

MINUTES
OTTAWA COUNTY CENTRAL DISPATCH
POLICY BOARD
Central Dispatch Training Room
Thursday, February 15, 2018, 9:00a.m.

PRESENT: Mike Haverdink, Don Komejan, Alan Vanderberg, Chris McIntire, Patrick McGinnis, Chris Tinney (representing Matt Messer), Toby Van Ess

ABSENT: Steven Patrick

STAFF: Tim Smith, Tom Valdez, Jen Disegna, Joe LaLonde, Mark Jongekrijg,

GUESTS: Bonnie Suchecki Grand Haven Human Resources
Chris Karish Ottawa County Central Dispatch Supervisor
Tammy Smith Ottawa County Central Dispatch Supervisor
Josh Mausolf Ottawa County Central Dispatch Supervisor

PUBLIC COMMENT: None

AGENDA ADDITIONS: To discuss 2 upcoming vacancies on the Board.

SUBJECT: MINUTES

MOTION CD18-2076 To approve the December 1, 2017 Minutes of the Policy Board meeting.

Moved by: Van Ess

Supported by: Komejan

Carried

SUBJECT: 2018 ELECTION OF OFFICERS

MOTION CD18-2077 To approve with unanimous vote for Patrick McGinnis to serve as Chair for 2018.

Moved by: Vanderberg

Supported by: Haverdink

Carried

MOTION CD18-2078 To approve with unanimous vote for Mike Haverdink to serve as Vice-Chair for 2018.

Moved by: Vanderberg

Supported by: McIntire

Carried

MOTION CD18-2079 To approve with unanimous vote for Toby Van Ess to serve as Secretary/Treasurer for 2018.

Moved by: Vanderberg

Supported by: McIntire

Carried

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

With it being the first of the year, we are receiving the bi-weekly distributions. We are working with the county to track those distributions. Grand Haven Administration noticed that Allegan was late with their 4th quarter distribution. They are currently processing that. They went to a new email notification system and it slipped through the cracks.

The only anomaly we had last year was the Consumers Power settlement. We are currently working on the audit. Per Al Vandenberg, they are currently in talks for settlement with Consumers over Port Sheldon and that could be significant. We should receive the information on that prior to the next meeting.

MOTION CD18-2080 To receive the Budget Performance, Revenues, & Balance Sheet and Check Register Reports as presented.

Moved by: Vandenberg

Supported by: Van Ess

Carried

SUBJECT: DIRECTOR'S REPORT

A. Employee Satisfaction Survey

The survey was done through APCO Retains which is specific to 911. This is the same survey that we did in 2006 and 2011. Overall the numbers are trending good, overall employee satisfaction is up 12% over 2011 internally. The last page of the survey shows that 85% of our employees intend to stay here, which is significant improvement over the last two surveys. It shows we are doing a lot of good things. There is opportunity to improve in the training area. In 2011, we had just started the Certified Training Officer program for training and on this survey we received good feedback on that. Currently all of our supervisors and 60% of our staff are CTO's. We are digesting the feedback and will get everyone's input and adjust that program moving forward.

The results on feeling appreciated by management are solid numbers along with feeling appreciated by the supervisors. Page 13 is concerning but out of our control, it shows the extent that you feel appreciated by agencies you serve. We have had a lot of issues with CAD and Radios and Tim knows that there are agencies that are not happy with him but those agencies should not take it out on the employees. The relationship with the media has gone up significantly because we have changed our relations with the media to a more positive approach.

The survey was completely anonymous and we allowed 40 out of 41 employees access to the survey excluding Tim. We had 80% participation and we were pleased with the results. This Tuesday we had a chance to sit down with the supervisor group and will be developing objectives for the strategic plan.

Al Vandenberg notes a couple things about work environment. The first, technology supports productivity has a drop in percentage and the second, breaks from the console. These could potentially affect moral. Per Tim,

the technology is getting more complex every week, every day and every year. This is the same for all centers. The dispatchers have the option to take breaks away from the console and they choose not to.

Mike Haverdink bring up concerns regarding page 13, and how little staff feels appreciated by their customers. There should be something we can do to allow the agencies to express their appreciation. This issue could contribute to turn over. Per Tim, our turnover rate is no different than any other agencies and the average burnout rate for dispatchers is 7 years. Tim will be sharing the information with all the department heads. This is the perception of the employees and we need to manage that and work with the other departments to come up with solutions. Toby Van Ess suggests that the issue is with agencies being fed up with New World and switching over to 800 and are taking it out on employees. Don Komejan agrees with this idea and states that the significant project impact on the entire system and all levels of staff and agencies involved have had a tough scenario to deal with in the last couple years. If we flipped it, we may see the same results from outside agencies. The impact on the results of the survey right now have to do with significant issues from that project. Captain Tinney believes that there are some department reps that are very vocal and this impacts the dispatcher perception. He suggests offering a customer survey to objectify what dispatch does and the level of satisfaction with that and compare that to employee perceptions. That way we could focus on the issues, not the emotions of the customer. The few individuals that dispatch interacts with on a regular basis, do not speak for the fire departments as a whole.

The grouping of the questions is determined by APCO, and the same questions were asked with each survey in 2006, 2011 and 2018. Al Vanderberg would like the survey benchmarked against a national database for comparison. Per Tim, there are very few agencies that are aware of the survey and we are trying to get the word out. We received many comments on the survey and approximately 20 of them are related to the CTO program.

B. CAD Update

The latest release of New World software was done January 30, and it was a typical update with a few bugs. We had very few bugs in CAD and a couple minor ones in records. Most of the major bugs pertain to mobile field reporting and Rip and Runs not going out to fire agencies. All the mobiles are upgraded to the latest hardware and software. We had a brief outage yesterday, due to an issue in Chat. When the fix was placed it caused overflow issues on a server that did not have enough memory allocated to it. The memory has been fixed and it should not happen again. Regarding the Rip and Runs there are some parsing issues with the data going to the third party application, Active 911, which is used by some fire departments. Our primary means of dispatching fire is still through paging. In 2008/2009, Rip & Runs were brought on as a secondary notification. We are going to work through the issues and trying to solve the parsing issues with the 3rd party application. The copy & paste issue has been fixed. The mobile field reporting issue is with the grid sorting when merging from mobile into records. It causes staff to have to get out and go back in, slowing them down but not stopping them from completing them. The Rip and Run software wasn't identified right away and it was difficult to identify exactly what was wrong. The Tech team has to investigate each issue and trouble shoot it prior to reporting a case with New World. We are working as fast as we can and pushing as much as we can. Active 911 is not really our responsibility but we are trying to work with departments using the 3rd party applications. Per Mark the incident number has something to do with the parsing for Active 911. We are trying to decipher the information coming in from various chiefs.

The fire chiefs have formed a core group that is looking into software that will make a good fit for the fire department countywide. Per Captain Tinney the group looked into 3 to 4 vendors and believes there will be a good outcome once the product is selected.

C. Legislation

After 6 years the SB400 legislation has been passed in the house. All of the Ottawa County representatives are supportive of it and it will head back to the senate for some adjustment. That should be signed within the next week. This will raise the monthly fee from \$.19 to \$.25 for a total of \$.72 a year. This will fund the fiber network for 911 statewide. For us to have fiber delivered in here for our NextGen911 services it would cost us \$600,000 if the fund ran dry. It is a fixed amount with the maximum being \$.25.

D. Radio Update/Shelters

We are on track and Mark will be finalizing talk groups with MPSCS. We had our first Train the Trainer session. We will make radios available for that training. Fire departments will be buddying up and will have one trainer for multiple departments. Tim will need each department to sign off that they have completed training in order to distribute radios. We have received approximately 50% of the build sheets for the fire apparatus. We will start installation in the city of Zeeland and then move over to Holland. Tele-Rad has been contracted through Motorola for those installations.

We have a used radio shelter and a new radio shelter that was shipped to us that we cannot return. The Holland BPW is interested in purchasing those. Tim would like to negotiate and believes we can apply approximately \$40,000 towards the radio project. City of Grand Haven, Jamestown and Chester Township couldn't have been more gracious in assisting in building the new towers.

SUBJECT: DISCUSSION OF 2 UPCOMING VACANCIES ON THE BOARD.

Pat McGinnis asks if anyone has any input on filling the upcoming vacancies on the board. The Holland, Grand Haven and Ottawa County seats are permanent. Typically we have asked the Michigan Township Associations Group for recommendations. In the past we have tried to balance representatives between the East and West side of the county. The Holland Township Manager position should be in place by the beginning of May. The small cities position won't be open until June and Don will stay in place through April. Pat is open to ideas.

SUBJECT: DISCUSSION ON THE SUCCESSION COMMITTEE FOR DIRECTOR AND DEPUTY DIRECTOR POSITIONS

Tom's last work day will be June 8, 2018. Applications are open through February 16th. Tim will retire no later than December 2019. Al Vandenberg would like to take time to talk through what is needed with the Director and Deputy Director position and questions if the Deputy Director position is still needed. The Michigan Municipal League has defined those positions in their study and it dictates out what the duties are for each position. Tim does not believe that position should be eliminated because it is the floor manager as opposed to the Director position that focuses on planning and budgeting. The Deputy Director Position manages the day to day operation of the floor. Joe, Mike and Mark manage the technical end, the Deputy Director manages the people end and the supervisors on a day to day basis. Tim feels strongly that the Deputy Director needs to be replaced. This is the time for the Board to look at the position and determine what they want out

of the positions. The Board will take two weeks to look at the descriptions of the positions and will get back to Tim on how to proceed with recruitment.

SUBJECT: TO UPDATE OCCDA TRAVEL COSTS TO CORRESPOND WITH GRAND HAVEN

The reimbursement rates have not been updated since 2006 with exception of the IRS mileage rate. The recommendation is that we adopt the rates that Grand Haven uses moving forward.

MOTION CD18-2081 To approve the update of OCCDA Travel Costs

Moved by: Vanderberg

Carried

Supported by: Haverdink

SUBJECT: ADJOURNMENT

Meeting adjourned 9:51 am

Next Meeting: Joint Meeting with the Technical Advisory Committee, Thursday April 12, 2018 - Central Dispatch at 9:00 a.m.