

**MINUTES**  
**OTTAWA COUNTY CENTRAL DISPATCH**  
**JOINT MEETING OF POLICY BOARD**  
**and**  
**TECHNICAL ADVISORY COMMITTEE**  
**Zoom Meeting due to Covid-19 Pandemic**  
**April 8, 2021, 9:00 a.m.**

**PRESENT FOR POLICY BOARD:** Alan Vanderberg, Chris McIntire, Randy Meppelink, Gordon Gallagher, Tim Klunder, Adam Elenbaas

**ABSENT:** Patrick McGinnis, Keith Van Beek

**PRESENT FOR TECHNICAL ADVISORY COMMITTEE:** Matthew Messer, Steve Kempker, Jeff Hawke, Chris McIntire, Tim Jungel, Brandon DeHaan, Scott Schoolcraft, Kurt Gernaat, Jim Kohsel

**ABSENT:** Brian Sipe, Lou Hunt, Aaron Schut

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

<b>GUESTS:</b> Amy Bessinger	City of Grand Haven Finance Director/Treasurer
Zac VanOsdol	City of Grand Haven HR Manager
Elvita Lewandowski	OCCDA Training Supervisor
Missy Stafford	OCCDA FOIA Coordinator

**PUBLIC COMMENT** – Karen Vanden Bosch Lakeside Towing 624 E. Savidge St. Spring Lake, MI: I have concerns about Curbside S.O.S. because it is not working well for us. It takes them five minutes to get a dispatch, then we have to use the two apps on the phone, and it has been extremely frustrating. We do not get the amount of information that we need like we did when we spoke to a dispatcher directly. The apps cannot be used while driving which slows down our response times. We understand that technology is the future but it feels like we cannot get it to work after a year and a half. At one point, they talked about bidding. That will cause wrecker services to listen to the scanner and stage for accidents, which is illegal.

**AGENDA ADDITIONS or CORRECTIONS** – McWatters – I have a couple of items to add to the Director’s Report

MOTION CD21-2202 To approve the April 8, 2021 agenda

Moved by: Chris McIntire

Supported: Adam Elenbaas

Carried

**SUBJECT: MINUTES**

MOTION CD21-2203 To approve the February 11, 2021 Minutes of the Policy Board.

Moved by: Randy Meppelink

Supported by: Tim Klunder

Carried

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

Bessinger – The March revenue expenditure report has a couple of negative balances in the health, dental, and vision premium line. It is an in out so it is the timing of the entries and will be taken care of in April. Interest and dividends is negative because of the market on the investments. Hopefully, we will see some positive investment return shortly. The check register has standard expenses. The cash balance report is about \$100,000.00 short of last year at this time. This is to be expected because of the capital purchases made last year.

Klunder – In the future, may we please have the cash reserves over the last three to four years. It is helpful to have them on a monthly basis to see where we are tracking historically.

MOTION CD21-2204 To receive the Budget Performance, Revenues, & Balance Sheet and Check Register Reports as presented.

Moved by: Chris McIntire

Supported by: Randy Meppelink

Carried

**SUBJECT: LETTER TO APPROVE MILLAGE ASSESSMENT RECOMMENDATION**

MOTION CD21-2205 To approve the 2021 Millage Assessment recommendation as presented by the Executive Director

McWatters – Each year there is a recommendation by the director to the board and the board provides a recommendation to the County Board who then will consider it for approval. Historically, it is always the maximum tax millage. This year, there are a couple of things that convinced me to continue with this recommendation. We are sitting well financially with our fund balance but when you look at our revenue from taxes vs our current expenditures, our revenues did not keep pace with our expenditures last year. In the future, we have several projects for which we are still paying such as MSPCS radio system, Motorola equipment lease, and several other projects that will cost a significant amount of money. At this time, I believe that we should remain at the maximum amount.

Moved by: Tim Klunder

Supported by: Randy Meppelink

Carried

**SUBJECT: 2021 TAX LEVY RESOLUTION**

MOTION CD21-2206 To approve the 2021 Tax Resolution at the maximum allowable mils and forward to the County Board of Commissioners

Moved by: Tim Klunder

Supported by: Chris McIntire

Roll Call Vote:

Yes

No

Patrick McGinnis	Absent
Keith Van Beek	Absent
Al Vanderberg	Yes
Chris McIntire	Yes
Randy Meppelink	Yes
Gordon Gallagher	Yes
Tim Klunder	Yes
Adam Elenbaas	Yes

Six Yes, Two Absent

**SUBJECT: 2020 FINANCIAL AUDIT**

MOTION CD21-2207 To approve the 2020 Financial Audit

Moved by: Adam Elenbaas

Supported by: Randy Meppelink

Carried

Bessinger – Vredevelde Haefner performed the audit again this year. We had no audit adjustments and we had a clean audit opinion. Annie Hamstra in the Finance Department did the primary work on the audit with support from Trina Robinson and Emily Greene. Our net position decreased by approximately \$95,000.00 due to the investment and capital projects. There is a nice summary of the revenue expenditure comparison from 2019 to 2020. We are 87% funded for the MERS pension for fiscal year 2019. We have not received the 2020 evaluation yet.

McWatters – Thank you to Grand Haven Finance Department on all of their hard work with the audit.

**SUBJECT: DIRECTOR'S REPORT**

**Covid Issues/Impacts**

We were impacted by Covid-19 at different times with positive cases. As far as we can tell, we have not had a transmission at OCCDA. This is due to employees following all of the state rules and being diligent about cleaning. We look forward to the day when we can host meetings and tours again. We did not receive any of the Federal Covid Relief money because we are an Authority.

**Staffing Update**

Our staffing is currently two under. There are two people in training. Our goal is to get to full staffing.

**Radio System Update/Redundant Connection**

The radio system continues to operate and function well. We have not experienced any significant outages since the one about a year ago. We are still working on the redundant connection down in Holland through a tower that is in Allegan County. We have everything in place. Hopefully, this week the state will go in to do their testing. Once they are satisfied with the connection, they will sign off on it, and Allegan will give final approval. When it is completed, it will give us a rather solid backup if our connection goes down.

Yesterday, we had an issue with fire paging. Our fire paging resource hardware was at a different tower site. When we had the outage last June, we found in the after action that if the resources were here, we would have had control of it. We made the commitment to move the resources here. There was a configuration problem that took most of the day. We had Tele-Rad, Motorola, and the State involved and it was fixed for everyone except for one department. Tele-Rad is continuing to work on it today. This will give us a solid backup if we go into site trunking and lose our connection from the state system, we will still have fire paging. As a whole, the radio system continues to function properly and serve us well.

**Building Update**

We did a lot of projects last year and are pretty well up to date. In the backup center, we lost half of the HVAC Liebert unit that was over 30 years old. There was a problem with the condenser that would have been very expensive to replace. We are going to buy a mini split air conditioner that we are working with Grand Haven on to come up with a contract. It will come out of our building maintenance budget.

### **Radio Reprogramming**

The Radio Reprogramming is a large project that we have underway. We need to reprogram all of our radios so that we have interoperability with Muskegon and Kent Counties, who are coming onto the MPSCS system. The Police Chiefs, Sheriff's Office, and Fire Chiefs have done a good job of getting the templates back to us. At this time, we have about 90% of them. Our current focus is quality control. Mike Koetje and Ryan Culver are spending time reviewing the complex spreadsheets for the templates. Once we are done, we send it to the MSPCS Radio Reprogramming Unit. We do not have any control over their timeline. When the templates are returned, we will work with Tele-Rad to get the radios reprogrammed.

### **Quality Assurance Program**

Last year, we did a minor restructuring creating a Quality Assurance Supervisor. Previously, we would have supervisors review random calls on a regular basis but we were not meeting the national standard. The far majority of the time, our dispatchers do a great job. The Quality Assurance program wants to reinforce that performance. If we come across situations that we could have handled better, we want to coach and mentor the employee. We have invested in some software that helps us track and coordinate the Quality Assurance program that will be implemented May 1, 2021. Our QA Supervisor, Megan Chapman, has been reviewing all ECHO level calls and critical incidents. This will evolve and hopefully help us to continue to improve.

### **Curbside S.O.S.**

Curbside S.O.S. was brought to us at the Law S.O.P. level from an efficiency stand point using technology to more efficiently dispatch wreckers. We were on board with it because we thought that it would be more efficient for our dispatchers because they would not have to make phone calls. We are the pilot program, and there have been some hiccups getting people used to using it, but since then, it has gone pretty well. We are in regular communication with Curbside S.O.S. and the stats are solid. There are some wrecker companies that do not like it, but there are some wrecker companies who do like it. It is continuing to evolve and we are committed to continue to work on it. We think that it provides efficiencies for police in the field who are requesting wreckers and to our citizens.

Smith – This is a work in progress. In the month of March, there were 434 completed orders made by dispatchers. 94% of them were deemed successful. This means that the dispatcher entered the information, assigned it to the wrecker company, the wrecker company acknowledged it, hit on the way, and completed the call. We are committed to improving it.

Meppelink – One of the wrecker companies is in my district and there are some concerns. How widespread is Curbside S.O.S. in Michigan now?

Smith – To my knowledge, we are the largest center using it. They are working with some smaller dispatch centers. I do not have an exact number of centers.

Meppelink – If we consider our towing companies as our partners, because we are providing customer service to the citizens of Ottawa County, are we having regular progress meetings that include dispatch, our towing partners and Curbside S.O.S.? If we are developing something new, we want to make sure that our towing partners are included in the development because this will make a strong program.

Smith – We have not had an established meeting recently. Curbside S.O.S. has worked with them and has taken all of the feedback and enhancement recommendations from wrecker companies. They are very receptive to feedback and they have made many of the adjustments.

Meppelink – In order to help the companies that are struggling, maybe we could have a dispatch, wrecker company, and Curbside S.O.S. meetings quarterly. In order to be successful, we would want to get everybody on board.

McWatters – Tammy and I are continuing to work on it. We know that there are some wrecker companies that are unhappy with Curbside S.O.S. but there are several wrecker companies that are using it successfully without any issues. It is working well for dispatch. OCCDA and Curbside S.O.S. has been in contact with wrecker companies and we will continue to work with them to make it successful in the future.

#### **CAD Update**

CAD is working well. Our next update is in the fall.

#### **Backup Dispatch Status**

Our backup dispatch center would be functional if we needed to use it. We can transfer 9-1-1 calls, dispatch, use CAD, and have radio hook ups. We do not have the admin phone situation taken care of yet, but it is in progress. We have phone lines but do not have the physical phones there. We are hoping to get the HVAC issue taken care of this month.

#### **911 Plan**

We are going to update our 9-1-1 Plan. It is 19 years old at this time. There was some work done on it in 2016, however, it did not go to the County Board. After our changes are made, it will go to Attorney Doug Van Essen, and he will work on it and take it to the County Board.

#### **Bi-Directional Amplifier**

A bi-directional amplifier is an in building amplifier that allows radio coverage inside large buildings that do not receive a good signal. Attorney Doug Van Essen is working on a county wide ordinance that will pertain to new constructions. Individual townships may opt out of the ordinance.

#### **National Telecommunicators Week**

April 11-17 is national Telecommunicators Week. It is a way for us to celebrate our dispatchers. We did a couple of interviews locally for the papers trying to recognize our dispatchers who still came to work when many people did not have to.

### **TECHNICAL ADVISORY COMMITTEE MINUTES**

#### **SUBJECT: MINUTES**

MOTION CD21-393 To approve the February 2, 2021 Minutes of the Technical Advisory Committee.

Moved by: Jim Kohsel

Supported by: Kurt Gernaat

Carried

#### **SUBJECT: COMMITTEE REPORTS**

**A. Emergency Management** - No comments

**B. Fire S.O.P.** – No comments

**C. Law S.O.P.** – No comments

#### **D. Radio Committee**

Gernaat – Kudos to Mike Koetje for programming, it has gone very smoothly.

Koetje – There are many people working on this project. We appreciate everybody's continued support.

## **SUBJECT: ROUND TABLE**

Kohsel – Thank you to the dispatch crew. When things happen, you keep us informed with a text, and we can pass it along to our team. This simple communication makes a big difference. I know that some of the ambulance companies are trying to work with the state to get their 800 MHz radios programmed. It is impactful on us because there is communication between our agencies and we would like to see this completed as soon as possible. If there is anything that I can do to help move this process along to, get the projects taken care of, please let me know.

Koetje – I had some conversation with AMR and they are working on getting their crews trained in accordance to MPSCS Train the Trainer. Their supervisors attended the course and they will train the rest of the staff. Their templates have been approved and they are working on programming the radios. I would suspect that AMR will be up on the MPSCS system by the end of April. I have been working with the other agencies within Ottawa County trying to get them onboard so we can move the Medcom system over to the state system.

Messer – Thank you for the update on AMR, this is good news.

Meppelink – During public comment, the caller talked about “chasing a call”, how would wreckers do this? As a retired fire fighter, this would be unacceptable.

Kempker – Some wrecker drivers listen to a scanner and this has been happening for many years. We try to monitor it and it has not been as bad as it used to be many years ago. If we catch it, it is documented and given to dispatch.

Messer – Is there a part of the app that is GPS based?

Smith – At this time, the GPS is not live. The intent will be for the closest wreckers to only be able to bid on the job. Our goal is for the safety of officers, fire fighters, and citizens.

Gernaat – I send my appreciation to all of our dispatchers and the organization itself. The communication is much improved and appreciated. The Policy Board did a good job choosing to Pete as the new Director. I really appreciate the new leadership.

Kempker – I had the opportunity to sit on Pete’s interview board. Pete and dispatch are doing a tremendous job. Our staff have had some critical calls that the Sheriff’s Office and dispatchers have handled. We have Bob VandePol from Pine Rest come and do a confidential debrief after the incident. This has been opened up to include dispatchers also. The feedback that I have received is that it is mutually beneficial. Thank you to your staff for everything.

McWatters – Thank you for inviting us to the debriefing. I am a big believer in this because they get a better understanding of the incident. We have had really good participation and appreciate the chance to be involved.

Vanderberg – The difference in dispatch now is tremendous as far as communication and professionalism. Thank you for the efforts of you and your team.

McIntire – The operation runs very well. I have the opportunity be involved with several different counties and Ottawa County is a top shelf organization. Kudos to Pete, Tammy, and everybody else in the dispatch center, you do a fantastic job.

DeHaan – Grand Valley recognizes the leadership at all levels at OCCDA. We are so pleased with our collaboration.

Messer – Great job, Pete. Thank you to Tammy as well. When our staff reaches out to you, you get back to us and it has been excellent communication. Our captains appreciate how quickly you get back to them.

Smith – Thank you, we appreciate working with all of you.

**SUBJECT: ADJOURNMENT**

MOTION CD21-394 To adjourn the joint meeting of the Policy Board and the Technical Advisory Committee

Moved by: Scott Schoolcraft

Supported by: Jim Kohsel

Next Meetings:

Policy Board – Thursday, June 24, 2021 at 9:00 a.m.

Technical Advisory Committee – Tuesday, June 15, 2021 at 1:30 p.m.