to Allegan, the signal affiliates with the Allegan tower, which takes them off of Ottawa's system. Our techs had two portables going and they were experiencing the same thing even though the Ottawa signal was stronger. It was also happening on the north side of the county. As of right now, we are in a much better position in terms of how we would deal with this in the future. There are some long term solutions that we can look at such as a redundant connection back to the state. This was not a part of the initial design of the system. We do not know what the best option is or the cost yet. There are some things that we can do in house now that we know how the system functions in situations like this. We are working with the state to try to come up with an Ottawa only channel that we can put everyone on. We have it figured out for the fire side but received some push back from the police side. There is a meeting scheduled tomorrow. This would be a good solution for the problem. Site trunking is a rare event. In theory, it should be a short term event. Last week we lost our consoles for about an hour due to an error from someone working at the back up center. We are in a much better position today if it happens again. We are meeting with the state and will work through some issues while continuing to maintain a good relationship. The state had not dealt with this before. All they had to do was go to the site, turn it off and turn it back on and it was fixed. We feel better knowing that we have a short term plan that we can switch everyone to and a long term plan with the redundant path back to the state.

Koetje – We do not have any case data for the east side of the county going to the Kent County tower but it is highly probable. We had similar situations occur on our VHF system also. We had some microwave back haul and atmospheric interference that we did not have control over causing a receive site to go down. For the future, we are looking at back haul infrastructure that is more long term and perhaps costlier.

Gallagher – I appreciate the openness and sharing. It is nice to know when something is happening now and not three months later. It puts in a level of trust to the staff and your work. We receive this information and the solution so it gives me a strong level of confidence in Central Dispatch.

CAD Update

LaLonde – We had a project request that went to the board last fall to get approval for funding to replace our hardware and software for the Tyler products. It has been proceeding mostly remotely. The hardware was installed before Covid-19. The software was installed over the last couple of months. I would have liked to offer more testing to outside agencies but that would have required them to come into the building. I have offered some training opportunities that some people have taken me up on. We plan on migrating July 7, 2020. All we have to do is copy the files over from our existing system, put them on the new system, turn it up and push an update out to the clients in the county. That will be the most troublesome part to get the clients

to update properly. The process will start at 4:00 am. We did a mock migration a couple of weeks ago. From that they judged it will take 3-4 hours. People will have to apply the updates before they log in to the software. It is migrating from version 2019.1 to 2019.2. It will not be a major change in the way that it looks for the users. We will have two Tyler employees onsite during the transition for 2-3 days. Overall, we are in a good spot. Just like any upgrade there will be issues but we will get through it. Everybody has been notified about what will happen and when. Another email will be sent to July 6, 2020 as a reminder.

Staffing Update

McWatters – Staffing continues to be strong compared to previous years. We are not running into overtime coverage issues. Our vacation time is down because people cannot go anywhere. We are in a hiring process and have some good candidates.

Smith – Zac, two supervisors, and I interviewed a handful of applicants. We had 160 applications that applied, over 100 people tested, and only 25 passed. We have four individuals in background checks for dispatcher positions. Our goal is to have them start by the end of July.

Potential Bi-Directional Amplifier Ordinance

McWatters – We have discussed this at previous meetings with Doug Van Essen. I provided Doug with some information from different entities. He is going to work on getting it into an ordinance format to potentially present to the Ottawa County board. Doug's recommendation was to have it be a county wide ordinance, then the individual municipalities can opt out if they choose to.

June 10, 2020 Storm

McWatters – This was the busiest that I have seen the center. The southern part of the county was hit the hardest. During the 11:00 am hour, the center received 400 calls. During the 12:00 pm hour almost 1,000 calls came in. We could not answer them all. Our overflow calls went to Allegan and Berrien County. We had extra staff who came in from home when it started getting bad outside. There were a lot of wires and trees down but no casualties.

Smith – On an average day, we have 902 inbound and outbound calls. In the noon hour alone, we exceeded our daily average. The staff did a phenomenal job trying to maintain and keep up. Many people who were working from home were assisting the staff by making calls to MDOT and GRAIL.

EAP

McWatters – We have a RFP out and have received some responses. Our current EAP provider is Pine Rest. We ran into a situation where we needed to get an employee in for a session and they were booked for three weeks out. The Pine Rest director was contacted, agreed that it was unacceptable, but nothing changed with the appointment. This is a big problem for us because their contract states someone can get in within 48 hours. Their contract was up July 1, 2020. We have received responses from Encompass, EAC, The Alliance, Pine Rest, and Health Net.

Gallagher – Were you previously happy with Pine Rest? It seems like they are getting overwhelmed because they are good. This is a strange time so they may be having a problem balancing the level of staffing with the amount of work. Maybe there is something that can be done supplementally. I am comfortable with whatever the recommendation is.

McWatters – The issue of the three weeks occurred prior to Covid-19. We have not been completely unhappy with them but there are some issues that we have had. We could end up back with Pine Rest but that would require a conversation expressing our expectations.

Vanderberg – Pine Rest has done a phenomenal job for Ottawa County. We switched to them three years ago. At that point we had 18 employees seeking counseling a year. The first year with Pine Rest we had 167 employees seeking counseling. During Covid-19, they rolled out 11 new training programs. We had 577 employees take the online trainings. Maybe it is the specific Pine Rest personnel working with dispatch. An option is to talk about it and see if they may be able to make it right.

Parking Lot

McWatters – We have Progressive AE working on the project. It is out to bid but should be wrapped up soon. We could see someone working on the parking lot next month.

CLOSED SESSION

MOTION CD20-2168 To Approve a Closed Session to Discuss Union Agreement Negotiations

Moved by: Vanderberg

Supported by: McIntire

Roll Call Vote:

Yes

No

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

Five Yes, Three Absent

MOTION CD20-2169 To Come out of the Closed Session

Moved by: Vanderberg

Supported by: McIntire

Roll Call Vote:

Yes

No

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

Five Yes, Three Absent

MOTION CD21-2170 To Adjourn the June 25, 2020 Meeting of the Policy Board

Moved by: Vanderberg

Supported by: Klunder

Meeting adjourned at 10:10 am

Next Meeting: Thursday, August 20, 2020 9:00 am at Central Dispatch