

Allegan County Central
Dispatch
2023 Year End

Staffing

- ACCD is allotted 24 - 25 staff consisting of:
- Director
- Deputy Director
- Training Coordinator
- Administrative Assistant
- 4 Telecommunicator Supervisors
- 16 full time Telecommunicators
- 1 Irregular Part Time Telecommunicator





Turnover

- Dispatch experienced approximately 29% turnover for 2023
- At our peak we had 24 full time positions filled
- At our shortest we had 21 full time positions filled
- We hired 3 people in 2023 and lost 7 for various reasons ranging from other job opportunities that offered higher compensation, not being able to successfully complete introductory training, to personal reasons.

Emergency Medical Dispatch Stats

High Compliance Averages

- 2023: 91%
- 2022: 91%
- 2021: 85%
- 2020: 86%





Fire: Call – Dispatch Stats

Call – Dispatch Averages

- 2023: 64 seconds or less – 83% 106 seconds or less – 100%
- 2022: 64 seconds or less – 75% 106 seconds or less – 100%
- 2021: 64 seconds or less – 75% 106 seconds or less - 98%
- 2020: 64 seconds or less – 59% 106 seconds or less - 93%

Calls for Service



- 2023: Law Enforcement 48,769;
- 2022: Law Enforcement 47,164;
- 2021: Law Enforcement 45,859;
- 2020: Law Enforcement 44,908;

Fire 8,656;
Fire 8,672;
Fire 8,242;
Fire 7,227;

EMS 12,823
EMS 13,189
EMS 12,989
EMS 12,156

Calls Processed By Dispatch

(Emergency and Non-Emergency Calls Combined)

- 2023: 143,271
- 2022: 142,894*
- 2021: 146,070**
- 2020: 173,939



*2022: Cannot 100% validate stats for Q1 - Q3 due to issues we incurred with update of the VIPER system

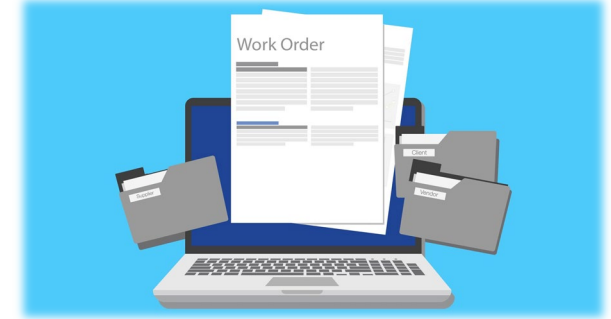
**2021: Missing outgoing calls stats for Q4 due to issues with Intrado Server

911 Calls Processed by Dispatch

- 2023: 49,180 averaging 86.21 seconds each
- 2022: 32,270 averaging 82.20 seconds each
- 2021: 47,621
- 2020: 50,695



Work Orders



- 2023: 1465 @ average of .24 hours to complete each
- 2022: 1655 @ average of .21 hours to complete each
- 2021: 1688 @ average of .23 hours to complete each
- 2020: 1142 @ average of 1.19 hours to complete each

FOIA Stats

- 2023: 130 @ average of 2.12 hours to complete each
- 2022: 210 @ average of 1.76 hours to complete each
- 2021: 170 @ average of 1.64 hours to complete each
- 2020: 135 @ average of 1.78 hours to complete each



Financials (Operational)



- 2023: Revenue \$2,463,746
- 2022: Revenue \$3,643,654
- 2021: Revenue \$3,130,620
- 2020: Revenue \$3,054,048

Expenditures \$2,911,148
Expenditures \$3,127,983
Expenditures \$2,646,943
Expenditures \$2,796,578

Note: Revenue continues to come in for the year through March for 2023