

# 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*

---

### 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

TBD  
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

October 20, 2020 – 10AM

Zoom Meeting: Navigate to:

<https://us02web.zoom.us/j/89258733953?pwd=MUpnNjY4M3J0aEFFeFZOv0RwT0NWUT09>

Or

Call (929) 205-6099 -or- (312) 626-6799 -or- (253) 215-8782

Meeting ID: 892 5873 3953, Meeting Password: 102020

**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. Timeline for Outdoor Warning Activation Project
3. Public Posting of Dispatch Stats

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

Next Meeting – January 19, 2021 -10AM @  
Human Services Building - Zimmerman Room  
3255 - 122nd. Avenue, Allegan, MI

# 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*

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

## Director's Update October 20, 2020

### OPERATIONS:

- **Staffing:**
  - We are currently down one Telecommunicator position
  
- **EMD Stats**
  - Q2 – Minimum Goal 80% High Compliant or Compliant**
    - **Jul:** 88% High Compliant or Compliant  
05% Partial or Low Compliant  
07% Non-Compliant
    - **Aug:** 82% High Compliant or Compliant  
09.5% Partial or Low Compliant  
08.5% Non-Compliant
    - **Sep:** 82% High Compliant or Compliant  
09% Partial or Low Compliant  
09% Non-Compliant
  
- **ACCD Support Tickets**
  - Q3**
    - ACCD received and processed 369 Support Tickets in Q3
      - 0 – Change/Update Fire Area
      - 303 - audio recording/call report requests from Public Safety
      - 0 - Pager Concerns
      - 0 – Radio Coverage Concern
      - 0 - Rip & Run or E-page
      - 2 - Dispatch Error/Concern (1 – Rip&Run Delivery/ 2 –Time to Disp question)
      - 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
      - 63 – MSAG Support

## **PROJECTS:**

### **2020**

- **Smart 911:**

- As of September 28, 2020 we now have 778 Smart911 profiles in Allegan County. This is an increase of 19 profiles since last quarter.
- RAVE did not receive State funding renewal to continue to provide Smart911 in 2021. Allegan County will have to weigh the cost of the program with the benefits it provides, including the extent of its use and growth since it was adopted.

- **PFN:**

- The PFN project's target cutover date of August 2020 had to be moved due to issues with necessary upgrades on the PFN network before cutting any carriers over. Our first carrier was cut over on September 17, 2020.
- The following carriers have all been cut to PFN since 9/17/2020:
  - Level 3
  - Verizon Wireless
  - Intequent
  - Clear Rate
  - 123.net
  - AT&T Mobility
  - TDS/Synergem
  - Verizon Business
- PFN is working to schedule AT&T (CLEC-VNI & ILEC), Charter, Comcast, Windstream, Frontier (ILEC) and T-Mobile as soon as possible.

## **TRAINING:**

- NENA Ignite (September 22 – 24) a virtual training conference scheduled in place of the normal in-person national training conference NENA typically organizes. NENA Ignite was offered for free to all NENA members.
- Jeremy attended a virtual DiSC Facilitator Certification course during the month of September and is now certified as a DiSC Facilitator for the County.
- Two staff members attended CPR refresher certification at the Sheriff's Department on September 3<sup>rd</sup>.
- The National Emergency Numbers Association (NENA) has reached out to inquire if Allegan County Central Dispatch would be willing to host a Center Manager Certification Program (CMCP) in October of 2021. This week long course is designed to prepare anyone new to the position of Dispatch Deputy Director or Director or someone thinking about becoming a Dispatch Deputy Director or Director.

## **STATE 911 BOARDS:**

- **SNC Certification Subcommittee:**

- Jeremy continues to serve on the State 911 Board's Certification Subcommittee
  - Jeremy assisted the Certification Subcommittee with virtual reviews of Saline Police Department's Dispatch and Chelsea Police Department's Dispatch in Washtenaw County on September 21, 2020.

## **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:**

### **Whitney Wisner**

On September 27, 2020 Whitney celebrated her 10<sup>th</sup> year with Allegan County Central Dispatch (ACCD)! We are very proud to have such an amazingly talented and gifted individual as the Deputy Director. Whitney has climbed through the ranks and filled the role of Telecommunicator and Telecommunicator Supervisor before being promoted to Deputy Director, March 20, 2017. Whitney has made an impressive and positive impact in each role she has played with ACCD. Whitney balances her career with being a mom of three incredible kids ages six, four, and two with a grace that does not always receive the praise it should. Whitney and her husband Ben are also Foster Parents often taking on the responsibility of an additional child who needs a loving home at a moment's notice. Whitney has brought an element of understanding, collaborative leadership, inclusiveness, and presence to the role of Deputy Director that has been instrumental to our success as a center and at driving positive cultural change for ACCD. Thank you so much Whitney for what you do every day!

Congratulations also to Whitney for completing her Emergency Numbers Professional (ENP) certification through the National Emergency Numbers Association (NENA). This is a highly respected and sought after certification in the 911 world.

### **ACCD Telecommunicators and Telecommunicator Supervisors**

The week of August 10<sup>th</sup> ACCD Celebrated National Public Safety Telecommunicator Week. Typically observed in April, ACCD Administration opted to postpone due to the Pandemic and observe this recognition in August in hopes that we would be in a better position to properly celebrate and possibly allow visitors into the building. Alas as everyone is aware the pandemic has continued to keep ACCD closed to all but those that are essential for 911 services to operate. With some modifications to our normal celebrations and some of our partners in public safety stepping up, we saw meals for the staff purchased from Burrito Boss by the Medical Control Board, and Vitales from the Fire Chief's Association, as well as Mug Shots from someone we still have not been able to identify. We were also able to facilitate prize raffles for gift certificates and scratch-offs through donations from the Policy and Procedure Board and Dispatch Administration. Thank you to everyone who donated time, food, or other sweat equity into making this week special in some rather difficult times! And thank you to all of our Telecommunicators and Telecommunicator Supervisors who continue to take the call and be that calming voice in the dark, the first, first responders!

### **Kelly Ciolk**

In August of this year Telecommunicator Kelly Ciolk answered a very difficult 911 call. The caller on the other end of the phone was calling to report her husband was attempting to commit suicide. Kelly was on the line with the caller as the callers husband locked himself in a room and repeatedly pulled the trigger of a gun that refused to fire. Prior to police arriving on scene the gun discharged and the caller's husband took his own life. This was a difficult call to handle for even the most seasoned of Dispatchers and we are pleased with Kelly's professionalism throughout the call and proud of how she coped with the personal impacts of the call after. We sometimes forget the impact these types of call have not only on the families of those involved, but our first responders as well. Thank you Kelly for your handling of this call both during and after the incident ended.

# 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*

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

TBD  
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

## 911 Policy & Procedure Board Meeting Administrative Summary October 20, 2020

### ACTION ITEMS:

1. None

### DISCUSSION ITEMS:

1. **Quarterly Report**
  - a. Attached
2. **Timeline for Outdoor Warning Activation Project**
  - a. See Attached
3. **Public Posting of Dispatch Stats**
  - a. Findings from Ottawa and Grand Travers
  - b. Example of data format for posting to FB



# Allegan County

## Quarterly Report

**SERVICE AREA:**

Central Dispatch

**SUBMITTED BY:**

Jeremy Ludwig

**PERIOD OF REPORTING:**

Quarter 3

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

**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
<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	Initial cut over to PFN was delayed from August 2020 until September 2021, however overall project remains on schedule.
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 has scheduled project execution kickoff for October 2020 and remains on track.
4	Surveillance System Replacement	Yes	Yes	Yes	Cameras have been purchased however process took longer than expected and are now slated for install by the end of October, however project still remains on track.

## 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	30	
% complete toward identified staff professional development	56%	128%	179%	-79%

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)	25	23	24	0
# of Dispatchers (16)	16	14	15	
# of Supervisors (4)	4	4	4	
# of Administrative Assistants (1)	1	1	1	
# of Training Coordinators (1)	1	1	1	
# of Directors (1)	1	1	1	
# of Assistant Directors (1)	1	1	1	
# of Employees in Introductory Training	1	1	1	
# of Employees who left seperated from Disaptch	0	2	0	
# of Vacant Positions	0	1	0	
<b>Professional Development</b>				
Total hours of professional development (required 24 annually)	307.83	400.165	279.5	
Average hours of professional development per FTE	13	18	12	#DIV/0!
<b>Overtime</b>				
Total Hours of Overtime	24.25	84	133	
Total Hours of Unscheduled Overtime	24	83.5	117	
Total Hours of Forced Overtime	0.25	0.5	16	



Percentage of Unscheduled Overtime	99%	99%	88%	#DIV/0!
Percentage of Forced OT	1%	1%	12%	#DIV/0!

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

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

ORGANIZATIONAL	Q1	Q2	Q3	Q4
# of Standards of Work (SOW) Total	106	109	109	
# of Standards of Work (SOW) Completed Total	99	102	102	
# of Standards of Work (SOW) planned to complete this year	7			
# of Standards of Work (SOW) Completed this quarter	1	2	0	

SERVICE AREA	Q1	Q2	Q3	Q4
<b>Radios (Harris System Only)</b>				
800 Mhz mobiles	0	0	0	
800 Mhz portables	0	0	0	
VHF radios	1	1	1	
VHF pagers	0	0	0	
<b>Radios (Motorola System Only)</b>				
800 Mhz mobiles	2	2	2	
800 Mhz portables	10	10	10	
VHF radios	0	0	0	
VHF pagers	3	3	3	
<b>Towers</b>				
Owned	5	5	5	
Leased	3	3	3	
800 Mhz only	8	8	8	
VHF only	4	4	4	
<b>Dispatch</b>				
Dispatcher stations	6	6	6	
Law enforcement agencies served	9	9	9	
Fire departments served	20	20	20	
EMS agencies served	5	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	N/A	
Customer Service Satisfaction - external customers	N/A	100%	N/A	

We received no CSS surveys in Q1 or Q3

SERVICE AREA	Q1	Q2	Q3	Q4
<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 County Med Ex	68	70	77	
Allegan County Sheriff	5,190	4,892	6,281	
Allegan Em Management	4	3	3	
Allegan PD	947	725	873	
DNR-Plainwell	27	55	46	
Fennville PD	193	374	387	
Gun Lake Tribal PD	159	135	222	
Hopkins PD	0	0	0	
Michigan State Police	1,851	2,217	2,053	
Otsego PD	514	667	720	
Plainwell PD	636	660	692	
Douglas PD	454	475	505	
Wayland PD	471	468	704	
<b>Total</b>	<b>10,514</b>	<b>10,741</b>	<b>12,563</b>	<b>0</b>
<b>Fire Services</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Allegan Fire District	72	97	90	
Bloomingtondale FD	5	4	10	
Byron TWP FD	0	2	1	
Columbia FD	5	5	0	
Clyde FD	26	33	27	
Cutlerville FD	0	2	1	
DNR- FD			5	
Dorr FD	31	53	54	
Dutton FD	0	1	0	
Fennville FD	88	92	90	
Ganges FD	72	81	99	

Graafschap FD	184	190	218	
Gun Plain FD	41	49	54	
Hamilton FD	93	123	117	
Holland FD	0	0	0	
Wayland EMS/Hopkins MFR	97	92	102	
Hopkins FD	27	38	35	
Lee FD	37	51	51	
Lee First Responders	105	107	122	
Leighton FD	25	27	36	
Wayland EMS/Leighton MFR	35	51	43	
Martin FD	41	40	48	
Orangeville FD	1	2	0	
Otsego FD	197	243	278	
Overisel FD	36	35	34	
Park Twp FD	5	1	0	
Pine Grove	19	26	38	
Pine Lake FD	0	0	0	
Plainwell FD	16	20	24	
Salem FD	15	32	36	
Saugatuck FD	181	204	255	
South Haven	24	25	25	
Wayland FD	57	77	75	
Zeeland	2	1	2	
<b>Total</b>	<b>1,537</b>	<b>1,804</b>	<b>1,970</b>	<b>0</b>

<b>EMS</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Life EMS	616	530	853	
AMR-Fennville	314	328	128	
AMR-Holland	279	270	382	
AMR-Grand Rapids	3	8	4	
Plainwell EMS	732	592	745	
South Haven EMS	31	54	25	
Wayland EMS	1,010	932	1,056	
Pridecare	0	0	0	
Coloma	0	0	0	
Thornapple	8	9	7	
<b>Total</b>	<b>2,993</b>	<b>2,723</b>	<b>3,200</b>	<b>0</b>

<b>Call Totals by Type</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>911 - Landline</b>	1,155	1,034	1,598	
<b>911- Wireless</b>	7,708	12,451	14,835	
<b>911 - VOIP</b>	204	231	287	
<b>Non-Emergency</b>	15,750	19,339	20,763	
<b>Outgoing</b>	11,088	12,494	14,169	

<b>Total</b>	<b>35,905</b>	<b>45,549</b>	<b>51,652</b>	<b>0</b>
<b>FOIA</b>	<b>Requests Received and Hours Utilized</b>			
<b>FOIA Requests</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
# opened	52	24	31	
Total # hours spent to complete	83.5	47.5	72.00	
Average hours per request	1.61	1.98	2.32	#DIV/0!
<b>Technical Support Services</b>	<b>Requests Received and Hours Utilized</b>			
<b>Support Requests</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>Support requests received</b>	224	209	368	
<b>Priority 1 support (emergency requests for service or unscheduled walk in)</b>				
# opened	1	0	0	
# completed	1	0	0	
# hours	0.25	0	0	
Average open time before completion	0.25	0.00	0.00	#DIV/0!
<b>Priority 2 support (general requests for service)</b>				
# opened	222	199	305	
# completed	222	199	305	
# hours	51.72	45	74.92	
Average hours open time before completion	0.23	0.23	0.25	#DIV/0!
<b>Priority 3 support (project requests or require advanced scheduling)</b>				
# opened	2	0	0	
# completed	2	0	0	
# hours	0.66	0	0	
Average open time before completion	0.33	0.00	0.00	#DIV/0!
<b>MSAG support (modification, verification, adding of MSAG data)</b>				
# opened	N/A	10	63	
# completed	N/A	10	63	
# hours	N/A	54.5	101.4	
Average open time before completion	N/A	5.45	1.61	#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	\$ 18,821.40	0.60%	Q1 Expenditures	\$ 878,440.00	30.60%
Q2 Revenue	\$ 764,109.52	24.33%	Q2 Expenditures	\$ 585,144.26	20.38%
Q3 Revenue	\$ 770,901.30	24.55%	Q3 Expenditures	\$ 693,753.57	24.17%
Q4 Revenue		0.00%	Q4 Expenditures		0.00%
<b>YTD</b>	<b>\$1,553,832</b>	<b>49.48%</b>		<b>\$2,157,338</b>	<b>75.15%</b>

**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%
<b>YTD</b>	<b>\$0</b>	<b>0.00%</b>		<b>\$6,537</b>	<b>108.54%</b>

**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	\$ 242,317	22.42%	Q3 Expenditures	\$ 19,063	2.85%
Q4 Revenue	\$ -	0.00%	Q4 Expenditures	\$ -	0.00%
<b>YTD</b>	<b>\$ 558,065</b>	<b>51.64%</b>		<b>\$ 106,649</b>	<b>15.97%</b>

**ADDITIONAL INFORMATION:**

# Activity Schedule

Activity Schedule					
<b>Project Name:</b>	<b>Outdoor Warning System Activation</b>	<b>Project #:</b>	<b>11075-20</b>		
Stage & Status	Objectives and Tasks	Hours	Assigned To	Scheduled For	Notes
<b>SCOPING</b>	<b>List any applicable Scoping items to be completed.</b>				
	Scoping completed in 2019 and 2020				
<b>DEVELOPMENT</b>	<b>List any applicable Development items to be completed.</b>				
	Outreach to stakeholders		Jeremy	1/12/2021	
<b>CONTRACTING</b>	<b>List any applicable Contracting items to be completed.</b>				
	Build RFP		Jeremy	1/12/2021 - 5/14/2021	
	Release RFP		Jeremy	5/24/2021 (30 days)	
	Review submission with Siren Team		Jeremy	6/28/2021	
<b>EXECUTION</b>	<b>Major Activity 1 (group of associated tasks)</b>				
	Submit Reccomended Option to Policy Board		Jeremy	7/20/2021	
	Submit Reccomended Option to BOC		Jeremy	7/21/2021 for 8/12/2021 Agenda	
	BOC to approve		Jeremy	8/26/2021	
<b>EXECUTION</b>	<b>Major Activity 2 (group of associated tasks)</b>				
	Contract with approved Vendor		Jeremy	8/27/2021	
	Execute contract		Jeremy	8/30/2021	
<b>EXECUTION</b>	<b>Major Activity 3 (group of associated tasks)</b>				
	Task 1				
	Task 2				
<b>EXECUTION</b>	<b>Major Activity 4 (group of associated tasks)</b>				
	Task 1				
	Task 2				
<b>EXECUTION</b>	<b>Major Activity 5 (group of associated tasks)</b>				
	Task 1				
	Task 2				
<b>MONITORING</b>	<b>List any applicable Monitoring items to be completed.</b>				
<b>CLOSURE</b>	<b>List any applicable Closure items to be completed.</b>				



**Ottawa** – shares stats with newspaper – what are they sharing, in what format, and how often?

- Does not share stats with anyone, suggested the local PD may be sharing this information.

**Otsego Fire** – has board out front that they post stats – people love it

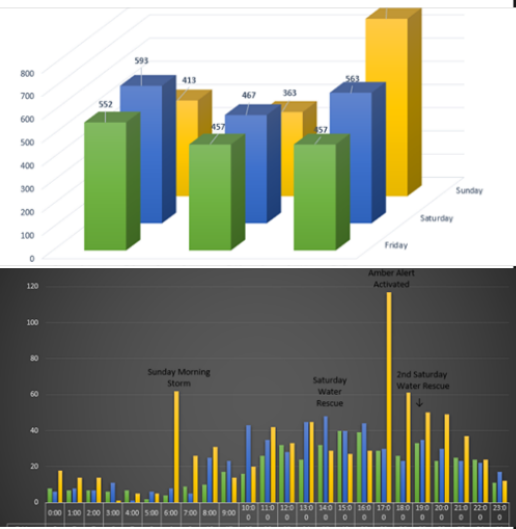
**Pam** - likes the stats in the Quarterly Report

**What are we trying to say?** – Awareness, helping citizen connect to what we are doing to serve them

**Grand Traverse 911** – shares stats on FB

**Examples:**

WHAT A WEEKEND.  
Typically the 4th of July weekend is our busiest of the year however, if 2020 has taught us anything, it's to expect the unexpected. This weekend was BUSY. There were no murder hornets or bubonic plague, but there was over a 40% increase in call volume (most of which occurred on Sunday), that required all hands on deck (Which is 3-4 dispatchers per shift). Medical/traumatic emergencies, water rescues, severe weather, flash floods, traffic crashes, assaults, 200 9-1-1 misdials/butt dials, fires, and an amber alert--just to name a few. They did all of this while answering non-emergent lines, and maintaining all of the radio traffic for the 18 agencies that we dispatch. We cannot say enough about our crews on duty this weekend, and the hard work and professionalism they displayed during all of this chaos. They truly did an amazing job, and rocked this dispatch center. We are fortunate to have all of them here, serving the community. If you know a dispatcher, make sure you give them a big THANK YOU!!!



**Nov 7<sup>th</sup>, 2018**

**Nov 7<sup>th</sup>, 2019**

**Incoming Phone Call Statistics**

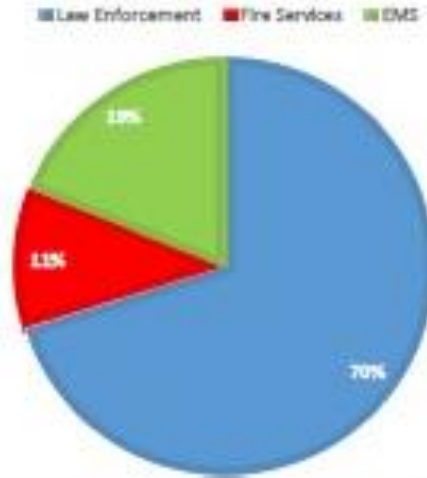
Non-Emergent Line:	117	Non-Emergent Line:	202
911 Calls:	71	911 Calls:	227
<b>Total 2018</b>	<b>188</b>	<b>Total 2019</b>	<b>429</b>

**Traffic-Related Calls for Service:**

Injury Accidents:	1	Injury Accidents:	8
Property Damage Accident:	10	Property Damage Accidents:	60
Private Property Accident:	2	Private Property Accident:	2
Motorist Assist:	0	Motorist Assist:	3
Traffic Issue:	4	Traffic Issue:	33
<b>TOTAL 2018</b>	<b>17</b>	<b>Total 2019</b>	<b>106</b>

**Group suggestion:** Use the stats we have now, nothing new – give a 30,000 foot view – format in a way people will consume and find value in.

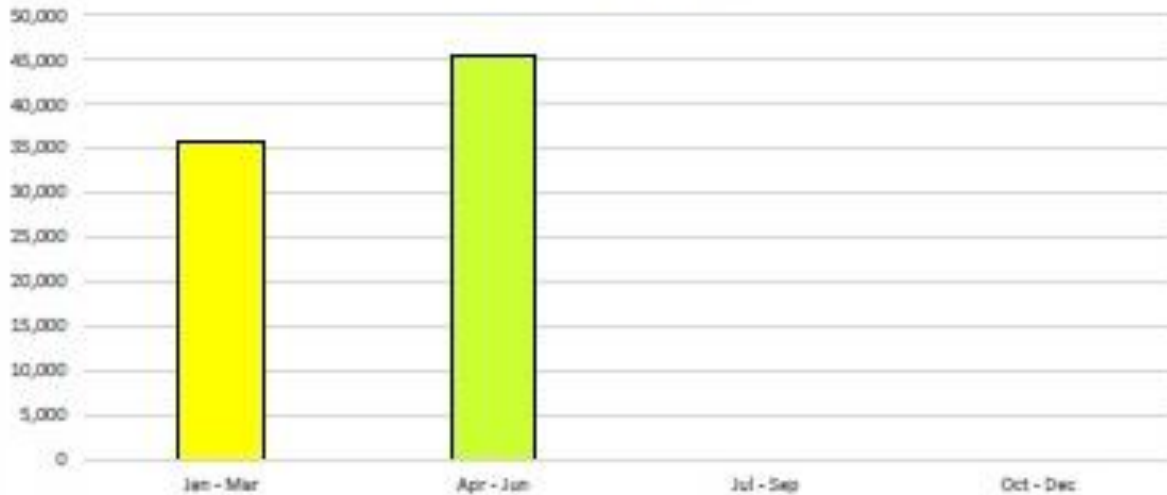
### 2020 CALLS FOR SERVICE (CFS) DISPATCHED BY DISCIPLINE



### 2020 Allegan County Central Dispatch (911)

Discipline	Calls for Service (CFS) Dispatched by Discipline				Annual Total
	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	
Law Enforcement	10,514	10,741			21,255
Fire Services	1,537	1,804			3,341
EMS	2,993	2,723			5,716
<b>Total</b>	<b>15,044</b>	<b>15,268</b>			<b>30,312</b>

### 2020 Phone Calls Handled by 911



Central Dispatch 911	Phone Calls: Handled by 911				Annual Total
	Jan - Mar	Apr - Jun	Jul - Sep	Oct - Dec	
Emergency and Non-emergency incoming and outgoing calls	35,905	45,549			81,454