

**C.C.E. Central Dispatch Authority  
Board of Directors  
MEETING LOCATION  
1694 US 131 Hwy  
Petoskey, MI 49770**

**MINUTES**

**January 16, 2019**

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**BOD MEMBERS PRESENT**

Chris Christensen  
Michael Cain, Chairman  
John Wallace, Vice Chair  
Mike Newman  
Marcia Rocheleau  
Harold Koviak  
Bill Shorter, Secretary  
David White  
Rob Straebel  
Pat Ball  
Bill Dohm

**REPRESENTING**

Charlevoix County Board of Commissioners  
Charlevoix County Cities and Villages  
Cheboygan County Board of Commissioners  
Cheboygan County Board of Commissioners (Alt)  
Cheboygan County Townships  
Cheboygan County Townships (Alt)  
Emmet County Board of Commissioners  
Emmet County Board of Commissioners (Alt)  
Emmet County Cities and Villages (Alt)  
Emmet County Townships  
Emmet County Townships (Alt)

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**BOD MEMBERS ABSENT**

Mark Heydlauff  
Lyon Stephens  
Todd Sorenson  
Shirley Roloff  
Tom Richards

**REPRESENTING**

Charlevoix County Cities and Villages (Alt)  
Charlevoix County Townships  
Charlevoix County Townships (Alt)  
Charlevoix County Board of Commissioners (Alt)  
Emmet County Cities and Villages

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**911 COMMITTEE MEMBERS**

Kevin Shepard  
Jeff Lawson  
John Calabrese  
Becki King  
Bob Engel

**REPRESENTING**

Charlevoix County Administrator  
Cheboygan County Administrator - Absent  
Emmet County Administrator - Absent  
Fiscal Officer  
Civil Counsel

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**OTHERS PRESENT**

Bob Engel  
Matt Breed  
Kyle Knight  
Dave Carpenter  
Todd Ross  
Chuck Vondra  
Shawn Bauman  
Gerard Doan

**REPRESENTING**

Legal Council  
Petoskey Public Safety Director  
Harbor Springs Police Dept.  
Cheboygan County Fire  
Cheboygan County Sheriff's Dept.  
Charlevoix County Sheriff's Dept.  
Charlevoix County Fire  
Charlevoix County Police Dept.

Mike Reaves	Emmet County Asst. Administrator
Jason Lee	Emergency Management
Megan Anderson	Emergency Management
Todd Ross	Cheboygan County Sheriff's Dept.
Pam Woodbury	CCE Central Dispatch
Rob Jerman	CCE Central Dispatch
Candace Pierce	CCE Central Dispatch

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**Call to Order:** Chairman Michael Cain called the meeting to order at 3:00 PM.

### **Pledge of Allegiance**

### **AGENDA #3: Election of Officers for 2019 CCE Board of Directors – Action Item**

**ELECTION OF OFFICERS** – Mr. Cain deferred the election process over to Mrs. Woodbury, who requested nominations for chairman of the board.

#### Chairman

Mr. Wallace nominated Michael Cain for Chairman with Support from Mr. Ball.

***Mr. Wallace made a motion to close the nominations and cast a unanimous ballot with Support from Mr. Shorter.***

#### **Rollcall**

**Motion carried with Unanimous voice vote. Absent; Stephens, Richards**

#### Vice-Chairman

Mr. Christensen nominated Marcia Rocheleau for Vice-Chairman with Support from Mr. Ball.

Mr. Shorter nominated John Wallace for Vice-Chairman with Support from Mr. Newman.

#### **Rollcall**

***Rocheleau Ayes: Christensen, Rocheleau, Ball***

***Wallace Ayes: Cain, Wallace, Straebel, Shorter***

**Motion carried by majority vote of those members present, in favor of Mr. Wallace for Vice-Chairman.**

#### Secretary

Mr. Wallace nominated Bill Shorter for Secretary with Support from Mr. Ball.

***Mr. Wallace made a motion to close the nominations and cast a unanimous ballot with Support from Mr. Ball.***

#### **Rollcall**

**Motion carried with Unanimous voice vote. Absent; Stephens, Richards**

Fiscal Officer – Becki King

Recording Secretary – Candace Pierce

**Attendance:** See above

**Public Comment:** None

**Correspondence:** None

**AGENDA #7: Consent Agenda – Action item**

**Monthly Reports:**

- a. December 19, 2018 minutes
- b. December 2018 Financial Report

There were a few corrections made to the December 19, 2018 minutes, so they will be presented with the corrections during the February board meeting.

***Motion made by Mr. Straebel, with Support from Mrs. Rocheleau to Approve, Receive and File Agenda 7b. ONLY.***

**Rollcall**

**Ayes; Cain, Ball, Christensen, Shorter, Straebel, Rocheleau, Wallace**

**Nays; None**

**Motion carries by rollcall vote.**

**AGENDA #8: GIS/Mapping Service and the State GIS Repository – Discussion**

TopComp is no longer providing CCE mapping services. Mrs. Woodbury and Mr. Jerman have had several meetings with the county GIS departments, and they agreed they could handle this duty going forward. The GIS departments were already sending changes to TopComp to compile and then Central Square would upload the updates. If anything comes through ANI/ALI, then CCE will forward those items as needed. It would be Mrs. Woodbury's recommendation to allow the counties GIS Departments to fulfill this duty. Sue Lockwood from TopComp said she would support us for a while if necessary.

Regarding the State GIS Repository. Mrs. Woodbury spoke to the GIS departments and they all felt it was a great idea. In 2013, the administration sent a letter of interest to the state, however nothing more was done. Harriet from the State said it would cost CCE nothing to do this, however previous 2013 minutes mentioned the state selling CCE information. Harriet said if the public or a commercial entity asked for information, they would give it to them for a percentage of money. Harriet also said within the 8 years that this has been allowed, no one has ever requested any information. If a call came into the CCE Dispatch center, and it was from outside of our jurisdiction, it will plot it and we can then plug the information into the GIS Repository and that will provide us with the correct Dispatch Center it should be going to. It is a good reference tool and doesn't cost anything, and if someone asks for data through that repository, we could charge them. This is strictly for discussion purposely. Mr. Cain said he's pleased with utilizing other resources and saving \$25,000 a year.

**AGENDA #9: National APCO/NENA Training Conference – Action Item**

Mrs. Woodbury mentioned the conferences a few months ago and brought it up for discussion. She would like to implement a rewards program for the dispatchers. During the Quality Assurance review each month, the best score will receive a \$15-\$20 gift certificate (out of Pam's pocket). Then we will draw 2 people from those 12 winners (one winner per month for the entire year), and those 2 winners will get to go to the national conference. Mrs. Woodbury said that this drastically increased their customer service performance. The Team Leaders will

evaluate random calls and then the dispatchers will also have to complete self-evaluations, and they are their own toughest critic. Mr. Ball felt it was a good incentive. Mr. Shorter said it was a great team builder experience.

***Motion made by Mr. Ball, with Support from Mr. Wallace to approve sending up to 2 Dispatchers to an out of state Training Conference, of Director Woodbury's choice.***

**Rollcall**

**Ayes; Rocheleau, Wallace, Christensen, Cain, Ball, Shorter, Straebel**

**Nays; None**

**Motion carries by rollcall vote.**

**AGENDA #10: Missaukee County Letter of Intent to Join the Multi-Node – Action Item**

Missaukee and Wexford Counties both agreed to present an MOU and also agreed to do the onsite training with CCE next month. Both agreements should be signed and approved for next month's meeting. From a financial aspect, this means CCE saves money by reducing costs for the onsite training. Mrs. Woodbury said they also agreed to pay portions of the hardware upgrades.

***Motion made by Mr. Shorter, with Support from Mr. Straebel to Approve Missaukee County to join the Multi-Node, as presented.***

**Rollcall**

**Ayes; Straebel, Wallace, Cain, Christensen, Ball, Shorter, Rocheleau**

**Nays; None**

**Motion carries by rollcall vote.**

**AGENDA #11: 911 Board Report**

Mrs. Woodbury reviewed the board report, and discussed the staffing levels. Motorola's site development schedule is still set for Feb 4<sup>th</sup>, with a completion date of June 2020. Part of infrastructure is phasing in the channels but still working with MPSCS on those details. Sheriff Vondra addressed the board, explaining that he's gone through the 800 testing process over the years, and the conclusion in his office and his county is Motorola will serve them best for the long haul. If CCE is buying the radios, Kenwood's do not hold up for the long haul. He understands that they want to go through the RFP process, but his recommendation is Motorola. Mr. Reaves spoke of his experience and agrees with Sheriff Vondra 100%. He said everyone has to recognize we are taking a large amount of money from the tax payers, so we need to be financially responsible. He also said Motorola will help write the specs based on our specific needs, and then the counties won't need to defend the use of tax payer money. Mr. Reaves said we can justify the money, as long as we utilize the process of an RFP. He said it doesn't really add a lot of time, and in the end you'll end up with the product you want. Mr. Engel said he spoke with Mrs. Woodbury and reviewed the boards purchasing policy, and said CCE would require this project go out for bid. He said any federal grants will also require the RFP guideline process. Mr. Shorter has all the confidence in the TAC's recommendation and with our purchasing policy we are allowed the option to approve the best product, not just the best price. Emmet County has a policy to do the due diligence of the RFP process.

Mrs. King agrees, we need to do our due diligence with our tax payer dollars and go out for the RFP. Sheriff Vondra said he respects the RFP process, but as a TAC member they should be involved with writing the RFP. Mr. Engel suggested giving the director specific directions so next month we can be moving forward. Mr. Reaves said to RFP the radios, the cases, the mics, and replacement battery specifically, everything you can include should be included. Pam said it's crucial to write the RFP with TAC. Mr. Christensen said the consensus of the board is that the RFP process will be used. Mr. Ball asked when the radios will be put online. She doesn't know if they can be brought online any sooner. Within an RFP, they will give us 60 days to secure the deal.

Lt. Rodwell is willing to do some training right here, for the Active Assailant Shooter response. So he is working on pulling that together and training our user agencies.

PageGate and eMag are getting their pages quickly, before tones in fact. Ready to send out the ZenDesk ticketing system this month.

Mrs. Woodbury passed around a page that included Goals for 2019. She was looking for feedback during the next meeting. Some of the items mentioned were:

- Incentives
- Better work environment
- Keep things moving smoothly
- Rebuilding relationships with user agencies
- Creating new 911 plan
- Updating Dispatch Room

Mr. Wallace suggested a board workshop, to further discuss the 2019 goals.

#### **ROUNDTABLE**

**Koviak** - Nothing

**Wallace** – Nothing

**Shorter** – Nothing

**Ball** – Nothing

**Christensen** – Nothing

**King** - Nothing

**Cain** – Mike said there was a nice article in paper

**Newman** – Nothing

**Straebel** – Nothing

**Woodbury** – Nothing

**Jerman** – Rob said he's getting settled in finally

**Rocheleau** – Marcia said this was a good starting point for evaluating Pam's position

**White** – Nothing

#### **ADJOURNMENT**

**Meeting adjourned by Mr. Cain at 4:31 PM.**

Respectfully submitted by Candace Pierce