

Allegan County 911 Policy & Procedure Board



Allegan County Central Dispatch
3271 – 122nd Avenue
Allegan, MI 49010
269-673- 0316 Main Office
269- 686-5211 Main Fax

Dean Kapenga, Chairman
Brandon Weber, Vice Chairman

911 POLICY & PROCEDURE BOARD MEETING - Agenda

Undersheriff Michael Larsen
Co. Sheriff's Representative

Dean Kapenga
County Commissioner

Robert J. Sarro
County Administrator

Pam Crandle
Private Citizen At Large

Henry Reinart
Representative of Township
Government
Monterey Township

F/LT Keith Disselkoen
MSP Representative
Wayland State Police Post

Vacant
EMS Representative
Vacant

Markie McGowan
Allegan County Medical
Control Representative

Dennis Wilkins
Public Safety Director
Gun Lake Tribe
Representative

Jay Gibson
City or Village Police Chief
Representative
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Chief David Haverdink
West Side Fire Officer
Representative
Hamilton Fire Dept.

Chief Brandon Weber
East Side Fire Officer
Representative
Otsego Fire Dept.

Jane Verplank
Representative of City or
Village Government

January 17, 2023 – 10AM
Human Services Building - Zimmerman Room
3255 - 122nd. Avenue, Allegan, MI

Please click this URL to join remotely:

<https://us02web.zoom.us/j/82882186021?pwd=bGw5emF0bmoranpUb0pGU1MwVHBwUT09>

Passcode: 926942

Or join by phone:

Dial 1 (312) 626 - 6799 or 1 (929) 436 - 2866

Webinar ID: 828 8218 6021

Passcode: 926942

CALL TO ORDER:

ROLL CALL:

APPROVAL OF MINUTES:

ADDITIONAL AGENDA ITEMS:

APPROVAL OF AGENDA:

COMMUNICATIONS: Pre-Alert Stats from Saugatuck Fire

PRESENTATIONS:

DIRECTOR REPORT: Attached

ACTION ITEMS:

1. Elect Chairperson
2. Elect Vice Chairperson
3. Otsego MCT Request

DISCUSSION ITEMS:

1. Quarterly Report

PUBLIC PARTICIPATION:

FUTURE AGENDA ITEMS:

ROUND TABLE:

ADJOURNMENT:

Next Meeting – April 18, 2023 -10AM @
Human Services Building - Zimmerman Room
3255 - 122nd. Avenue, Allegan, MI

Allegan County

911 Policy & Procedural Board



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911 POLICY & PROCEDURE BOARD MEETING - Minutes

November 22, 2022 – 10AM
Human Services Building, Zimmerman Room – 3255 122nd Avenue

CALL TO ORDER: 10:03 am by D. Kapenga.

PRESENT: Dean Kapenga, Brandon Weber, Rob Sarro, Mike Larsen via Zoom, Pam Crandle, Henry Reinart, Markie McGowan, Keith Disselkoen, Jay Gibson, Dave Haverdink, Seth Carter, Jane Verplank, Jeremy Ludwig, Whitney Wisner, Shannen Chamberlain, Greg Janik, Nick Brink, Doug DenBleyker.

APPROVAL OF MINUTES: Motion to approve the minutes made by D. Haverdink. Support by J. Verplank. All in favor, motion carried.

ADDITIONAL AGENDA ITEMS: N/A

APPROVAL OF THE AGENDA: Motion to approve the agenda made by J. Verplank. Support by B. Weber. All in favor, motion carried.

COMMUNICATIONS: Motion to accept extra communications concerning the pre-alert into the presented packet documents by J. Gibson. Support by B. Weber. All in favor motion carried.

PRESENTATIONS:

DIRECTOR REPORT: J. Ludwig shared with the board.

ACTION ITEMS:

1. EMD Pilot Policy:

SUMMARY: Based on the official feedback received from the Allegan County Fire Chief's Association a new Resolution has been drafted.

RECOMMENDATION: It is recommended the board approve this new resolution and allow Central Dispatch and the ACFCA to continue to pilot this policy while working to address issues that have been identified, to include, but not limited to e-paging shortcomings, and how to address agencies that do not want the pre-alerts.

-Motion to approve the resolution allowing Central Dispatch and the ACFCA to continue to pilot this policy through Q1 of 2023 and with a TAC (Technical Advisory Committee) consisting of the all the original positions to be utilized for quick resolution of any ongoing stakeholder issues, and with all information to be brought to the April 18th 2023 meeting as well as Dispatch providing a written report to this Board every 30 days made by R. Sarro. Support J. Verplank. Motion carried by roll call vote.

Yeas: 9
Nays: 1

2. Attendance:

SUMMARY: Allegan County 911 Policy & Procedure Board members are expected to attend all meetings.

RECOMMENDATION: Add the following to the bi-laws: All Allegan County 911 Policy & Procedure Board members are expected to attend all meetings. If a member has two meeting absences during a calendar year, the board may at its discretion, recommend the member for removal and replacement by the Allegan County Board of Commissioners. All members shall notify either the Chairperson, Vice-Chairperson, or if unavailable leave a message with the Director of Central Dispatch of their intended absence from a scheduled meeting..

-Motion to accept the Directors recommendation with changes and add the following to the bi-laws: All Allegan County 911 Policy & Procedure Board members are expected to attend all regularly scheduled meetings. If a 911 Policy & Procedure Board member has two regularly scheduled meeting absences without advanced notice during the calendar year, the 911 Policy & Procedure Board shall recommend that member for removal and replacement by the Allegan County Board of Commissioners made by J. Verplank, support by D. Haverdink.

-Motion amendment made by R. Sarro to add advanced notice “to the Chairperson, Vice-Chairperson or the Director of Central Dispatch at least 2 weeks prior”. Support by J. Verplank. Motion carried by roll call vote.

Yeas: 9
Nays: 1

3. Non-Preference Towing Policy:

SUMMARY: ACCD would like to change the current policy to a bid by closest willing wrecker unit, and stop using a rotation list. Pending review by legal.

RECOMMENDATION: Change policy to a bid by closest willing wrecker unit, instead of a rotation, using Curbside SOS.

-Motion to change to a bid by closest willing wrecker unit, instead of a rotation, using Curbside SOS as a pilot program for 90 days subject to Curbside being able to provide proper education and move forward with the pilot program on their side beginning January 1, 2023 made by B. Weber. Support by J. Gibson. Motion carried by roll call vote.

Yeas: 10
Nays: 0

DISCUSSION ITEMS:

1. Quarterly Report:

-Presented for questions by J. Ludwig.

2. West Side Collaborative Drove Program:

-ACCD has found no need to create a separate policy for the dispatching of the West Side Drone.

3. Nena Staffing Tool:

-J. Ludwig reviewed current staffing, call and incident volumes and projected staffing minimums.

4. Dispatch Policy Review Process:

-Dispatch continues to review current Dispatch policies and plan to have them brought to the board at each quarterly meeting of 2023.

-Motion to send policies that pertain to the expertise of Police, Fire, and EMS to those respective group's boards for review/revision allowing Police policies go to the Allegan County Law Enforcement Council, Fire policies to the Allegan County Fire Chiefs Association, and EMS policies to the Allegan County Medical Control Board in order to have all policy revisions presented to the 911 Policy & Procedure Board by the end of the calendar year 2023 made by R. Sarro. Support by B. Weber. Motion carried by roll call vote.

Yeas: 10

Nays: 0

5. August 29th Storm After Action Report:

-J. Ludwig and W. Wisner shared notes from the After Action Review of the August 29th 2022 storm event.

PUBLIC PARTICIPATION:

FUTURE AGENDA ITEMS: Non-Preference Towing Pilot Policy and Pre-Notification Pilot Policy

ROUND TABLE:

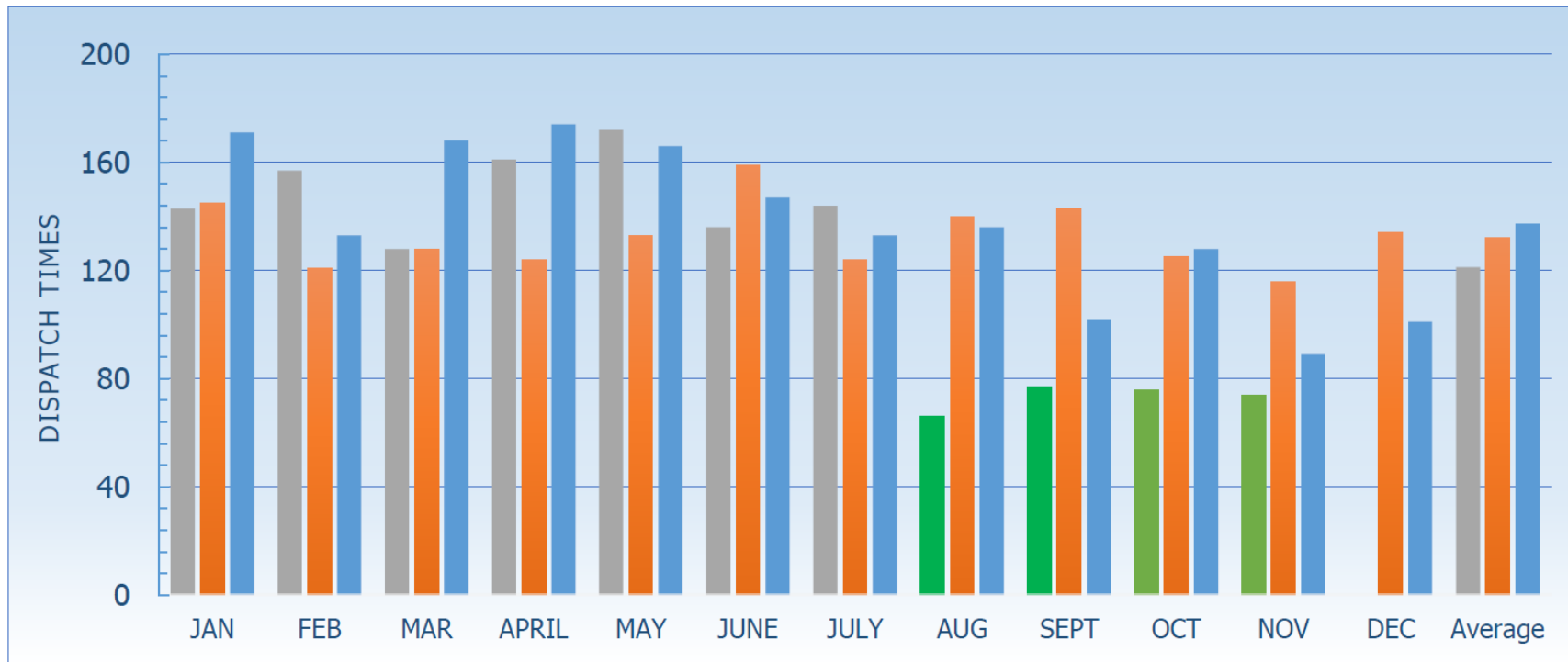
ADJOURNMENT: Motion to adjourn made by B. Weber. Support by J. Verplank. All in favor, motion carried. Adjourned at 11:46 am.

*Next meeting January 17, 2022. 10am in the Zimmerman Room.

2020-2022 Dispatch Times by Month

[From 2020 "Dispatch Times" are emergencies that requires lights and siren. Measured in seconds.]

Year	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	Average
2022	143	157	128	161	172	136	144	66	77	76	74		121
2021	145	121	128	124	133	159	124	140	143	125	116	134	132
2020	171	133	168	174	166	147	133	136	102	128	89	101	137

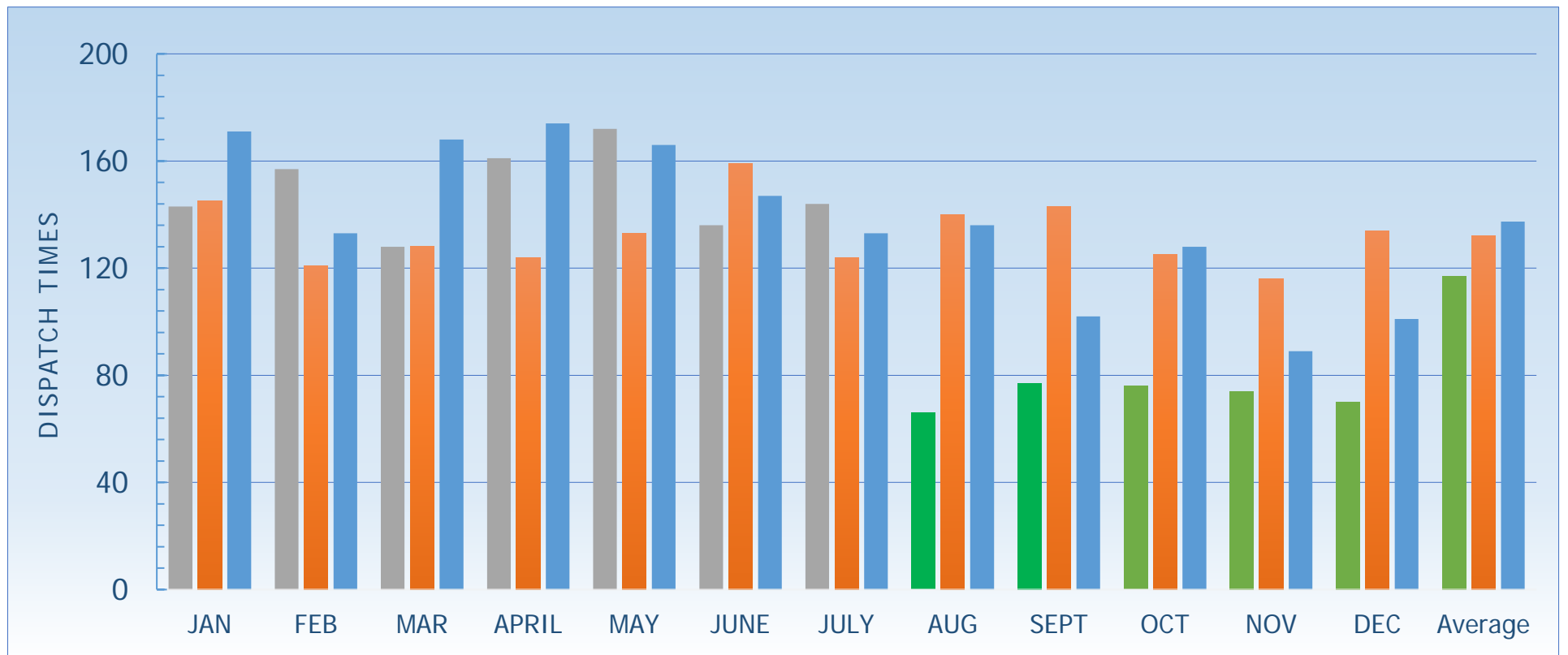


The month of August kicked off the pilot project of issuing a pre-alert for fire departments in Allegan County. Processing time dropped from an average of 148 seconds/2:28 minutes between January 1-July 31 to 73 seconds/1:13 minutes. Not just for the EMS calls (which was the target for this project) but for all Priority 1 and 2 calls. It is a drop of 51% in processing time before we receive the dispatch.

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Year	JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	Average
2022	143	157	128	161	172	136	144	66	77	76	74	70	117
2021	145	121	128	124	133	159	124	140	143	125	116	134	132
2020	171	133	168	174	166	147	133	136	102	128	89	101	137



The month of August kicked off the pilot project of issuing a pre-alert for fire departments in Allegan County. Processing time dropped from an average of 148 seconds/2:28 minutes between January 1-July 31 to 73 seconds/1:13 minutes. Not just for the EMS calls (which was the target for this project) but for all Priority 1 and 2 calls. It is a drop of 51% in processing time before we receive the dispatch.

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Director's Update January 17, 2023

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OPERATIONS:

- **Staffing:**

- Jamie Garvison started on 12/5/2022
- Cody Trumbla resigned on 12/19/2022

- **EMD Stats**

- Q3 – Minimum Goal 85% High Compliant or Compliant
 - **Oct:** 89% High Compliant or Compliant
9% Partial or Low Compliant
2% Non-Compliant
 - **Nov:** 93% High Compliant or Compliant
4% Partial or Low Compliant
3% Non-Compliant
 - **Dec:** 88% High Compliant or Compliant
7% Partial or Low Compliant
5% Non-Compliant

- **ACCD Support Tickets Q4**

- ACCD received 382 and processed 373 Support Tickets in Q4
 - 212 - audio/CAD report requests - Public Safety
 - 1 – Rip and Run/E-page Changes
 - 1 – Login Request
 - 8 – Pre-Alert Pilot Feedback
 - 127 – MSAG Support
 - 5 – Pager/Radio Coverage Complaints
 - 27 – FOIA Requests
 - 1 – Special Events Talkgroup Request

- **Fire – Call to Dispatch Stats (Goal is 80% and 95%)**

- **Oct:**
 - 84% in 64 seconds or less
 - 100% in 106 seconds or less
- **Nov:**
 - 80% in 64 seconds or less
 - 100% in 106 seconds or less

- **Dec:**
 - 83% in 64 seconds or less
 - 100% in 106 seconds or less

2022 PROJECTS:

- **PFN:**
 - The AT&T Martin End Office was cut on August 18th. As of September 19th we have had no reported issues and the appropriate paperwork was filed with AT&T to disconnect all unneeded equipment for Allegan County. According to AT&T this could take up to 60 days to complete, however is still pending.
 - PFN's networking equipment installation is complete and ACCD is operating on the PFN fiber as its primary path for 911 calls as of December 6, 2022.
- **MCC7100/7500e**
 - Status unchanged.
- **Motorola GPS/Location Services**
 - Status unchanged.
- **Tower Shelter HVAC Replacement**
 - All installations were completed in early December with some minor touch up required in late December. The MPSCS performed inspections of the installation the week of December 19, 2022. The MPSCS found all in good order.
- **Outdoor Warning System Project**
 - Status unchanged.
- **Pre-Alert Pilot**
 - The Pre-Alert Technical Advisory Subcommittee met on December 7, 2022 to address the concerns of agencies that do not run Priority 3 Medicals and the impact of the disregard page on those agencies. Deputy Director Wisner suggested we cease the disregard page for pre-alerted medicals and instead clear it on the rip and run. This was supported by all in attendance including public participants representing Saugatuck and Graafschap Fire Agencies. The change was communicated to all Allegan County Fire Agencies in coordination with the Allegan County Fire Chiefs Association and went into effect immediately.
 - The Pre-Alert Technical Advisory Subcommittee held a follow-up meeting on January 4, 2023 where the change from December 7th was discussed. All in attendance felt the change had been positive and were in support of keeping the change in place.
 - There was however a concern brought forth concerning the timer in CAD that is meant to alert the Dispatcher once

they have assigned a department to the call, and no one has acknowledge after pre-set time. This prompts Dispatch to re-page. Because pre-alerts do not require a response, it was a concern that the timer was causing some confusion that was leading to the perception of departments having to be paged multiple times. Deputy Director Wisner investigated this and confirmed that the timers restart when there is a status change which should in theory prevent unnecessary pages from occurring. She further hypothesized one of two things may be happening:

- The call taker doesn't hear someone else in the room dispatch the department and then automatically dispatches without looking at the board.
- The person dispatching doesn't change the call sign from Dispatched to Paged and therefore someone just notices a timer and issues a page.
- Agencies are asked to notify Deputy Director Wisner should this issue reoccur so she can further investigate and confirm her hypothesis.

TRAINING:

- Director Ludwig attended the PFN User Group Meeting in Bay City, MI 10/12/2022, the MPSCS User Group Meeting in Traverse City, MI 10/17/2022, and ICS300 Training at the Sheriff's Dpt. 10/24 – 10/26/2022
- Many of the team attended remote training 12/5 – 12/8/2022, entitled "Dare to be Great 2022 - Era of the Headset" by Within the Trenches Media, an organization started by former Allegan County 911 Telecommunicator, Ricardo Martinez.

STATE 911 BOARDS:

- **SNC Certification Subcommittee:**
 - Jeremy continues to serve on the State 911 Board's Certification Subcommittee.

- **SNC Legislative Action Subcommittee (LAS):**

FCC 911 Fee Diversion

- No new updates.

MCDA SUBCOMMITTEES:

- **MSP CJIS BOARD:**
 - Director Ludwig continues to serve on the MSP CJIS Board as an alternate for Midland 911 Director Lisa Hall and attends meetings quarterly as needed.

Michigan APCO:

- **911 Goes to Washington:**
 - Director Ludwig has been selected by the Michigan Chapter of APCO to represent them at 911 Goes to Washington, February 26 through March 2, 2023.

The 911 Goes to Washington event brings 911 professionals together with government leaders to address today's most pressing 911 and emergency communications issues.

Attendees receive: inside information needed to shape the 911 and emergency communication agendas for the Administration and Congress; critical knowledge of federal and state 911 homeland security, emergency communications legislation, regulation, and policy initiatives; and an opportunity to speak directly with members of Congress, administration officials, and key staff on behalf of the 911 community. This event also provides attendees with educational sessions highlighting federal updates from various public safety partners/agencies such as CISA, the FCC, NHTSA, and NTIA. Educating our U.S. legislature on the current 911 systems as well as discussing future objectives at national, state and local levels has many long-term benefits for all public safety systems and the communities we serve.

Michigan APCO will pay for Director Ludwig's travel, lodging, meals, and flights. Director Ludwig will provide an update to the membership at the first APCO/NENA business meeting following the event.

PUBLIC RELATIONS:

- ACCD continues to use its Facebook page to communicate with the public.
- ACCD staff conducted the annual Santa BOL, which garnered positive media attention, and lots of positive feedback from the public.

RECOGNITION:

- **Megan Raap, Trista Borgic, Michelle Ritchie, and Mary Brink**
 - Fennville Fire Chief Paul Hapke sent a letter of thanks to Allegan County Central Dispatch (ACCD) on behalf of the Fennville Area Fire Department (FAFD) thanking ACCD for assistance on 12/29/2022 with a missing 13 year old female lost in the woods. Chief Hapke cited the hard work and dedication of the Allegan County Central Dispatch team as being fundamental in assisting FAFD locating the child in a safe and timely matter. The call taker on this incident was Megan Rapp and she was supported on this incident by fellow Telecommunicators Trista Borgic, Michelle Ritchie, and Mary Brink.

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911 Policy & Procedure Board Meeting Administrative Summary January 17, 2023

ACTION ITEMS:

1. Elect Chairperson

- a. DISPATCH POLICY AND PROCEDURE BOARD ELECTIONS, A) ...”shall be an organizational meeting and the board shall elect a chairperson and vice chairperson.”

2. Elect Vice Chairperson

- a. DISPATCH POLICY AND PROCEDURE BOARD ELECTIONS, A) ...”shall be an organizational meeting and the board shall elect a chairperson and vice chairperson.”

3. Otsego MCT Request

- a. The Otsego Police Department has added an unplanned patrol unit. The position will be split between School Liaison and Road Patrol requiring another patrol vehicle. As the addition was not planned it was not budgeted into the Dispatch 2022 or 2023 budget. Current Policy does not address a request for an MCT outside of the annual budget process. Recommendation: Board support providing MCT to Otsego so long and Director can find the funds within budget or get a budget adjustment approved to accommodate request.

DISCUSSION ITEMS:

1. Quarterly Report

- b. Attached



CITY OF OTSEGO POLICE DEPARTMENT

Chief Brad Misner

127 Court Street, Otsego, MI 49078
www.cityofotsego.org/otsego-police-department

Phone (269) 692-6111
Fax (269) 692-3478

December 29th, 2022

Director Jeremy Ludwig
Allegan County Central Dispatch
3271 122nd Ave
Allegan, MI 49010

Dear Director Ludwig,

I am writing this in response to your email on December 28th, 2022. I had reached out to Deputy Director Whitney Wisner regarding the possibility of obtaining an additional unexpected MCT for an Otsego patrol vehicle. I did have past communications with Allegan County Central Dispatch. I requested (4) four MCT's for the Otsego Police Department. At the time of my request, we did not have any additional positions on the horizon.

Since those communications, we have added an (SRO) School Resource Officer position at the Otsego Public Schools, which then required us to retain an additional patrol vehicle. That position did not come into fruition until late fall of 2022. At the time we were not going to retain a fifth patrol vehicle, but with our current officer count, and our plans on filling our "Flex" position, we will need to retain that fifth patrol vehicle.

I did not anticipate this increase due to the late agreement we put in place with the Otsego Public Schools. I would like to submit this as a formal request to the 911 Policy and Procedure Board and County Administration for consideration. Thank you for taking the time to review my request. Please let me know if I can provide you with any further information.

*Brad Misner, Chief
City of Otsego
127 Court St
Otsego, MI. 49078
bmisner@cityofotsego.org
269-692-6111 work
269-270-7047 Cell*





Allegan County

Quarterly Report

SERVICE AREA:

Central Dispatch

SUBMITTED BY:

Jeremy Ludwig

PERIOD OF REPORTING:

Quarter 4

1/1/22 thru 3/31/22
4/1/22 thru 6/30/22
7/1/22 thru 9/30/22
10/1/22 thru 12/31/22

- Statistics provided in April
- Statistics provided in July
- Statistics provided in October
- Statistics provided in January

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1.0 LIST OF ACTIVE PROJECTS (by service area): Central Dispatch

STAGE	DESCRIPTION
Not Started	Project has been approved but is not scheduled to begin until the specified start date based on resource availability, project priority and window of opportunity for contracting and execution.
Development	Detailed scope of work for the project is being developed or refined and documented in preparation for purchasing or contracting.
Cancelled	The project was cancelled for a reason and will not be considered as presented. Will need to go through development stage again for reconsideration, prioritization and acceptance.
Contracting	Purchasing policy is being applied to requisition goods or services based on the developed scope of work. Stage concludes with necessary purchasing approvals and contract negotiation.
Execution	In the execution stage, work is being done to achieve the desired outcomes. This stage may be short in the case of a vehicle purchase or lengthy if implementing a major software solution.
On Hold	Prior to or during the execution stage, elements of the project were not following the desired activity schedule. Despite mitigation strategies to bring back on track, the project team determined to put on hold for a period of time.
Monitoring	In monitoring, the project is reviewed and debriefed to evaluate the degree to which the scope of work has been completed and desired outcomes successfully realized.
Completed	Project is fully completed.

STATUS	DESCRIPTION
On time	Project is still adhering to the timeline originally established.
On Budget	Project is still adhering to the budget originally established.
In Scope	Project is still adhering to the scope originally established.

1.1 PROJECTS

#	PROJECT NAME & DESCRIPTION	ON TIME	ON BUDGET	IN SCOPE	STAGE & PROGRESS (include any mitigation steps taken where appropriate)
1	PFN conversion and New Fiber run	Yes	Yes	Yes	PFN Conversion is complete and we are still waiting on AT&T to removed disconnect all cama trunks. PFN fiber install was completed in Spetember and their network equipment installed at dispatch and the fiber turned up with Dispatch live with the new PFN fiber as the primary patch for 911 calls on December 6, 2022.
2	County Phones E911 Compliance	No	Yes	Yes	Completed December 29, 2022
4	Courthouse BDA Project	No	Yes	Yes	Contract finalized in December 2023 and work began the same month. This project will take multiple months to complete installation.
5	Location Services (GPS) for Public Safety Radios	No	Yes	Yes	Director continues to work with Motorola on Location Services. Motorola is working with the MPSCS to identify technical requirements for Tyler Tech to integrate Location Services into CAD mapping.
6	HVAC Replacement at all Tower Site Shelters	Yes	Yes	Yes	Completed in December 2022
7	Dispatch Generator Replacement	No	Yes	Yes	RFP to be released in January 2023 with BOC approval slated for March 2023
8	Viper Position Upgrades	No	No	Yes	Complete with the exception of Admin Training - to be completed in Q1 of 2023.

2.0 KEY PERFORMANCE INDICATORS (KPI) – ENGAGEMENT:

ORGANIZATIONAL	Q1	Q2	Q3	Q4
Turn over rate (# of separated divided by total employees)	17%			
# of days to hire (average)	30	30	30	30
% complete toward identified staff professional development	62%	149%	201%	248%

SERVICE AREA	Q1	Q2	Q3	Q4
Employee Engagement				

Employee Engagement (bi-annual)	due by Q4			
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Staffing	Q1	Q2	Q3	Q4
Full time employees (FTE) (24)	24	22	23	23
# of Dispatchers (16)	15	13	13	13
# of Supervisors (4)	4	4	4	4
# of Administrative Assistants (1)	1	1	1	1
# of Training Coordinators (1)	1	1	1	1
# of Directors (1)	1	1	1	1
# of Assistant Directors (1)	1	1	1	1
# of Employees in Introductory Training	1	1	2	2
# of Employees who left separated from Disapctch	0	2	1	1
# of Vacant Positions	0	2	1	1

Professional Development (Target: 8 hrs of training per FTE, quarterly. Annual cumulative team target of 640+)

Total cumulative team hours of professional development	339.7	485.25	281.9	264.57
Average hours of professional development per FTE	15	23	13	13

Overtime

Total Hours of Overtime	40.5	202.75	304	235
Total Hours of Mandated Overtime	6	16	15	40.5
Percentage of Mandated OT	15%	8%	5%	17%

Safety

# of work place injuries incidents	0	0	0	0
Lost time due to injury (days)	0	0	0	0

3.0 KEY PERFORMANCE INDICATORS (KPI) - OPERATIONS (by service area):

ORGANIZATIONAL	Q1	Q2	Q3	Q4
# of Standards of Work (SOW) Total	128	128	129	119
# of Standards of Work (SOW) Completed Total	126	126	127	119
# of Standards of Work (SOW) planned to review this year	119			
# of Standards of Work (SOW) reviewed this quarter	32	33	4	48

SERVICE AREA	Q1	Q2	Q3	Q4
Radios (Harris System Only)				
800 Mhz mobiles	0	0	0	0
800 Mhz portables	0	0	0	0
VHF radios	1	1	1	1
VHF pagers	0	0	0	0
Radios (Motorola System Only)				
800 Mhz mobiles	2	2	2	2
800 Mhz portables	10	10	10	10
VHF radios	0	0	0	0
VHF pagers	3	3	3	3
Towers				
Owned	5	5	5	5
Leased	3	3	3	3
800 Mhz only	8	8	8	8
VHF only	4	4	4	4
Dispatch				
Dispatcher stations	6	6	6	6
Law enforcement agencies served	9	9	9	9
Fire departments served	20	20	20	20
EMS agencies served	5	5	5	5

4.0 KEY PERFORMANCE INDICATORS (KPI) - CUSTOMER SERVICE (by area):

ORGANIZATIONAL	Q1	Q2	Q3	Q4
Customer Service Satisfaction - internal customers	0	0	0	0
Customer Service Satisfaction - external customers	0	0	0	0

SERVICE AREA	Q1	Q2	Q3	Q4
911	Calls for Service (CFS) Dispatched by Agency			

Law Enforcement	Q1	Q2	Q3	Q4
Allegan City Police Department	828	1077	1036	984
Allegan County Medical Examiner	38	52	43	55
Allegan County Sheriff's Office	5552	6646	6752	6562
Allegan County Emergency Management Services	2	2	2	2
DNR-PLAINWELL	16	29	18	22
Douglas Police Department	428	512	539	475
Fennville Police Department	90	91	58	36
Gun Lake Tribal Public Safety Department	280	315	315	323
Michigan State Police Wayland	1521	1614	1609	1619
Otsego Police Department	570	759	886	720
Plainwell Department of Public Safety	551	691	734	709
Wayland Police Department	434	549	512	506
Total	10,310	12,337	12,504	12,013

Fire Services	Q1	Q2	Q3	Q4
Allegan County Dive Team	5	2	3	2
Alamo Twp Fire Department	1	0	0	0
Allegan Fire District	96	108	130	109
Bloomington Fire Department	6	7	9	6
Clyde Fire Department	27	26	25	31
Columbia Twp Fire Department - Van Buren County	3	5	0	6
DNR FIRE	1	34	7	6
Dorr Fire Department	55	52	54	46
Dutton Fire Department	1	0	0	0
Fennville Fire Department	93	115	119	127
Ganges Fire Department	92	74	106	82
Graafschap Fire Department	190	240	233	231
Gunplain Fire Department	47	46	66	69
Hamilton Fire Department	108	119	121	156
Holland City Fire Department	5	7	8	2
Hopkins Fire Department	158	129	139	157
Lee Fire Department	129	161	172	166
Lee First Responders	1	0	0	0

Leighton Fire Department	89	83	126	114
Martin Fire Department	42	79	94	67
MDOT	44	31	28	46
Orangeville Fire Department	2	3	0	1
Otsego Fire Department	245	276	362	355
Overisel Fire Department	51	42	41	48
Park Township Fire Department	0	0	3	0
Pinegrove Fire Department	26	24	26	21
Plainwell Fire Department	22	24	35	35
Salem Fire Department	32	36	42	38
Saugatuck Fire Department	204	232	309	278
South Haven Fire Department	23	31	38	31
Wayland Fire Department	87	105	81	85
Zeeland Fire Department	2	0	0	2
Total	1,887	2,091	2,377	2,317

EMS	Q1	Q2	Q3	Q4
Aero Med	1	5	3	1
AMR Fennville	0	1	0	0
Grand Rapids AMR	3	3	3	1
Holland AMR	378	406	418	391
Life EMS Ambulance	943	1003	1007	949
Plainwell Emergency Medical Service	767	837	789	843
South Haven Ambulance	65	66	82	71
Thornapple Ambulance	12	8	9	5
Wayland Ambulance Company	1034	1011	1070	996
Wayland EMS - Leighton MFRs	0	1	0	0
West Michigan Air Care	4	2	1	0
Total	3,207	3,343	3,382	3,257

Call Totals by Type	Q1	Q2	Q3	Q4
911 - Landline	630	549	387	539
911- Wireless	7,847	8,145	9,280	7,088
911 - VOIP	667	950	655	533
Other	N/A	N/A	49	0
Non-Emergency	12,162	24,494	26,309	12,562
Outgoing	7,565	7,803	8,534	5,905
Text Inbound	42	31	49	102
Text Outbound	89	79	119	158
Total	29,002	42,051	45,214	26,627

Note: Call Total by Type numbers cannot be 100% validated for Q1 - Q3 due to issues we have incurred with our last update of the VIPER system. A new version of VIPER is planned for this year and the new reporting system should correct this. Upgrade occurred at the beginning of Q4, but was not complete until late October so some data is lost and not available for the report. Q1 of 2023 forward will see accurate data reported.

FOIA	Requests Received and Hours Utilized			
FOIA Requests	Q1	Q2	Q3	Q4
# opened	95	54	34	27
Total # hours spent to complete	109.5	77.25	68.50	65.75
Average hours per request	1.15	1.43	2.01	2.44

Technical Support Services	Requests Received and Hours Utilized			
Support Requests	Q1	Q2	Q3	Q4
Support requests received	404	404	492	355
Priority 1 support (emergency requests for service or unscheduled walk in)				
# opened	0	0	1	0
# completed	0	0	0	0
# hours	0	0	0	0
Average open time before completion	0.00	0.00	0.00	0.00
Priority 2 support (general requests for service)				
# opened	238	259	339	220
# completed	238	259	334	215
# hours	66.28	69	92.95	62.93
Average hours open time before completion	0.28	0.27	0.28	0.29
Priority 3 support (project requests or require advanced scheduling)				
# opened	0	0	0	8
# completed	0	0	0	4
# hours	0	0	0	0
Average open time before completion	0.00	0.00	0.00	0.00
MSAG support (modification, verification, adding of MSAG data)				
# opened	166	145	152	127
# completed	166	145	152	127
# hours	24.75	19.75	22.5	13.75
Average open time before completion	0.15	0.14	0.15	0.11

5.0 KEY PERFORMANCE INDICATORS (KPI) - FINANCIAL (by activity):

Fund #: 261- Central Dispatch/E911 Fund			Activity #: 325		
	AMOUNT	%		AMOUNT	%
2022 Revenue Budget	\$ 3,081,805.00		2022 Expense Budget	\$ 3,088,216.00	
Q1 Revenue	\$ 29,186.16	0.95%	Q1 Expenditures	\$ 817,430.39	26.47%
Q2 Revenue	\$ 791,003.39	25.67%	Q2 Expenditures	\$ 594,238.87	19.24%
Q3 Revenue	\$ 819,179.72	26.58%	Q3 Expenditures	\$ 577,779.49	18.71%
Q4 Revenue	\$ 766,825.97	24.88%	Q4 Expenditures	\$ 723,779.33	23.44%
YTD	\$2,406,195	78.08%		\$2,713,228	87.86%

ADDITIONAL INFORMATION: Based on EDEN 1/10/2023

Note: Revenue for 2022 will continue to be accounted for through March 2023.

Fund #: 496 - Central Dispatch CIP			Activity #: 325 -Central Dispatch/911		
	AMOUNT	%		AMOUNT	%
2022 Revenue Budget	\$ 1,078,959		2022 Expense Budget	\$ 1,444,404	
Q1 Revenue	\$ 75,026	6.95%	Q1 Expenditures	\$ 342,522	23.71%
Q2 Revenue	\$ 250,089	23.18%	Q2 Expenditures	\$ 44,363	3.07%
Q3 Revenue	\$ 263,920	24.46%	Q3 Expenditures	\$ 93,337	6.46%
Q4 Revenue	\$ 249,815	23.15%	Q4 Expenditures	\$ 163,692	11.33%
YTD	\$ 838,850	77.75%		\$ 643,914	44.58%

ADDITIONAL INFORMATION: Based on EDEN 1/10/2023

Note: Revenue for 2022 will continue to be accounted for through March 2023.