



McWatters – To prepare for next year’s budget, we met earlier this week. We reviewed this year’s budget and we feel good about it so far. At this time, we are under budget.

Bessinger – I agree with Pete.

Van Beek – The cash flow analysis graphic is very helpful.

**SUBJECT: 2021 OFFICER AND EMPLOYEE DELEGATE CERTIFICATION**

MOTION CD21-2217 To appoint Peter McWatters as Officer Delegate and Joshua Mausolf as Employee Delegate to the 2021 MERS Annual Conference

Moved by: Elenbaas

Supported by: Van Beek

Carried

VanOsdol – The MERS municipality holds an annual conference and annual meeting where they vote on a couple of items including the MERS board. Pete is attending as the Officer Delegate because he is a voting member and Josh was appointed by his peers as the Employee Delegate. The conference is in October at the Amway Grand in Grand Rapids.

**SUBJECT: POLICE VEHICLE MODEMS**

MOTION CD21-2217 To approve the purchase and installation of 154 Sierra Wireless RV55 Data Modem to be installed in the police vehicle fleet for the price of \$147,070.00

Moved by: Vanderberg

Supported by: McIntire

Carried

McWatters – We had budgeted \$150,000.00 for this year to do half of the police fleet for the 5G modems. Ryan did some testing and the 5G antenna did not perform very well. We had some contact with different vendors and we learned a lot about different options for 4G. The Sierra modem is priced right and does exactly what we need it to do. As we are proceeding with the purchase, we received word that the price was going to increase 20% in September. The decision was made to purchase the 4G modems for the entire police fleet with the \$150,000.00 that we had allocated for this year. We have purchased 154 modems and it allows us to take \$150,000.00 off of next year’s budget. We appreciate the email correspondence due to the urgency of the purchase. We are happy with this win/win option.

Van Beek – How does Great Lakes Upfitting do the installation? Do they travel to the different departments?

Culver – Great Lakes Upfitting already has work planned for all of the Holland cruisers so they will do it all at the same time. Holland will bring the cruisers to them. Great Lakes Upfitting will have a team go to the agencies on the north side of the county.

McGinnis – I appreciate the correspondence to give the board members an opportunity to make a decision. This was an urgent item that was the right thing to do, and needed to be done quickly. This saved us thousands of dollars and I am thankful that we had positive responses from the board members. I am really proud that the staff worked hard to get us a good deal.

MOTION CD21-2218 To appoint Tim Klunder as our Secretary Treasurer

Moved by: Van Beek

Supported by: Vanderberg

Carried

Vanderberg – John Shay was appointed to the board as the Interim County Administrator.

**SUBJECT: STAFFING REPORT – DISCUSSION OF EMPLOYEE RETENTION INCENTIVE**

McWatters – There have been a couple of staffing issues. Joe is retiring in December and we have started the interview process for his position. Dispatcher Tammy Huff is retiring after 25 years. We are having a coffee gathering September 7, 2021 from 2:30 – 4:00. In the last couple of months, we have lost five dispatchers for various reasons. We are down about one third of our staff. We looked inward first but it appears that our overall culture is good. We are working people more than we want to with overtime. After the last resignation, we cannot afford to lose more people. We discussed coming up with a retention incentive. The idea that we came up with is to provide a time based incentive. If an employee is still here by the end of the year, they receive \$750.00 and if they are still here in April 2022, they will receive \$1,000.00. Also we added two hours of vacation for every 12 hours of overtime worked. We received questions about what other agencies are doing. Grand Rapids is doing things with additional time off, Muskegon upped their pay rates by six percent for year one and a \$1,000.00 signing bonus, and Holland Hospital gave their nurses a significant raise. Considering the budget numbers, we are sitting well because we are not fully staffed. The original proposal was dispatchers and supervisors that cover the floor, leaving three employees out. Everyone is working hard and I would prefer to include the other three. We are sitting sound with the budget. The number one goal is retention based on the time frame and the second goal is to give recognition for a job well done.

Vanderberg – I am in favor of doing everything we can to keep employees. It is not too much; I'm wondering if that is enough.

Smith – In the current collective bargaining agreement, they receive one hour of vacation for every 12 hours of vacation.

McWatters – If you wanted to go higher, I would lean toward more money.

Gallagher – I would support additional money. I was leaning toward \$1,000.00 for the first payment and \$1,500.00 for the second one.

Van Beek – Is April far enough out for the second one?

Smith – We went with April because we have some new employees who would be out of training by then and they are not eligible for the first payment.

Vanderberg – What is the value of the extra two hours of vacation?

Smith – Our staff only receives two weeks of vacation time until they are employed for seven years. This gives them the opportunity to enjoy more time off. Our highest overtime earners will likely stand to receive a weeks' vacation.

VanOsdol – Dispatch is almost at critical levels. We need to stop people from leaving. There are lots of large sign on bonus' going out in other industries. I believe that the higher payments are a better option for our staff.

Van Beek – Please communicate to the dispatcher and supervisory staff how supportive the Policy Board is for the job that they are doing. We appreciate all of their hard work and dedication.

MOTION CD21-2218 In recognition to the staff for their hard work to approve an end of the year December 2021 employee retention payment of \$1,000.00 and an April 2022 employee retention payment of \$1,500.00. As well as a two additional hours of vacation for every 12 hours of overtime worked to be added to the first paycheck of each month.

Moved by: Gallagher

Supported by: Vanderberg

Carried

## DIRECTOR'S REPORT

### **Training Program**

A new training program has been implemented. To speed up the process of learning, we are trying to give new employees more training before they are on the dispatch floor. We are exploring different options to keep more of our new employees.

### **Radio System Update/Redundant Connection**

The redundant connection to Allegan's tower took longer than we expected for various reasons. I am happy to report that it is completed. A couple of weeks ago, we had a situation where both Ottawa and Allegan's microwaves were effected causing us to be down due to atmospheric fade for about 15 seconds. If we had any problem with our primary microwave, we would divert seamlessly through Allegan's. We are happy to have the project complete at minimum costs.

### **National APCO Conference**

I went to the National APCO conference in San Antonio, TX. I learned that the staffing issue and retention is a national problem. We also sent last year's Dispatcher of the Year Crystal Bakker and Supervisor Josh Mausolf. I was able to take a step back and realize how good we have it here. Our dispatch structure, employees, and the support that we receive from the Board makes me very thankful.

### **Video Coordination Software**

The Video Coordination Software is in the process of being installed. We purchased four large TVs and they can be set up several different ways. The software will coordinate the video the way that we want to set it up.

### **Towing Services Coordinator**

We hired a person who did a lot of work in the first two weeks. Unfortunately, he needed to resign due to personal reasons. We will keep working on hiring another Towing Services Coordinator.

### **Building Update**

For next year's budget, we are going to look at a new video security system. Our water heater was having problems but it has been fixed.

### **Radio Reprogramming**

This has been a project that we have worked on most of the year. The templates are down with the state. When they are back, we will contact Tele-Rad.

Koetje – I just received an email saying that the first of the archives should be back in two to three weeks. The rest will be back in September.

### **CAD Update**

There is a new update in September but no major changes.

### **FirstNet**

FirstNet is a national data network that was created as a result of 9/11. The Michigan rep lives in Ottawa County and he contacted me a couple of months ago. He has provided me with some solid information on hardware and the status of FirstNet. It is a public private network that is partnered with AT&T. We currently have Verizon, if we switch, we will go to AT&T because it is a public safety only data network. At this point, we cannot consider a total conversion because it does not cover the entire county. Right now, it covers Grand Haven, Holland, and GVSU. We would be interested in the data and computers because you would not get bumped off by Tulip Time and Coast Guard. We put four modems into Grand Haven cruisers during Coast Guard. They did not lose connection like they normally would have so it proved its worth right there. We are going to have a meeting where the FirstNet rep puts on a presentation. We would still have to do some testing.

Culver – With the Sierra product that we purchased, you can remote in from ALMS. It uses GPS and will draw a green line if the connection is good. If the connection is poor, it will turn yellow or red.

McWatters – They have a new tower going in on Borculo that will cover this area. I foresee us switching to FirstNet at some point. They also cover cell phones and if you are on FirstNet, you will not get bumped off. If there is a major event, they have a portable tower that they will bring to increase capacity. If anyone wants to attend September 20, please let me know. An invitation has been sent to the department heads to attend along with the employees that they wish to include.

Van Beek – I think that we would really appreciate this during large events.

McGinnis – Will you please send this information to the board members so we can pass it along to our colleagues and department heads.

McWatters – I would anticipate department heads asking to switch to FirstNet in the future.

McWatters - Thank you to Al Vanderberg for your time on the Board. When I started two years ago, many people let me know how supportive of dispatch you have been over the years.

Vanderberg – It has been an honor and pleasure to serve with this group. It has been great to see the professionalism of this group improve over the years. I appreciate the care and oversight that Pat gives to this group as the Chair. Thank you all very much.

McGinnis – When the 800 MHz system was presented, it was a challenge and Al volunteered his time and showed his leadership skills to listen to the differences between departments. We know that Al will do magnificent things in Kent County.

### **SUBJECT: ADJOURNMENT**

MOTION CD21-2219 To Adjourn the August 26, 2021 Meeting of the Policy Board

Next Meeting: Thursday, October 21, 2021 9:00 a.m. at Central Dispatch