

**MINUTES**  
**OTTAWA COUNTY CENTRAL DISPATCH**  
**POLICY BOARD**  
**OCCDA Training Room**  
**Thursday, June 24, 2021 9:00 a.m.**

**PRESENT:** Patrick McGinnis, Keith Van Beek, Randy Meppelink, Tim Klunder, Adam Elenbaas

**ABSENT:** Al Vanderberg, Chris McIntire, Gordon Gallagher

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

<b>GUESTS:</b>	Zac VanOsdol	City of Grand Haven Human Resource Manager
	Amy Bessinger	City of Grand Haven Finance Director
	Chris Karish	Ottawa County Central Dispatch Supervisor
	Missy Stafford	Ottawa County Central Dispatch FOIA Coordinator

**PUBLIC COMMENT:** None

**AGENDA CORRECTION:** None

**SUBJECT: MINUTES**

MOTION CD21-2208 To approve the April 8, 2021 Joint Meeting Minutes of the Policy Board and Technical Advisory Committee

Moved by: Klunder

Supported by: Meppelink

Carried

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

MOTION CD21-2209 To receive the Budget Performance, Revenues, Balance Sheet and Check Register Reports as presented

Moved by: Elenbaas

Supported by: Meppelink

Carried

McWatters – We are under in several categories. I had a meeting with Amy on Tuesday to go over the budget. Overall, I do not see any big issues.

Bessinger – I want to point out under the revenue report the \$50,000 in returns/rebates was an error. This was the Allegan County surcharge. It will be fixed on the June report. Cash flow is up a little from May of last year.

**SUBJECT: PURCHASING POLICY**

MOTION CD21-2210 To follow the City of Grand Haven’s Purchasing Ordinance Update

Moved by: Elenbaas

Supported by: Van Beek

Carried

McWatters – We found out that Grand Haven updated their purchasing policy in 2018. Historically, we followed their purchasing policy but it was the old policy. We would like to formalize that we will follow Grand Haven City’s updated policy. The updated amounts reflect the current state of affairs.

Elenbaas – Pat and I discussed policy and I agree that it is time to update the policy that is over 20 years old.

McGinnis – We put in a lot of work to get the policy updated and approved. I think that it is a good level to be at.

**SUBJECT: VIDEO COORDINATION**

MOTION CD21-2211 To enter into a new agreement for Video Coordination and Integration Software and Hardware with Useful Corporation

Moved by: Klunder

Supported by: Meppelink

Carried

McWatters – In the packet is a proposed contract with a company called Useful Corporation. We have done a fair amount of research looking for a software that will help us with the video that comes into the center. It is in our strategic plan this year to identify a way to organize the numerous video feeds that are coming into OCCDA. Currently, we have the GVSU cameras, court system, MDOT, GH Pier Cam, and Holland is putting up a pier cam that we will have access to off of Big Red. As time goes on, we will have more videos available to us. I want to be in the position where we can organize it and make it useful. When it is busy in the center, we do not always have the capability to monitor the videos, therefore, down the road we may have to look at additional personnel. Ottawa County is the fastest growing county in Michigan and it would cause more problems to task the dispatchers with added responsibilities. The first step is to get it into a usable format. Useful sends us a computer, coordinates all of the different video feeds onto the computer and pushes it back out on a video screen like emergency management uses. Along with a software agreement, it is \$5,000.00 per year. You can build templates so if there is a storm coming in, you hit a button and get the Holland Pier Cam. If there is a problem on the bridge, you hit a button and it brings up pre-determined video feeds. It is an efficient program, that would be easy to use and would be a benefit to us to get information out to first responders. It was not originally in the budget but we have money that we could use in the tower monitoring line item.

McGinnis – It is a fascinating subject. Would we retain any of the video as a record?

McWatters – No, it is pre-existing video that we have been given permission to view. We are not responsible for storage or FOIA.

McGinnis – Ideally, I do not want to start paying staff to look at old video feeds to satisfy FOIA requests.

Elenbaas – The county’s legal counsel may have a good perspective on the video feeds.

McWatters – We would not have the ability to record it. It would be real time access. The only thing that we record is our security system that has a 30-day retention. The rest are not our video feeds.

Van Beek – We have at least 100 cameras in the city. They are only live shots that are not recording. There are other cameras that are on a rotation basis. I do not think that we have ever been asked for a FOIA on the videos. We are purchasing police body cams this fiscal year.

**SUBJECT: MERS ACTUARIAL VALUATION**

Bessinger – Page six talks about the funded ratio, it is 86% again this year, the same as 2019. They incorporated some demographic assumption changes this year so by us super funding it throughout the year, it helped our position. They changed mortality rates, how long people are staying with their employer, and retirement rates. Page seven talks about the annual required contribution that we super funded. Effective January 1, 2022, the annual required contribution is \$4,652.00. Pete and I will look at that and will likely request to fund it at a higher level. With the required annual contribution, it will be a fully funded by plan by 2030 or 2031. If we continue to super fund the plan, it will be fully funded by 2025 or 2026.

Van Beek – It is the right approach to continue to super fund the plan.

**SUBJECT: TOWING SERVICES COORDINATOR (Temporary/Part Time)**

McWatters – When OCCDA was created, we had a Towing Service Policy that the towing services had to adhere to in order to be on the non-preference wrecker list. In June 2019, Capt. John Wolffis, who has now retired, had a lot of egregious price gouging from wrecker companies. We were looking for a solution to prevent and deal with it because our citizens were being treated unfairly. Through the Law S.O.P. Committee, we decided to try Curbside S.O.S. The ultimate goal was that the dispatch would be from GPS coordinates. We have not evolved to that point yet. We agreed to do it because we thought that it would help our staff by saving them a phone call and be more efficient for the citizens. It caused a lot of problems with the wrecker companies because they had to have smart phones and they did not care for the open bid based on GPS. 80% of the wrecker companies are using the app correctly with no problems. The other 20% are not using the app correctly.

Smith – OCCDA was the pilot program for Curbside S.O.S. because we were the first agency to utilize it in the country. We started applying the program in the first quarter of 2020.

McWatters – The wrecker issue has taken up too much time from three employees. We are now left with how best to deal with this issue. Chief Messer expressed the benefit of having one agency have oversight of the companies. We are left with some significant things that we need to work on and need to evaluate the complaints and Curbside S.O.S. The idea that I had was to fund a temporary, part time position. Potentially, a retired police officer who can go meet with the services on site, make decisions on the complaints that have been filed, and dedicate some time to the issues. Then we would come back to the board with a more thought out recommendation.

Smith – Times have changed and technology has evolved. The wrecker complaints and Curbside S.O.S. are two separate issues. We have been working with legal counsel, the Law S.O.P. Committee, Chiefs and the Sheriff to implement changes that we hope it will make people happy.

Meppelink – Do we review the wrecker companies?

Smith – They have to sign the Wrecker Policy agreement. If we receive a complaint, it is brought before the Law S.O.P. Committee. There is an inspection done, and if they are found negligent, they can receive a warning letter, suspended temporarily, or be removed from the rotation.

McGinnis – I appreciate that you are on it and I would support the idea of adding a staff member. It is a public safety intention to have expediency. We do not want people to be price gouged.

Van Beek – I support this also. It does not need to be overly complicated. We should clean it up, set up a good system, and it will run relatively well for a few years.

McWatters- This is not a budgeted position but we have money in the part time line item. I would propose that we put the person at level 2 pay rate \$21.00-\$24.00 per hour, 10-20 hours a week for a year. Then, after a year, we can re-evaluate where we are with the position.

MOTION CD21-2212 To authorize a part time position creation. At the Director’s discretion, the position may be included in next year’s budget.

Moved by: Van Beek

Supported by: Elenbaas

Carried

## DIRECTOR’S REPORT

### **Covid Issues/Impacts**

As of right now, we do not have any restrictions. We have the recommendation to continue with the cleaning and hygiene practices.

### **IT Manager Position**

Joe is retiring December 2021. Joe’s position is the one position that we cannot go without. We would like to post his position soon, do a background, and have them onsite for some overlap with Joe. There is the potential that we would be paying two IT Managers at the same time. We have some vacant positions in the full time salary lines so I do not believe that it would put us over budget.

### **Staffing Update**

We have some challenges with unexpected resignations. One is retiring, one is moving onto the Animal Control Officer with the Sheriff’s Office, and one is staying on as a casual employee. We are working on different plans to get people in the door quicker. Our training program is historically 6-7 months before people are out of training. We are working on ideas to shorten the first part of the training program. We have 8-9 people who have passed interviews.

VanOsdol – It was nice to have eight good candidates in the second round of interviews.

Smith – We now have four people in backgrounds.

### **Attorney Steven K. Girard**

Our labor attorney Steven Girard is moving from Clark Hill to Warner Norcross & Judd. I discussed it with Pat and we decided to move to the new firm with Steven Girard.

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

We have one microwave connection that is not connected to the state if we lose the system. We took steps to get a redundant connection so if the microwave fails, it will automatically reroute through Allegan. We are ready to go with it but we are waiting for approval from the Allegan County Board. We are at the point where we just need to plug in the fiber to a piece of equipment and have the state do their testing. The Board approval was supposed to come in late May or early June, but we have not received it yet.

Van Beek – If I can be of assistance, please let me know. This is important for the City of Holland.

McWatters - We had a lot of complaints about pager toning. If a page went out, the tone was loud but the audio was low. Mike put in a lot of work to get to the right Motorola engineer to figure it out. There may be room for more tweaking but we have not received any more complaints since the change was implemented.

We currently have three towers that are serviced by fiber that we pay Charter about \$600.00 per month per link. We could potentially move to dual microwaves between towers for a one time purchase of about \$18,000.00 instead of using fiber. We would stop paying Charter giving us a cost recovery of about three years. We signed new contracts with Charter which prompted this conversation.

McGinnis – How many do we have through Fognet?

LaLonde – Three.

McWatters – When Fognet wants \$3,000.00 a year for maintenance, it is an easy decision because we are not paying anything for Fognet.

McGinnis – Many of us are on Fognet. We are trying to get every fiber that is owned publicly in the county to share with everybody else through Fognet. It has been very successful.

### **Building Update**

Our boiler #3 has been causing us some problems. The boilers that we have are notorious requiring for a lot of maintenance. Boiler #2 had to be replaced after 11 years. Our HVAC system for the server room has shut down multiple times, mainly during hot weather. We have it narrowed down so the next time that it fails, we will be able to figure out how to fix it. If the server room gets too hot, things will start to shut down. If the server room goes over 78 degrees, a tech receives a message.

We are getting quotes for our security system. I am not sure if we will replace it this year but I will bring it back to the board if it is something that we want to pursue.

### **Radio Reprogramming**

Mike and Ryan have worked hard on the radio reprogramming. All of the agencies have provided the templates back to us. The templates have been sent to the state. The state will have them returned to us in approximately 90 days. After the templates are back, we will contact Tele-Rad for installation into the radios.

### **CAD Update**

We have a CAD update coming in the fall that will fix some bugs in the officer log and routine updates.

### **Backup Dispatch Status**

The admin phones are installed but they need to be hooked up. If we needed to use the backup dispatch center, we could figure it out. Radios and computers are ready to be used.

### **Motorola Extended Warranty**

I was contacted by our Motorola rep letting us know that the radios are going out of warranty August 31, 2021. The authority purchased the radios, then transferred ownership to the agencies. I will be letting the police and fire chiefs know that they are responsible if they want to go with the warranty. If you are going to look at the warranty through Motorola, you may want to look at other local options such as Tele-Rad as well.

### **FirstNet**

FirstNet was recommended by the 9/11 commission in the early 2000s. It says that first responders should have a dedicated data/cellular public safety network during high volume incidents. FirstNet is a nationwide system that has partnered with AT&T. They are not up and running in Ottawa County yet because we do not have the proper coverage.

They are putting their equipment on an existing tower in Borculo in 2022. We would have to pay the same amount that we pay Verizon. If there was a large or catastrophic event, we would have a dedicated network and would not get bumped off of the system.

**Police Vehicle Modems**

It is in our budget for \$150,000 to purchase new modems for half of the police fleet. The more that we have looked into 5G, we learned that it is out there, but it does not provide the bandwidth or extra benefit, and it will not for several years. Our current modems are at the end of life. We are going to look at the 4G options. If things progress, we will bring it to the board at the next meeting.

**SUBJECT: ADJOURNMENT**

MOTION CD21-2213 To Adjourn the June 24, 2021 Meeting of the Policy Board

Moved by: Meppelink

Next Meeting: Thursday, August 19, 2021 9:00 a.m. at Central Dispatch