

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

Robert Sarro, Chairman
Henry Reinart, Vice Chairman

911 POLICY & PROCEDURE BOARD MEETING - Agenda

Undersheriff Michael Larsen
Co. Sheriff's Representative

Brad Lubbers
County Commissioner

Robert J. Sarro
County Administrator

Pam Crandle
Private Citizen At Large

Henry Reinart
Representative of Township
Government
Monterey Township

F/LT Keith Disselkoen
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

April 15, 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: Press Release from State 911 Committee

PRESENTATIONS: Emergency Public Notification: Sarah Clark

DIRECTOR REPORT: Attached

ACTION ITEMS:

1. 2110-01-19 Quality Assurance Policy (DRAFT)
-

DISCUSSION ITEMS:

1. Quarterly Report
2. Radio Workgroup

PUBLIC PARTICIPATION:

FUTURE AGENDA ITEMS:

ROUND TABLE:

ADJOURNMENT:

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

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911 POLICY & PROCEDURE BOARD MEETING - Minutes

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January 21, 2025 – 10AM

Zimmerman Room
3255 122nd Ave, Allegan, MI 49010

CALL TO ORDER: 10:03 am by R. Sarro.

PRESENT: Rob Sarro, Mike Larsen, Pam Crandle, Brad Lubbers, Tom Raymond, Keith Disselkoe, Jay Gibson, Dave Haverdink, Aaron Mitchell, Chris Mantels, Henry Reinart, Brandon Berens, Jeremy Ludwig, Shannen Chamberlain, Greg Janik, Brad Misner, Justin Johnson, Erin Stender, Pete Peterson, and Rich Uslan.

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

ADDITIONAL AGENDA ITEMS: None.

APPROVAL OF THE AGENDA: Motion to approve the agenda made by B. Lubbers. Support by C. Mantels. All in favor, motion carried.

COMMUNICATIONS: None.

PRESENTATIONS: Open Meetings Act Presentation/Training by E. Stender, P. Peterson.

DIRECTOR REPORT: Given by J. Ludwig

ACTION ITEMS:

1. Elect Chairperson:

-Motion to appoint R. Sarro as Chairman and H. Reinart as Vice Chairman by the adoption of the October 15, 2024 Election Resolution made by D. Haverdink. Support by B. Lubbers. Motion carried by roll call vote.

M. Larsen	yea
B. Lubbers	yea
R. Sarro	yea
P. Crandle	yea
H. Reinart	yea
K. Disselkoe	yea
C. Mantels	yea
T. Raymond	yea
J. Gibson	yea
D. Haverdink	yea

2. Elect Vice Chairperson:

-All in favor of appointing H. Reinart as Vice Chairman by the adoption of the October 15, 2024 Election Resolution.

3. Policy Review: 2110.01.13_Impounded Vehicles:

-Motion to adopt updated policy 2110.01.13 Impounded Vehicles with amendments to: last reviewed date, section 2.2 stricken, and correction to numbering for section 3.2 made by T. Raymond. Support by H. Reinart. All in favor, motion carried.

4. 2110.01.02 Unified Incident Communication:

-Motion to adopt updated policy 2110.01.02 Unified Incident Communication made by B. Lubbers. Support by D. Haverdink. All in favor, motion carried.

DISCUSSION ITEMS:

1. Quarterly Report:

-Presented to the Board for questions by J. Ludwig.

2. Meeting Dates for 2025:

-911 Policy & Procedure Board Quarterly Meetings occur on the third Tuesday each quarter and are slated for:

- January 21, 2025
- April 15, 2025
- July 15, 2025
- October 21, 2025

-Motion to accept presented meeting dates for 2025 made by T. Raymond. Support by K. Disselkoen. All in favor, motion carried.

3. Radio Project Workgroup:

-Motion made by C. Mantels to establish a workgroup consisting of 1 Citizen Representative – Pam Crandle, Undersheriff Mike Larsen, 1 Medical Control Board Representative – Chris Mantels, 1 Local Government Representative – Aaron Mitchell, 1 Fire Representative – Dave Haverdink, and 1 Local Police Representative - Jay Gibson, to compile information to be distributed to all agencies in Allegan County utilizing the Michigan Public Safety Communication System (MPSCS). Information shall include viable and supported options for portable radio replacement or upgrades compatible with the current system and with the potential implementation of Over The Air Programming (OTAP). The workgroup will work in conjunction with Allegan County Central Dispatch (ACCD) administration, Motorola (as the state contracted system provider) and MPSCS representatives. The workgroup may also invite other non-policy board members, including other portable radio suppliers, to provide input. Support by H. Reinart. All in favor, motion carried.

4. 2110.01.02 Law Enforcement Dispatch:

-Motion to adopt updated policy 2110.02.01 Law Enforcement Dispatch with amendments to: date reviewed, section 3.2. stricken, and the addition of section 4.4.5.3 stating “While Law Enforcement may provide information and updates, they may not downgrade priority for EMS or MFR’s, as only a licensed EMS agency may downgrade priority consistent with Michigan Department of Health & Human Services protocol in section 8-1.” made by J. Gibson. Support by H. Reinart. All in favor, motion carried.

PUBLIC PARTICIPATION:

FUTURE AGENDA ITEMS: Presentation by Sarah Clark.

ROUND TABLE:

ADJOURNMENT: Motion to dismiss by J. Gibson. Support by A. Mitchell. All in favor, motion carried. Adjourned at 12:42 pm.

*Next meeting – April 15, 2025. 10 am in the Zimmerman Room

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911 Policy & Procedure Board Meeting Administrative Summary April 15, 2025

ACTION ITEMS:

1. **2110-01-19 Quality Assurance Policy (DRAFT):**
 - a. Recommend approving updates to the QA policy, pending review by legal.

DISCUSSION ITEMS:

1. **Quarterly Report**
 - a. Attached
2. **Radio Workgroup**
 - a. See memo from Director Ludwig



STATE OF MICHIGAN

STATE 911 COMMITTEE

LANSING

JEFF TROYER
CHAIRPERSON

JORDYN SELLEK
VICE-CHAIRPERSON

National Public Safety Telecommunicators Week Recognizes Michigan's Emergency Telecommunicators

FOR IMMEDIATE RELEASE:

April 10, 2025

LANSING, MICH. The State 911 Committee (SNC) is recognizing Michigan telecommunicators and their vital contributions to public safety during National Public Safety Telecommunicators Week April 13-19. In Michigan, the SNC is privileged to honor those who serve in this important role in our state.

“Let’s take a moment to honor the incredible individuals behind every 911 call, the telecommunicators,” stated Ms. Amy Thomas, State 911 Administrator. “More than just a voice on the other end of the line, they are compassionate, resilient and dedicated professionals who serve our communities with unwavering commitment. They are the steady presence in moments of crisis, offering calm when panic sets in and strength when fear takes hold. They celebrate the saves, grieve the losses and carry the weight of every call long after the line goes silent. Their impact is lasting, their service is essential and our gratitude extends beyond these seven days.”

In Michigan, 911 centers serve as the primary point for dispatching police, fire and EMS responses. In addition to answering and dispatching emergency calls, telecommunicators also provide pre-arrival instructions for police, fire and medical calls, activate weather alerts, coordinate additional incident scene response such as medical examiners, child protective services, hospitals, road commission, utility and public works department notifications, callouts for specialized response teams such as search and rescue, SWAT, negotiating teams and hazmat response teams.

Telecommunicators receive calls through many different 911 dialing systems including wireless, land-line telephones, Voice over Internet Protocol (VoIP), smart devices and text messages.

MORE

Association of Public Safety Communications Officials • Commercial Mobile Radio Service • Department of Licensing and Regulatory Affairs
Department of State Police • Deputy Sheriff’s Association • Fraternal Order of Police • Michigan Association of Ambulance Services
Michigan Association of Chiefs of Police • Michigan Association of Counties • Michigan Communications Directors Association
Michigan Association of Fire Chiefs • Michigan Professional Firefighters Union • Michigan Public Service Commission • Michigan Sheriff’s Association
Michigan State Police Troopers Association • National Emergency Number Association • Telecommunications Association of Michigan
Upper Peninsula Emergency Medical Services
• Members of the general public appointed by the Governor, Speaker of the House, and Majority Leader of the Senate

The Chair of the SNC, Mr. Jeff Troyer, stated, “National Public Safety Telecommunicators Week is a very special week dedicated to the first responders who answer calls and text messages for help. Please join me in thanking and commending the public safety telecommunicators throughout the state of Michigan who consistently safeguard lives with compassion.”

The SNC was established in accordance with Public Act 79 of 1999. It is a 21-member organization that works to promote the successful development, implementation and operation of 911 systems across Michigan.

Quick Facts about 911:

- On February 16, 1968, Alabama Speaker of the House, Mr. Rankin Fite, made the first 911 call from the Haleyville City Hall.
- Today there are 130 primary Public Safety Answering Points (PSAPs) in Michigan.
- According to the SNC’s 2024 Annual Report to the Michigan Legislature, of the counties and service districts that reported, telecommunicators in Michigan answered: 6,042,765 calls to 911; 29,533 texts to 911; and 7,091,143 calls from non-emergency 911 lines.
- There are more than 2,200 telecommunicators in Michigan.
- Certified 911 telecommunicators in Michigan must complete at least 80 hours of basic and advanced dispatch training within their first 24 months of employment, maintain continuing education requirements by participating in approved courses and accumulate at least 24 continuing education hours every 24 months.
- Michigan currently has 82 counties converted to an IP-based service, which allows for more advanced Next-Generation 911 call handling. One county is working through the process.
- All of Michigan has deployed text to 911.

###

Media Contacts:

Ms. Amy Thomas, 517-643-5901, ThomasA69@michigan.gov

Mr. Jeff Troyer, 269-488-6616, jtroyer@kccda911.org

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Director's Update April 15, 2025

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OPERATIONS:

- **Staffing:**

- Danielle Sleeman and Layla Creed started on 3/10/2025
 - That brings us up to 14 fulltime Telecommunicators and 1 part-time Telecommunicator, with 6 fulltime vacancies.

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

- **Jan:** 90% High Compliant or Compliant
6% Partial or Low Compliant
4% Non-Compliant
- **Feb:** 83% High Compliant or Compliant
8% Partial or Low Compliant
9% Non-Compliant
- **Mar:** 83% High Compliant or Compliant
13% Partial or Low Compliant
4% Non-Compliant

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

- **Jan:**
90% in 64 seconds or less
100% in 106 seconds or less
- **Feb.:**
95% in 64 seconds or less
98% in 106 seconds or less
- **Mar:**
91% in 64 seconds or less
100% in 106 seconds or less

- **Fire Policies:**

- A contract has been executed with Priority Dispatch to add EFD to our current EMD module. ACCD will be working with Priority Dispatch to determine a schedule for implementation and go-live, to include training and working with the Allegan County Fire Chief's Association to review and approve protocols that will be used by ACCD as part of EFD. This will likely be a multi-year project.

- **Police Policies:**
 - Deputy Director Wisner continues to work on Police Policies with the ACLEC.
- **EMS Policies:**
 - Deputy Director Wisner continues to work on the EMS Policies with the ACMCA.

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. The LAS will soon be looking at the current 911 Act which is set to sunset in 2026 and make recommendations for changes and updates to the state 911 office.

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 (2025).
- **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:

- *Annual Reporting to the State:* I am currently working on completing the SNC301 and SNC500 required annual reporting documents with the State 911 Board. The two reports provide the State with an accounting of how Allegan County expended 911 surcharge funds, and what our intent is for the surcharge for the 2025 – 2026 collection period. All report documentation is due to the State by May 15th of each year.
- *Fire Field Mobile:* Field testing is still ongoing with Saugatuck and Allegan Fire. Some technical issues that needed to be addressed with Tyler Tech took some time to resolve. We are expecting to amp up the field testing through the next quarter.
- *VHF System and Siren Alerting:* The Allegan County Aux Com VFH solution for outdoor warning activation has proven very effective. Testing over the last quarter has prove the solution to be reliable and efficient at activating the County's 50 +/- sirens. The sirens for the County were successfully activated on March 30, 2025

during severe storms that the NWS alerted were producing up to 80MPH wind gusts.

- *RAVE Alert*: We are currently working with emergency management to implement Rave Alert for Allegan County, which includes setup and customization for Allegan County as well as training for all Dispatch and EM staff. Rave Alert was also successfully used under a soft deploy on March 30, 2025.
- *Virtual Academy*: Dispatch has contracted with Virtual Academy for a cloud-based solution that will organize, store, and retain policies and procedures as well as digitize training documents and processes. Virtual Academy also comes with over 70 hours of SNC-approved training modules to support continuing education requirements set by the State for Telecommunicators. We have already begun to use the training modules and are currently adding all of our Policies and Procedures, as well as training documents, into the platform.

BUDGET:

- I have started the 2026 budget planning process by reviewing the last five years' actuals and the 2025 approved operational budget. I will be reviewing service and property-related contracts to determine any escalators that need to be accounted for as well as the need to renegotiate or renew any existing contracts. I am also reviewing revenue from the last five years as well as revenue projections for the current budget year, to estimate revenue for 2026. The budget planning process projects 5 years out and will include estimates for budget years 2026 – 2030.
- I will meet with Project Management in the coming weeks to review the current 20-year Capital Project Plan and determine what projects will be recommended for 2026 – 2030 and weigh this against capital project revenues and fund balance.
- Ending Budget for 2024:

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	\$ 1,734,723	52.87%	Q4 Expenditures	\$ 702,305	21.63%
YTD	\$3,420,010	104.24%		\$2,893,954	89.12%
ADDITIONAL INFORMATION: Per EDEN 4/2/2025					
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	\$ 385,941	39.60%	Q4 Expenditures	\$ 8,235	1.13%
YTD	\$ 773,702	79.39%		\$ 90,972	12.44%
ADDITIONAL INFORMATION: Per EDEN 4/2/2025					

RECOGNITION:

Maria Kettering

Maria was recognized by Training Coordinator Brook Staley:

An individual who had call 911 on 2/1/25 reached out and wanted to express her gratitude and appreciation for Allegan County 911 operators for being so helpful when she knew she didn't have the right location, but didn't know how to get where she needed.

The individual called 911 on 2/1/25 because she wasn't sure how else to get to Soddy-Daisy, Tennessee emergency services. The Call Taker, Maria was quick to use her resources and help the caller get to the correct dispatch agency so that she could report a serious and urgent situation involving a family member.

Maria went above and beyond, she not only transferred the caller to the correct out-of-state center, but made sure that the caller had the number in case she needed to call again.

Excellent customer service Maria, great work!

Shannen Chamberlain

Shannen was recognized by Executive Coordinator, Becky Blaine on 3/27/2025:

In late 2024, the County deployed the JustFOIA solution to manage requests. During implementation, Shannen observed that Discussion Notes could not be edited within a request. And she with support submitted an idea to JustFOIA new idea board to:

"Instead of having to delete a discussion note, an edit option would save time and also save us adding a new discussion just for a minor update."

This request has since received 16 votes and a comment from another user outside the organization: "This would be very helpful!"

Shannen showed and continues to show commitment to this project's overall purpose and to finding ways to continuously improve processes! This is a great example of that.

Great job Shannen!

2.0 KEY PERFORMANCE INDICATORS (KPI) – ENGAGEMENT:

ORGANIZATIONAL	Q1	Q2	Q3	Q4
Turn over rate <i>(# of separated divided by total employees)</i>				
# of days to hire (average)				
% complete toward identified staff professional development	57%			

SERVICE AREA	Q1	Q2	Q3	Q4
Employee Engagement				

Employee Engagement (bi-annual)	due by Q4			
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Staffing				
Full time employees (FTE) (28)	22			
# of IRPT Dispatchers	1			
# of Dispatchers (20)	11			
# of Supervisors (4)	4			
# of Administrative Assistants (1)	1			
# of Training Coordinators (1)	1			
# of Directors (1)	1			
# of Deputy Directors (1)	1			
# of Employees in Introductory Training	3			
# of Employees who separated from Dispatch	0			
# of Vacant Positions	6			

Professional Development (Target: 8 hrs of training per FTE, quarterly. Annual cumulative team target of 640+)				
Total cumulative team hours of professional development	342.5			
Average hours of professional development per FTE	57			

Overtime				
Total Hours of Overtime	313			

Total Hours of Mandated Overtime	12.5			
Percentage of Mandated OT	4%			

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

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

ORGANIZATIONAL	Q1	Q2	Q3	Q4
# of Standards of Work (SOW) Total	142			
# of Standards of Work (SOW) Completed Total	142			
# of Standards of Work (SOW) planned to review this year	142			
# of Standards of Work (SOW) reviewed this quarter	36			

SERVICE AREA	Q1	Q2	Q3	Q4
Radios (Harris System Only)				
800 Mhz mobiles	0			
800 Mhz portables	0			
VHF radios	1			
VHF pagers	0			
Radios (Motorola System Only)				
800 Mhz mobiles	2			
800 Mhz portables	10			
VHF radios	2			
VHF pagers	3			
Towers				
Owned	5			
Leased	3			
800 Mhz only	8			
VHF only	4			
Dispatch				
Dispatcher stations	6			
Law enforcement agencies served	9			
Fire departments served	21			
EMS agencies served	5			

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

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

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

Law Enforcement	Q1	Q2	Q3	Q4
Allegan City Police Department	967			
Allegan County Central Dispatch	45			
Allegan County Emergency Management	8			
Allegan County Medical Examiner	52			
Allegan County Sheriff's Office	6229			
DNR-PLAINWELL	14			
Douglas Police Department	603			
Fennville Police Department	4			
Gun Lake Tribal Public Safety Department	225			
Hopkins Police Department	0			
Michigan State Police Wayland	1792			
Otsego Police Department	533			
Plainwell Department of Public Safety	705			
Wayland Police Department	639			
Total	11,816	0	0	0

Fire Services	Q1	Q2	Q3	Q4
Allegan County Dive Team	0			
Alamo Twp Fire Department	0			
Allegan Fire District	112			
Byron Township Fire Department	0			
Bloomington Fire Department	14			
Caledonia Fire Department	1			
Clyde Fire Department	38			
Columbia Twp Fire Department - Van Buren County	4			
DNR FIRE	12			
Dorr Fire Department	141			
Dutton Fire Department	1			
Fennville Fire Department	134			
Ganges Fire Department	82			
Graafschap Fire Department	204			
Gun Plain Fire Department	67			
Hamilton Fire Department	128			
Holland City Fire Department	12			
Hopkins Fire Department	149			
Lee Fire Department	154			

Leighton Fire Department	149			
Martin Fire Department	106			
MDOT	107			
Orangeville Fire Department	1			
Otsego Fire Department	374			
Overisel Fire Department	45			
Park Township Fire Department	0			
Pinegrove Fire Department	36			
Plainwell Fire Department	40			
Salem Fire Department	132			
Saugatuck Fire Department	247			
South Haven Fire Department	38			
Wayland Fire Department	285			
Zeeland Fire Department	0			
Total	2,813	0	0	0

EMS	Q1	Q2	Q3	Q4
Grand Rapids AMR	2			
Holland AMR	250			
Life EMS Ambulance	1172			
Plainwell Emergency Medical Service	926			
South Haven Ambulance	75			
Thornapple Ambulance	10			
Wayland Ambulance Company	1067			
West Michigan Air Care	0			
Total	3,502	0	0	0

Call Totals by Type	Q1	Q2	Q3	Q4
911 - Landline	333			
911 - Wireless	7,044			
911 - VOIP	663			
911 - Abandoned	539			
Non-Emergency - Inbound	14,068			
Non Emergency - Abandoned	307			
Administrative - Outbound	6,137			
Text - Inbound	129			
Text - Outbound	113			
Total	29,333	0	0	0

FOIA	Requests Received and Hours Utilized			
FOIA Requests	Q1	Q2	Q3	Q4
# opened	77			
Total # hours spent to complete	10.92			
Average hours per request	0.14	#DIV/0!	#DIV/0!	#DIV/0!

Technical Support Services	Requests Received and Hours Utilized			
Support Requests	Q1	Q2	Q3	Q4
Support requests received	202	0	0	0

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

# completed	0			
# hours	0			
Average open time before completion	0.00	#DIV/0!	#DIV/0!	#DIV/0!

Priority 2 support (general requests for service)

# opened	155			
# completed	155			
# hours	41			
Average hours open time before completion	0.26	#DIV/0!	#DIV/0!	#DIV/0!

Priority 3 support (project requests or require advanced scheduling)

# opened	1			
# completed	1			
# hours	0			
Average open time before completion	0.00	#DIV/0!	#DIV/0!	#DIV/0!

MSAG support (modification, verification, adding of MSAG data)

# opened	46			
# completed	46			
# hours	37.25			
Average open time before completion	0.81	#DIV/0!	#DIV/0!	#DIV/0!

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

Fund #: 261- Central Dispatch/E911 Fund			Activity #: 325		
	AMOUNT	%		AMOUNT	%
2024 Revenue Budget	\$ 3,310,374.00		2024 Expense Budget	\$ 3,330,239.00	
Q1 Revenue	\$ 16,331	0.49%	Q1 Expenditures	\$ 830,955	24.95%
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	\$16,331	0.49%		\$830,955	24.95%

ADDITIONAL INFORMATION: Per EDEN 4/2/20205

Fund #: 496 - Central Dispatch CIP			Activity #: 325 -Central Dispatch/911		
	AMOUNT	%		AMOUNT	%
2024 Revenue Budget	\$ 766,132		2024 Expense Budget	\$ 662,088	
Q1 Revenue	\$ 4,170	0.54%	Q1 Expenditures	\$ 106,247	16.05%
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	\$ 4,170	0.54%		\$ 106,247	16.05%

ADDITIONAL INFORMATION: Per EDEN 4/2/2025

Allegan County 911 Central Dispatch



911 Central Dispatch Center
3275 – 122nd Avenue
Allegan, MI 49010
269-673-0316 Main Office

Director, Jeremy Ludwig
Deputy Director, Whitney Wisner

April 10, 2025

Radio Workgroup

Dear Members of the 911 Policy & Procedure Board,

The Radio Workgroup met on 2/20/2025 to review feedback from Motorola and discuss what data we need to collect to produce an FAQ sheet for local units regarding current radios in use (serviceability and upgradability), encryption requirements driving the need for potential replacement of Law Enforcement Radios, and other vendors that produce radios that have been authorized for use on the MPSCS.

A smaller subgroup consisting of Director Ludwig, Chris Mantels, and Pam Crandle took the responsibility of reaching out to the different vendors to get more information on their radios using a standardized spreadsheet questionnaire for easier comparison between models and manufacturers.

We did not receive completed surveys from all vendors until April 8, 2025. Due to this, we are unable to provide a draft FAQ to the Policy Board for the April meeting. The Radio Workgroup will reconvene in the coming weeks and organize all of the data collected.

Sincerely,

Jeremy Ludwig
Director
Allegan County Central Dispatch