

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

Markie McGowen
Allegan County
EMS Representative

Chris Mantels
Allegan County Medical
Control Representative

Dennis Wilkins
Public Safety Director
Gun Lake Tribe
Representative

Jay Gibson
City or Village Police Chief
Representative
Allegan City Police

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

April 18, 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, Pre-Alert Vote results from the ACFCA, PerDiem-Mileage Update

PRESENTATIONS:

DIRECTOR REPORT: Attached

ACTION ITEMS:

DISCUSSION ITEMS:

1. Pre-Alert Pilot
2. Quarterly Report
3. SRO MCT

PUBLIC PARTICIPATION:

FUTURE AGENDA ITEMS:

ROUND TABLE:

ADJOURNMENT:

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

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January 17, 2023 – 10AM

Zimmerman Room
3255 122nd Ave, Allegan, MI 49010

CALL TO ORDER: 10:00am by D. Kapenga

PRESENT: Dean Kapenga, Brandon Weber, Rob Sarro, Mike Larsen, Pam Crandle, Keith Disselkoen, Dennis Wilkins, Jay Gibson, Jane Verplank, Jeremy Ludwig, Whitney Wisner, Greg Janik, Henry Reinhart, and Dave Haverdink.

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

ADDITIONAL AGENDA ITEMS: None.

APPROVAL OF THE AGENDA: Motion to approve the minutes made by K. Disselkoen. Support by D. Wilkins. All in favor, motion carried.

COMMUNICATIONS: Pre-Alert Statistics from Saugatuck Fire

PRESENTATIONS: N/A

DIRECTOR REPORT: Given by J. Ludwig

ACTION ITEMS:

1. Elect Chairperson:

SUMMARY: The first 911 Policy and Procedure Board meeting of the year shall be an organizational meeting and the board shall elect a Chairperson and Vice Chairperson.

RECOMMENDATION: Elect a Chairperson.

-Motion to reappoint Dean Kapenga as Chairman made by J. Verplank. Supported by D. Wilkins. All in favor, motion carried.

2. Elect Vice Chairperson:

SUMMARY: The first 911 Policy and Procedure Board meeting of the year shall be an organizational meeting and the board shall elect a Chairperson and Vice Chairperson.

RECOMMENDATION: Elect a Vice Chairperson.

-Motion to appoint Brandon Weber as Vice Chairperson made by J. Verplank. Supported by D. Wilkins. All in favor, motion carried.

3. Otsego MCT Request:

SUMMARY: The Otsego Police Department has added an unplanned patrol unit. As the addition was not planned, it was not budgeted into the Dispatch 2022 or 2023 budget.

RECOMMENDATION: Board to support providing MCT to Otsego as long as Director can find the funds within the budget, or is able to secure a budget adjustment to accommodate the request.

-Motion to grant an MCT to School Resource Officer vehicles on a conditional basis pending final review of eligibility by MCT Distribution Policy made by H. Reinart. Support by J. Gibson. Motion carried by roll call vote.

Yeas: 11

Nays: 0

DISCUSSION ITEMS:

1. Quarterly/Annual Report:

-Presented for questions to the Board by J. Ludwig.

PUBLIC PARTICIPATION: N/A

FUTURE AGENDA ITEMS: Mobile Computer Terminal (MCT) Distribution Policy, Pre-Alert Pilot

ROUND TABLE:

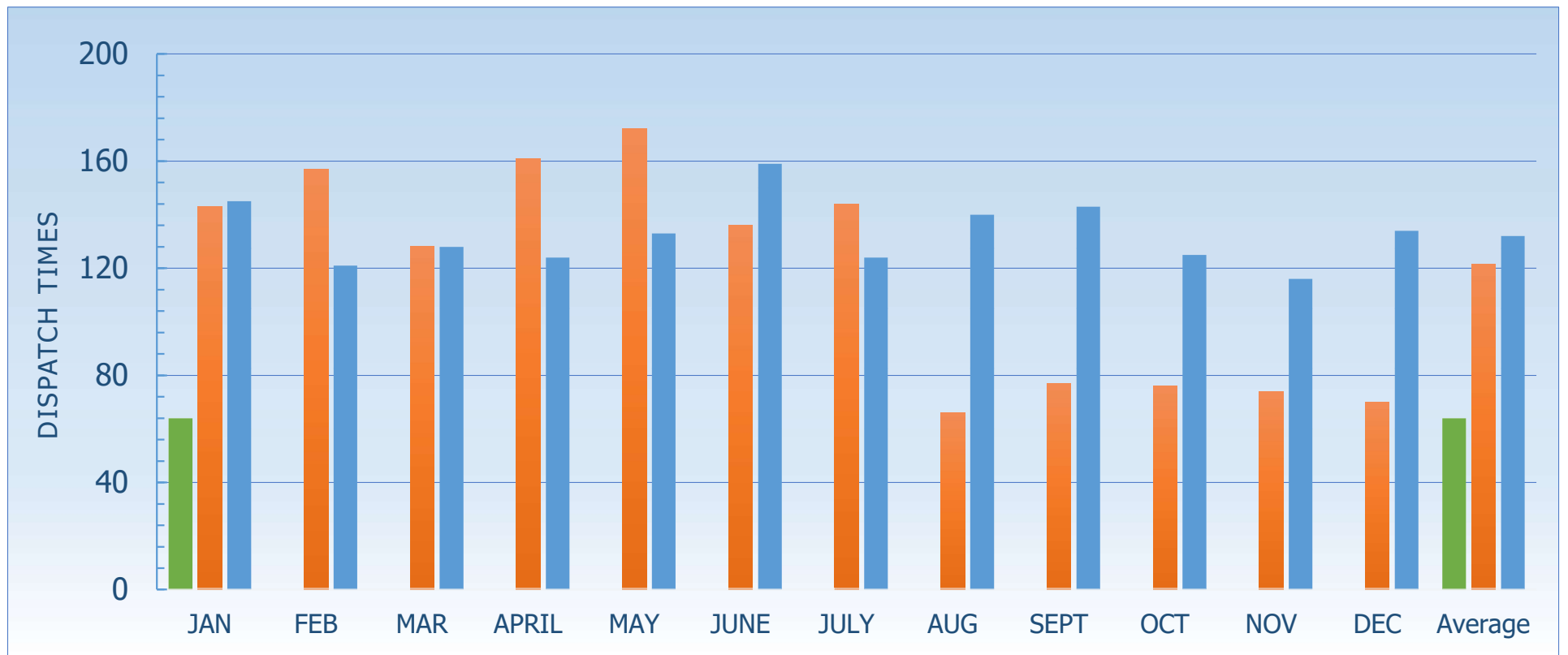
ADJOURNMENT: Motion to dismiss made by M. Larsen, support by J. Gibson. All in favor, motion carried. Adjourned at 11:36am.

*Next meeting – April 18, 2023. 10 am in the Zimmerman Room

2021-2023 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
2023	64												64
2022	143	157	128	161	172	136	144	66	77	76	74	70	121
2021	145	121	128	124	133	159	124	140	143	125	116	134	132

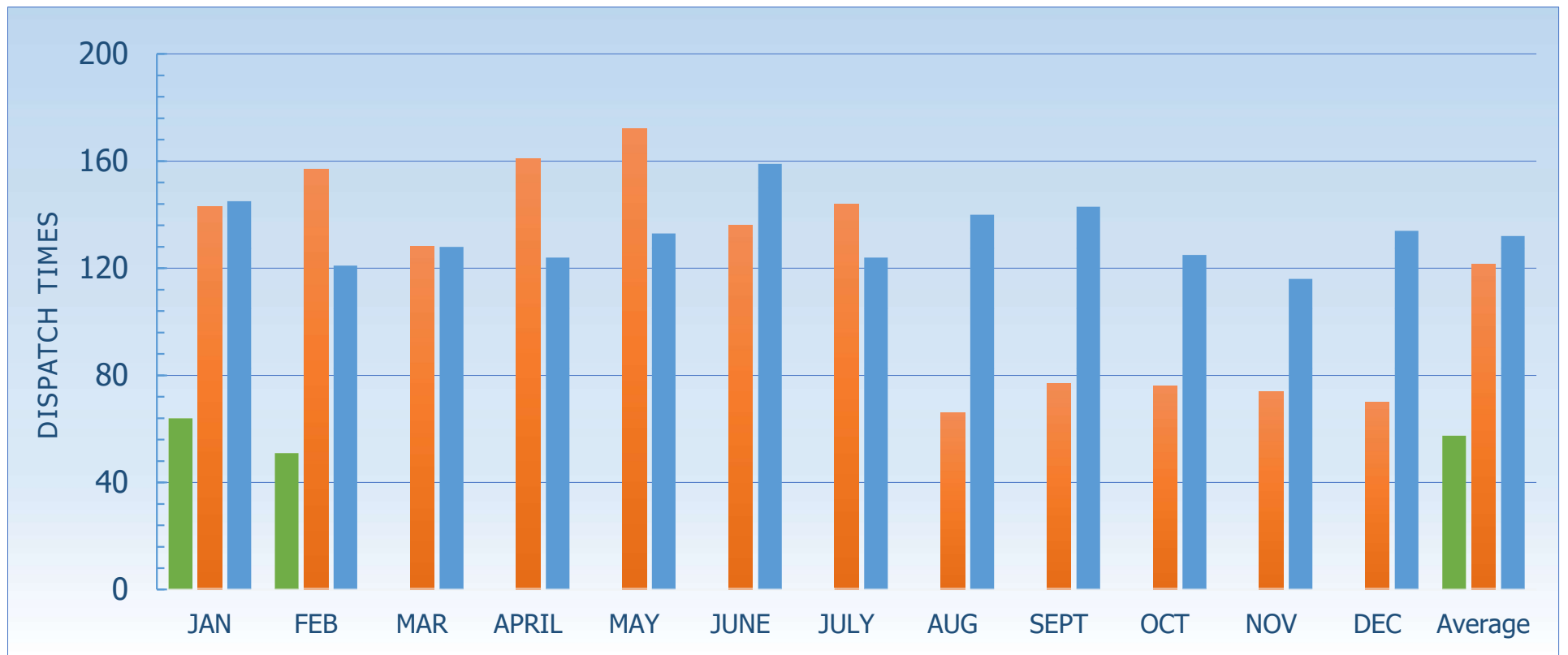


The month of August 2022 kicked off the pilot project of issuing a pre-alert for fire departments in Allegan County. Processing time dropped from an average of 148 seconds/2:28 minutes between January 1-July 31 to 73 seconds/1:13 minutes. Not just for the EMS calls (which was the target for this project) but for all Priority 1 and 2 calls. It is a drop of 51% in processing time before we receive the dispatch.

2021-2023 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
2023	64	51											58
2022	143	157	128	161	172	136	144	66	77	76	74	70	121
2021	145	121	128	124	133	159	124	140	143	125	116	134	132



The month of August 2022 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.



ALLEGAN COUNTY FIRE CHIEFS ASSOCIATION



MEMO

Date: March 29th, 2023

To: President, Chief Greg Janik, Director Jeremy Ludwig

From: Secretary/Treasurer, Chris Mantels

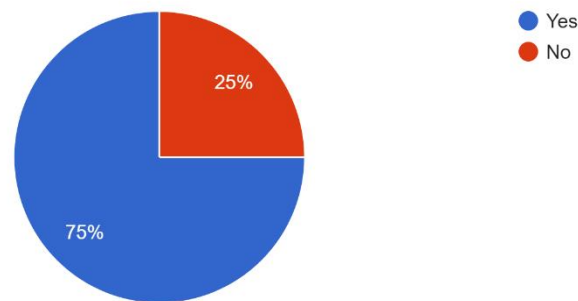
Re: Pre-Alert Policy Continuation Vote

Chief Janik & Director Ludwig,

At the direction of President Janik, I created and disseminated the Pre-Alert Policy Continuation Vote on March 17th, 2023. As of today, March 29th, 2023, we have 100% of fire departments in Allegan County represented in the following vote from Google Forms. By a majority vote per the by-laws of the Allegan County Fire Chief's Association, it appears the Chief's would like to see the Pre-Alert Program continue on a permanent basis.

Would you like the Pre-Alert Policy to continue on a permanent basis?

20 responses



The following comments were received from the Google Form under the question/comment blank:

1. I would still like to have a discussion on ways to improve paging as a whole and the process. We should view this as a continuous improvement process and review the whole paging process frequently.
2. Not showing a benefit to us due to the lack of info in narratives and making our response times look longer than they should due to not being officially pages until several minutes after on most occasions.
3. We have had many instances where we were on scene or almost on scene when the page came through which is a huge benefit to the patients or residents we serve, and reverting back to the old method would do a huge disservice to our residents. I enthusiastically encourage the 911 policy and procedure board to adopt the Pre-Alert Policy for the betterment of the County of Allegan and those who visit it.
4. The Pre-Alert has more than proven that it saves time in our responses...in both Medicals, PI's
5. Documentation will indicate the pre-alert policy reduces processing time by approximately 50-60%. While no policy will meet every department's diverse needs, clearly the policy has achieved its intended goal; to expedite emergency response to the citizens we serve and for the good of the order.
6. Would like still like a radio transmitted page in regards a disregard for priority 3 or if department has been paged accidentally over Active 911 even if normal radio transmitted page hasn't happened yet. This in regards a safety issue for personnel still responding not knowing they have been disregarded or a mistake was made in regards what department needs to respond. Don't want personnel trying to look at phones while driving to station for a call.

Allegan County Central Dispatch



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Jeremy Ludwig, Director
Whitney Wisner, Deputy Director

4/10/2023

Allegan County 911 Policy & Procedure Board

Dear Members of the Board,

The Pre-Alert Pilot Subcommittee as a majority feels the results seen over the last several months, have demonstrated the Pre-Alert Pilot as a viable and valuable Policy. The subcommittee is in support of moving it out of the pilot phase and approving it as an established Allegan County Central Dispatch Policy.

Sincerely,

Jeremy Ludwig

Director

Allegan County Central Dispatch

S T A T E O F M I C H I G A N

BOARD OF COMMISSIONERS OF THE COUNTY OF ALLEGAN

2023-24 BOARDS & COMMISSIONS PER DIEM

BE IT RESOLVED that the Allegan County Board of Commissioners (Board) does hereby revise the following Boards and Commissions per diem compensation effective January 26, 2023; and

Boards & Commissions	Per Diem Rate
911 Operational Policy & Procedure Committee	\$50
Area Agency on Aging of W. Michigan Board of Directors	\$50
Board of Canvassers	\$50 half day/\$100 full day
Board of Public Works	\$50
Boundary Commission	\$50 half day/\$100 full day
Broadband Action Workgroup	\$50
Brownfield Redevelopment Authority	\$50
Building Authority	\$50 (Non-County Employees)
Commission on Aging	\$50
Community Corrections Advisory Board	\$50
Economic Development Commission	\$50
Human Services Board	\$50
Jury Board	\$50 half day/\$100 full day
Local Emergency Planning Committee	\$50
Parks Advisory Board	\$50
Soldiers & Sailors	\$50
Solid Waste Planning Committee	\$50
Tourist Council	\$50
Water Study Workgroup	\$50
West Michigan Regional Planning Committee	\$50
The total meeting(s) time in one (1) day more than four (4) hours shall be considered one (1) full day. The total meeting(s) time in one (1) day of four (4) hours or less shall be considered one half (1/2) day. In the event an individual is a member of more than one board or commission and they may attend multiple meetings in a single day, the total per diem for that day shall not exceed \$100. Travel time is included.	

BE IT FURTHER RESOLVED that members shall also be eligible to receive mileage reimbursement at the 60% of the current IRS rate; and

BE IT FURTHER RESOLVED that only members not already receiving compensation as part of their regular work duties or paid for by another source when attending meetings shall receive per diem and mileage; and

BE IT FURTHER RESOLVED the Board shall review per diem in accordance with term or compensation review; and

BE IT FINALLY RESOLVED that this action shall become an attachment to the Board Rules of Organization.

Moved by Commissioner Beltman, seconded by Commissioner Kapenga to approve the per diem rates in the attached schedule and award mileage at 60% of the Federal rate. Motion carried by roll call vote. Yeas: Storey, DeYoung, Kapenga and Beltman. Nays: Dugan.

ATTEST, A TRUE COPY



_____, Clerk-Register

APPROVED: January 26, 2023

cc: Admin. - Finance - Human Resources

Allegan County 911 Policy & Procedure Board



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Director's Update April 18, 2023

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OPERATIONS:

- **Staffing:**

- Tanya Merica resigned 1/17/23
- Michelle Ritchie resigned 3/4/23

- **End of Year Budget:**

- **2022 Operational**
 - Revenue: \$ 3,251,561.97
 - Expenditures: \$ 2,735,891.18
- **2022 Capital**
 - Revenue: \$ 1,032,608.45
 - Expenditures: \$ 650,385.24

- **EMD Stats**

- Q1 – Minimum Goal 85% High Compliant or Compliant
 - **Jan:** 86% High Compliant or Compliant
10% Partial or Low Compliant
4% Non-Compliant
 - **Feb:** 94% High Compliant or Compliant
3% Partial or Low Compliant
3% Non-Compliant
 - **Mar:** 90% High Compliant or Compliant
5.5% Partial or Low Compliant
4.5% Non-Compliant

- **ACCD Support Tickets Q1**

- ACCD received 457 and processed 448 Support Tickets in Q1
 - 234 - audio/CAD report requests - Public Safety
 - 2 – Rip and Run/E-page Changes
 - 1 – AVL Report
 - 5 – Pre-Alert Pilot Feedback
 - 205 – MSAG Support
 - 1 – General Incident
 - 36 – FOIA Requests

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

- **Jan:**
 - 73% in 64 seconds or less
 - 98% in 106 seconds or less
- **Feb:**
 - 82% in 64 seconds or less
 - 100% in 106 seconds or less
- **Mar:**
 - 83% in 64 seconds or less
 - 100% in 106 seconds or less

PROJECTS:

- See Quarterly Report

STATE 911 BOARDS:

- **SNC Certification Subcommittee:**
 - Jeremy continues to serve on the State 911 Board's Certification Subcommittee.
- **SNC Legislative Action Subcommittee (LAS):**
 - The LAS met on 3/15/2023

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:**

Allegan County Central Dispatch Director, Jeremy Ludwig traveled to Washington DC as a representative of the Michigan Chapter of the Association of Public-Safety Communications Officials (APCO) February 27 through March 2, 2023 to represent APCO with two other members (Christine Collom of Clinton County Central Dispatch and Phyllis Fuller of Peninsula Fiber Network (PFN)) at 911 Goes to Washington.

The 911 Goes to Washington event is organized annually by the National Emergency Numbers Association (NENA) and brings 911 professionals from across the United States and its territories together with government leaders to address today's most pressing 911 and emergency communications issues. 40 States and US territories were represented this year at the conference with approximately 200 attendees.

Michigan was represented at the conference by over a dozen representatives from MI NENA, MI APCO, the Michigan Communication Directors Association (MCDA), the MI 911 Administrator's Office, and the National Association of State 911 Administrators (NASNA), including present and past 911 Directors and industry partners.

Michigan's representatives were comprised of both attendees and presenters during the conference with presentations provided by April Heinze of APCO International (formerly Clinton County 911 Director 2013 – 2016), Harriet Rennie-Brown of NASNA (formerly

MI 911 Administrator 2004 – 2019 and Allegan County Central Dispatch Director 1994 – 2004), and Leah Hornacek of Hexagon Safety & Infrastructure (formerly Deputy Director of Grand Traverse 911, 2007 – 2021).

The conference included sessions each day presented by former and current Congressional staffers, the National Highway Traffic and Safety Administration, NENA, the FCC Public Safety & Homeland Security Bureau Chief, the Industry Council for Emergency Response Technologies (iCERT), and NASNA just to name a few.

Attendees also spent time on the Hill meeting with lawmakers educating them on today's most pressing 911 and emergency communications issues.



Pictured left to right: Michael Armitage, Calhoun County 911; Jeremy Ludwig, Allegan County 911; Christine Collom, Clinton County 911; Robert Stahelin, Calhoun County; Leah Hornacek, Hexagon Safety & Infrastructure; Debra LaBerdie, Livingston County 911; Phyllis Fuller, PFN; Joni Harvey, State 911 Administrator; Amy Pasienza, Livingston County 911; April Heinze, NENA; Diane Musulin, Livingston County 911; Melanie Satchell, Livingston County 911



Phyllis Fuller, Jeremy Ludwig, Christine Collom, and Robert Stahelin after a meeting with the staffers at Representative Bill Huizenga's office.



Robert Stahelin, Phyllis Fuller, Jeremy Ludwig, and Christine Collom after a meeting with staffers at Senator Debbie Stabenow's office.



Phyllis Fuller, Michael Armitage, Jeremy Ludwig, Lean Hornacek, and Joni Harvey with Representative Jack Bergman (center).



April Heinze, Phyllis Fuller, Robert Stahelin, Michael Armitage, Jeremy Ludwig, and Christine Collom with Representative John Moolenaar (center).

PUBLIC RELATIONS:

- ACCD continues to use its Facebook page to communicate with the public.

RECOGNITION:

- Cassie Kooistra

- Deputy Director Wisner drafted a letter of recognition for Cassie which reads, “On the morning of January 1, 2023, you took a call from a man reporting his girlfriend was in the middle of delivering their baby. Coupled along with the normal excitement and uncertainty of an unplanned delivery of a baby outside of the hospital setting, you also worked through cell phone connectivity issues with ease. The directions provided to the caller were clear, repeated when necessary, and were overflowing with patience. An increase in trained Medical First Responders throughout the County means the privilege of delivering a baby via 9-1-1 is becoming more rare. In a first for Allegan County Central Dispatch, we are excited to celebrate this occasion as the second baby you have helped deliver! I know you are anxious to have this experience during the course of your paramedic work but Allegan County Central Dispatch, and the communities we serve, are lucky to have such a competent and empathetic professional answering 9-1-1 calls. Thank you for helping this family welcome their new little one with professionalism and empathy! Respectfully,
Whitney Wisner
Deputy Director”

Cassie was also recognized for a separate incident with an email sent to Deputy Director Wisner stating,

“I am writing you to inform you of an outstanding job dispatcher Cassandra Kooistra did on 3-19-23. (ACSO # 5133-23). I was dispatched to a hit and run accident at the Circle K gas station on M-89 where the caller was able to get a partial plate on the suspect vehicle. While I was on the complaint, dispatcher Kooistra, went above and beyond and on her own she started running partial plates search on the suspect vehicle. Not only was dispatcher Kooistra able to locate the suspect vehicle and address where it belonged. She was also able to inform me that the registered owner of that vehicle was currently housed at the Allegan County Jail.

Dispatcher Kooistra was able to do all this while I was still gathering information from the store manager. When I returned to my patrol car, all the information dispatcher Kooistra obtained was waiting for me on my MCT. I was BLOWN AWAY. I was able to get ahold of the owner of the suspect vehicle over the phone while he was in jail

and obtain suspect information and where he would be. I went to that location and located the suspect vehicle and obtained a confession. 2 arrested were made in this incident and more charges to come. I just wanted you to know about the Outstand Job dispatcher Kooistra did on this complaint and how grateful I was for her help. She defiantly made a difference on this complaint.

Respectfully,

Sgt. Ross C Mysliwicz”

- **Trista Borgic**

- A letter dated Feb 21, 2023 was received from a citizen thanking Trista for her assistance which read,
“To whom it may concern,
A few weeks ago I was putting air in my car tire and I was kneeling. When I went to stand up I could not get back up and fell backwards on my rear.
I tried to get up for over an hour but could not so I had to call 911 for help. A real nice lady answered the phone and I told her my problem.
Within a few minutes the firemen came to help me get up.
I would like to thank the dispatch for their quick action. I lived here for 33 years and I am really happy of the good service when I needed help.
I wish to thank the Allegan dispatch for their excellent service.”

- **Lindsey Lewis**

- A citizen called and asked that a personal thank you be communicated to Lindsey and the officers that were on scene for an incident involving the citizen’s son. Her son had been in need of help for a very long time and the hospital had kicked him out 6 times prior to February 20, 2021. The citizen stated due to everyone’s persistence and taking the situation very seriously her son was accepted in, and will be able to get into a long-term care facility and will finally get the help he deserves. The citizen was very grateful for the dedication Lindsey had shown in helping her son and will always be thankful for everything she did for her family.

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911 Policy & Procedure Board Meeting Administrative Summary

April 18, 2023

ACTION ITEMS:

DISCUSSION ITEMS:

1. Pre-Alert Pilot

- a. After a lengthy pilot process and collaboration with the Fire Chief's Association it is recommended the Pre-Alert Pilot be adopted as the Pre-Alert Policy. Fire Chief's Association and the Pre-Alert Pilot Subcommittee's votes on the pilot program were provided as a communication as well as a number of reports over the last couple of Policy Board meetings from Saugatuck Fire and other departments both in support and opposition of the pilot.

2. Quarterly Report

- a. Attached

3. SRO MCT

- a. After careful review and consideration of the MCT Distribution Policy, and the SRO Grant from the State of Michigan, it is the opinion of the Dispatch Director and County Administration that an SRO vehicle does meet the requirements for a Program MCT and the SRO Grant does not cover equipment costs.



Allegan County

Quarterly Report

SERVICE AREA:

Central Dispatch

SUBMITTED BY:

Jeremy Ludwig

PERIOD OF REPORTING:

Quarter 1

1/1/23 thru 3/31/23
4/1/23 thru 6/30/23
7/1/23 thru 9/30/23
10/1/23 thru 12/31/23

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

TABLE OF CONTENTS:

1.0 Projects.....	pg 2
2.0 Employee Engagement.....	pg 5
3.0 Operations.....	pg 6
4.0 Customer Services.....	pg 8
5.0 Financial.....	pg 13

1.0 LIST OF ACTIVE PROJECTS (by service area):

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	Courthouse BDA Project	No	Yes	Yes	Installation is complete. TeleRad just needs to scheduled acceptance testing with the County. If testing is acceptable Project Management will be advised.
2	Location Services (GPS) for Public Safety Radios	No	Yes	Yes	The MPSCS has been working with Motorola and Ingham County as a BETA site for the GPS services. Initial testing seems to be positive and the MPSCS indicated they would be reaching out sometime in Q2 to work with ACCD based on lessons learned from Ingham County.
3	Dispatch Generator Replacement	No	Yes	Yes	Generator has been ordered but may take up to 12 month + or - for delivery
4	Viper Position Upgrades	No	Yes	Yes	Admin Training was completed in February 2023. This project is considered completed.
5	Dispatch Carpet Replacement	Yes	Yes	Yes	RFP was released in March 2023
6	UPS Battery Replacement for Dispatch	Yes	Yes	Yes	Currently in the scoping stage of this project.

2.0 KEY PERFORMANCE INDICATORS (KPI) – ENGAGEMENT:

ORGANIZATIONAL	Q1	Q2	Q3	Q4
Turn over rate <i>(# of separated divided by total employees)</i>				
# of days to hire (average)	30			
% complete toward identified staff professional development	56%			

SERVICE AREA	Q1	Q2	Q3	Q4
Employee Engagement				

Employee Engagement (bi-annual)	due by Q4			
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Staffing				
Full time employees (FTE) (24)	21			
# of Dispatchers (16)	12			
# of Supervisors (4)	4			
# of Administrative Assistants (1)	1			
# of Training Coordinators (1)	1			
# of Directors (1)	1			
# of Assistant Directors (1)	1			
# of Employees in Introductory Training	1			
# of Employees who left seperated from Disapтч	3			
# of Vacant Positions	3			

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

Total cumulative team hours of professional development	308.33			
Average hours of professional development per FTE	15			

Overtime

Total Hours of Overtime	118			
Total Hours of Mandated Overtime	30			
Percentage of Mandated OT	25%			

Safety

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

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

ORGANIZATIONAL	Q1	Q2	Q3	Q4
# of Standards of Work (SOW) Total	119			
# of Standards of Work (SOW) Completed Total	119			
# of Standards of Work (SOW) planned to review this year	119			
# of Standards of Work (SOW) reviewed this quarter	34			

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

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

ORGANIZATIONAL	Q1	Q2	Q3	Q4
Customer Service Satisfaction - internal customers	0			
Customer Service Satisfaction - external customers	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	871			
Allegan County Central Dispatch	23			
Allegan County Emergency Managemnt	2			
Allegan County Medical Examiner	42			
Allegan County Sheriff's Office	5971			
DNR-PLAINWELL	34			
Douglas Police Department	480			
Fennville Police Department	3			
Gun Lake Tribal Public Safety Department	254			
Michigan State Police Wayland	1493			
Otsego Police Department	623			
Plainwell Department of Public Safety	655			
Wayland Police Department	541			
Total	10,992	0	0	0

Fire Services	Q1	Q2	Q3	Q4
Allegan County Dive Team	1			
Allegan Fire District	97			
Bloomington Fire Department	7			
Clyde Fire Department	32			
Columbia Twp Fire Department - Van Buren County	9			
DNR FIRE	2			
Dorr Fire Department	54			
Fennville Fire Department	110			
Ganges Fire Department	63			
Graafschap Fire Department	194			
Gunplain Fire Department	45			
Hamilton Fire Department	117			
Holland City Fire Department	4			
Hopkins Fire Department	138			
Lee Fire Department	148			
Leighton Fire Department	108			
Martin Fire Department	86			
MDOT	45			

Orangeville Fire Department	1			
Otsego Fire Department	322			
Overisel Fire Department	39			
Pinegrove Fire Department	27			
Plainwell Fire Department	24			
Salem Fire Department	23			
Saugatuck Fire Department	216			
South Haven Fire Department	40			
Wayland Fire Department	66			
Total	2,018	0	0	0

EMS	Q1	Q2	Q3	Q4
Aero Med	2			
Grand Rapids AMR	4			
Holland AMR	326			
Life EMS Ambulance	850			
Plainwell Emergency Medical Service	819			
South Haven Ambulance	60			
Thornapple Ambulance	2			
Wayland Ambulance Company	981			
West Michigan Air Care	1			
Total	3,045	0	0	0

Call Totals by Type	Q1	Q2	Q3	Q4
911 - Landline	544			
911- Wireless	8,469			
911 - VOIP	631			
Non-Emergency	14,648			
Outgoing	6,781			
Text Inbound	79			
Text Outbound	105			
Total	31,257			

FOIA	Requests Received and Hours Utilized			
FOIA Requests	Q1	Q2	Q3	Q4
# opened	36			
Total # hours spent to complete	86.5			
Average hours per request	2.40			

Technical Support Services	Requests Received and Hours Utilized			
Support Requests	Q1	Q2	Q3	Q4
Support requests received	457	0	0	0

Priority 1 support (emergency requests for service or unscheduled walk in)				
# opened	0			
# completed	0			
# hours	0			

Average open time before completion	0.00			
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Priority 2 support (general requests for service)				
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# opened	248			
# completed	239			
# hours	67.72			
Average hours open time before completion	0.28			

Priority 3 support (project requests or require advanced scheduling)				
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# opened	4			
# completed	4			
# hours	0			
Average open time before completion	0.00			

MSAG support (modification, verification, adding of MSAG data)				
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# opened	205			
# completed	205			
# hours	27.25			
Average open time before completion	0.13			

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

Fund #: 261- Central Dispatch/E911 Fund			Activity #: 325		
	AMOUNT	%		AMOUNT	%
2023 Revenue Budget	\$ 3,123,878.00		2023 Expense Budget	\$ 3,087,781.00	
Q1 Revenue	\$ 29,960.37	0.96%	Q1 Expenditures	\$ 838,414.18	27.15%
Q2 Revenue		0.00%	Q2 Expenditures		0.00%
Q3 Revenue		0.00%	Q3 Expenditures		0.00%
Q4 Revenue		0.00%	Q4 Expenditures		0.00%
YTD	\$29,960	0.96%		\$838,414	27.15%

ADDITIONAL INFORMATION:

Based on EDEN 4/3/2023

Fund #: 496 - Central Dispatch CIP			Activity #: 325 -Central Dispatch/911		
	AMOUNT	%		AMOUNT	%
2023 Revenue Budget	\$ 1,003,339		2023 Expense Budget	\$ 186,069	
Q1 Revenue	\$ 75,423	7.52%	Q1 Expenditures	\$ 11,566	6.22%
Q2 Revenue		0.00%	Q2 Expenditures		0.00%
Q3 Revenue		0.00%	Q3 Expenditures		0.00%
Q4 Revenue		0.00%	Q4 Expenditures		0.00%
YTD	\$ 75,423	7.52%		\$ 11,566	6.22%

ADDITIONAL INFORMATION:

Based on EDEN 4/3/2023



FY 2023 School Resource Officer Grant Program (SROGP)

Frequently Asked Questions

1. **This is a three-year grant. Is the award amount for the entire three-year period, or is it renewed each year for three years?**
 - The award amount is for the entire three-year period. It is one award amount spread across three years. It will not be renewed.

2. **This grant requires a 50% cash match. Does my school district have to be the entity that pays for the match portion?**
 - There is no requirement under FY23 SROGP regarding which entity pays for the cash match portion of this grant, as long as the funds come from the local jurisdiction. Therefore, the school/district does not have to be the entity paying for the entire match portion.

3. **The 50% cash match is for “total project cost.” Does “total project cost” include all of the expenses for this position, or just eligible costs?**
 - Eligible costs. The total project cost is the total for all eligible expenses of the position, and the grant funding is for up to 50% of total eligible costs. Please see the below table for more information.

Table: 50% Cash Match Example – Reporting Period 1

All Expenses	All SRO Expenses	Eligible Expenses for the SROGP	100% Eligible Expenses for the SROGP	50% Eligible Expenses for Reimbursement
Wages	\$6,000	Wages	\$6,000	\$3,000
Fringe Benefits	\$2,000	Fringe Benefits	\$2,000	\$1,000
Overtime	\$1,000	-	-	-
Vehicle/Uniform	\$1,000	-	-	-
SRO-Specific Training	\$500	SRO-Specific Training	\$500	\$250
TOTALS	\$10,500	-	\$8,500	\$4,250

4. My school district reimburses our law enforcement agency for a percentage of the position (example: 70%, or the 50% from the grant and 20% from district funds), and the law enforcement agency covers the remainder. Is that allowable?

- Yes. Cost-sharing arrangements can be determined among the school district, law enforcement agency, and local municipality.

5. My school district has a cost-sharing arrangement with our law enforcement agency. Can we only be reimbursed for the school's portion?

- No, reimbursement is not limited to the school district's portion. The grantee can request reimbursement for up to 50% of the total eligible project cost for that reporting period, and the reimbursement can be transferred internally to accommodate the cost-sharing arrangement your district and law enforcement agency have determined.

6. Do the reimbursements go by costs *incurred* or costs *paid* for each reporting period?

- Costs **paid**. *Example: If the SRO works the last week of a reporting period, but the paycheck for that work week was not paid until the first week of the next reporting period, then those costs must go on the **next** report.*

7. Where can I find the reporting forms for this grant?

- Reporting forms are available for download on the Office of School Safety website www.mi.gov/officeofschoolsafety under the "Award-Related Links" section for the SRO Grant.

8. What documentation is needed for reimbursement under this grant?

- Required documentation (download reporting forms [here](#)):
 - i. A completed and signed Financial Status Report (FSR).
 - ii. A completed and signed Performance Status Report (PSR).
 - iii. A Reimbursement Certification Form, completed and signed by your partnering law enforcement agency/local municipality; or an itemized invoice from your partnering law enforcement agency/local municipality breaking down all expenses so that ineligible costs can be deducted.
 - iv. Proof of payment of total eligible position costs (from the law enforcement agency), or proof of district's payment to the law enforcement agency if the district is paying 100% eligible position costs.
 - v. If SRO-specific training costs were paid during the period, then proof of all individual costs paid, *and* proof of full training attendance or completion (if possible) are required to be submitted.
- Please note: Proof of payment for total eligible costs paid is required in order for grantees to be reimbursed a full 50% of those costs.

**If your district submits only proof of their repayment to the law enforcement agency, and the district is not paying 100% eligible position costs to the agency, then only 50% of what is shown to be paid will be reimbursed.*

9. Our law enforcement agency charges us one flat rate for “contracted services.” What documentation will we need to provide to receive our reimbursement?

- Have your partnering law enforcement agency or local municipality fill out the [Reimbursement Certification Form](#) **each reporting period** and submit it with your FSR form and documentation. This form breaks out the eligible expense amounts and serves as proof of what costs are being reimbursed for that period.
- If you are submitting for reimbursement for a full 50% of the total eligible costs (regardless of your district’s cost-sharing arrangement), you will need to submit proof of payment for all costs indicated on the Reimbursement Certification Form.
 - i. If your district is paying for 100% of the eligible position costs, your district’s payment to the partnering law enforcement agency for the position costs is sufficient proof of payment.
 - ii. If your district has a cost-sharing arrangement with another entity, we suggest you obtain and submit proof of original payment from the partnering law enforcement agency that shows proof of total costs paid during that period. If you provide proof of the law enforcement agency’s original payment, you would not need to submit proof of your district’s repayment to the agency.
- Please note that the Office of School Safety may request additional supporting documentation as needed at any point.

10. If our school district is sharing the costs for the position with another entity (i.e., the law enforcement agency), what financial documentation do we need to show in order to be reimbursed for the full 50% so we can distribute that reimbursement internally?

- Please see the responses to Questions 8 and 9 for required documentation and cost-sharing information.

11. Our partnering law enforcement agency’s proof of payment for total position costs also includes payment for ineligible expenses. Is that an issue?

- No. As long as the proof of payment *includes* the eligible expenses, and the law enforcement agency has completed the Reimbursement Certification Form certifying how much of that total is eligible for the SROGP, the proof of payment does not need to be broken down further.

12. Are vehicle, uniform, and/or regular law enforcement training costs eligible for reimbursement?

- **No.** The only eligible costs under this grant include:
 - i. Salary/wages (straight time only)
 - ii. Fringe benefits (wage-related benefits only)
 - iii. SRO-specific training

13. If we have extra award money, can we fund a second SRO position with this grant (either partially or fully)?

- No. All grantees were awarded for a maximum of one SRO position under this grant.

14. How long will it take to receive our reimbursement?

- Due to the high volume of reimbursements, it may take four to six weeks to receive the reimbursement after submitting the required documentation. Please note that submitting proper documentation expedites the review and approval process.

15. There are report due dates before/after our grant period dates. Do we have to submit reports for reporting periods before/after our grant period?

- No. Per Section 10.2 of the SROGP Grant Agreement, grantees are not required to submit any reports that are due before their grant start date or after approval of their final reports.

16. What if the start date for my grant-funded SRO changed and is now different from what I requested our grant start date to be?

- Amendments to the grant period are possible. Please email MSP-SchoolSafety@michigan.gov with this request, and more information will be provided.

17. Is the Memorandum of Agreement (MOA) our district submitted sufficient?

- If your district's MOA does not meet minimum requirements under this grant, you will receive an email with the required changes.

18. Our district has a contract with our law enforcement agency for this SRO position. Is that the same as an MOA?

- While you do not need to have two separate documents in this case, the contract must meet the following requirements:
 - i. "Memorandum of Agreement" or "Memorandum of Understanding" must be included in the title of the document.
 - ii. It must state that the SRO shall not be involved in enforcing school discipline. (See [MSP's Sample MOA](#) for reference).

19. Can we hire a retired police officer to fill this position?

- Yes, but the officer must still be MCOLES certified **and** must still be employed, supervised, and managed by the local or county law enforcement agency.

20. What is a SIGMA Vendor ID/Address ID?

- SIGMA Vendor IDs and Address IDs are used for reimbursement. Please speak with your financial department to determine your district's SIGMA information. You can also visit the state of Michigan [SIGMA Vendor Self-Service](#) to access your existing account or register for one. If your agency has a cost-sharing arrangement, you may use SIGMA information for the local entity that works best for the arrangement, and transfer funds internally as needed.
- The correct SIGMA Vendor and Address IDs must be provided on each FSR form in order to be reimbursed.

21. Are travel costs for SRO-specific training eligible for reimbursement?

- Yes, travel costs (including mileage, airfare, lodging, and meals) are eligible for reimbursement under this grant. Please note that travel reimbursement will follow the [state of Michigan travel policies and rates](#), and proof of payment (including receipts) will be required for reimbursement.