

# Allegan County

## 911 Policy & Procedural Board



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

*Dean Kapenga, Chairman*  
*Brandon Weber, Vice Chairman*

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### 911 POLICY & PROCEDURE BOARD MEETING - Agenda

Undersheriff Michael Larsen  
Co. Sheriff's Representative

Dean Kapenga  
County Commissioner

Robert J. Sarro  
County Administrator

Pam Crandle  
Citizen Representative

Jim Pitsch  
Co. Twp. Association  
Representative  
Salem Township

F/LT Keith Disselkoen  
MSP Representative  
Wayland State Police Post

Vicki Maguire  
EMS Representative  
American Medical Response

Markie McGowan  
Medical Control  
Representative

Dennis Wilkins  
Public Safety Director  
Gun Lake Tribe  
Representative

Jay Gibson  
City Police Chief  
Representative  
Allegan City Police

Chief David Haverdink  
West Side Fire Services  
Representative  
Hamilton Fire Dept.

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

Jane Verplank  
Elected Gov't  
Representative

July 20, 2021 – 10AM

Human Services Building - Zimmerman Room  
3255 - 122nd. Avenue, Allegan, MI

**CALL TO ORDER:**  
**ROLL CALL:**  
**APPROVAL OF MINUTES:**  
**ADDITIONAL AGENDA ITEMS:**  
**APPROVAL OF AGENDA:**  
**COMMUNICATIONS:**  
**PRESENTATIONS:**  
**DIRECTOR REPORT:** Attached

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**ACTION ITEMS:**

1. Policy Review
2. 2022 Budget Review

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**DISCUSSION ITEMS:**

1. Quarterly Report
2. Non-preference Towing Update

**PUBLIC PARTICIPATION:**  
**FUTURE AGENDA ITEMS:**  
**ROUND TABLE:**  
**ADJOURNMENT:**  
Next Meeting – October 19, 2021 -10AM @  
Human Services Building - Zimmerman Room  
3255 - 122nd. Avenue, Allegan, MI

# Allegan County

## 911 Policy & Procedural Board



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*Dean Kapenga, Chairman*  
*Jim Pitsch, Vice Chairman*

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### 911 POLICY & PROCEDURE BOARD MEETING - Minutes

Captain Michael Larsen  
Co. Sheriff's Representative

Dean Kapenga  
County Commissioner

Robert J. Sarro  
County Administrator

Vacant  
Citizen Representative

Jim Pitsch  
Co. Twp. Association  
Representative  
Salem Township

F/LT Carl Rothenberger  
MSP Representative  
Wayland State Police Post

Vicki Maguire  
EMS Representative  
American Medical Response

Markie McGowan  
Medical Control  
Representative  
Life EMS

Rick Rabenort  
Gun Lake Director  
Representative

Vacant  
City Police Chief  
Representative  
Plainwell DPS

Chief Ron Horsting  
West Side Fire Services  
Representative  
Overisel Fire Dept.

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

Jane Verplank  
Elected Gov't  
Representative

April 20, 2021 – 10AM

Allegan County Central Dispatch/ Zoom

<https://us02web.zoom.us/j/84895535356?pwd=M3lvYzJOUjJkQkJKLQQU5MVZLUXNwUT09>

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

**ROLL CALL:** Mike Larsen (City of Allegan), Dean Kapenga (Manlius Twp.), Rob Sarro (Gun Plain Twp.), Keith Disselkoen (Wayland Twp.), Vicki Maguire (Pierson Twp. Montcalm County), Markie McGowan (Saugatuck Twp.), Dennis Wilkins (Wayland Twp.), Dave Haverdink (Hamilton Twp.), Brandon Weber (Otsego Twp.), Jane Verplank (Saugatuck Twp.) Jeremy Ludwig (Dorr Twp.), Whitney Wisner (Gaines Twp. Kent County), Shannen Chamberlain (Allegan Twp.) and Greg Janik (Saugatuck Twp.).

**APPROVAL OF MINUTES:**

-Motion to approve the minutes as presented made by B. Weber.  
Support by D. Wilkins. All in favor. Motion carried.

**ADDITIONAL AGENDA ITEMS:** None

**APPROVAL OF AGENDA:**

-Motion to approve the minutes as presented made by V. Maguire.  
Support by J. Verplank. All in favor. Motion carried.

**COMMUNICATIONS:** N/A

**PRESENTATIONS:** Dispatch 101 presented by J. Ludwig.

**DIRECTOR REPORT:** Presented by J. Ludwig.

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**ACTION ITEMS:**

**1. MCT Distribution Model and MCT Policy Review**

**SUMMARY:** Whereas multiple options have been explored and whereas the State 911 Board has affirmed the use of Surcharge funds for the purpose of MCT distribution, Allegan County Central Dispatch (ACCD) shall distribute MCT's to Allegan County Law Enforcement Agencies utilizing Surcharge Funds as is supportable as a part of the ACCD Capital Budget Plan, and as outlined under ACCD Policy # 2110-01-09 Mobile Computer Terminal (MCT) Distribution.

RECOMMENDATION: Approve resolution as drafted and modification to the policy as presented.

**-Motion to approve the MCT Distribution Model resolution as presented and to adopt the modifications to the Mobile Computer Terminal Distribution policy 2110-01-09 made by B. Weber. Support by V. Maguire. Vote taken by roll call. Motion carried.**

*Yeas – 10*

*Nays - 1*

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**DISCUSSION ITEMS:**

1. Quarterly Report  
-Given by J. Ludwig

**PUBLIC PARTICIPATION:** No questions or comments received.

**FUTURE AGENDA ITEMS:** None

**ROUND TABLE:**

**ADJOURNMENT:** Motion to adjourn made by B. Weber. Support by D. Wilkins. All in favor. Motion carried. Adjourned at 11:17 am.

Next meeting – July 20, 2021 @ 10:00am

# Allegan County 911 Policy & Procedural Board



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*Dean Kapenga, Chairman*  
*Brandon Weber, Vice Chairman*

## Director's Update July 20, 2021

Undersheriff Michael Larsen  
Co. Sheriff's Representative

Dean Kapenga  
County Commissioner

Robert J. Sarro  
County Administrator

Pam Crandle  
Citizen Representative

Jim Pitsch  
Co. Twp. Association  
Representative  
Salem Township

F/LT Keith Disselkoen  
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Jane Verplank  
Elected Gov't  
Representative

### OPERATIONS:

- **Staffing:**

- One opening for a fulltime Telecommunicator
- Supervisor, Paul Hapke turned in his resignation due to conflicts with his position as Fire Chief for Fennville, his last day will be October 14<sup>th</sup>. We are currently exploring option to potentially retain him as part time in addition to our current FTEs.
- Chris Croel will be promoted to Supervisor to replace Paul.

- **EMD Stats**

- **Q2 – Minimum Goal 80% High Compliant or Compliant**

- **Apr:** 88% High Compliant or Compliant  
8% Partial or Low Compliant  
4% Non-Compliant
    - **May:** 92% High Compliant or Compliant  
4% Partial or Low Compliant  
4% Non-Compliant
    - **Jun:** 79% High Compliant or Compliant  
12% Partial or Low Compliant  
9% Non-Compliant

- **ACCD Support Tickets**

- **Q2**

- ACCD received and processed 451 Support Tickets in Q2
      - 227- audio recording/call report requests from Public Safety
      - 2 – Rip and Run/E-page Changes
      - 1 – Mutual Aid or ESN Change/Modification
      - 2- Dispatch Error/Concern
      - 1– Towing Complaint
      - 218 – MSAG Support

- **Fire – Call to Dispatch Stats**

- April: 75% in 64 seconds or less and 98% in 106 seconds or less
- May: 60% in 64 seconds or less and 90% in 106 seconds or less
- June: 59% in 64 seconds or less and 88% in 106 seconds or less

\*\* Note, due to replacing CAD in May, we did not have the ability to pull stats for May and June until July causing much of the audio recording we would normally consult to determine mitigating factors in any time delays (i.e. caller is uncooperative, does not know where they are, etc.) to have dropped off. As of June we were no longer taking COVID screening process into account.

## **PROJECTS:**

### **2021**

- **PFN:**

- The following carriers have all been cut to PFN since 6/17/2021:
  - Level 3
  - Verizon Wireless
  - Intequint
  - Clear Rate
  - 123.net
  - AT&T Mobility
  - TDS/Synergem
  - Verizon Business
  - Charter
  - Comcast
  - Windstream
  - T-Mobile
  - Frontier
- That leaves AT&T left to cutover.
- PFN project for new Fiber run to Dispatch has been approved internally at PFN and they have started the engineering and permitting process. The last remaining piece of this process is the river crossing; discussions are happening with MSC and Consumers regarding the feasibility of an aerial crossing on some existing poles or boring under the river. The pole crossing is preferred for several reasons, but a bore has not been ruled out. This portion should conclude shortly, allowing for final permitting.

- **CAD**

- On May 11, the new Dispatch Enterprise CAD solution went live. Coupled with the migration to the new Enterprise CAD platform, this project also entailed an upgrade to the other law enforcement modules of this software package. Overall, the upgrade was successful with an expected list of issues that typically accompany an upgrade of this complexity and scope. Two thirds of these issues were resolved within a few days of go live. The County and software vendor teams are continuing to work closely to resolve the remaining issues as soon as possible. For most of the outstanding issues, there were either work arounds or mitigation strategies in place to help continue operational services. One of the more impacting issues involved regaining connectivity to the Michigan State Police MCTs (which are not provided by the County). Both MSP and the County worked closely to escalate this within the State's infrastructure team and should be resolved quickly, if it not already resolved by the time of this meeting.

- **MCTs**
  - The MCT project has kicked off and two units have been purchased for some field testing before we go out for bid/ reverse auction for the remaining units.
- **MCC7100/7500e**
  - The MCC7100/7500e is still not functioning. We are currently examining the contract and associated change orders to determine if Motorola can be held for violation of contract and the current retainer be forfeited by Motorola.

**TRAINING:**

- Dispatch continues to look for training opportunities for the team. There have been a number of the Dispatch team through a recent survey that have expressed a desire to return to in-person training. However based on the County's current COVID 19 Preparedness and Response Plan, unless the training is considered critical and there are no remote options for attendance we must continue with a virtual learning environment. This is for the safety, health, and welfare of the team. We hope to be able to return to in-person trainings and seminars in the near future.

**STATE 911 BOARDS:**

- **SNC Certification Subcommittee:**
  - Jeremy continues to serve on the State 911 Board's Certification Subcommittee.
- **SNC Legislative Action Subcommittee (LAS):**
  - **Rewrite of PA 32**
    - LAS has completed its work on recommendations for the re-write of PA32 and has submitted those recommendations to the State 911 Committee. Recommendations included:
      - Changes in language to reflect current technology
      - Clearing up confusing language
      - Requesting an increase in post Paid fee from .25 to .27
      - Requesting an increase in pre-paid fee from 5% to 6.5%
      - Removed MLTS rules, refers instead to federal rules
      - Compliance review on pre-paid revenue
      - New sunset of December 21, 2027 (non-election year)
    - This is tentatively House Bill H000481'21 and is being sponsored by Representative Julie Calley who is known on both sides of the isle to only sponsor bills of great importance.
    - Representatives for Allegan County that have not yet shown support or opposition are:
      - Representative Steven Johnson
      - Representative Mary Whiteford
      - Senator Aric Nesbit remains neutral

### **FCC 911 Fee Diversion**

- On June 25<sup>th</sup> the FCC released a Report & Order in the 911 Fee Diversion proceeding. The FCC viewed a number of our statements favorably. Specifically, the Commission adopted our proposed to include "other emergency communications services" within the scope of 911 fees that are reasonably ancillary.
  
- With regards to whether 911 funds can be spent on radio system upgrades, the Commission said:

*“We believe it is important to strike a balance between the opposing views in the record while recognizing the evolving nature of the 911 landscape and the variety of specific issues that could arise. Therefore, we reject as overbroad the proposition that all public safety radio expenditures “directly support the provision of 911 services” and are therefore acceptable.... However, the test of whether specific radio expenditures directly support the provision of 911 services should be sufficiently flexible to allow for innovation and evolution in the 911 environment. For example, acceptable radio expenditures are not necessarily limited to technology “inside the PSAP” and could extend to development of integrated communications systems that support 911-related functions such as caller location or that enhance 911 reliability and resiliency.... We therefore decline to define a “bright line” test for applying the rule to specific radio expenditures.... we adopt our proposal defining expenditures on infrastructure or equipment as unacceptable if they do not directly support providing 911 services. In addition, we refer this issue to the 911 Strike Force for further guidance on how to apply this standard—to be delivered to the Commission contemporaneously with its final report to Congress—including the extent to which radio expenditures should be considered acceptable for purposes of section 902 because they provide for the interoperability of 911 systems with one another and with public safety/first responder radio systems. Finally, we note that the petition for determination process established by the statute provides a mechanism for further consideration of this issue in the context of specific cases after adoption of these rules.”*

### **MCDA SUBCOMMITTEES:**

- **MSP CJIS BOARD:**

- Jeremy continues to serve on the MSP CJIS Board and attends meetings quarterly.

### **PUBLIC RELATIONS:**

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

## RECOGNITION:

- **Brian Beute, Trista Borgic, Tanya Merica, Michelle Ritchie, and Sara Jenkins**
  - This team was recognized by Chief Dave Haverdink of Hamilton Fire for their handling of a fatal incident at the Allegan Dam.

Chief Haverdink wrote:

“Please pass along to the staff that worked the Allegan Dam incident, our thanks for a job well done... There was a lot going on, and they never missed a beat... WELL DONE GUYS...THANK YOU...”

- **Amanda Banas, Trista Borgic, Cassie Kooistra, and Jessica Trinklein**
  - This team was recognized by Deputy Director Wisner for their handling of a “shots fired” call.

Deputy Director Wisner wrote:

“On Monday June 21, 2021, you heard words no Dispatcher wants to hear when a Michigan State Trooper keyed up to report “Emergency traffic! Shots fired!” There were four painstaking minutes no one had any idea of the status of our officer involved on scene.

Trista:

You did impeccable getting backup officers to the scene. Many of which did not have a functioning MCT at the time; therefore, had no idea the exact location of their partner. Listening to the radio traffic reaffirms your level of expertise as you calmly tried to raise the Trooper to get further information on his status. You recognized the importance of communication and continued to transmit that we had help on the way for him.

Amanda, Cassie, and Jessica:

A unique characteristic of your job requires you to continue taking care of everything else happening in the County during a high stress event like this. The three of you swiftly coordinated MFR and EMS resources to that scene but, equally as important, maintained the logistics of the other priority calls that were occurring in the County at that time. Incoming calls continued to be handled with professionalism and callers would have had no indication the scale of events that were occurring at that time.

My most heartfelt appreciation for the work you did that day and continue to do, day in and day out.”



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## 911 Policy & Procedure Board Meeting

### Administrative Summary

July 20, 2021

#### ACTION ITEMS:

##### 1. Policy Review

- a. Operational By-Laws Allegan County Central Dispatch Policy and Procedure Board Review
  - The Board of Commissioners in making recent appointment has requested the Policy Board review the definition of "Elected representative of city or village government," and provide a recommendation as to changes necessary to make the criteria more clear.
  - If there are additional questions or areas of the By-Laws that members wish to discuss or address, this would be a good time to bring forward.

##### 2. 2022 Budget Review

- a. Request approval of the tentative 2022 Budget and recommendation to the Board of Commissioners.

#### DISCUSSION ITEMS:

##### 1. Quarterly Report

- a. Attached

##### 2. Non-preference Towing Update

- a. Went live with Curbside SOS June 15, 2021
  - i. <https://www.curbsidesos.com/>
  - ii. <https://youtu.be/iXJprEuQ5qg>
- b. Suspension of Lightning Towing

**OPERATIONAL BYLAWS  
ALLEGAN COUNTY CENTRAL DISPATCH  
POLICY AND PROCEDURE BOARD**

SECTION I

**PURPOSE**

Consistent with the Allegan County 9-1-1 Plan, the Board is established to create policy and operating procedures with a particular concentration on technical operating procedures to be used by the dispatchers and dispatched public and private emergency service providers and agencies. Upon approval of the Board, the policy or dispatch procedure shall be implemented by the director.

SECTION II

**DEFINITIONS**

As used in this agreement, the following terms / phrases shall have the following meanings:

- 2.1 "Allegan County Central Dispatch" (ACCD) is defined as an operations center designed to communicate with police, fire, E.M.S., and other emergency providers within Allegan County.
- 2.2 "Committee" refers to a subcommittee of the Policy and Procedure Board described in these Bylaws.
- 2.3 "Board" refers to the Allegan County Central Dispatch Policy and Procedure Board.
- 2.4 "Legislative Body" refers to the governing body of a public agency.
- 2.5 "Private Safety Entity" refers to a private entity which provides emergency fire, ambulance, or medical services.
- 2.6 "Public Agency" refers to any tax supported agency of a state, county, and/or local governmental unit.
- 2.7 "Public Safety Agency" refers to a functional division of a public agency that provides law enforcement, fire fighting, and/or emergency medical services response.

## **DEFINITIONS-Continued**

- 2.8 "Participating Public Safety Agency" refers to a public safety agency that participates in the Allegan County Central Dispatch system through either the direct dispatch method, or the transfer method.
- 2.9 "Properly convened meeting" refers to guidelines which follow the Open Meetings Act.
- 2.10 "Proper vote" refers to a polling of the members of the Board or Committee which results in an affirmative majority of those members present and voting.
- 2.11 "Public Safety Answering Point" or "PSAP" refers to a communications facility operated on a 24 hour, 7 day a week basis, and assigned responsibility to receive both emergency and non-emergency requests by means of either the direct dispatch method, the relay method, or the transfer method.
- 2.12 "Relay Method" refers to a method of responding to a request for service whereby a PSAP notes pertinent information and, in accordance with established operating standards and policies, relays it by telephone, radio, or private line to the appropriate public safety agency or other provider of emergency services.
- 2.13 "Transfer Method" refers to a method of responding to a request for service whereby a PSAP, in accordance with established operating standards and policies, transfers the call directly to the appropriate public safety agency or other provider of emergency services.
- 2.14 "Direct Dispatch Method" refers to a method of responding to a request for service whereby a PSAP, in accordance with established operating standards and policies, decides on the proper action to be taken and dispatches the appropriate available emergency service unit(s).
- 2.15 "9-1-1 Plan" refers to the plan adopted by the Allegan County Board of Commissioners pursuant to the Emergency Telephone Service Enabling Act.

### SECTION III

## **GOVERNANCE**

### 3.1 STATUS:

- A) The Board is a policy making board.

### 3.2 BOARD MEMBERS:

- A) The Board shall be made up of one representative from each of the following:

## **GOVERNANCE-Continued**

### **Ex-officio Members**

- Allegan County Board of Commissioners Chairman or his/her designee
- Allegan County Sheriff or his/her designee
- Allegan County Administrator
- Michigan State Police Post Commander or his/her designee
- Gun Lake Tribe Public Safety Director or his/her designee

### **Appointed Members**

- Allegan County Townships Association
- Elected representative of city or village government
- Private citizen at large
- Allegan County East side Fire Service representative
- Allegan County West side Fire Service representative
- Representative of E.M.S. providers within Allegan County
- Allegan County Medical Control
- City or Village Police Chief from within Allegan County

- B) The Board may establish additional advisory or Ad-Hoc Committees to serve specific purposes as set forth by the Board.
- C) The Allegan County Board of Commissioners shall make all appointments to the Board. Recommendations to the Allegan County Board of Commissioners for appointment may be provided by groups and shall be attached to application for appointment prior to submission.

### **3.3 DISPATCH POLICY AND PROCEDURE BOARD ELECTIONS:**

- A) The first meeting of the year shall be an organizational meeting. The Board shall elect a Chairperson and a Vice Chairperson.

### **3.4 TERMS OF OFFICE:**

- A) The term of office for ex officio members shall be coterminous with the terms of their position; all other members of Board shall be two years. The terms of the membership shall be staggered so no more than six positions expire in any one year.

### **3.5 CHAIRPERSON:**

- A) The Chairperson shall preside over meetings and will coordinate activities of the Board.

## **GOVERNANCE-Continued**

### 3.6 VICE CHAIRPERSON:

- A) The Vice Chairperson shall act as the Chairperson in the Chairperson's absence.

### 3.7 MINUTES:

- A) Minutes shall be taken at each meeting as directed by the Chairperson.

### 3.8 MEETINGS:

- A) The Board shall meet no less than once a quarter.
- B) All meetings of the Board and its committees shall be in accordance with Robert's Rules of Order.
- C) Public comments offered during the public participation portion of regular meetings shall be limited to no more than five (5) minutes per individual with a total of fifteen (15) minutes overall.

### 3.9 VOTING:

- A) Each member of the Board shall be entitled to equal voice in the operation of the Board. For purposes of voting the "one person - one vote" policy shall apply.
- B) A majority of the members serving shall constitute a quorum and all proceedings of the Board shall require for favorable action a vote of a simple majority of members of the Board.

### 3.10 COMPENSATION:

- A) Members not otherwise compensated shall be paid at a rate established by the County Board of Commissioners.

### 3.11 BOARD RESPONSIBILITIES:

The Board is authorized to:

- A) Review the 9-1-1 service plan, and make recommendations to the County Board of Commissioners as to modifications of the plan.
- B) Review existing policies no less than once annually.
- C) Through the Director and County Administrator, review and recommend an annual Allegan County Central Dispatch budget to the County Board of Commissioners.

## **GOVERNANCE-Continued**

- D) Review and recommend purchases in excess of \$50,000 to the County Board of Commissioners.
- E) Notwithstanding the above, the authority of the Policy and Procedure Board shall be limited to Allegan County Central Dispatch and its funds. The Board and Committee, shall not have authority to bind, commit, or encumber the funds of the participating municipalities or the participating agencies. Board shall not possess the power to levy any type of tax or issue any type of bond in its own name.

### SECTION IV

#### **OPERATIONS**

##### 4.1 DIRECTOR:

- A) The Director is responsible to the County Administrator for matters of personnel, budget, general department operations, and adherence to all county policy.
- B) For purpose of policy and procedure the Director is responsible to the Board.
- C) The Central Dispatch Director shall be hired pursuant to the County Employee Selection Policy 301.
- D) The Director shall keep the Board informed on issues of Central Dispatch as it pertains to the purpose of the Policy and Procedure Board.

### SECTION V

#### **FISCAL ADMINISTRATION**

##### 5.1 BUDGET:

- A) The Director shall report the financial condition of the operation to the Board on a regular basis so all members remain aware of the financial status of the operation.

### SECTION VI

#### **AMENDMENT**

##### 6.1 AMENDMENT:

- A) The operational bylaws of the Board may be amended upon recommendation of the Board and approval of the Allegan County Board of Commissioners.



# Allegan County

## Quarterly Report

**SERVICE AREA:**

Central Dispatch

**SUBMITTED BY:**

Jeremy Ludwig

**PERIOD OF REPORTING:**

Quarter 2

1/1/21 thru 3/31/21  
4/1/21 thru 6/30/21  
7/1/21 thru 9/30/21  
10/1/21 thru 12/31/21

- 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):**

STAGE	DESCRIPTION
<b>Not Started</b>	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.
<b>Development</b>	Detailed scope of work for the project is being developed or refined and documented in preparation for purchasing or contracting.
<b>Cancelled</b>	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.
<b>Contracting</b>	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.
<b>Execution</b>	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.
<b>On Hold</b>	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.
<b>Monitoring</b>	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.
<b>Completed</b>	Project is fully completed.

STATUS	DESCRIPTION
<b>On time</b>	Project is still adhering to the timeline originally established.
<b>On Budget</b>	Project is still adhering to the budget originally established.
<b>In Scope</b>	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	Yes	Yes	Yes	PFN Conversion remains on-track with only AT&T to transition in 2021. New fiber run to dispatch project was approved internally at PFN and is in the engineering and permitting stage of the process. The last remaining piece of this process is the river crossing; discussions happening with MSC and Consumers regarding the feasibility of an aerial crossing on some existing poles or boring under the river. The pole crossing is preferred for several reasons, but a bore has not been ruled out. This portion should conclude shortly, allowing for final permitting.
2	County Phones E911 Compliance	No	Yes	Yes	It was discovered that we have one final task that needs to be completed with PFN to make this functional. We are working through the process to procure a module that will allow the proper location data to display for Dispatch (ie. exact address, floor, and zone the call is coming from) on the County's Multi-line telephone system (MLTS). We hope to have this completed and operational in the next 45-60 days. There is a cost associated with this. PFN assures us it is inexpensive, but we will not have quote until after IS provides PFN with our list of extensions for the County's MLTS, which was being done at the time this report was being finalized.
3	New World CAD Upgrade	Yes	Yes	Yes	Project has been implemented and in is monitoring stage.



4	MCT Project	No	Yes	Yes Inventory projections for project have been completed. Test units were ordered and placed into the field to determine viability of chosen model. Once testing is complete will go to reverse auction to purchase the 2021 inventory. Due to the CAD project we are a few months behind schedule on this project, however this allows us to install the newest version of CAD on the MCTs once purchased, affording IS the ability to only have to touch the MCTs once upon deployment.
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## 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)	30	30		
% complete toward identified staff professional development	85%	155%		

SERVICE AREA	Q1	Q2	Q3	Q4
<b>Employee Engagement</b>				
Employee Engagement (bi-annual)	due by Q4			
<b>Staffing</b>				
Full time employees (FTE) (24)	24	23		
# of Dispatchers (16)	14	14		
# 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	2	1		
# of Employees who left seperated from Disapтч	1	1		
# of Vacant Positions	0	1		
<b>Professional Development</b>				
Total hours of professional development (required 24 annually)	470.75	382.62		
Average hours of professional development per FTE	21	17		
<b>Overtime</b>				
Total Hours of Overtime	12	29.5		
Total Hours of Mandated Overtime	4	25		
Percentage of Mandated OT	33%	85%		

<b>Safety</b>				
# 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):

<b>ORGANIZATIONAL</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
# of Standards of Work (SOW) Total	129	128		
# of Standards of Work (SOW) Completed Total	123	124		
# of Standards of Work (SOW) planned to complete this year	5			
# of Standards of Work (SOW) Completed this quarter	1	1		

<b>SERVICE AREA</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>Radios (Harris System Only)</b>				
800 Mhz mobiles	0	0		
800 Mhz portables	0	0		
VHF radios	1	1		
VHF pagers	0	0		
<b>Radios (Motorola System Only)</b>				
800 Mhz mobiles	2	2		
800 Mhz portables	10	10		
VHF radios	0	0		
VHF pagers	3	3		
<b>Towers</b>				
Owned	5	5		
Leased	3	3		
800 Mhz only	8	8		
VHF only	4	4		
<b>Dispatch</b>				
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):**

<b>ORGANIZATIONAL</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Customer Service Satisfaction - internal customers	N/A	N/A		
Customer Service Satisfaction - external customers	N/A	100%		

<b>SERVICE AREA</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>911</b>	<b>Calls for Service (CFS) Dispatched by Agency</b>			
<b>Law Enforcement</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Allegan City Police Department	702	865		
Allegan County Central Dispatch	12	10		
Allegan County Medical Examiner	57	52		
Allegan County Sheriff's Office	5073	5385		
DNR-PLAINWELL	32	35		
Douglas Police Department	463	523		
Fennville Police Department	527	265		
Gun Lake Tribal Public Safety Department	146	214		
Michigan State Police Wayland	1677	1594		
Otsego Police Department	476	597		
Plainwell Department of Public Safety	577	565		
Wayland Police Department	518	636		
<b>Total</b>	<b>10,260</b>	<b>10,741</b>		

<b>Fire Services</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Allegan County Dive Team	5	2		
Allegan Fire District	71	91		
Bloomington Fire Department	6	5		
Clyde Fire Department	28	30		
Columbia Twp Fire Department - Van Buren County	6	6		
DNR FIRE	23	14		
Dorr Fire Department	56	47		
Dutton Fire Department	1	0		
Fennville Fire Department	115	114		
Ganges Fire Department	76	75		
Graafschap Fire Department	178	191		
Gunplains Fire Department	47	51		
Hamilton Fire Department	86	113		
Holland City Fire Department	0	2		
Hopkins Fire Department	137	137		
Lee Fire Department	121	133		
Leighton Fire Department	87	87		
Martin Fire Department	73	37		

MDOT	38	19		
Orangeville Fire Department	1	0		
Otsego Fire Department	210	234		
Overisel Fire Department	42	32		
Park Township Fire Department	0	1		
Pinegrove Fire Department	28	20		
Pine Lake Fire Department	0	0		
Plainwell Fire Department	18	21		
Salem Fire Department	30	40		
Saugatuck Fire Department	193	216		
South Haven Fire Department	26	19		
Wayland Fire Department	93	79		
Zeeland Fire Department	0	2		
<b>Total</b>	<b>1,795</b>	<b>1,818</b>		

EMS	Q1	Q2	Q3	Q4
Aero Med	7	2		
Coloma Ambulance	0	0		
Grand Rapids AMR	8	10		
Holland AMR	282	322		
Life EMS Ambulance	796	899		
Plainwell Emergency Medical Service	634	664		
Pride Care	0	1		
South Haven Ambulance	52	72		
Thornapple Ambulance	8	9		
Wayland Ambulance Company	969	1024		
West Michigan Air Care	5	5		
<b>Total</b>	<b>2,761</b>	<b>3,008</b>		

Call Totals by Type	Q1	Q2	Q3	Q4
911 - Landline	314	168		
911- Wireless	8,609	13,103		
911 - VOIP	282	480		
Non-Emergency	16,266	18,507		
Outgoing	10,620	10,787		
Text Inbound	15	17		
Text Outbound	87	85		
<b>Total</b>	<b>36,193</b>	<b>43,147</b>		

FOIA	Requests Received and Hours Utilized			
FOIA Requests	Q1	Q2	Q3	Q4
# opened	53	39		
Total # hours spent to complete	88.75	56.25		
Average hours per request	1.67	1.44		

Technical Support Services	Requests Received and Hours Utilized			
Support Requests	Q1	Q2	Q3	Q4
Support requests received	429	451		

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

<b>Priority 2 support (general requests for service)</b>				
# opened	215	231		
# completed	215	231		
# hours	59	62.59		
Average hours open time before completion	0.27	0.27		

<b>Priority 3 support (project requests or require advanced scheduling)</b>				
# opened	0	1		
# completed	0	1		
# hours	0	20		
Average open time before completion	0.00	20.00		

<b>MSAG support (modification, verification, adding of MSAG data)</b>				
# opened	214	218		
# completed	214	218		
# hours	40.05	53.5		
Average open time before completion	0.19	0.25		

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

<b>Fund #: 2110 - Central Dispatch/E911 Fund</b>			<b>Activity #: 326</b>		
	<b>AMOUNT</b>	<b>%</b>		<b>AMOUNT</b>	<b>%</b>
2021 Revenue Budget	\$ 2,962,852.00		2021 Expense Budget	\$ 2,933,228.00	
Q1 Revenue	\$ 18,354.64	0.62%	Q1 Expenditures	\$ 759,298.11	25.89%
Q2 Revenue	\$ 792,299.51	26.74%	Q2 Expenditures	\$ 525,130.89	17.90%
Q3 Revenue		0.00%	Q3 Expenditures		0.00%
Q4 Revenue		0.00%	Q4 Expenditures		0.00%
<b>YTD</b>	<b>\$810,654</b>	<b>27.36%</b>		<b>\$1,284,429</b>	<b>43.79%</b>

**ADDITIONAL INFORMATION:**

Based on EDEN 7/7/2021

<b>Fund #: 2118 - Central Dispatch CIP</b>			<b>Activity #: 326 -Central Dispatch/911</b>		
	<b>AMOUNT</b>	<b>%</b>		<b>AMOUNT</b>	<b>%</b>
2021 Revenue Budget	\$ 982,068		2021 Expense Budget	\$ 1,282,700	
Q1 Revenue	\$ 72,464	7.38%	Q1 Expenditures	\$ 10,019	0.78%
Q2 Revenue	\$ 247,397	25.19%	Q2 Expenditures	\$ 55,430	4.32%
Q3 Revenue		0.00%	Q3 Expenditures		0.00%
Q4 Revenue		0.00%	Q4 Expenditures		0.00%
<b>YTD</b>	<b>\$ 319,861</b>	<b>32.57%</b>		<b>\$ 65,450</b>	<b>5.10%</b>

**ADDITIONAL INFORMATION:**

Based on EDEN 7/7/2021