

**MINUTES**  
**OTTAWA COUNTY CENTRAL DISPATCH**  
**POLICY BOARD**  
**Central Dispatch Training Room**  
**Thursday, October 22, 2020, 9:00 a.m.**

**PRESENT:** Patrick McGinnis, Al Vanderberg, Tim Klunder, Keith Van Beek, Randy Meppelink

**ABSENT:** Chris McIntire, Gordon Gallagher

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

<b>GUESTS:</b>	Zachary VanOsdol	City of Grand Haven Human Resources Manager
	Amy Bessinger	City of Grand Haven Finance Director
	Josh Mausolf	Ottawa County Central Dispatch Supervisor
	Missy Stafford	FOIA Coordinator/MSAG Technician

**PUBLIC COMMENT:** None

**AGENDA CORRECTION:**

McGinnis – Toward the end of the meeting, we will discuss a committee to do Pete’s evaluation.

**SUBJECT: MINUTES**

MOTION CD20-2180 To approve the August 20, 2020 Meeting Minutes of the Policy Board

Moved by: Meppelink

Supported by: Klunder

Carried

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

MOTION CD20-2181 To receive the Budget Performance, Revenues, Balance Sheet and Check Register Reports, as presented

Moved by: Vanderberg

Supported by: Meppelink

Carried

**SUBJECT: 2021 UNION AGREEMENT**

MOTION CD20-2182 To Approve the OCCDA Union Agreement as Previously Discussed and Presented

Moved by: Van Beek

Supported by: Meppelink

Carried

McWatters – The Union Agreement was talked about in depth during the last meeting. The three year contract has been ratified by the Union.

Van Beek – Good job getting the agreement done before the expiration of the contract. It is appropriate and fair.

**SUBJECT: POSITION REORGANIZATION**

Moved by: Vanderberg

Supported by: Van Beek

Carried

McWatters – The main driver of this is to add a Quality Assurance (QA) Supervisor. Many centers our size have this position around Michigan. It is a position that is responsible for reviewing calls to make sure that we are doing the right thing and following protocols. We currently do QAs but we are not doing it at the level that meets the national standards. Supervisors have had almost as much overtime as our twenty-six dispatchers combined in previous years. This supervisor will help decrease some of the supervisor overtime. This position will be a coach, cheerleader, and coordinator of ways that we can improve. It is not a disciplinary function, but discipline will be there if necessary.

When we looked at the budget, it was discovered that we do not have room to add a position in the budget. Our income is pretty much what we are spending every year. The solution is to look internally at our current positions. We have a Record Supervisor position that deals with records and FOIA requests. With our new CAD system, the records are handled by the Network Administrator and our Systems Manager. FOIA has changed with technology which has lightened the workload.

The MSAG position has been vacant for about two years. Most of the responsibilities of the position was absorbed by the Systems Manager. We also learned that PFN will handle a lot of the data entry for 911 call delivery to get addresses correct. There will be some responsibility but much of the MSAG position responsibilities have gone elsewhere.

We are proposing to eliminate the Records Supervisor position. The FOIA responsibilities will be combined with the left over MSAG position responsibilities creating a new position that will be at the MSAG pay rate. This will allow us to take the Supervisor position and move it over to an operational Quality Assurance position.

The other change is to the Executive Assistant position. Over the years, the position has taken on more responsibilities, confidentiality, and higher level benefits coordination. We want to move it from a pay grade one to a pay grade two. We will add more responsibilities also.

Smith – The Quality Assurance position takes a NENA/APCO template that is integrated with our recording equipment and looks to see if calls are being handled properly. Currently, we do not meet the standards because it is a time consuming process. The questions are applicable to how Ottawa County operates. We will do a QA on all high priority, low frequency calls.

Van Beek – It seems like it is the right thing to do. Is there a game plan for the position that has been open for a while? We know that organizationally, we have a responsibility to do what is best.

McWatters – Yes, we have different options that have been discussed with the employee. Nothing is set in stone because it has not been approved yet. It is an evolution of technology change with our CAD and radio system. Our structure and responsibilities have changed. It is budget neutral.

McGinnis – Every organization is different with what they get approved by the board. Historically, we look at all of the options as a board, and it gives us full transparency. I like that it is budget neutral. What positions are required to be available 24 hours?

McWatters – Our tech positions will receive calls in the middle of the night for technology and radio issues. Dispatchers will get calls in the middle of the night if there is a big incident. Some of the admin positions are not required in the middle of the night but they will show up when needed because of their dedication.

Vanderberg – It is a good rule of thumb for the governing body to approve role and pay grade changes.

**SUBJECT: MERS**

MOTION CD20-2183 To Approve and Adopt the MERS Defined Benefit and Defined Contribution Plan Adoption Agreement and Addendum for all Employees.

Moved by: Klunder

Supported by: Meppelink

Carried

VanOsdol – This is a MERS agreement addendum. Currently, we have two active employees on the DB plan and the rest are on the DC plan. MERS is going through a big project where they are requiring all of their entities to readopt their agreements. Overtime, employers have changed how they have processed things therefore, MERS is updating the way they do their documentation. There is no change to our current practice, it is simply solidifying the process. Previously, employees needed to acquire ten six hour days to achieve a month of service credit. MERS is switching to service hours, so sixty hours will be needed to achieve a month of service credit.

**SUBJECT: 2021 PROPOSED BUDGET**

MOTION CD20-2184 To Approve the 2021 Budget as Presented (emailed to Board Members)  
Letter of Recommendation Attached

Moved by: Vanderberg

Supported by: Meppelink

McWatters – Amy and I worked on the budget together. Some new expenses are for our ten towers. The state charges \$8,000.00 for the 24/7 tower monitoring fee per tower and approximately a \$4,000.00 maintenance fee per tower. The total is approximately \$120,000.00 per year. In March or April of 2021, we will have to enter into a \$80,000.00 maintenance agreement with Motorola for our new VHF system. Also, our Smart 911 funding was cut at the state level.

Bessinger – Cash revenue is projected to increase to next year. The County Treasurers Office provides a spreadsheet that we utilize for their millage calculations. We removed \$200,000.00 of the revenue section. That was a matter of how we reclassified some of the health insurance premiums. It may look like a decrease but it is not. The expenditure side is more in depth. The health insurance has a 10% expenditure increase because we do not know what Blue Cross will come back with for next year. There is also a HSA contribution line of \$28,500.00 for employees. If we continue funding the MERS contribution at the same level that we are now, approximately \$9,500.00 per month, we could possibly be funded in 2025. In the capital plan, Pete and I noted that there was \$250,000.00 for additional capital expenditures, that were not specifically identified as to what they were. I included some historical data graphs for Revenue and Fund Balance, Property Tax Revenue History, and Wage and Benefit Expense History.

McGinnis – This is a newer building, why is the boiler having problems? Also, I appreciate the presentation, it gives a good representation of where we are going and where we are at.

McWatters – We have one boiler that has given us a lot of problems. We have spent a lot of money trying to fix it. They put a camera into the boiler and confirmed that there is a lot of corrosion and problems. The other two boilers may not need to be replaced. We are currently in the process of replacing the boiler with the left over funds from the 2020 budget.

Koetje – We are replacing the boiler with a Lochinvar. We received multiple quotes from different agencies. Some of the technical sides are getting the replacement boiler to talk with our current control system. That added some cost. It will be a different make and model boiler that has a much higher efficiency.

Vanderberg – I suggest, in the future, when this board asks the county board to levy the full millage available, that we are provided with a statement as to why we need the full millage. As we move forward with fewer of the big projects, it would be a good idea for our members to be able to give specific reasons in the spring.

Roll Call Vote:	<u>Yes</u>	<u>No</u>
Patrick McGinnis	Yes	
Al Vanderberg	Yes	
Keith Van Beek	Yes	
Chris McIntire	Absent	
Randy Meppelink	Yes	
Gordon Gallagher	Absent	
Tim Klunder	Yes	

Five Yes Two Absent

**SUBJECT: RAVE CONTRACT**

MOTION CD20-2185 To Approve the Rave 911 Suite Standard including RapidSOS Service Data Contract Master License and Service Agreement as Presented

Moved by: Meppelink

Supported by: Vanderberg

Carried

McWatters – We learned a couple of weeks ago that the state was not going to fund Smart 911 any longer. It is approximately \$20,000.00 a year with a five year contract. At this point, Smart 911 is a part of Ottawa County’s facility profiles, texting, and alerts. We would have a difficult time moving away from it because it is very useful and a value to OCCDA and our citizens.

**SUBJECT: VACANCY ON THE BOARD**

MOTION CD20-2186 To Appoint Adam Elenbaas to the Ottawa County Central Dispatch Authority for a Term from January 1, 2021 through December 31, 2023

Moved by: Vanderberg

Supported by: Klunder

Carried

McGinnis – The bylaws call for two township representatives so that would be covered by Adam Elenbaas and Gordon Gallagher.

**DIRECTOR’S REPORT**

**SNC Compliance Audit**

McWatters – We are being audited by the state for all of our SNC training funds and 911 surcharge funds. Due to Covid-19, they have not been able to do their site visit yet. We did get a letter indicating that all of our criteria have been met for the paperwork.

### **Radio Update – Redundant Connection Update**

McWatters – When we had our outage in June, we learned that it knocked our fire paging off of the air because some of our equipment for fire paging was in a different location. Yesterday, we tried to move the equipment here, the two pieces of equipment were not able to talk to each other because we were missing another piece of equipment. Overall, the system is working very well. Both police and fire seem to be happy with it. We are still working on the redundant connection. After exploring some options, we have identified that there is some fiber between the Holland and Allegan towers. They will hook up the two systems through the fiber. We have had meetings with the state and are waiting on a quote from Nokia. The redundant connection would give us peace of mind if we lost our primary connection again. This seems to be the most cost efficient and easiest way to do it. Allegan is also on board.

Van Beek – The different back up method seems to be the right choice.

### **Staffing Update**

McWatters – We are currently fully staffed. All of our positions are filled, except for the MSAG position, which has been transitioned now. Three of our dispatchers are in training. Mark Jongekrijg is retiring. He is a long term employee who knows a lot about 911 and the history of OCCDA. Mark's last day will be Friday, November 6, 2020.

We currently have a hiring process in place for dispatchers open until October 30, 2020 to prepare for internal movement and attrition. Our overtime is lower than last year.

### **Building Update**

McWatters – The kitchen project and carpet on the dispatch floor is complete. Our parking lot will be finished this week. The HVAC system was having issues last week but it has been repaired.

### **CAD Update**

LaLonde – We have been trying to go to the Daily Log application part of New World Systems for five years now. We were scheduled to deploy it on October 13, 2020 but Tyler Technologies were hacked about a month ago. They are still not fully functional yet. We have an alternate date, December 16, 2020, to go live on the 2020.1 version of the software. It is not perfect yet, but it is usable.

## **EXECUTIVE DIRECTOR EVALUATION**

McGinnis – Between now and the middle of November, Policy Board members will receive a Survey Monkey evaluation for Pete from Zac that will ask you to go through a quick survey. Gordon Gallagher will chair the evaluation. Gordon, Pete and I will meet before the board meeting December 4, 2020. We will have a contract resolution or changes to present for discussion and approval during the meeting. Thank you to Sinka and the City of Holland for helping with the mechanics of preparing for the evaluation.

We will watch the Executive Orders to see if we will hold the meeting on December 4, 2020 in person or via zoom.

MOTION CD20-2187 To Adjourn the October 22, 2020 Meeting of the Policy Board

Moved by: Meppelink

Supported by: Klunder

Next Meeting: Friday, December 4, 2020 9:00 am at Central Dispatch