

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
Private Citizen At Large

Jim Pitsch
Representative of Township
Government
Salem Township

F/LT Keith Disselkoen
MSP Representative
Wayland State Police Post

Vicki Maguire
EMS Representative
American Medical Response

Markie McGowan
Allegan County Medical
Control Representative

Dennis Wilkins
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 Brandon Weber
East Side Fire Officer
Representative
Otsego Fire Dept.

Jane Verplank
Representative of City or
Village Government

July 19, 2022 – 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:

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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. EMD Pilot Policy

DISCUSSION ITEMS:
1. Quarterly Report
2. Attendance
3. Expiring Members
4. Reminder Letter to Local Units

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

Next Meeting – October 18, 2022 -10AM @
Human Services Building - Zimmerman Room
3255 - 122nd. Avenue, Allegan, MI

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911 Policy & Procedural Board



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911 POLICY & PROCEDURE BOARD MEETING - Minutes

Mike Larsen
Under Sheriff
Co. Sheriff's Representative

Dean Kapenga
County Commissioner

Robert J. Sarro
County Administrator

Pam Crandle
Citizen Representative

Jim Pitsch
Salem Township
Co. Tw p. Association
Representative

F/LT Keith Disselkoe
Wayland State Police Post
MSP Representative

Vicki Maguire
American Medical Response
EMS Representative

Markie McGowan
Life EMS
Medical Control
Representative

Dennis Wilkins
GLPS Director Tribal
Gun Lake Tribe
Representative

Jay Gibson
Allegan City Police
City Police Chief
Representative

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

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

Jane Verplank
Elected Gov't
Representative

April 19, 2022 – 10AM

Human Services Building, Zimmerman Room – 3255 122nd Avenue

CALL TO ORDER: 10:04 am by Dean Kapenga.

PRESENT: Dean Kapenga, Brandon Weber, Rob Sarro, Mike Larsen, Pam Crandle, Jay Gibson, Dave Haverdink, Vicki Maguire, Dennis Wilkins, Jane Verplank, Jeremy Ludwig, Whitney Wisner, Greg Janik, Doug DenBleyker, and Shannen Chamberlain.

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

ADDITIONAL AGENDA ITEMS:

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

COMMUNICATIONS: none

PRESENTATIONS: none

DIRECTOR REPORT: J. Ludwig shared his update with the board.

ACTION ITEMS:

1. Reaffirmation of M. Larsen:

SUMMARY: Mike Larsen had previously retired, but in light of his return as the Under Sheriff for Allegan County Sheriff Department, D. Kapenga would like to reaffirm his position on this board.

RECOMMENDATION: Reaffirm County Sheriff's Representative.

-Motion for Mike Larsen to continue in his capacity as County Sheriff Representative and as a voting member made by B. Weber. Support by D. Haverdink. All in favor, motion carried.

2. 2023 DRAFT Budget:

SUMMARY: Director is responsible to submit a budget to finance yearly.

RECOMMENDATION: Approve Draft Budget as presented for 2023.

-Motion to approve 2023 Draft Budget as presented made by D. Wilkins. Support by B. Weber. Motion carried by roll call vote.

Yeas: 10

Nays: 0

DISCUSSION ITEMS:

1. Quarterly Report:

-Presented for questions by J. Ludwig.

2. Non-Preference Towing:

-Director Ludwig presented the current agreement with suggested changes.

3. Paging Procedure/Sequence:

-Members of the Fire Service have asked for a review of ACCD's Medical Dispatch Policy.

-Motion to create a committee consisting of one Fire Representative, one Law Enforcement Representative, one Central Dispatch Representative, and one EMS Representative to meet with Dr. Mastenbrook the Allegan County Medical Control Authority Director and Dr. Walters the Ottawa County Medical Control Authority Director in order to discuss the current Allegan County Medical Dispatch Policy & Procedure, as well as Allegan County's utilization of IAED Emergency Medical Dispatch protocols made by R. Sarro. Support by J. Verplank. Motion carried by roll call vote.

Yeas 6

Nays 3

-Motion made by R. Sarro to amend his previous motion as follows: Motion to create a committee consisting of two Fire Representatives, two Law Enforcement Representatives, two Central Dispatch Representatives, and two EMS Representatives, to meet with Dr. Mastenbrook the Allegan County Medical Control Authority Director and Dr. Walters the Ottawa County Medical Control Authority Director in order to discuss the current Allegan County Medical Dispatch Policy & Procedure, as well as Allegan County's utilization of IAED Emergency Medical Dispatch protocols. Motion carried by roll call vote.

Yeas 9

Nays 0

-Committee members shall be Dave Haverdink, Brandon Weber, Mike Larsen, Jay Gibson, Vicki Maguire, Markie McGowan, Whitney Wisner, and Jeremy Ludwig.

PUBLIC PARTICIPATION: N/A

FUTURE AGENDA ITEMS:

ROUND TABLE:

ADJOURNMENT: Motion to adjourn made by J. Gibson. Support by D. Haverdink. All in favor, motion carried. Adjourned at 11:30 am.

*Next meeting July 19, 2022. 10am in the Zimmerman Room

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Director's Update July 19, 2022

Undersheriff Michael Larsen
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OPERATIONS:

- **Staffing:**

- Kelly Ciolk – Left employment June 7, 2022
- Mary Brink – Started May 31, 2022
- Cameron Hesselink – Left employment May 25, 2022

We are currently posted for and interviewing for two open positions.

- **EMD Stats**

- Q2 – Minimum Goal 85% High Compliant or Compliant

- **Apr:** 89% High Compliant or Compliant
5% Partial or Low Compliant
6% Non-Compliant

- **May:** 92% High Compliant or Compliant
3% Partial or Low Compliant
5% Non-Compliant

- **Jun:** 90% High Compliant or Compliant
6% Partial or Low Compliant
4% Non-Compliant

- **ACCD Support Tickets Q2**

- ACCD received and processed 404 Support Tickets in Q2
 - 257- audio/CAD report requests - Public Safety
 - 2 – Rip and Run/E-page Changes
 - 145 – MSAG Support

- **Fire – Call to Dispatch Stats (Goal is 80% and 95%)**

- **Apr:**
 - 59% in 64 seconds or less
 - 100% in 106 seconds or less
- **May:**
 - 70% in 64 seconds or less
 - 97% in 106 seconds or less
- **Jun:**
 - 67% in 64 seconds or less
 - 100% in 106 seconds or less

2022 PROJECTS:

- **PFN:**
 - The AT&T Martin End Office is the last to still be cut before we can be 100 PFN supported for 911 calls. AT&T continues to struggle with technical issues at this end office, delaying efforts to make the final cut.
 - PFN plans to put the fiber build for Allegan Out to bid and have work complete by the end of 2022.
- **MCTs**
 - MCT installations are complete.
- **MCC7100/7500e**
 - Had a virtual meeting with Motorola and Muskegon County Central dispatch to discuss proxy server placement for the use of the MCC7100 on June 30, 2022.
- **Tower Shelter HVAC Replacement**
 - Environmental Systems Solutions (ESS) expects to receive materials/ parts to complete the project in August of this year. Once all materials/ parts have been received, access authorizations confirmed, and weather permits, ESS will begin replacements.
- **Outdoor Warning System Project**
 - The Advisory Team met with PRISM on July 12th for a demo of their siren activation board with 800MHz and LTE in conjunction with the MPSCS. Allegan County Central Dispatch will BETA test PRISM with 800MHz and LTE using the Dumont Complex siren for 30 days.

TRAINING:

- May 10 – 12: Director attended the Annual Homeland Security Conference in Grand Rapids
- May 16 – 19: Several members of Dispatch attended portions or all of the Annual NENA/APCO Training Conference in Kalamazoo
- April 27 – 29: Several Dispatch EMD Quality Assurance Officers attend the NAVIGATOR conference in Nashville, TN earning all of their biannual required continuing Education points over the three day conference.

STATE 911 BOARDS:

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

- **SNC Legislative Action Subcommittee (LAS):**

- **FCC 911 Fee Diversion**

- No new updates.

MCDA SUBCOMMITTEES:

- **MSP CJIS BOARD:**

- Jeremy continues to serve on the MSP CJIS Board as an alternate for Midland 911 Director Lisa Hall and attends meetings quarterly as needed.

PUBLIC RELATIONS:

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

RECOGNITION:

- **Kaleigh Dornbush**

Kaleigh was recognized by her Supervisor Brian Beute for her handling of a call from a man whose cousin had suddenly gone unresponsive in March. Below is a copy of the recognition letter Brian drafted recognizing Kaleigh's performance.

“Kaleigh,

I have the honor today of recognizing you for your exemplary performance on March 24, 2022, answering a call from a man whose cousin had suddenly gone unresponsive. Your caller management, tone, and protocol use on this call was remarkable, saving the man's life.

You quickly entered the call and smoothly navigated the protocol. You clearly recognized the urgent situation and sent the echo call immediately, then initiated patient care.

That leads me to your major contribution to this call—the barriers of the caller and your persistence to treat the patient. You recognized the patient's positioning was dangerous. After understanding and recognizing the caller's concerns, you acknowledged those and gave him reasons and influenced him gradually to help the patient.

Excellent protocol compliance then takes over and “barely” breathing and “turning blue” drove your insistence on giving him the best care. Immediately the patient begins responding and talking, and the only interventions that saved him was your clear instructions.

Throughout, your kind and understanding treatment of the caller showed him respect. You gave early, often reassurance that you would help and your tone was empathetic and very composed, giving him clear instructions and continuing to let him know that help was on the way.

Another big shout-out to the whole team (Brook, Kylie, Brittany) for the assist. Great job Brittany for toning the call within 40 seconds of answering the 911 call. All resources were also updated with changing patient conditions. Thanks for all your service to the citizens and responders of Allegan County.

Warm regards,

Brian Beute, Supervisor, EMD-Q”

- **Lindsey (Hoffman) Lewis**

Lindsay was recognized by Sergeant Tyler Gorby of the Allegan City Police Department for her handling of a suicidal call.

“I just wanted to reach out to you and let you know what a great job Lindsey Hoffman did with a suicidal call tonight. She took a call with a male stating he was going to kill himself and had a gun to his chest. He said he wanted us to know so that we found his body and not his kids. While all of us were on scene trying to make contact with the male he fired one round. Thankfully, he only shot a round off into the air and then eventually came out to us. While we were talking to him he stated the reason he didn't shoot himself was because of the dispatcher. He stated the tone of her voice stuck with him after he hung up on her.

I truly believe Lindsey saved a life tonight and wanted to make sure it didn't go unnoticed.

Job Well Done Lindsey!

Sergeant Tyler Gorby
Allegan City Police Department”



ALLEGAN COUNTY POLICY

TITLE: Emergency Medical Dispatch Pilot Policy

CATEGORY: Operational

POLICY NUMBER: 2110.01.20P

REFERENCE NUMBER:

SCOPE OF AUTHORITY: Allegan County Central Dispatch
(County, Administrative, Service Area)

APPROVED BY: Allegan County 911 Policy and Procedure Board

EFFECTIVE DATE: August 1, 2022 - October 18, 2022

LAST REVISED DATE: July 5, 2022

LAST REVIEWED DATE: July 19, 2022

1. **PURPOSE:** To provide a standard for dispatching public safety resources for Emergency Medical incidents as they are reported to Central Dispatch.

2. **SERVICE AREA(s) AFFECTED:** Allegan County Central Dispatch (ACCD)

3. **DEFINITIONS:**
 - 3.1. **ECHO** – An immediate life threatening medical

4. **POLICY:**
 - 4.1. ACCD shall incorporate and follow an industry recognized Emergency Medical Dispatch (EMD) system for the purpose of providing the most appropriate care and dispatch protocols available.
 - 4.2. Telecommunicators shall follow the Official Allegan County Emergency Medical Service (EMS) policy for all emergency medical calls.
 - 4.3. Telecommunicators shall not dispatch Law Enforcement Officers (LEO) to medicals prior to Medical First Responders (MFR).
 - 4.4. All ECHO calls shall be dispatched according to the official Allegan County ECHO policy/procedure.
 - 4.5. This policy supersedes all previous policies related to EMD or where conflict appears.
 - 4.6. The procedures below have been developed to provide as much notice as possible to the appropriate emergency medical responders when there is an emergency medical incident to ensure expedient response times while also providing as accurate information as can be procured from the caller, or other resources available to the Telecommunicator, to include but not limited to Personal Injury (PI) accidents and Unknown accidents.
 - 4.6.1. **Unknown Accidents**
 - 4.6.1.1. Property Damage Accident (PDA): In the case of a reported PDA the law enforcement dispatcher shall do an open broadcast alerting LEOs and MFRs of

the incident using 03P911, 03F911E and 03F911W. There shall be no acknowledgement of this open broadcast back to Dispatch.

4.6.1.2. If it is determined that the PDA incident has transitioned to a Personal Injury (PI) incident dispatch shall page the appropriate MFR agency as soon as a priority for the call is determined.

4.6.1.3. If it determined there are no injuries and the incident is confirmed as being a PDA only a second open broadcast will be made on 03F911E and 03F911W notifying MFRs of such.

4.6.1.4. Central Dispatch will not do an open broadcast for Vehicles In the Ditch (VID), Slide Offs, or if the call is automatically reported as a PDA at the time of call.

4.6.2. Medicals

4.6.2.1. Upon receiving a 911 medical call EMD case entry will commence and the call taker shall assign the appropriate MFR agency to the call for service prompting a "Rip & Run" or "Active 911" notification from CAD to the agency, pre-alerting them of the impending dispatch.

4.6.2.2. Once dispatch determines a priority for the call the appropriate MFR/EMS agency will be paged/dispatched.

4.6.2.3. If at any time after per-notification or dispatch a scene is determined unsafe the appropriate agencies shall be notified via radio to stand down and/or stage until the scene is safe.

5. RESPONSIBILITIES:

6. REFERENCES:

7. APPENDICES:

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

911 POLICY & PROCEDURE BOARD

EMERGENCY MEDICAL DISPATCH ORDER OF DISPATCH - PRE-ALERTS PILOT PROGRAM - JULY 2022

WHEREAS, on April 19, 2022, The Allegan County 911 Policy & Procedure Board (Board) established a committee consisting of two Fire Representative, two Law Enforcement Representatives, two Central Dispatch Representatives, and two EMS Representatives to meet with Dr. Mastenbrook, the Allegan County Medical Control Authority Director and Dr. Walters the Ottawa County Medical Control Authority Director in order to discuss the current Allegan County Medical Dispatch Policy & Procedure, as well as Allegan County's utilization of IAED Emergency Medical Dispatch protocols; and

WHEREAS, on May 4, 2022, the Committee met with Dr. Mastenbrook and Dr. Walters; and

WHEREAS, at a follow-up meeting held on June 16, 2022, a draft policy and workflow were presented and refined by the committee; and

WHEREAS, Greg Janik, the President of the Fire Chief's Association was present and provided input and representation of support of the Fire Chiefs of Allegan County towards the adoption of the Emergency Medical Dispatch Policy (Pilot Policy); and

WHEREAS, the Pilot Policy was unanimously voted by the Committee to be recommended for adoption by the Board as a pilot for a specific period of review.

THEREFORE BE IT RESOLVED, the Board hereby adopts and approves the attached Pilot Policy; and

BE IT FURTHER RESOLVED the Pilot Policy shall be in effect August 1, 2022 - October 18, 2022; and

BE IT FURTHER RESOLVED any comments or feedback relative to the Pilot Policy shall be submitted to Central Dispatch using "TrackIt" and shall be compiled by the Dispatch Director and shared with the 911 Policy & Procedure Board on October 18, 2022, for review; and

BE IT FURTHER RESOLVED the 911 Policy & Procedure Board shall use the comments and feedback compiled in determining the permanence of the Pilot Policy and/or any changes that may need to be implemented; and

BE IT FINALLY RESOLVED the Central Dispatch Director is instructed to communicate the details of the Pilot Policy to all Central Dispatch Personnel, and Allegan County Fire Departments including a copy of this resolution with the intent of starting the Pilot Policy on August 1, 2022.