

Allegan County

911 Policy & Procedural 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
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

Rick Rabenort
Gun Lake Director
Representative

Jay Gibson
City Police Chief
Representative
Allegan City Police

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

July 21, 2020 – 10AM

Zoom Meeting: Navigate to <https://zoom.us/j/84504922260>

Or

Call (929) 205-6099 -or- (312) 626-6799 -or- (253) 215-8782
Meeting ID: 845 0492 2260, Meeting Password: 72120

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

ACTION ITEMS:

1. None
-

DISCUSSION ITEMS:

1. Quarterly Report
2. Expiring Terms
3. PSAM Activation for Thunderstorm Watch

PUBLIC PARTICIPATION:

FUTURE AGENDA ITEMS:

ROUND TABLE:

ADJOURNMENT:

Next Meeting – October 20, 2020 -10AM @
Human Services Building - Zimmerman Room
3255 - 122nd. Avenue, Allegan, MI

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911 POLICY & PROCEDURE BOARD MEETING - Minutes

Mike Larsen
Undersheriff
Co. Sheriff's Representative

April 21, 2020 – 10AM
Zoom Virtual Meeting

Dean Kapenga
County Commissioner

Robert J. Sarro
County Administrator

Pam Crandle
Citizen Representative

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

PRESENT: Dean Kapenga, Brandon Weber, Rob Sarro, Mike Larsen, Pam Crandle, Carl Rothenberger, Vicki Maguire, Markie McGowan, Rick Rabenort, Jane Verplank, Jeremy Ludwig, Whitney Wisner, Shannen Chamberlain, Greg Janik, Lorna Nenciarini, Michele Dunlap, Steve Sedore, and Megan Kuhn.

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

ADDITIONAL AGENDA ITEMS:

APPROVAL OF THE AGENDA: Motion to approve the agenda made by B. Weber. Support by J. Verplank. All in favor, motion carried.

COMMUNICATIONS:

PRESENTATIONS:

DIRECTOR REPORT: given by J. Ludwig

ACTION ITEMS:

1. Policy Review:

SUMMARY: ACCD policies are updated and reviewed quarterly. The following policies are presented for board review and approval.

RECOMMENDATION: Approve as presented.

a. COVID-19 Positive Cases Data Storage and Dissemination:

-Motion to approve and adopt policy 2110-01-07 COVID-19 Positive Cases Data Storage and Dissemination made by M. Larsen. Support by B. Weber. Vote taken by roll call. All in favor, motion carried.

b. Powers of Authority During a Declared Emergency:

- 2110-01-08_Powers of Authority During a Declared Emergency- sections 4.1.1. and 4.2.1. were modified during the meeting to read “as soon as possible, but no later than 48 hours of implementation”. Spelling changes made to section 4.2. purchases and bylaws were corrected.

-Motion to approve and adopt policy 2110-01-08_Powers of Authority During a Declared Emergency with the above listed modifications made by B. Weber. Support by R. Rabenort. Vote taken by roll call. All in favor, motion carried.

DISCUSSION ITEMS:

1. Quarterly Report:

-Presented for questions by J. Ludwig.

2. Budget Review:

-PowerPoint presented by J. Ludwig.

3. Expiring Terms:

-The following member's terms expire July 21, 2020

- a) County Township Association Rep
- b) East Side Fire Rep
- c) West Side Fire Rep
- d) Medical Control Rep

-S. Chamberlain will be sending an email to the members with expiring terms. The board application will be attached.

PUBLIC PARTICIPATION:

FUTURE AGENDA ITEMS:

ROUND TABLE: W. Wisner shared the date, time, and location of Deb Pallett's retirement parade.

ADJOURNMENT: Motion to adjourn made by B. Weber. Support by M. Larsen. All in favor, motion carried. Adjourned at 11:16 am.

*Next meeting – July 21, 2020. 10 am Zoom Meeting

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Director's Update July 21, 2020

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OPERATIONS:

- **Staffing:**
 - Deb Pallett retired April 24th.
 - We have made a conditional offer of employment to Kristin Berens who will tentatively start July 13th.
 - Telecommunicator Lisa Haskill is off on FMLA after welcoming her son, Isaac Edward, on Friday July 3.
 - Sara Jenkins has been released into her final phase of training.

- **EMD Stats**
 - Q2 – Minimum Goal 80% High Compliant or Compliant**
 - **April:** 88% High Compliant or Compliant
07% Partial or Low Compliant
05% Non-Compliant
 - **May:** 90% High Compliant or Compliant
05% Partial or Low Compliant
05% Non-Compliant
 - **June:** 81% High Compliant or Compliant
10% Partial or Low Compliant
09% Non-Compliant

- **ACCD Support Tickets**
 - Q2**
 - ACCD received and processed 209 Support Tickets in Q2
 - 0 – Change/Update Fire Area
 - 199 - audio recording/call report requests from Public Safety
 - 0 - Pager Concerns
 - 0 – Radio Coverage Concern
 - 0 - Rip & Run or E-page
 - 0 - Dispatch Error/Concern
 - 0 – Active 911 Set-up
 - 0– Towing Complaint
 - 0 – Mutual Aid Change Request
 - 0 – Add new officer to CAD
 - 0– Policy/Procedure Question
 - 0 – Talkgroup request (Special Events)
 - 0 – Project Request
 - 10 – MSAG Support

PROJECTS:

2020

- **Smart 911:**
 - As of June 30, 2020 we now have 759 Smart911 profiles in Allegan County. This is an increase of 21 profiles since last quarter.

- **PFN:**
 - The PFN project continues to move ahead toward its target cutover date of August 2020. This project will include an Audio Recorder upgrade, and SIP conversion of our Viper 911 phone system
 - PFN installed hardware for our August conversion on 6/17/2020 with follow-up installations scheduled with INdigital for July 2nd, and Intrado's SIP conversion scheduled for July 14th – 16th.
 - We were able to go live with Text to 911 on June 25, 2020. We are testing and monitoring it in its live state with plans to announce its availability by the end of July.

TRAINING:

- Through the County's efforts to provide training opportunities, the ingenuity of Training Coordinator Megan Kuhn, and creative scheduling by Deputy Director Wisner the last quarter has seen an increase in training opportunities using various on-line and distance learning resources. Total continuing education opportunities have actually increased in the second quarter of this year.

STATE 911 BOARDS:

- **SNC Certification Subcommittee:**
 - Jeremy continues to serve on the State 911 Board's Certification Subcommittee

MCDA SUBCOMMITTEES:

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

PUBLIC RELATIONS:

- Deputy Director Wisner created a [video](#) for a Middle School Job Fair
- ACCD continue to use its Facebook page to communicate with the public, post information related to COVID-19 screenings available in the County, as well as information for the safe use of Fireworks in the days leading up to the 4th of July.

RECOGNITION:

Kelly Ciolk

Kelly was recognized on April 9th by Cassie Kooistra, Emergency Medical Dispatch Quality Assurance (EMD-Q) reviewer for the exemplary handling of a 911 call Kelly received on March 30th. Cassie's letter of recognition is included below:

April 9, 2020

Kelly,

I would like to recognize you by using the exemplary standard that comes with the EMD Standards 10. Standards 10 gives the EMD-q the option to mark a call exemplary if it is compliant or higher and meets at least one of the exemplary criteria. The exemplary criteria are; caller management, communication, tone, empathy, perception and insight, complex call management, and protocol usage.

On March 30th at 12:05 pm you received a call from a citizen stating they were unable to wake their father in-law. The caller was calm yet showed concern for her father in-law. You completed case entry and moved on to protocol 31 Unconscious/Fainting. The caller struggled with the fact that the patient weighed 200 plus pounds and you were asking her to move the patient to the floor. You were able to work through her frustration and manage the patient without hesitation or showing any frustration on your end. Listening to the call it was clear the caller could tell you understood and cared about her situation.

By remaining calm yet using controlled inflection in your voice you were able to keep the caller calm and on track with the protocol. You reassured the caller that you understood her concern and explained the reason for needing to move the patient to the floor. You were also able to convey to the caller that we don't wish for her father in-law to get hurt while being moved, but that moving him to maintain his airway was more important than subsequent injury. This was an excellent example of tone.

You displayed great perception and insight during this call. The first time you gave the instruction to move the patient the caller became upset that she wasn't able to do so. You were able to rationalize what the caller was saying and made the decision to assess the patient's breathing. At this point you discovered the patient was breathing, however per the caller the breaths had been slowing since her arrival. You were able to recognize your initial instinct was correct and the patient needed to be moved to the floor. You were able to encourage the caller to find help and move the patient to the floor despite the protocol not having directions for you to do so. Once the patient was on the floor you reassessed the breathing. The caller reported the patient's breathing seemed better and the breathing diagnostic confirmed this.

Congratulations Kelly for staying diligent in the use of the protocol. It was very clear your effort helped improve the patient's respiration as well as maintained his condition until the ambulance arrived.

Respectfully,

Cassie Kooistra Telecommunicator, EMD-Q

Lindsay Hoffman

On July 1, 2020 Deputy Director Whitney Wisner received a thank you card from an Allegan County citizen addressed to the Center. Below is an excerpt from what the citizen wrote in that card. The Dispatcher the citizen references in the letter is Lindsay Hoffman.

Hello, Allegan County Dispatchers.

This note is many months overdue. However, it has taken me this long to be mentally able to sit down and write it. I have told numerous people how great you are & that I intend to tell you the same. Finally I am at the point I can do so. At approximately 3:30 am on March 6, 2020, I made a 911 call. I don't know who I spoke to but she was amazing. My husband & I had found our son hanging from an attempted suicide. After we had him down, I called. The dispatcher who assisted us in the time it took for first responders to arrive was an angel. That is a night we will never forget. We also will never forget the calm, helpful person on the other end of our call. We were a wreck but we were put to "ease" as much as possible by professionals who chose to do a public



*service job. Our son survived. Thank God. Not a day has passed since March 6 that I haven't thank God for that fact and for every human being who helped to save him. So thank you dear dispatch Angel from the bottom of our hearts. Thank you to All Allegan County Dispatchers for what you do. You are so appreciated.
Our deepest thanks, Stacy & Chip*

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911 Policy & Procedure Board Meeting

Administrative Summary

July 21, 2020

ACTION ITEMS:

1. None

DISCUSSION ITEMS:

1. **Quarterly Report**
 - a. Attached
2. **Expiring Terms**
 - a. The following member's term expires July 21, 2020 and to-date we have had no one apply to fill this vacancy:
 - i. County Township Association Rep
 - b. Medical Control has been confirmed on the July 9th BOC meeting as Markie McGowen.
3. **PSAM Activation for Thunderstorm Watch**
 - a. Under current practice ACCD has activated PSAMs for a Thunderstorm Watch every 30 min until the watch has ended. Through discussions with Emergency Management, EMS, and Fire this practice will change to single activation upon the initial notification.



Allegan County

Quarterly Report

SERVICE AREA:

Central Dispatch

SUBMITTED BY:

Jeremy Ludwig

PERIOD OF REPORTING:

Quarter 2

1/1/20 thru 3/31/20
4/1/20 thru 6/30/20
7/1/20 thru 9/30/20
10/1/20 thru 12/31/20

- 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
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	PFN conversion	Yes	Yes	Yes	PFN has connected to the County's fiber and INdigital is scheduled to install its servers and MEVO Phones in July. Intrado is also scheduled to complete SIP conversion mid-July. Cut over to PFN is still on-target for August 2020.
2	County Phones E911 Compliance	Yes	Yes	Yes	This project is in conjunction with IS and will allow 911 to get more detailed information from multi-line phone systems to include not only street address, but also the floor and office a 911 call is originating from.
3	New World CAD Upgrade	Yes	Yes	Yes	Tyler Tech continues to work through discovery and planning for the upgrade of New World CAD. The current Pandemic has slowed things down as we are not currently allowing non-essential personnel into the Dispatch Facility. However this project still remains on track.
4	Surveillance System Replacement	Yes	Yes	Yes	IS is in the process of ordering cameras and installation for new system is tentative for July/August
5	Outdoor Warning System Activation	No	Yes	Yes	Due to COVID-19 affecting both County resources and the availability of vendors this project has stalled and will be potentially moved to 2021.

2.0 KEY PERFORMANCE INDICATORS (KPI) – ENGAGEMENT:

ORGANIZATIONAL	Q1	Q2	Q3	Q4
Turn over rate (# of separated divided by total employees)	annual measure			
# of days to hire (average)	30	30		
% complete toward identified staff professional development	56%	128%	-28%	-28%

SERVICE AREA	Q1	Q2	Q3	Q4
Employee Engagement				
Employee Engagement (bi-annual)	due by Q4			
Staffing				
Full time employees (FTE) (24)	25	23	0	0
# of Dispatchers (16)	16	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	1	1		
# of Employees who left seperated from Disaptch	0	2		
# of Vacant Positions	0	1		
Professional Development				
Total hours of professional development (required 24 annually)	307.83	400.165		
Average hours of professional development per FTE	13	18	#DIV/0!	#DIV/0!
Overtime				
Total Hours of Overtime	24.25	84		
Total Hours of Unscheduled Overtime	24	83.5		
Total Hours of Forced Overtime	0.25	0.5		

Percentage of Unscheduled Overtime	99%	99%	#DIV/0!	#DIV/0!
Percentage of Forced OT	1%	1%	#DIV/0!	#DIV/0!

Safety				
# of work place injuries incidents	0	3		
Lost time due to injury (days)	0	42		

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

ORGANIZATIONAL	Q1	Q2	Q3	Q4
# of Standards of Work (SOW) Total	106	109		
# of Standards of Work (SOW) Completed Total	99	102		
# of Standards of Work (SOW) planned to complete this year	7			
# of Standards of Work (SOW) Completed this quarter	1	2		

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	N/A	N/A		
Customer Service Satisfaction - external customers	N/A	100%		

We received no CSS surveys in Q1

SERVICE AREA	Q1	Q2	Q3	Q4
911	Calls for Service (CFS) Dispatched by Agency			
Law Enforcement	Q1	Q2	Q3	Q4
Allegan County Med Ex	68	70		
Allegan County Sheriff	5,190	4,892		
Allegan Em Management	4	3		
Allegan PD	947	725		
DNR-Plainwell	27	55		
Fennville PD	193	374		
Gun Lake Tribal PD	159	135		
Hopkins PD	0	0		
Michigan State Police	1,851	2,217		
Otsego PD	514	667		
Plainwell PD	636	660		
Douglas PD	454	475		
Wayland PD	471	468		
Total	10,514	10,741	0	0
Fire Services	Q1	Q2	Q3	Q4
Allegan Fire District	72	97		
Bloomingtondale FD	5	4		
Byron TWP FD	0	2		
Columbia FD	5	5		
Clyde FD	26	33		
Cutlerville FD	0	2		
Dorr FD	31	53		
Dutton FD	0	1		
Fennville FD	88	92		
Ganges FD	72	81		
Graafschap FD	184	190		

Gun Plain FD	41	49		
Hamilton FD	93	123		
Holland FD	0	0		
Wayland EMS/Hopkins MFR	97	92		
Hopkins FD	27	38		
Lee FD	37	51		
Lee First Responders	105	107		
Leighton FD	25	27		
Wayland EMS/Leighton MFR	35	51		
Martin FD	41	40		
Orangeville FD	1	2		
Otsego FD	197	243		
Overisel FD	36	35		
Park Twp FD	5	1		
Pine Grove	19	26		
Pine Lake FD	0	0		
Plainwell FD	16	20		
Salem FD	15	32		
Saugatuck FD	181	204		
South Haven	24	25		
Wayland FD	57	77		
Zeeland	2	1		
Total	1,537	1,804	0	0

EMS	Q1	Q2	Q3	Q4
Life EMS	616	530		
AMR-Fennville	314	328		
AMR-Holland	279	270		
AMR-Grand Rapids	3	8		
Plainwell EMS	732	592		
South Haven EMS	31	54		
Wayland EMS	1,010	932		
Pridecare	0	0		
Coloma	0	0		
Thornapple	8	9		
Total	2,993	2,723	0	0

Call Totals by Type	Q1	Q2	Q3	Q4
911 - Landline	1,155	1,034		
911- Wireless	7,708	12,451		
911 - VOIP	204	231		
Non-Emergency	15,750	19,339		
Outgoing	11,088	12,494		
Total	35,905	45,549	0	0

FOIA	Requests Received and Hours Utilized			
FOIA Requests	Q1	Q2	Q3	Q4
# opened	52	24		
Total # hours spent to complete	83.5	47.5		
Average hours per request	1.61	1.98	#DIV/0!	#DIV/0!
Technical Support Services				
	Requests Received and Hours Utilized			
Support Requests	Q1	Q2	Q3	Q4
Support requests received	224	209		
Priority 1 support (emergency requests for service or unscheduled walk in)				
# opened	1	0		
# completed	1	0		
# hours	0.25	0		
Average open time before completion	0.25	0.00	#DIV/0!	#DIV/0!
Priority 2 support (general requests for service)				
# opened	222	199		
# completed	222	199		
# hours	51.72	45		
Average hours open time before completion	0.23	0.23	#DIV/0!	#DIV/0!
Priority 3 support (project requests or require advanced scheduling)				
# opened	2	0		
# completed	2	0		
# hours	0.66	0		
Average open time before completion	0.33	0.00	#DIV/0!	#DIV/0!
MSAG support (modification, verification, adding of MSAG data)				
# opened	N/A	10		
# completed	N/A	10		
# hours	N/A	54.5		
Average open time before completion	N/A	5.45	#DIV/0!	#DIV/0!

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

Fund #: 2110 - Central Dispatch/E911 Fund			Activity #: 326		
	AMOUNT	%		AMOUNT	%
2020 Revenue Budget	\$ 3,140,181.00		2020 Expense Budget	\$ 2,870,680.00	
Q1 Revenue	\$ 8,576.00	0.27%	Q1 Expenditures	\$ 878,440.00	30.60%
Q2 Revenue	\$ 764,109.52	24.33%	Q2 Expenditures	\$ 584,479.26	20.36%
Q3 Revenue		0.00%	Q3 Expenditures		0.00%
Q4 Revenue		0.00%	Q4 Expenditures		0.00%
YTD	\$772,686	24.61%		\$1,462,919	50.96%

ADDITIONAL INFORMATION:

Fund #: 2110 - Central Dispatch/E911 Fund			Activity #: 327 - 911 Project Activity		
	AMOUNT	%		AMOUNT	%
2020 Revenue Budget	\$ -		2020 Expense Budget	\$ 6,022.00	
Q1 Revenue	\$ -	0.00%	Q1 Expenditures	\$ 6,536.52	108.54%
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	\$0	0.00%		\$6,537	108.54%

ADDITIONAL INFORMATION:

Fund #: 2118 - Central Dispatch CIP			Activity #: 326 -Central Dispatch/911		
	AMOUNT	%		AMOUNT	%
2020 Revenue Budget	\$ 1,080,759		2020 Expense Budget	\$ 668,000	
Q1 Revenue	\$ 72,666	6.72%	Q1 Expenditures	\$ 56,339	8.43%
Q2 Revenue	\$ 243,083	22.49%	Q2 Expenditures	\$ 31,247	4.68%

Q3 Revenue	\$	-	0.00%	Q3 Expenditures	\$	-	0.00%
Q4 Revenue	\$	-	0.00%	Q4 Expenditures	\$	-	0.00%
YTD	\$	315,749	29.22%		\$	87,587	13.11%

ADDITIONAL INFORMATION: