

# Kent County Dispatch Authority Administrative Policy Board

## Meeting Minutes June 21, 2007

**Meeting Location:** City of Wyoming, City Hall

**Members Present:**

Peter MacGregor	Cannon Township
Greg Sundstrom	City of Grand Rapids
Jim Valentine	City of Lowell
Michael Young	City of Rockford
Chuck Deschaine	City of Walker
Curtis Holt	City of Wyoming
Art Tanis	Kent County Board of Commissioners
Steve Harper	Michigan State Police #61
Dave Peterson	Plainfield Township
Randal Gelderloos	City of Grandville

**Members Absent/Excused:** Harry Dolan, City of Grand Rapids; Sheriff Stelma

**Guests:** Bill Doolittle, 911-Insight; Chief Deputy Hillen, KCSD; Capt. Young, Kent County Sheriff's Department; Ralph Gould, City of Grand Rapids; Chief Garcia-Lindstrom, City of Walker; Chief Snyder, City of Grandville; Mark Meijer, Life EMS; Brad Schutter, City of Wyoming; Harvey Becker, Michigan State Police; Jeff VanDellen, GRFD, Pamela Matelski, MSP, Rick Uslan, Motorola; Damon Obiden, Kent County EMS; Kevin Walk, Life EMS; Ken Morris, Life EMS Ambulance;

**Staff Present:** Jennifer DeHaan, Kent County Administrator's Office

**Media:** None

**Meeting Called to Order 8:04 am**

### Action Items:

**06-21-07-01**      **Approval of the Agenda**  
**To approve the June 21, 2007 meeting agenda**

**Motion by: Art Tanis**  
**Support by: Peter MacGregor**  
**Unanimous**

**06-21-07-02**      **Approval of the Minutes – as amended**  
**To approve the May 17, 2007 meeting minutes**

**Motion by: Steve Harper**  
**Support by: Art Tanis**  
**Unanimous**

**06-21-07-03**

**MOTION to approve the concept of the Strategic Plan for the KCDA**

**Moved by: Tanis**  
**Supported by: Valentine**  
**Unanimous**

**06-21-07-04**

**Meeting Adjournment**

**To adjourn the meeting of Administrative Policy Board, next meeting to be held Thursday, July 19 at 8 a.m.**

**Moved by: Sundstrum**  
**Supported by: Young**  
**Unanimous**

**Public Comment:** None

**Summary of Discussion Items:**

1. Legislative Update – Art Tanis provided an update to the Board regarding SB 410, 411, and HB 4852. Included within the update was various information related to the bills including an analysis of the bills and other information for review by members of the Authority. A discussion ensued about the bills and their potential impact.
2. **Strategic Plan** - Bill Doolittle from 911 Insight provided an update to the Strategic Plan based upon the feedback and information that he received from members of the Authority.

The first issue that he noted was different in the revised Strategic Plan was the total number of 911 calls that are received at each PSAP. Doolittle stated that AT&T had completed a time study that identified that there were 302,443 total 911 calls in Kent County. Of that amount, approximately 50% were received on wireless devices. Doolittle noted that throughout this process one of the challenges has been to gather or identify the means to gather accurate data.

Captain Lajoie-Young noted that the difference between the PSAP number of calls and the AT&T calls could be due to the ability of the AT&T equipment to log only the first call, while the PSAP actually receives more calls – as a result of transfers. Ralph Gould also stated that the count provided through his equipment is 140,000-150,000 911 calls. In addition, the number of trunks identified by AT&T was short by 4 for the secondary PSAPs. Captain Lajoie-Young also noted that the numbers on the slide were short 4 trunks for the KCSD. Commissioner Tanis asked about the time period in which this data was collected. Bill Doolittle stated that it was over a year but was unsure about the details of the data. He reiterated that the statistics are been

challenged due to limited technology. Steve Harper noted that it will be difficult to get the data until we are able to pinpoint the calls; MSP now asks “where is your emergency.”

Doolittle noted that the revised plan also includes a longer timeline for the implementation of the CAD. The previous draft identified 18 months-while the revised draft reflects a time period of 23-24 months.

Bill Doolittle also reviewed page 26 of the revised Strategic Plan which provides the pro-forma budget. He noted that the projection beyond two (2) years gets fuzzy until detailed planning occurs.

Bill Doolittle also noted that AT&T recommended replacement of the radio communication equipment in the two primary PSAPs at an estimated cost of \$1 million which is now reflected in the budget. Art Tanis noted that AT&T already receives a .29 cent per line fee for the maintenance of that equipment/network. Gould noted that although this fee may pay for the network, the telephone company can raise or lower that charge at their will.

Doolittle stated that based upon the new call volumes provided by AT&T the FTE's were revised to be 11-15 and were calculated based upon a per cost of \$60,000. Members of the authority asked for clarification if this \$60,000 was for all of the salary and benefits of the employees or just for the level of call volume. Doolittle noted that the Authority would only pay for the level of effort which is calculated at \$28.55/hour and that the allocation would be to the PSAP if the call taker was performing other functions. The Authority will still be to standardize the call taking function through performance measures and professional development. Curtis Holt stated that the bottom line is the monetary value assigned to the level of effort utilized. Doolittle noted that these would not be inclusive of existing staff which may perform other functions and noted that getting the actual number of call takers that exist now was difficult because staff perform multiple functions during down time.

Chief Garcia-Lindstrom asked whether or not the Authority had decided on the primary PSAPs. Holt stated that the plan is conceptual and that no final decision had been made.

Curtis Holt stated that the Authority had an opportunity to review and report comments back to Bill Doolittle. He stated that the Authority was close to the final version and asked, what else needed to be done? Is the work of 911 Insight complete?

Greg Sundstrum stated that this was a great concept-conceptually-and that we need to bring it forward but he is uncomfortable bringing it forward as a final plan. He stated that he was satisfied with the type of information provided.

Dave Peterson had two (2) questions: 1) Can we take something to the County Board of Commissioners that they are going to approve; and, 2) How detailed does it have to be?

Art Tanis stated that he had hoped that SB 410 and 411 would have passed by now and that he hoped that the TAC would be able to provide more details regarding costs.

Holt noted that the Authority will never have a complete package until funding to identify the protocols and standards begins. What has been completed up to now, has been funded by four communities. If more dollars are necessary SB 410 and 411 are the means to locally leverage those funds.

Capt. Young noted that the TAC had been meeting to identify radio needs and to identify what needs exist to sustain the existing system. Providing the research on new options whether they be 700-800 MHz or another the costs would likely not be available within the timeframe needed.

Holt stated that we needed to continue moving forward and identify the action plan and asked, what the Authority would like to do with the report? A **MOTION** was made by Art Tanis to approve the concept of the Strategic Plan for the KCDA. The **MOTION** was supported by Jim Valentine. A discussion ensued as to whether or not this report would be sufficient to bring to the Board of Commissioners. Holt stated that if it's not, we need to identify what's needed and the next steps. Tanis stated that he feels that the Authority is ready to take the next steps and present it to the Board of Commissioners. Greg Sundstrum noted that it was a great model that needs a lot of work and that has a lot of questions. Holt noted that if the Authority chooses not to approve the plan who is going to fund more details? Steve Harper noted that the Authority is standing at the starting gate and funding will be the way to help move forward. Chuck Deschaine stated that Walker views this document as a working plan and asked whether the Authority should move forward with a request for 4%. Tanis stated that the Authority can move forward with it as long as it can be justified. The **MOTION** was approved unanimously.

Holt noted that now the Authority needed to identify the next steps and create a timeline for the bringing the plan before the Board of Commissioners. Tanis suggested that a work session would be the best way to bring Commissioners up-to-speed on the issue. The official presentation/request to the Finance Committee would follow with another presentation/request made to the full Board. Holt recommended that a small committee of this group meet with Daryl Delabbio and Roger Morgan to discuss the next steps. Michael Young, Art Tanis, and Curtis Holt offered to meet with them.

The Authority noted that they may need assistance from Bill Doolittle to put a presentation together. It was noted that the Authority would like to have the issue before the Board of Commissioners before the end of August.

### 3. **Miscellaneous:**

- a. A discussion ensued about SB 410 and 411 and Pam Matelski provided some information related to the MSP and a discussion ensued.
- b. Chief Deputy Hillen noted that there was about \$3 million available for a collaborative grant through the COPS program. A discussion about the grant ensued and it was determined that the funds could be utilized for a CAD system. A **MOTION** was made by Valentine to apply for the grant. The **MOTION** was supported by Deschaine. The **MOTION** passed unanimously.

- c. Holt stated that he had, at the request of the Kent County Board Chair, Roger Morgan, met with Senez Rodriguez of KCEMS to discuss some of the issues in the medical community as it relates to consolidated call-taking. One issue was that the Authority did not have representation of the EMS community on it and that it might be an idea to put a member of KCEMS on the board-ex-officio and to discuss the issue further at the next meeting. Holt noted that this would require approval by all municipalities involved in the Authority and might be something to bring to the Board of Commissioners in August.

**Next Meeting:** Thursday, July 19, 2007 8 a.m. to be held at the Wyoming City Hall

**Adjourn:** Meeting adjourned at 9:34 a.m.