Allegan County Central Dispatch Support Process

modified: 8/21/2019

Issue

PRIORITY 1:

- Affecting multiple services/staff
- No alternative or backup service available
- Need resolution within 4 hours
- RESPONSE TIME:
  - immediate
  - specialist dispatched within 1 hour

PRIORITY 2:

- Default priority for general service requests
- Does not require advanced scheduling
- RESPONSE TIME:
  - first contact within 24 hours
  - specialist dispatched within 48 hours

PRIORITY 3:

- Projects
- Policy issues
- Advanced scheduling required
- RESPONSE TIME:
  - first contact within 24 hours
  - specialist dispatched according to requested schedule

STEP :
Call Dispatch Center

269-673-3899 or
via Radio or MCT

(response time – immediate)

STEP :
Enter support request into
www.allegancounty.org/support

(response time - 3 business days)

STEP :
Contact Whitney Wisner,
Assistant Director
269-673-5968
wwisner@allegancounty.org

(response time - 5 business days)

- ESCALATION PROCESS -

STEP 2:
Call Dispatch Center
269-673-3899

STEP 3: Contact
Whitney Wisner,
Assistant Director
269-673-5968
wwisner@allegancounty.org

STEP P:
Contact Jeremy Ludwig,
Dispatch Director
269-686-4564
jludwig@allegancounty.org

STEP 5: Contact
Steve Sedore
Executive Director of
Operations
269-673-0373
ssedore@allegancounty.org

STEP 2:
Contact Jeremy Ludwig,
Dispatch Director
269-686-4564
jludwig@allegancounty.org

STEP 3: Contact
Steve Sedore
Executive Director of
Operations
269-673-0373
ssedore@allegancounty.org

STEP 4: Contact Rob
Sarro County
Administrator
269-673-0239
rsarro@allegancounty.org

STEP 5:
Contact 911 Policy Board
Chairman

Step 6

Step 7