

Allegan County 911 Policy & Procedure Board



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

X, Chairman
Robert Sarro, Vice Chairman

911 POLICY & PROCEDURE BOARD MEETING - Agenda

Undersheriff Michael Larsen
Co. Sheriff's Representative

TBD
County Commissioner

Robert J. Sarro
County Administrator

Pam Crandle
Private Citizen At Large

Henry Reinart
Representative of Township
Government
Monterey Township

F/LT Keith Disselkoe
MSP Representative
Wayland State Police Post

Markie McGowan
Allegan County
EMS Representative

Chris Mantels
Allegan County Medical
Control Representative

Thomas Raymond
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 Gary Fordham
East Side Fire Officer
Representative
Dorr Fire Dept.

Aaron Mitchell
Representative of City or
Village Government
City of Otsego

January 21, 2025 – 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:

Dial 1 (312) 626 - 6799 or 1 (929) 436 - 2866

Webinar ID: 828 8218 6021

Passcode: 926942

CALL TO ORDER:

ROLL CALL:

APPROVAL OF MINUTES:

ADDITIONAL AGENDA ITEMS:

APPROVAL OF AGENDA:

COMMUNICATIONS:

PRESENTATIONS: Open Meetings Act Presentation/Training (Erin Stender)

DIRECTOR REPORT: Attached

ACTION ITEMS:

1. Elect Chair for 2025
2. Elect Vice Chair for 2025
3. 2110.01.13 Impounded Vehicles
4. 2110.01.02 Unified Incident Communication

DISCUSSION ITEMS:

1. Quarterly Report
2. Meeting Dates for 2025
3. Radio Project Workgroup
4. 2110.02.01 Law Enforcement Dispatch

PUBLIC PARTICIPATION:

FUTURE AGENDA ITEMS:

ROUND TABLE:

ADJOURNMENT:

Next Meeting – April 15, 2025 -10AM @
Human Services Building - Zimmerman Room
3255 - 122nd. Avenue, Allegan, MI

Allegan County

911 Policy & Procedural Board



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X, Chairman
Robert Sarro, Vice Chairman

911 POLICY & PROCEDURE BOARD MEETING - Minutes

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Tom Jessup
County Commissioner

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October 15, 2024 – 10AM

Human Services Building, Zimmerman Room
3255 122nd Avenue

CALL TO ORDER: Called to order at 10 am by R. Sarro.

PRESENT: Rob Sarro, Tom Jessup, Mike Larsen, Pam Crandle, Henry Reinart, Keith Disselkoen, Jay Gibson, Dave Haverdink, Chris Mantels, Tom Raymond, Gary Fordham, Aaron Mitchell, Jeremy Ludwig, Whitney Wisner, Shannen Chamberlain, Sarah Clark, and Jim Storey.

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

ADDITIONAL AGENDA ITEMS: Moment of silence for D. Kapenga added by C. Mantels.

APPROVAL OF THE AGENDA: Motion to approve the minutes made by H. Reinart. Support by M. Larsen. All in favor, motion carried.

COMMUNICATIONS: N/A

PRESENTATIONS: Motorola – Rich Uslan and Andrea Bernard

DIRECTOR REPORT: J. Ludwig shared with the board.

DISCUSSION ITEMS:

1. 2110.01.13 Impounded Vehicles:

-Language in the policy was made clearer, with all known errors corrected. Clarity added as to when a vehicle is to be automatically entered into LEIN as impounded, based on communications with the Undersheriff, however further clarifications are required from Law Enforcement.

-Motion to allow ACCD Director to create a work group to further review and revise the Impounded Vehicles Policy, to be made up of members of the Policy Board and one member of each of their choosing from the Allegan County Sheriff's Department, MSP, and local Law Enforcement with final recommendations for changes due to the board at the January 2025 meeting made by M. Larsen. Support by H. Reinart. All in favor, motion carried.

2. 2110.01.02 Unified Incident Communication:

-Language in the policy was changed to add clarity to the purpose as well as better define responsibilities. Grammar and punctuation were addressed, however more consideration is needed from Fire, EMS, and Law Enforcement.

-Motion to allow ACCD Director to create a work group to further review and revise the Unified Incident Communication Policy, to consist of the Director and Deputy Director of Central Dispatch, members of the Policy Board representing Fire, EMS, and Law Enforcement, and one content expert representative at the determination of each members choosing, with final recommendations for changes due to the Board at the January 2025 meeting made by C. Mantels. Support by D. Haverdink. All in favor motion carried.

3. Quarterly Report:

-Given by J. Ludwig

4. Electing Chair and Vice Chair for 2025:

-According to the bylaws of this board, the next meeting scheduled for January is an organizational meeting, and the board shall elect a Chairperson and Vice chairperson.

-R. Sarro introduced T. Jessup to the group.

-R. Sarro expressed to the board his regrets at the loss of D. Kapenga.

-Moment of silence observed for former Commissioner Dean Kapenga.

-R. Sarro stated he is willing to serve as Chair of the board in 2025 if no other interest is voiced by the group.

-H. Reinart stated he is interested in serving as the Vice Chair position of the board in 2025.

PUBLIC PARTICIPATION: N/A

FUTURE AGENDA ITEMS:

-R. Sarro suggested a presentation from County Legal to discuss/educate on the Open Meetings Act.

-R. Sarro suggested EM Sarah Clark present current information on our emergency systems to the group.

ROUND TABLE:

-H. Reinart asked about the County selling the older radios. J. Ludwig will look into that.

-M. Larsen suggested to the group that a public safety recognition award be set up in D. Kapenga's name to recognize someone in Public Safety within Allegan County for their outstanding service to the community.

-J. Gibson asked about the timeline and logistics of ordering new radios under the special pricing being offered to Allegan County by Motorola. J. Ludwig stated he had sent out an email with the pricing information from Motorola to the group, which are only good through July of 2026, so orders would need to be placed before then.

ADJOURNMENT: Motion to adjourn made by D. Haverdink. Support by J. Gibson. All in favor, motion carried. Adjourned at 11:50 am.

*Next meeting January 21, 2025. 10 am in the Zimmerman Room

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, **Chairman**
Robert Sarro, Vice Chairman

Director's Update January 21, 2025

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OPERATIONS:

- **Staffing:**

- Michael Harner resigned 12/6/2024
- Brandon Lindsey started 12/16/2024

- **EMD Stats (Min Goal 85% High Compliant or Compliant)**

- **Oct:** 80% High Compliant or Compliant
13% Partial or Low Compliant
7% Non-Compliant
- **Nov:** 93% High Compliant or Compliant
3% Partial or Low Compliant
4% Non-Compliant
- **Dec:** 87% High Compliant or Compliant
9% Partial or Low Compliant
4% Non-Compliant

- **Fire – Call to Dispatch Stats (Goal is 90% and 95%)**

- **Jul:**
85% in 64 seconds or less
100% in 106 seconds or less
- **Aug.:**
87% in 64 seconds or less
100% in 106 seconds or less
- **Sep:**
88% in 64 seconds or less
100% in 106 seconds or less
- **Oct:**
81% in 64 seconds or less
98% in 106 seconds or less
- **Nov.:**
90% in 64 seconds or less
100% in 106 seconds or less
- **Dec:**
86% in 64 seconds or less
100% in 106 seconds or less

- **Fire Policies:**
 - The budget for EFD was approved by the Board of Commissioners. We will begin working on the EFD by reconvening the EFD workgroup to finalize the scope of the project and begin contracting phase of the project with Project Management in Q1.
- **Police Policies:**
 - Whitney has been working on the Police Policies and working with the ACLEC for feedback. Once we have drafts ready, we will bring to the Policy Board for approvals.
- **EMS Policies:**
 - Whitney has been working on the EMS Policies and working with the ACMCA for feedback. Once we have drafts ready, we will bring to the Policy Board for approvals.

STATE 911 BOARDS:

- **SNC Certification Subcommittee:**
 - Director Ludwig continues to serve on the State 911 Board's Certification Subcommittee.
- **SNC Legislative Action Subcommittee (LAS):**
 - Director Ludwig continues to serve on the LAS. Jeremy will be traveling to Washington DC again this year to participate in 911 Goes to Washington representing Allegan County's interests as they relate to 911 infrastructure, and advocate efforts at the Federal level that support 911 into the future.

MCDA SUBCOMMITTEES:

- **MSP CJIS Board:**
 - Director Ludwig continues to serve on the MSP CJIS Board as an alternate for Midland 911 Director Lisa Hall and attends meetings quarterly as needed. This role may be transitioning to the primary representative on the board, as Lisa is retiring this year.
- **General Retention Schedule Review Committee:**
 - Director Ludwig serves as a member of the General Retention Schedule Review Committee. A group of 911 Directors from across the state are reviewing the State's current General Retention Schedule for 911 to provide recommended changes and updates to the State 911 Board. The Committee is working to align the 911 General Retention Schedule more closely with our counterparts in other Public Safety fields, while keeping in mind the unique nature of 911.

PUBLIC RELATIONS:

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

PROJECTS:

- The Fire Field Mobile field testing is ongoing with Saugatuck and Allegan Fire.

- The Allegan County Aux Com group has completed installation of their proposed VFH solution for outdoor warning activation. Testing of the system in December yielded positive results with only four sirens in the County not activating during the December test (Wayland #4, Gun Plain #2, Plainwell #24, and Otsego #20). All sirens that did not activate were believed to have experienced a mechanical failure and were addressed by Westshore. Wayland #4 was found to have a blown fuse and a dead squirrel inside of it, causing the failure. Gun Plain #2 was found to have brushes that were burned and worn, as well as weak springs on the brush holders. Brushes were replaced and cleaned; however, the springs are no longer manufactured for his model. The Plainwell #24 and Otsego #20 are still being investigated as of the time of this report. The January test was conducted using the Dispatch Consoles which were newly configured to activate the sirens using the new VHF system in December. During the January test the Plainwell #24, and Wayland #4 sites activated, however Gun Plain #2 and Otsego #20 did not, no other failures were reported.
- Dispatch and Emergency Management worked together and secured a contract for a mass notification system by RAVE. We are currently working with a RAVE implement which includes setup and customization for Allegan County as well as training for all Dispatch and EM staff.

RECOGNITION:

Maria Kettering

Maria received a word of thanks for a CPR save she had with a man in his mid 40's in November.

We are beyond grateful for the swift and compassionate care you provided when we needed it most. Your bravery, skill, and dedication saved [REDACTED]'s life. We will never forget the difference you made. Thank you for your unwavering commitment to helping others. Your actions truly define what it means to be a hero!

Love, The [REDACTED]



Jordan Reitzel

Jordan was recognized by a citizen caller for her expert handling of a 911 call back in August of 2024. Great work Jordan! See image of letter below.

Jordan,
Hello, My name is [REDACTED] and
on August 12, 2024 you helped me
through one of the toughest days of my
life. I'm the one who called saying
my mom was in the water of the Kalamazoo
River with no life jacket & she couldn't
swim. She was in the water for 45 min
from the time her kayak flipped to when
rescuers pulled her out & that entire time
I thought she was going to drown in front
of me at any moment. You were the
voice of reason & calm in my head. I'm
a nurse & I help teach EMS at [REDACTED]
[REDACTED] So I'm no stranger to emergencies
but on that day it was personal. Thank
you for helping me tell you where we
were ~ that was a challenge that my
slightly panicked mind couldn't describe
right away.

I'm grateful & blessed to say my mom
is fine. She had [REDACTED] & some
[REDACTED] from the event but it could have
been so much worse. Thank you for calmly
helping me through those moments and
for getting me & my mom the help we
desperately needed that day. You are
amazing & I'm so happy you were there
that day. [REDACTED]

Brian Beute, Mary Brink, Jordan Reitzel, and Brenna Linsea

Brian, Mary, Jordan, and Brenna were recognized by Deputy Mysliwiec and by GLPS Officer Green for a call they handled on November 10, 2024. Great work! See letters below (letters have been edited to remove sensitive information).

Director Ludwig and Assistant Director Wisner,

I wanted to take a moment to inform you about an incident that happened today (11/10/2024) where Supervisor Beute and his team did an exceptional job. A call came in to his team in reference to a *subject* calling requesting police to go to *their home address*. His team had limited information, but because of their experience knew there was something different with this call. While units were enroute to the *address given* they were able to determine the location of where the phone call *was actually coming from* and were able to direct the units to the *caller's actual physical location, which was not the same as the caller's home address*.

When police arrived at the *caller's actual location*, they found the *caller* suffering from self-inflicted knife wound. Law enforcement was able to render aid until EMS and 1st responders arrived on scene to assist. Speaking with officer Greene (GLTP), he advised that if it was not for Central Dispatch sending him to the *caller's physical location*, he would have never seen the car or even knew the caller was there.

At the time I am telling you about this, the *caller* is currently in surgery and it is unknown if the *caller* will or will not survive. The point is that if it was not for Beute and his team doing an exceptional job (I'm sure they will say they were just doing their job) the *caller* would not of even have a chance to live and the outcome would have been clearly a fatality. His team gave the caller a second chance to Live.

I Just thought you should know, because their great work is appreciated and recognized.

Whitney,

I just wanted to let you know about an incident that occurred on 11/10. Your day shift dispatch team took an unknown situation complaint. They had no information other than an address.

Without asking, they pinged the phone number from the individual that contacted them.

The emergency was actually at separate location from the caller's home address given. If they wouldn't have pinged the phone its likely this individual would have died. Since they pinged the phone, I diverted to the caller's actual physical location first. It is not known if the individual will survive, but there is a chance as of this writing.

I just wanted to let you know because that was amazing work on your employee's behalf, great job and hats off to them.

Thanks,

James J. Green
Public Safety Sergeant
Gun Lake Tribe Public Safety

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911 Policy & Procedure Board Meeting Administrative Summary January 21, 2025

ACTION ITEMS:

1. **Elect Chair for 2025:**

- a. DISPATCH POLICY AND PROCEDURE BOARD ELECTIONS, A) ...” shall be an organizational meeting and the board shall elect a chairperson and vice chairperson.”

2. **Elect Vice Change for 2025:**

- a. DISPATCH POLICY AND PROCEDURE BOARD ELECTIONS, A) ...” shall be an organizational meeting and the board shall elect a chairperson and vice chairperson.”

3. **2110.01.13 Impounded Vehicles:**

- a. The language in the policy was cleaned up, a spelling error was corrected, and clarity added as to when a vehicle is to automatically be entered into LEIN as impounded. Further clarifications were also suggested by Law Enforcement present in the subcommittee.
 - **Motion:** Approve changes as presented from the Impound Vehicle Policy workgroup.

4. **2110.01.02 Unified Incident Communication**

- a. Language in the policy was changed to add clarity to the purpose as well as better define responsibilities. Also, some clean-up for grammar and punctuation were addressed.
 - **Motion:** Approve changes as presented from the UIC Policy workgroup.

DISCUSSION ITEMS:

1. **Quarterly Report**

- a. Attached

2. **Meeting Dates for 2025**

- a. Meeting dates currently occur on the third Tuesday quarterly and are slated for:
 - January 21, 2025
 - April 15, 2025
 - July 15, 2025
 - October 21, 2025

3. Radio Project Workgroup

- a. During our past meeting we had a presentation from Motorola on discounts being offered to Allegan County and its local agencies for new radios, encryption standards, and the fact that the current portable radios in the field are end of service. This raised a number of questions regarding organizing a mass purchase, the possibilities of repurposing the older radios when replaced, and just the pure logistics of managing such a large endeavor. Based on that it is recommended that a workgroup be formed to begin the strategic planning and logistics behind replacing law enforcement radios with multikey encryption enabled radios, determining the most appropriate model or models of radio to purchase, setting a timeline, programming, etc. This workgroup would also work with Fire and EMS to determine if they also want to take advantage of the special pricing being offered and replace any radios at the same time. Recommendation is for the Workgroup to be comprised of a representative from the Policy & Procedure board that represent Dispatch, ACSO, Local PD, Tribe, Fire, and EMS/Med Control.

4. 2110.02.01 Law Enforcement Dispatch

- a. The Allegan County Law Enforcement Council (ACLEC) met on 1/15/2025 and approved the changes within this policy for the Policy Board's consideration. Dispatch supports this recommendation.

ELECTION

WHEREAS, during its October 15, 2024, the 911 Policy & Procedure Committee discussed filling of the Chair and Vice Chair positions for 2025; and

WHEREAS, interest for seeking nominations was limited; and

WHEREAS, current Vice-Chair Rob Sarro expressed willingness to move to the Chair position; and

WHEREAS, Henry Reinart expressed willingness to fill the position of Vice Chair; and

WHEREAS, the Committee demonstrated support for these individuals.

BE IT FURTHER RESOLVED that through this resolution, Rob Sarro is hereby nominated as the Chair of the 911 Policy & Procedure Committee for 2025, nominations are closed, a unanimous ballot has been cast, and Rob Sarro is hereby elected to said position; and

BE IT FINALLY RESOLVED that through this resolution, Henry Reinart is hereby nominated as the Vice Chair of the 911 Policy & Procedure Committee for 2025, nominations are closed, a unanimous ballot has been cast, and Henry Reinart is hereby elected to said position.

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	Crew Force/ Fire Field Mobile	Yes	Yes	Yes	Dispatch continues to field test with Allegan and Saugatuck Fire Departments.
2	VHF System	No	Yes	Yes	Auxcom solution has been installed and was tested in December. Test yielded positive results with only three sirens not activating. Those failures all appear to be mechanical with the local siren. In late December MPSCS completed integration with Dispatch consoles and testing of the new system in January was successful. See After Action Report from Emergency Management for more information.
3	Mass Notification System	Yes	Yes	Yes	Contract with RAVE was finalized in December and orientation and training are scheduled in January for Dispatch and Emergency Management.

2.0 KEY PERFORMANCE INDICATORS (KPI) – ENGAGEMENT:

ORGANIZATIONAL	Q1	Q2	Q3	Q4
Turn over rate (# of separated divided by total employees)	31%			
# of days to hire (average)	90	63.75	60	45
% complete toward identified staff professional development	54%	99%	136%	202%

SERVICE AREA	Q1	Q2	Q3	Q4
Employee Engagement				
Employee Engagement (bi-annual)	due by Q4			
Staffing				
Full time employees (FTE) (26)	20	22	20.5	20.5
# of IRPT Dispatchers	0	0	1	1
# of Dispatchers (18)	8	9	8	11
# of Supervisors (4)	4	4	4	4
# of Administrative Assistants (1)	1	1	1	1
# of Training Coordinators (1)	1	1	0	1
# of Directors (1)	1	1	1	1
# of Assistant Directors (1)	1	1	1	1
# of Employees in Introductory Training	4	5	5	1
# of Employees who left seperated from Disaptch	4	2	2	1
# of Vacant Positions	6	4	6	5.5
Professional Development (Target: 8 hrs of training per FTE, quarterly. Annual cumulative team target of 640+)				
Total cumulative team hours of professional development	322.75	268.7	221.25	395.25
Average hours of professional development per FTE	20	16	14	20
Overtime				
Total Hours of Overtime	786.5	1022.5	891.25	277.25
Total Hours of Mandated Overtime	23.25	4	40	7.5
Percentage of Mandated OT	3%	0.4%	4%	3%

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

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

ORGANIZATIONAL	Q1	Q2	Q3	Q4
# of Standards of Work (SOW) Total	121	125	129	135
# of Standards of Work (SOW) Completed Total	121	125	129	135
# of Standards of Work (SOW) planned to review this year	135			
# of Standards of Work (SOW) reviewed this quarter	3	43	40	49

SERVICE AREA	Q1	Q2	Q3	Q4
Radios (Harris System Only)				
800 Mhz mobiles	0	0	0	0
800 Mhz portables	0	0	0	0
VHF radios	1	1	1	1
VHF pagers	0	0	0	0
Radios (Motorola System Only)				
800 Mhz mobiles	2	2	2	2
800 Mhz portables	10	10	10	10
VHF radios	0	0	0	2
VHF pagers	3	3	3	3
Towers				
Owned	5	5	5	5
Leased	3	3	3	3
800 Mhz only	8	8	8	8
VHF only	4	4	4	4
Dispatch				
Dispatcher stations	6	6	6	6
Law enforcement agencies served	9	9	9	9
Fire departments served	20	20	20	20
EMS agencies served	5	5	5	5

4.0 KEY PERFORMANCE INDICATORS (KPI) - CUSTOMER SERVICE (by area):

ORGANIZATIONAL	Q1	Q2	Q3	Q4
Customer Service Satisfaction - internal customers	0	0	1	0
Customer Service Satisfaction - external customers	1	5	0	0

SERVICE AREA	Q1	Q2	Q3	Q4
911	Calls for Service (CFS) Dispatched by Agency			

Law Enforcement	Q1	Q2	Q3	Q4
Allegan City Police Department	1045	1075	1052	1051
Allegan County Central Dispatch	32	44	66	42
Allegan County Emergency Managemnt	10	15	12	14
Allegan County Medical Examiner	45	46	42	48
Allegan County Sheriff's Office	6468	6988	7166	6665
DNR-PLAINWELL	23	18	20	35
Douglas Police Department	578	601	635	540
Fennville Police Department	4	0	1	5
Gun Lake Tribal Public Safety Department	195	230	284	289
Hopkins Police Department	0	0	0	1
Michigan State Police Wayland	1563	1569	1635	1881
Otsego Police Department	624	734	769	619
Plainwell Department of Public Safety	710	763	847	785
Wayland Police Department	824	828	930	803
Total	12,121	12,911	13,459	12,778

Fire Services	Q1	Q2	Q3	Q4
Allegan County Dive Team	0	1	3	1
Alamo Two Fire Deoartment	0	2	1	0
Allegan Fire District	211	125	133	125
Byron Township Fire Department	0	0	2	0
Bloomingtondale Fire Department	12	7	12	14
Caledonia Fire Department	0	0	14	0
Clyde Fire Department	44	38	23	38
Columbia Twp Fire Department - Van Buren County	6	5	1	10
DNR FIRE	11	16	9	8
Dorr Fire Department	124	107	128	153
Dutton Fire Department	0	0	2	0
Fennville Fire Department	122	95	106	111
Ganges Fire Department	81	106	105	99
Graafschap Fire Department	217	220	215	224
Gunplain Fire Department	50	58	71	65
Hamilton Fire Department	118	125	118	150
Holland City Fire Department	12	4	8	2
Hopkins Fire Department	120	134	152	154
Lee Fire Department	181	149	160	120
Leighton Fire Department	138	123	138	126
Martin Fire Department	96	75	90	89

MDOT	68	48	47	86
Orangeville Fire Department	0	0	0	1
Otsego Fire Department	340	368	377	345
Overisel Fire Department	41	51	46	65
Park Township Fire Department	2	1	0	0
Pinegrove Fire Department	34	31	27	38
Plainwell Fire Department	26	37	33	33
Salem Fire Department	91	123	150	110
Saugatuck Fire Department	245	296	350	253
South Haven Fire Department	37	31	45	45
Wayland Fire Department	312	268	271	305
Zeeland Fire Department	2	0	1	0
Total	2,741	2,644	2,838	2,770

EMS	Q1	Q2	Q3	Q4
Aero Med	1	5	2	3
AMR Fennville	0	0	1	0
Grand Rapids AMR	5	3	2	1
Holland AMR	358	322	232	260
Life EMS Ambulance	952	1003	1203	1056
Plainwell Emergency Medical Service	865	881	908	830
South Haven Ambulance	68	63	96	80
Thornapple Ambulance	11	3	13	11
Wayland Ambulance Company	940	970	1083	1046
West Michigan Air Care	0	0	0	0
Total	3,200	3,250	3,540	3,287

Call Totals by Type	Q1	Q2	Q3	Q4
911 - Landline	422	429	398	325
911 - Wireless	7,210	8,784	9,654	6,984
911 - VOIP	569	650	672	579
Non-Emergency	14,105	15,732	16,603	12,861
Outgoing	5,654	6,572	7,182	5,428
Abandoned	353	378	374	315
Text Inbound	108	110	154	149
Text Outbound	144	148	173	94
Total	28,565	32,803	35,210	26,735

FOIA	Requests Received and Hours Utilized			
FOIA Requests	Q1	Q2	Q3	Q4
# opened	19	24	33	29
Total # hours spent to complete	33	51.25	50.50	57.5
Average hours per request	1.74	2.14	1.53	1.98

Technical Support Services	Requests Received and Hours Utilized			
Support Requests	Q1	Q2	Q3	Q4
Support requests received	450	494	400	351

Priority 1 support (emergency requests for service or unscheduled walk in)				
# opened	0	2	1	0
# completed	0	2	1	0
# hours	0	1	2	0

Average open time before completion	0.00	0.50	2.00	0.00
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Priority 2 support (general requests for service)				
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# opened	195	222	258	218
# completed	194	218	258	216
# hours	74	56	70.12	58.25
Average hours open time before completion	0.38	0.26	0.27	0.27

Priority 3 support (project requests or require advanced scheduling)				
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# opened	1	0	0	0
# completed	1	0	0	0
# hours	0.25	0	0	0
Average open time before completion	0.00	0.00	0.00	0.00

MSAG support (modification, verification, adding of MSAG data)				
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# opened	254	270	141	133
# completed	254	270	141	133
# hours	34.25	23.5	28	30.25
Average open time before completion	0.13	0.09	0.20	0.23

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

Fund #: 261- Central Dispatch/E911 Fund			Activity #: 325		
	AMOUNT	%		AMOUNT	%
2024 Revenue Budget	\$ 3,280,826.00		2024 Expense Budget	\$ 3,247,302.00	
Q1 Revenue	\$ 23,126	0.70%	Q1 Expenditures	\$ 829,111	25.53%
Q2 Revenue	\$ 830,617	25.32%	Q2 Expenditures	\$ 785,970	24.20%
Q3 Revenue	\$ 831,545	25.35%	Q3 Expenditures	\$ 576,568	17.76%
Q4 Revenue	\$ 813,042	24.78%	Q4 Expenditures	\$ 612,663	18.87%
YTD	\$2,498,329	76.15%		\$2,804,311	86.36%

ADDITIONAL INFORMATION: Per EDEN 1/2/2025

Fund #: 496 - Central Dispatch CIP			Activity #: 325 -Central Dispatch/911		
	AMOUNT	%		AMOUNT	%
2024 Revenue Budget	\$ 974,547		2024 Expense Budget	\$ 731,088	
Q1 Revenue	\$ 55,905	5.74%	Q1 Expenditures	\$ 32,701	4.47%
Q2 Revenue	\$ 238,802	24.50%	Q2 Expenditures	\$ -	0.00%
Q3 Revenue	\$ 93,055	9.55%	Q3 Expenditures	\$ 50,035	6.84%
Q4 Revenue	\$ 192,929	19.80%	Q4 Expenditures	\$ 8,235	1.13%
YTD	\$ 580,690	59.59%		\$ 90,972	12.44%

ADDITIONAL INFORMATION: Per EDEN 1/2/2025