

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
Robert Sarro, 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

Thomas Raymond
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 Gary Fordham
East Side Fire Officer
Representative
Dorr Fire Dept.

Aaron Mitchell
Representative of City or
Village Government
City of Otsego

July 16, 2024 – 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:
PRESENTATIONS:
DIRECTOR REPORT: Attached

ACTION ITEMS:

1. Emergency Fire Dispatch

DISCUSSION ITEMS:

1. Quarterly Report
2. VHF System and Outdoor Warning Siren Activation

PUBLIC PARTICIPATION:
FUTURE AGENDA ITEMS:
ROUND TABLE:
ADJOURNMENT:

Next Meeting – October 15, 2024 -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

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April 16, 2023 – 10AM

Human Services Building, Zimmerman Room
3255 122nd Avenue

CALL TO ORDER: 9:59 am by D. Kapenga

PRESENT: Rob Sarro, Mike Larsen, Pam Crandle, Henry Reinart, Markie McGowan, Keith Disselkoen, Jay Gibson, Dave Haverdink, Tom Raymond, Seth Carter, Gary Fordham, Jeremy Ludwig, Shannen Chamberlain, Aaron Mitchell (remote via Zoom), Sarah Clark and Greg Janik.

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

ADDITIONAL AGENDA ITEMS: 5.) Weekly PSAM testing 6.) Tornado Warning Notifications on PSAMs, both added by D. Haverdink.

APPROVAL OF THE AGENDA: Motion to approve the agenda with additions made by H. Reinart. Support by J. Gibson. All in favor, motion carried.

COMMUNICATIONS:

PRESENTATIONS:

DIRECTOR REPORT: J. Ludwig shared with the board.

ACTION ITEMS:

1. Policy Review: Severe Weather and Activation of PSAMS/Outdoor Warning Sirens

SUMMARY: Need to delete the reference to Local Fire Districts in section 5.1 and all of section 5.2 as a recent survey conducted by Central Dispatch revealed that only a few Fire Districts have this capability, and replace with a new section 5.2 that states, "Where the capability and local authorization exists, local Fire Districts may activate sirens within their own jurisdiction, independent of Central Dispatch."

RECOMMENDATION: Approve as presented.

-Motion to approve the recommended changes to the Severe Weather and Activation of PSAMS/Outdoor Warning Sirens policy made by D. Haverdink. Support by H. Reinart. Motion carried by roll call vote.

Mike Larsen: Yea
Dean Kapenga: Yea
Rob Sarro: Yea
Pam Crandle: Yea

Henry Reinart: Yea
Keith Disselkoen: Yea
Markie McGowan: Yea
Tom Raymond: Yea
Jay Gibson: Yea
Dave Haverdink: Yea
Gary Fordham: Yea
Aaron Mitchell: unable to vote

DISCUSSION ITEMS:

1. Quarterly Report:

-Presented for questions by J. Ludwig.

2. Emergency Fire Dispatch ProQA & Aqua:

-ACCD recently requested a quote from Priority Dispatch who administers our current Emergency Medical Dispatch ProQA & Aqua applications within CAD, for the Emergency Fire Dispatch module for CAD. We are exploring adding EFD to aid with consistency and accuracy in the way we dispatch fire services in Allegan County. Quote reviewed and discussed with the board.

-Motion to create a work group consisting of the two Fire Reps from the Policy Board and Dispatch personnel in order to research and compile information about the Emergency Fire Dispatch ProQA/Aqua software with the intent to bring findings to this board at the July 16th meeting by D. Haverdink. Support by R. Sarro. All in favor motion passed.

3. Outdoor Warning Sirens:

-Discussed the current state of the County's VHF system, the ability of local units to activate their own sirens, future plans for mass notification of hazards in Allegan County, the impact on current practice for siren activation, and what the future of central activation of sirens may be.

4. Encryption of Public Safety Talkgroups:

-Discussed the potential to add encryption to the Law Enforcement Prime talkgroup, and what is happening at the state level with encryption, concerning what constitutes proper encryption for Criminal Justice Information on a radio network.

-Motion to allow ACCD to work with local law enforcement agencies in accordance with the recommendation of Allegan County Law Enforcement C concerning the immediate utilization of the County's current encrypted channels (LEIN & ALTAC) made by M. Larsen. Support by J. Gibson. Motion carried by roll call vote.

Mike Larsen: Yea
Dean Kapenga: Yea
Rob Sarro: Yea
Pam Crandle: Yea
Henry Reinart: Yea

Keith Disselkoe: Yea
Markie McGowan: Yea
Tom Raymond: Yea
Jay Gibson: Yea
Dave Haverdink: Yea
Gary Fordham: Yea
Aaron Mitchell: unable to vote

5. Weekly PSAM Testing:

- Dave Haverdink informed the Policy Board the ACFCA had voted and requested Dispatch no longer perform weekly Friday test of PSAMs. Director Ludwig suggested we change procedure to perform the test along with the monthly outdoor warning sirens. Since this is a procedural change no vote from the board was required.

6. Tornado Warning Notifications on PSAMs:

- Dave Haverdink informed the Policy Board the ACFCA had voted and requested Dispatch change PSAM activation procedures to only send a Tornado warning out on the PSAMs once and no longer repeat the broadcast every 15 min. Since this is a procedural change no vote from the board was required.

PUBLIC PARTICIPATION:

FUTURE AGENDA ITEMS:

ROUND TABLE:

ADJOURNMENT: Motion to adjourn made by H. Reinart. Support by J. Gibson. All in favor, motion carried. Adjourned at 11:50 am.

*Next meeting July 16, 2024. 10 am in the Zimmerman Room



ALLEGAN COUNTY MEDICAL CONTROL

1000 Oakland Drive, Kalamazoo, MI 49008
PHONE: 269-337-6600 • FAX: 269-337-6475

6/27/2024

RE: auto-dispatching non-EMS licensed fire departments to ECHO calls

Dear Deputy Director Whitney Wisner,

In an effort to improve our Allegan County out-of-hospital cardiac arrest survival rate, the ACMCA has proposed a change in the ACCD dispatching policy for ECHO level calls with the purpose of getting first responders trained in CPR moving towards the scene sooner than would otherwise occur due to the current need for the responding EMS agency to request assistance from the fire department – the auto dispatching of the jurisdictional fire department (non-ems licensed). Firefighters in MI are certified in CPR (including chest compressions and delivering artificial breaths), AED use, and choking first aid.

At the June ACMCA EMS Council meeting, 6/25/2024, the council unanimously supported this proposed change in the dispatching protocol for ECHO level calls.

Deputy Chief Mantels is going to be facilitating a survey of the fire departments to confirm which do and do not have AEDs and will assist those fire departments without AEDs, in the process of attaining at least one AED.

If approved by the 911 Policy Board, the ACMCA proposes this dispatch change begin on August 1, 2024 at 07:00.

Respectfully,

A handwritten signature in black ink, appearing to read "Joshua Mastenbrook".

Joshua Mastenbrook
EMS Medical Director | Allegan County Medical Control Authority
Cell: 269-365-5153
Email: Joshua.Mastenbrook@wmed.edu



ALLEGAN COUNTY FIRE CHIEFS ASSOCIATION



DRAFT MINUTES

June 19th, 2024

IN-PERSON

Zimmerman Room
Allegan County Health Building
3255 122nd Ave.
Allegan, MI 49010

1. Meeting Called to Order

- a. Meeting called to order by Chief Janik at 7:00pm.

2. Pledge of Allegiance

3. Roll Call of Departments

16 departments, 23 members represented.

4. Previous Meeting Minutes

a. April 17th, 2024 – Regular Meeting

- i. Motion by Martin, 2nd by Otsego to approve the minutes

Of the 4/17/2024 meeting as amended removing the round table as the written notes didn't match attendance and comments. No discussion, motion carried by unanimous voice vote.

5. Special Guests

a. Guests

- i. None

b. Red Cross

- i. None

c. Central Dispatch

- i. Written Report from Jeremy: We are continuing to try and rectify the issues with the VHF system, however this issue is farther spread than just Otsego. We have several of the Spectracom GPS units that have failed at multiple sites. The next troubleshooting step would be a complete system reset on the VHF, however the risk to that is the system may just not come back up at all. We are currently watching the long term weather forecast looking for a window to try and do a reset that will allow enough time to make needed repairs to bring the system back up should it refuse to come back up after the restart. In the meantime we continue to pursue alternatives such as a project with EM to acquire a mass notification system, and public education on the plethora of apps that are out there for weather monitoring and warning. There is no quick fix to the VHF system issues or an alternative that can be quickly deployed.

d. Emergency Management

- i. None

e. LEPC

- i. None

f. Sheriff's

- i. None

g. DNR

- i. None

h. Other

- i. None

Upon conclusion of Agenda Section #5, a short recess will take place whereby all guests and non-fire personnel will be asked to exit the meeting. We appreciate your participation and contribution.

6. Committee Reports

a. Medical Control

- i. None other than the CPR question under new business.

b. 911 Board

- i. None

c. Training Committee

- i. Academy written Thursday, and Saturday practical.



ALLEGHENY COUNTY FIRE CHIEFS ASSOCIATION



- ii. Please complete the training surveys that were sent out last week.
- d. **Fundraising Workgroup**
 - i. None
- e. **MABAS Committee**
 - i. Reviewed survey results and will move forward looking at other counties and MABAS communication specialists.
- 7. **Financial Report – Secretary/Treasurer**
 - a. **Checking – \$8,128.00. – as of 6/12/2024**
 - i. **\$7,128.00 of these balances reflects restricted fundraising donations.**
 - b. **Savings - \$29,986.92 – as of 6/12/2024**
- 8. **Sick/Deceased Members**
 - a. **Chief Jim Stoddard Update**
 - i. Was at Mary Free Bed for about a week and went back to Butterworth for some infections on lower legs. Multiple surgeries on the infections.
 - ii. Might be awhile before he can get back to Mary Free Bed.
 - iii. He is a walking miracle, and no cognitive impairment from the incident. He is anxious to get home.
 - b. **Mark Wierenga – Wayland Fire**
 - i. Passed away from Cancer
 - ii. Served 34 years.
 - iii. Beneficiary of Cancer Fund.
 - iv. Service is on Friday
 - c. **Frank Martinez – Fennville Fire**
 - i. Auxiliary Firefighter passed away at 45 years old.
 - ii. Had a stroke last year and this came out of nowhere.
- 9. **Communications**
 - a. None
- 10. **Old Business**
 - a. None
- 11. **New Business**
 - a. **Non-Licensed Fire Departments Dispatched to Echo / CPR Calls (Roll Call Vote)**
 - i. Discussion ensued regarding Non-Licensed fire departments being dispatched to an ECHO call or CPR call.
 - ii. Concern was raised about how long they are waiting for ALS to respond, what they might do for 15 minutes if ALS is delayed and it is not a CPR call.
 - iii. Concern was also raised regarding liability of responding as such.
 - iv. Upon Roll Call Vote, passed unanimously.
YEAS: 16
NEAS: 0
ABSENT: 4
 - b. **Instructor 1 Inventory**
 - i. **Inventory of Certified Instructor 1's was tallied.**
Tallied 34 total Certified Instructor 1's of departments present.
 - c. **School Radio Testing Results and Chief's Responsibilities per MBC & IFC.**
 - i. Chief Janik reviewed the documents regarding BDA's and radio testing and information from the State Building Official.
- 12. **Round Table**
 - Allegheny – None
 - Clyde – None



ALLEGAN COUNTY FIRE CHIEFS ASSOCIATION



Dorr – None
Emergency Management – Absent
Fennville – None
Ganges – None
Gobles - None
Graafschap – None
Gun Plain – Absent
Hamilton – None
Hopkins – None
Lee – Absent
Leighton – None
Martin – Asked for status update on law encryption for fire radios. Jeremy was not present so D.C. Mantels tried to pass along most recent conversation with Jeremy.
Otsego – Asked about the Fire Field Mobile and pre-alert updates. Chief Fordham was on a call and missed first part of meeting and Chief Haverdink was absent so no update provided.
Overisel – None
Plainwell – Absent
Salem – Car show had a record year with 212 cars show up. Average used to be 150 cars. Raised \$12,530.28 and a check will be written for that amount to the Burn Camp.
Saugatuck – None
SHAES – Absent
Wayland – Took a straw poll as they are considering hosting an MFR class in the fall taught by Brad Doornbos of Wyoming Fire.

13. Adjournment

- a. Meeting adjourned at 7:56pm.

Next meeting Wednesday, August 21st, 2024, at 7:00pm at Health & Human Services Building

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Director's Update July 16, 2024

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OPERATIONS:

- **Staffing:**

- Darcella (Maria) Kettering started 4/22
- Jimmy Willis resigned 4/30
- Alayna Smith started 6/3
- Krysten Monsma started 6/3
- Kylie Campbell resigned 6/23

- **EMD Stats (Min Goal 85% High Compliant or Compliant)**

- **Apr:** 91% High Compliant or Compliant
7% Partial or Low Compliant
3% Non-Compliant
- **May:** 97% High Compliant or Compliant
0% Partial or Low Compliant
3% Non-Compliant
- **Jun:** xx% High Compliant or Compliant
x% Partial or Low Compliant
x% Non-Compliant

June stats not available at date of publication (7/9/2024)

- **Fire – Call to Dispatch Stats (Goal is 90% and 95%)**

- **Apr:**
88% in 64 seconds or less
100% in 106 seconds or less
- **May:**
86% in 64 seconds or less
100% in 106 seconds or less
- **Jun:**
88% in 64 seconds or less
100% in 106 seconds or less

- **Fire Policies:**

- Due to work being done on EFD, policies are on hold until a direction has been determined.

- **Police Policies:**

- Nothing new to report

- **EMS Policies:**
 - Nothing new to report

STATE 911 BOARDS:

- **SNC Certification Subcommittee:**
 - Director Ludwig continues to serve on the State 911 Board's Certification Subcommittee.
- **SNC Legislative Action Subcommittee (LAS):**
 - Director Ludwig continues to serve on the LAS

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.
- **General Retention Schedule Review Committee:**
 - Director Ludwig serves as a member of the General Retention Schedule Review Committee. A group of 911 Directors from across the state that are reviewing the State's current General Retention Schedule for 911, to provide recommended changes and updates to the State 911 Board. The Committee is working to align the 911 General Retention Schedule more closely with our counterparts in other Public Safety fields, while keeping in mind the unique nature of 911.

PUBLIC RELATIONS:

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

PROJECTS:

- The Fire Field Mobile project kicked off in March. ACCD has worked with IS to develop internal processes and controls. Information Services has developed a spreadsheet that was emailed out to all Fire Chiefs on 7/2/2024 to collect required data to begin adding all of the County's firefighters into the application. ACCD is performing some BETA testing on the software before rolling it out to Fire to ensure any bugs are worked out in advance. Once testing is complete, we will work with the ACFCA to develop a workgroup to assist with determining what function sets we wish to use in Allegan County.
- The current voter approved surcharge is valid through December of 2025, however the State's surcharge cycle runs on a fiscal year from June – May. The Board of Commissioners has approved ballot language similar to that used in 2018 asking to keep the surcharge as it currently is through 2035 for the August primaries.
- ACMCA has proposed a change in the ACCD dispatching policy for ECHO level calls with the purpose of getting first responders trained in CPR moving towards the scene sooner than would otherwise occur due to the current need for the responding EMS agency to request assistance from the fire department – the auto dispatching of the jurisdictional fire department (non-ems licensed). Firefighters in MI are certified in CPR (including chest compressions and delivering artificial breaths), AED use, and choking first aid. ACMCA proposes this dispatch change begin on August 1, 2024 at 07:00, however due to additional discussions and

concerns raised after the letters were drafted from both ACMCA and the ACFCA that have not yet been addressed at the time this report was published, this topic placed on the next 911 P&P meeting agenda scheduled for October 15, 2024.

RECOGNITION:

Brook Staley

Chief Greg Janik recognized Brook for her handling of a call concerning a stranded boater in the Saugatuck area.

“Good day Whitney and Jeremy:

I wanted to share that the dispatcher handling our boat rescue incident was brilliant. She was concise and skilled and she articulated our concerns to the stranded family with precision. These are difficult calls for STFD as we are not a tow boat service unless the passengers are in imminent danger. There were three children on board which makes the situation more difficult. While I decided to tow the vessel back to a municipal dock due to no navigation or anchor lights, a deployable anchor and its location being stranded in a navigable channel, the outcome was a success. I thank ACCD dispatch for that. Well done.

The expertise demonstrated with the incident was remarkable. Please let her know.

Thanks,
Greg”

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911 Policy & Procedure Board Meeting Administrative Summary July 16, 2024

ACTION ITEMS:

1. **Emergency Fire Dispatch ProQA & Aqua**
 - a. After review of EFD with the EFD Workgroup it is recommended that 911 Policy Board endorse the implementation and purchase of EFD to the Allegan County Board of Commissioners as a 2025 Capital Project.
 - b. See proposed resolution (attached)

DISCUSSION ITEMS:

1. **Quarterly Report**
 - a. Attached
2. **VHF System and Outdoor Warning Siren Activation**
 - a. The VHF system the County uses to activate the Outdoor Warning System has begun to fail. During the June 7th siren test, none of the sirens in the southeast quadrant of the County activated. It was determined by Tele-Rad that the Otsego Tower site had lost GPS lock, and there were reported failures of equipment at multiple other sites discovered as Tele-Rad investigated over the following weeks. ACCD and Allegan County Emergency Management (ACEM) continue to work together to address this issue. On June 18, 2024 Tele-Rad served a 90 days' notice that they will no longer maintain the County's VHF system as they find no path forward with the existing system due to the age of system and availability of replacement parts. ACEM's Amateur Radio group is exploring options, and ACCD and ACEM are seeking information on mass notification options, as well as potential replacement/upgrades of the current VHF, or transition to 800MHz activation, up to and including moving to local activation of sirens.

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

ALLEGAN COUNTY 911 POLICY AND PROCEDURAL BOARD

RECOMMEND SUBMISSION OF EMERGENCY FIRE DISPATCH SYSTEM REQUEST

WHEREAS, during its April 16, 2024, meeting the Allegan County 911 Policy and Procedural Board directed a workgroup be formed to consider the need for an Emergency Fire Dispatch System; and

WHEREAS, the workgroup consisting of Chief David Haverdink, Chief Gary Fordham, Director Jeremy Ludwig, Deputy Director Whitney Wisner, Supervisor Brian Beute, Supervisor Kaleigh Tatrow, Telecommunicator Cassandra Kooistra, and Telecommunicator Julie Miller met on June 12, 2024; and

WHEREAS, on July 1, 2024 the workgroup acknowledged the implementation of the Emergency Fire Dispatch System would be a multi-year project, but would provide benefit to both Dispatch and Fire Services; and

WHEREAS, the workgroup reached a consensus to recommend an Emergency Fire Dispatch System be submitted as a 2025 capital purchase request through the County's budget process.

THEREFORE, BE IT RESOLVED that the Allegan County 911 Policy and Procedural Board accepts and supports the recommendation of the workgroup; and

BE IT FINALLY RESOLVED that the Central Dispatch Director is hereby requested to submit the request.



Allegan County

Quarterly Report

SERVICE AREA:

Central Dispatch

SUBMITTED BY:

Jeremy Ludwig

PERIOD OF REPORTING:

Quarter 2

1/1/24 thru 3/31/24
4/1/24 thru 6/30/24
7/1/24 thru 9/30/24
10/1/24 thru 12/31/24

- 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	Location Services (GPS) for Public Safety Radios	No	Yes	No	Project abandoned and Motorola forfeited retainer on the Radio Project
2	Dispatch Generator Replacement	No	Yes	Yes	Generator has shipped and is in stock at the electrician's warehouse. Facilities Management is coordinating with the electrician for install details and timing.
3	Allegan County Schools - Public Safety Radio Testing	Yes	Yes	Yes	Testing was completed for all schools under the AAESA umbrella and results released to the school and public safety requesting the data. - Project completed in May
4	Replace Radio Batteries	Yes	Yes	Yes	Project has been canceled - due to the need to replace radios in the next year and a half, it was deemed unnecessary to move forward with this project.
5	Replace Roofing on Tower Shelters	Yes	Yes	Yes	Project completed 7/1/2024
6	Crew Force/ Fire Field Mobile	Yes	Yes	Yes	Dispatch is currently testing the software and IS is building a survey to collect the required data from Fire Departments to add their personnel's devices to the application

2.0 KEY PERFORMANCE INDICATORS (KPI) – ENGAGEMENT:

ORGANIZATIONAL	Q1	Q2	Q3	Q4
Turn over rate (# of separated divided by total employees)				
# of days to hire (average)				
% complete toward identified staff professional development	54%	98%		

SERVICE AREA	Q1	Q2	Q3	Q4
Employee Engagement				

Employee Engagement (bi-annual)	due by Q4			
Staffing				
Full time employees (FTE) (26)	20	22		
# of Dispatchers (18)	8	9		
# of Supervisors (4)	4	4		
# of Administrative Assistants (1)	1	1		
# of Training Coordinators (1)	1	1		
# of Directors (1)	1	1		
# of Assistant Directors (1)	1	1		
# of Employees in Introductory Training	4	5		
# of Employees who left separated from Disaptch	4	2		
# of Vacant Positions	6	4		

Professional Development (Target: 8 hrs of training per FTE, quarterly. Annual cumulative team target of 640+)				
Total cumulative team hours of professional development	322.75	263.7		
Average hours of professional development per FTE	20	16		

Overtime				
Total Hours of Overtime	786.5	1022.5		
Total Hours of Mandated Overtime	23.25	4		
Percentage of Mandated OT	3%	0.4%		

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

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

ORGANIZATIONAL	Q1	Q2	Q3	Q4
# of Standards of Work (SOW) Total	121	125		
# of Standards of Work (SOW) Completed Total	121	125		
# of Standards of Work (SOW) planned to review this year	125			
# of Standards of Work (SOW) reviewed this quarter	1	40		

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

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

ORGANIZATIONAL	Q1	Q2	Q3	Q4
Customer Service Satisfaction - internal customers	0	0		
Customer Service Satisfaction - external customers	1	3		

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

Law Enforcement	Q1	Q2	Q3	Q4
Allegan City Police Department	1045	1075		
Allegan County Central Dispatch	32	44		
Allegan County Emergency Managemnt	10	15		
Allegan County Medical Examiner	45	46		
Allegan County Sheriff's Office	6468	6988		
DNR-PLAINWELL	23	18		
Douglas Police Department	578	601		
Fennville Police Department	4	0		
Gun Lake Tribal Public Safety Department	195	230		
Michigan State Police Wayland	1563	1569		
Otsego Police Department	624	734		
Plainwell Department of Public Safety	710	763		
Wayland Police Department	824	828		
Total	12,121	12,911		

Fire Services	Q1	Q2	Q3	Q4
Allegan County Dive Team	0	1		
Alamo Two Fire Deoartment	0	2		
Allegan Fire District	211	125		
Bloomingsdale Fire Department	12	7		
Clyde Fire Department	44	38		
Columbia Twp Fire Department - Van Buren County	6	5		
DNR FIRE	11	16		
Dorr Fire Department	124	107		
Dutton Fire Department	0	0		
Fennville Fire Department	122	95		
Ganges Fire Department	81	106		
Graafschap Fire Department	217	220		
Gunplain Fire Department	50	58		
Hamilton Fire Department	118	125		
Holland City Fire Department	12	4		
Hopkins Fire Department	120	134		
Lee Fire Department	181	149		
Leighton Fire Department	138	123		
Martin Fire Department	96	75		
MDOT	68	48		
Orangeville Fire Department	0	0		
Otsego Fire Department	340	368		

Overisel Fire Department	41	51		
Park Township Fire Department	2	1		
Pinegrove Fire Department	34	31		
Plainwell Fire Department	26	37		
Salem Fire Department	91	123		
Saugatuck Fire Department	245	296		
South Haven Fire Department	37	31		
Wayland Fire Department	312	268		
Zeeland Fire Department	2	0		
Total	2,741	2,644		

EMS	Q1	Q2	Q3	Q4
Aero Med	1	5		
AMR Fennville	0	0		
Grand Rapids AMR	5	3		
Holland AMR	358	322		
Life EMS Ambulance	952	1003		
Plainwell Emergency Medical Service	865	881		
South Haven Ambulance	68	63		
Thornapple Ambulance	11	3		
Wayland Ambulance Company	940	970		
West Michigan Air Care	0	0		
Total	3,200	3,250		

Call Totals by Type	Q1	Q2	Q3	Q4
911 - Landline	422	429		
911- Wireless	7,210	8,784		
911 - VOIP	569	650		
Non-Emergency	14,105	15,732		
Outgoing	5,654	6,572		
Abandoned	353	378		
Text Inbound	108	110		
Text Outbound	144	148		
Total	28,565	32,803		

FOIA	Requests Received and Hours Utilized			
FOIA Requests	Q1	Q2	Q3	Q4
# opened	19	24		
Total # hours spent to complete	33	51.25		
Average hours per request	1.74	2.14		

Technical Support Services	Requests Received and Hours Utilized			
Support Requests	Q1	Q2	Q3	Q4
Support requests received	450	494		

Priority 1 support (emergency requests for service or unscheduled walk in)				
# opened	0	2		
# completed	0	2		
# hours	0	1		
Average open time before completion	0.00	0.50		

Priority 2 support (general requests for service)				
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# opened	195	222		
# completed	194	218		
# hours	74	56		
Average hours open time before completion	0.38	0.26		

Priority 3 support (project requests or require advanced scheduling)

# opened	1	0		
# completed	1	0		
# hours	0.25	0		
Average open time before completion	0.00	0.00		

MSAG support (modification, verification, adding of MSAG data)

# opened	254	270		
# completed	254	270		
# hours	34.25	23.5		
Average open time before completion	0.13	0.09		

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

Fund #: 261- Central Dispatch/E911 Fund			Activity #: 325		
	AMOUNT	%		AMOUNT	%
2024 Revenue Budget	\$ 3,280,826.00		2024 Expense Budget	\$ 3,247,302.00	
Q1 Revenue	\$ 23,126	0.70%	Q1 Expenditures	\$ 829,110.68	25.53%
Q2 Revenue	\$ 830,617	25.32%	Q2 Expenditures	\$ 785,232.48	24.18%
Q3 Revenue		0.00%	Q3 Expenditures		0.00%
Q4 Revenue		0.00%	Q4 Expenditures		0.00%
YTD	\$853,743	26.02%		\$1,614,343	49.71%

ADDITIONAL INFORMATION: Per EDEN as of 7/2/2024

Fund #: 496 - Central Dispatch CIP			Activity #: 325 -Central Dispatch/911		
	AMOUNT	%		AMOUNT	%
2024 Revenue Budget	\$ 974,547		2024 Expense Budget	\$ 731,088	
Q1 Revenue	\$ 55,905	5.74%	Q1 Expenditures	\$ 32,701	4.47%
Q2 Revenue	\$ 238,802	24.50%	Q2 Expenditures	\$ -	0.00%
Q3 Revenue		0.00%	Q3 Expenditures		0.00%
Q4 Revenue		0.00%	Q4 Expenditures		0.00%
YTD	\$ 294,707	30.24%		\$ 32,701	4.47%

ADDITIONAL INFORMATION: Per EDEN as of 7/2/2024