

# Allegan County 911 Policy & Procedure Board



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

**Robert Sarro, Chairman**  
**Henry Reinart, Vice Chairman**

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## **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 Disselkoe  
MSP Representative  
Wayland State Police Post

Brenda Mays  
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

October 21, 2025 – 10AM  
Human Services Building - Zimmerman Room  
3255 - 122nd. Avenue, Allegan, MI

Please click this URL to join remotely:

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Passcode: 911

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Webinar ID: 833 1148 2122

Passcode: 911

**CALL TO ORDER:**  
**ROLL CALL:**  
**APPROVAL OF MINUTES:**  
**APPROVAL OF AGENDA:**  
**COMMUNICATIONS:** None  
**PRESENTATIONS:** None  
**ADMINISTRATIVE REPORT:** Attached

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### **ACTION ITEMS:**

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### **DISCUSSION ITEMS:**

1. After-hours Phone Line Transfers
2. Non-Preference Towing Complaints
3. Election of Officers

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

Next Meeting – January 20, 2026 -10AM @  
Human Services Building - Zimmerman Room  
3255 - 122nd. Avenue, Allegan, MI

# Allegan County

## 911 Policy & Procedural Board



911 Central Dispatch Center  
3271 – 122<sup>nd</sup> Avenue  
Allegan, MI 49010  
269-673- 0316 Main Office  
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*Robert Sarro, Chairman*  
*Henry Reinart, Vice Chairman*

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### 911 POLICY & PROCEDURE BOARD MEETING - Minutes

Undersheriff Michael Larsen  
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Representative of City or  
Village Government  
City of Otsego

July 15, 2025 – 10AM

Human Services Building, Zimmerman Room  
3255 122<sup>nd</sup> Avenue

**CALL TO ORDER:** 10am by H. Reinart.

**PRESENT:** Rob Sarro, Mike Larsen, Pam Crandle, Henry Reinart, Brenda Mays, Keith Disselkoen, Dave Haverdink, Chris Mantels, Tom Raymond, Gary Fordham, Jay Gibson, Jeremy Ludwig, Whitney Wisner, Shannen Chamberlain, and Markie McGowen.

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

**ADDITIONAL AGENDA ITEMS:** N/A

**APPROVAL OF THE AGENDA:** Motion to approve the agenda made by H. Reinart. Support by K. Disselkoen. All in favor, motion carried.

**COMMUNICATIONS:** N/A

**PRESENTATIONS:** N/A

**DIRECTOR REPORT:** J. Ludwig shared with the board.

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#### **ACTION ITEMS:**

##### **1. 2026 Budget Request:**

**SUMMARY:** The Allegan County Central Dispatch Policy & Procedure Board will review and recommend an annual budget to the Board of Commissioners.

#### **RECOMMENDATION:**

**WHEREAS**, the Central Dispatch Policy and Procedure Board (Board) is authorized within its Operational Bylaws to review and recommend an annual Central Dispatch budget; and

**WHEREAS**, the Central Dispatch Director (Director) has presented the proposed 2026 – 2030 budget plan to the Board

**THEREFORE, BE IT RESOLVED**, that the Board hereby recommends the budget plan presented by the Director on July 15, 2025, be submitted through the County's budget process for consideration.

**-Motion to adopt the proposed resolution made by D. Haverdink, support by C. Mantels. All in favor, motion carried.**

##### **2. Radio Guide:**

**SUMMARY:** The Allegan County Central Dispatch 911 Policy & Procedure Board authorized the formation of a Central Radio Project Fact Finding Workgroup. Their findings were submitted in the attached Radio Guide.

**RECOMMENDATION:**

**WHEREAS**, the 911 Policy and Procedure Board (Board) authorized the formation of the Central Radio Project Fact Finding Workgroup (Workgroup) at its January 2025 meeting; and

**WHEREAS**, the Workgroup was tasked with gathering and compiling facts related to the current radios issued to Public Safety within Allegan County through the 2016 Central Dispatch Radio Project; and

**WHEREAS**, the Workgroup was further tasked with creating a document for the use of local units to guide them in the upgrade or replacement of the aforementioned radios; and

**WHEREAS**, the Workgroup has compiled and submitted a Radio Guide to the Board **THEREFORE, BE IT RESOLVED** that the Board hereby accepts the submission of the Radio Guide; and

**BE IT FURTHER RESOLVED** that the Board supports the distribution of the Radio Guide to all Allegan County Public Safety Agencies and local units of government; and

**BE IT FINALLY RESOLVED** that the workgroup is thanked for its efforts and is considered dissolved.

**-Motion to adopt the proposed resolution with amendment adding “Whereas, all Law Enforcement (LE) agency radios connected to Allegan County shall be converted to AES encryption no later than January 8, 2030, unless all LE agencies are compliant sooner.” made by C. Mantels. Support by J. Gibson. All in favor, motion carried.**

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**DISCUSSION ITEMS:**

**1. Quarterly Report:**

-Presented for questions by J. Ludwig.

**2. Non-Preference Towing Update:**

-Summary given by J. Ludwig.

**-Motion to refer the non-preference towing enforcement to the Law Enforcement Chiefs at their next meeting with recommendations due back to this Board by the October meeting made by D. Haverdink. Support by C. Mantels. All in favor, motion carried.**

**PUBLIC PARTICIPATION:** S. Clark shared information about the IPAWS test on 7-15-25.

**FUTURE AGENDA ITEMS:** Recommendation from LE Chiefs concerning enforcement of the Non-Preference Towing Contracts.

**ROUND TABLE:** R. Sarro asked for clarification of the Fire Departments radio purchase requirements and needs.

**ADJOURNMENT:** Motion to adjourn made by D. Haverdink. Support by H. Reinart. All in favor, motion carried. Adjourned at 12:26pm.

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

# Allegan County 911 Policy & Procedure Board



Allegan County Central Dispatch  
3271 – 122<sup>nd</sup> Avenue  
Allegan, MI 49010  
269.673.0316

October 21, 2025

## Administrative Report

### ENGAGEMENT

#### Employment:

Number of Active Regular Full-Time and Regular Part-Time Employees: 23

New Hires: 1

Last Name	First Name	Position	Date
Wallinga	Sierra	Telecommunicator	8/26/25

Left Employment: 2

Last Name	First Name	Position	Date
Tilley	Danielle	Telecommunicator	7/7/25
Ludwig	Jeremy	Director	9/19/25

#### Recognition:

##### Megan Raap

Recognized by a resident of Kent County, for her excellent customer service skills and positive attitude.

##### Maria Kettering, Brenna Linsea, Megan Raap, and Layla Creed

Recognized by a caller, stating they were thankful more than words can express. The team immediately sent help and saved a life after a bee sting.

##### Mary Brink

Recognized by a very grateful citizen who wrote a nice thank you card for her handling of back-to-back family emergencies.

##### Amanda Banas, Cassie Kooistra, Trista Borgic, and Sara Jenkins

Recognized by Life EMS for a job well done on the recent MCI (Mass Casualty Incident) on US 131.

## OPERATIONS

### EMD Stats (Min Goal 85% High Compliant or Compliant)

#### July:

87% High Compliant or Compliant  
8% Partial or Low Compliant  
5% Non-Compliant

#### Aug:

87% High Compliant or Compliant  
5% Partial or Low Compliant  
8% Non-Compliant

#### Sept:

83% High Compliant or Compliant  
11% Partial or Low Compliant  
6% Non-Compliant

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

Jul: 91% 64 seconds or less  
100% 106 seconds or less

#### Aug:

94% 64 seconds or less  
98% 106 seconds or less

#### Sept:

94% 64 seconds or less  
100% 106 seconds or less

### Projects:

*Fire Field Mobile ("Crewforce")*: This project is currently on hold. It was originally understood to be an Active 911 replacement. After initial testing, it will not serve in that capacity. However, it does offer other benefits. We are working with the Fire Chiefs to see how or if the product may be of use or will explore options to return the product.

*Mutual Aid Box Alarm System (MABAS)/Box Cards*: A letter was sent in collaboration with the President of the Allegan County Fire Chiefs Association (ACFCA) to all local units explaining MABAS. The Deputy Director and Training Coordinator attended MABAS training. The County Administrator, Deputy Director and Training Coordinator recently met with MABAS, MABAS participants, and the ACFCA. The outcomes are as follows:

1. At least 14 fire agencies have joined MABAS and can proceed into what will be a lengthy planning and implementation process
2. All fire agencies will need to establish box cards
3. Central Dispatch as an extension of its EFD project will be converting to dispatching with the box card alarm system county-wide and will become MABAS ready as MABAS requires box cards for out of county dispatch
4. In the interim, fire requests for resources through MABAS can still be accomplished directly through MABAS or through a MABAS dispatch center. If ACCD is able to take those calls directly prior to the box card system being in place, instructions will be provided.

*Emergency Fire Dispatch (EFD)*: Priority Dispatch sent staff training and stakeholder meeting dates over as part of the EFD project. All Dispatch staff will be trained on the software by mid-December. The project is slated to go live on January 27, 2026. As an extension of this project, ACCD is exploring the deployment of the box card system which require an extended period of time. In addition, policy development will likely be needed as the project proceeds.

*Virtual Academy*: This has rolled out to the Dispatch team. All policies and procedures are now contained within the platform and staff can sign off on them when they complete Continuing Education or with any process or policy change.

## SERVICES

**Public Relations:**

September 29 – Allegan District Library Prepare Fair

October 8 – Gobles Fire Department Open House/Fire Prevention Week

## FINANCIAL

**Budget:** The budget was approved by the Board of Commissioners as proposed on October 9, 2025.

**Quarterly Report:** Please see attached.



# Allegan County

## Quarterly Report

**SERVICE AREA:** Central Disaptch

**SUBMITTED BY:** Whitney Wisner

**PERIOD OF REPORTING:** Quarter 3

- |                       |                                  |
|-----------------------|----------------------------------|
| 1/1/25 thru 3/31/25   | - Statistics provided in April   |
| 4/1/25 thru 6/30/25   | - Statistics provided in July    |
| 7/1/25 thru 9/30/25   | - Statistics provided in October |
| 10/1/25 thru 12/31/25 | - Statistics provided in January |

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## 2.0 KEY PERFORMANCE INDICATORS (KPI) – ENGAGEMENT:

Learning and Growth	Q1	Q2	Q3	Q4
# of Active Employees	20	20	21	
# of Active L&G Plans (1 plan per employee)	20	20	21	
# of L&G Meetings Completed (1 meeting per employee)	7	20	16	
% Completed	35%	100%	76%	

SERVICE AREA	Q1	Q2	Q3	Q4
<b>Employee Engagement</b>				

Employee Engagement (bi-annual)	due by Q4			
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Staffing				
Full time employees (FTE) (28)	22	22	21	
# of IRPT Dispatchers	1	1	1	
# of Dispatchers (20)	11	12	13	
# of Supervisors (4)	4	3	4	
# of Administrative Assistants (1)	1	1	1	
# of Training Coordinators (1)	1	1	1	
# of Directors (1)	1	1	0	
# of Deputy Directors (1)	1	1	1	
# of Employees in Introductory Training	3	3	1	
# of Employees who separated from Dispatch	0	0	2	
# of Vacant Positions	6	6	7	

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	485.9	450.5	
Average hours of professional development per FTE	15	21	22	

Overtime				
Total Hours of Overtime	313	120	190.25	
Total Hours of Mandated Overtime	12.5	0	15.5	
Percentage of Mandated OT	4%	0.0%	8%	

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

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

ORGANIZATIONAL	Q1	Q2	Q3	Q4
# of Standards of Work (SOW) Total	142	155	155	
# of Standards of Work (SOW) Completed Total	142	155	155	
# of Standards of Work (SOW) planned to review this year	155			
# of Standards of Work (SOW) reviewed this quarter	45	30	31	

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	2	2	2	
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	21	21	21	
EMS agencies served	5	5	5	

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

<b>ORGANIZATIONAL</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Customer Service Satisfaction - internal customers	0	0	0	
Customer Service Satisfaction - external customers	1	0	0	

<b>SERVICE AREA</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<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 City Police Department	967	995	1192	
Allegan County Central Dispatch	45	50	69	
Allegan County Emergency Management	8	8	0	
Allegan County Medical Examiner	52	39	40	
Allegan County Sheriff's Office	6229	6937	7473	
DNR-PLAINWELL	14	31	27	
Douglas Police Department	603	701	727	
Fennville Police Department	4	2	1	
Gun Lake Tribal Public Safety Department	225	276	306	
Hopkins Police Department	0	0	0	
Michigan State Police Wayland	1792	1674	1800	
Otsego Police Department	533	673	700	
Plainwell Department of Public Safety	705	756	831	
Wayland Police Department	639	807	885	
<b>Total</b>	<b>11,816</b>	<b>12,949</b>	<b>14,051</b>	<b>0</b>

<b>Fire Services</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Allegan County Dive Team	0	4	4	
Alamo Twp Fire Department	0	1	0	
Allegan Fire District	112	136	151	
Byron Township Fire Department	0	0	2	
Bloomingtondale Fire Department	14	13	9	
Caledonia Fire Department	1	1	0	
Clyde Fire Department	38	39	39	
Columbia Twp Fire Department - Van Buren County	4	6	2	
DNR FIRE	12	30	15	
Dorr Fire Department	141	143	131	
Dutton Fire Department	1	1	0	
Fennville Fire Department	134	126	122	
Ganges Fire Department	82	93	97	
Graafschap Fire Department	204	244	251	
Gun Plain Fire Department	67	84	0	
Hamilton Fire Department	128	161	162	
Holland City Fire Department	12	8	8	
Hopkins Fire Department	149	141	141	
Lee Fire Department	154	169	171	
Leighton Fire Department	149	165	183	
Martin Fire Department	106	124	104	

MDOT	107	59	60	
Orangeville Fire Department	1	1	0	
Otsego Fire Department	374	318	351	
Overisel Fire Department	45	89	50	
Park Township Fire Department	0	2	1	
Pinegrove Fire Department	36	48	37	
Plainwell Fire Department	40	32	57	
Salem Fire Department	132	110	125	
Saugatuck Fire Department	247	325	344	
South Haven Fire Department	38	53	37	
Wayland Fire Department	285	288	264	
Zeeland Fire Department	0	4	3	
<b>Total</b>	<b>2,813</b>	<b>3,018</b>	<b>2,921</b>	<b>0</b>

EMS	Q1	Q2	Q3	Q4
Aero Med	0	4	1	
Grand Rapids AMR	2	2	0	
Holland AMR	250	282	267	
Life EMS Ambulance	1172	1222	1263	
Plainwell Emergency Medical Service	926	826	944	
South Haven Ambulance	75	81	92	
Thornapple Ambulance	10	8	3	
Wayland Ambulance Company	1067	944	992	
West Michigan Air Care	0	0	0	
<b>Total</b>	<b>3,502</b>	<b>3,365</b>	<b>3,561</b>	<b>0</b>

Call Totals by Type	Q1	Q2	Q3	Q4
911 - Landline	333	393	410	
911 - Wireless	7,044	8,198	9,579	
911 - VOIP	663	562	595	
911 - Abandoned	539	718	707	
Non-Emergency - Inbound	14,068	15,770	16,635	
Non Emergency - Abandoned	307	397	336	
Administrative - Outbound	6,137	6,755	7,465	
Text - Inbound	129	168	193	
Text - Outbound	113	208	200	
<b>Total</b>	<b>29,333</b>	<b>33,169</b>	<b>36,120</b>	<b>0</b>

FOIA	Requests Received and Hours Utilized			
FOIA Requests	Q1	Q2	Q3	Q4
# opened	77	77	42	
Total # hours spent to complete	10.92	12.38	65.50	
Average hours per request	0.14	0.16	1.56	#DIV/0!

Technical Support Services	Requests Received and Hours Utilized			
Support Requests	Q1	Q2	Q3	Q4
<b>Support requests received</b>	202	312	317	0

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

Average open time before completion	0.00	0.00	0.00	#DIV/0!
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<b>Priority 2 support (general requests for service)</b>				
# opened	155	173	244	
# completed	155	173	244	
# hours	41	45	61	
Average hours open time before completion	0.26	0.26	0.25	#DIV/0!

<b>Priority 3 support (project requests or require advanced scheduling)</b>				
# opened	1	0	0	
# completed	1	0	0	
# hours	0	0	0	
Average open time before completion	0.00	0.00	0.00	#DIV/0!

<b>MSAG support (modification, verification, adding of MSAG data)</b>				
# opened	46	139	73	
# completed	46	139	73	
# hours	37.25	26.5	24	
Average open time before completion	0.81	0.19	0.33	#DIV/0!

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

Fund #: 261- Central Dispatch/E911 Fund			Activity #: 325		
	AMOUNT	%		AMOUNT	%
2025 Revenue Budget	\$ 3,310,374.00		2025 Expense Budget	\$ 3,330,239.00	
Q1 Revenue	\$ 16,331	0.49%	Q1 Expenditures	\$ 835,535	25.09%
Q2 Revenue	\$ 837,213	25.29%	Q2 Expenditures	\$ 745,628	22.39%
Q3 Revenue	\$ 839,023	25.35%	Q3 Expenditures	\$ 603,458	18.12%
Q4 Revenue		0.00%	Q4 Expenditures		0.00%
<b>YTD</b>	<b>\$1,692,567</b>	<b>51.13%</b>		<b>\$2,184,621</b>	<b>65.60%</b>

**ADDITIONAL INFORMATION:** Per EDEN 10/2/2025

Fund #: 496 - Central Dispatch CIP			Activity #: 325 -Central Dispatch/911		
	AMOUNT	%		AMOUNT	%
2025 Revenue Budget	\$ 766,132		2025 Expense Budget	\$ 715,653	
Q1 Revenue	\$ 4,170	0.54%	Q1 Expenditures	\$ 106,247	14.85%
Q2 Revenue	\$ 273,405	35.69%	Q2 Expenditures	\$ 13,746	1.92%
Q3 Revenue	\$ 194,793	25.43%	Q3 Expenditures	\$ 42,485	5.94%
Q4 Revenue		0.00%	Q4 Expenditures		0.00%
<b>YTD</b>	<b>\$ 472,368</b>	<b>61.66%</b>		<b>\$ 162,477</b>	<b>22.70%</b>

**ADDITIONAL INFORMATION:** Per EDEN 10/2/2025

Create Date.Year	Year 2025
Canceled	All

Call Count Row Labels	Column Labels				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Grand Total
Aero Med	0	4	1	1	6
Alamo Twp Fire Department	0	1	0	0	1
Allegan City Police Department	968	995	1192	163	3318
Allegan County Central Dispatch	45	50	69	9	173
Allegan County Dive Team	0	4	4	0	8
Allegan County Emergency Management Services	8	8	20	1	37
Allegan County Medical Examiner	52	39	40	8	139
Allegan County Sheriff's Office	6231	6939	7473	1099	21742
Allegan Fire District	112	136	151	19	418
BetaTest Fire Department (Dispatch)	3	5	5	0	13
Bloomington Fire Department	14	13	9	1	37
Byron Township Fire Department	0	0	2	0	2
Caledonia Fire Department	1	1	0	0	2
Clyde Fire Department	38	39	39	9	125
Columbia Twp Fire Department - Van Buren County	4	6	2	0	12
DNR FIRE	12	30	15	4	61
DNR-PLAINWELL	14	31	27	10	82
Dorr Fire Department	141	143	131	22	437
Douglas Police Department	603	701	727	88	2119
Dutton Fire Department	1	1	0	0	2
Fennville Fire Department	134	126	122	22	404
Fennville Police Department	4	2	1	1	8
Ganges Fire Department	82	93	97	17	289
Graafschap Fire Department	204	244	251	42	741
Grand Rapids AMR	2	2	0	0	4
Gun Lake Tribal Public Safety Department	225	276	306	48	855
Gunplains Fire Department	67	84	83	14	248
Hamilton Fire Department	128	161	162	25	476
Holland AMR	250	282	267	53	852
Holland City Fire Department	12	8	8	1	29
Hopkins Fire Department	149	141	141	19	450
Lee Fire Department	154	169	171	24	518
Leighton Fire Department	149	165	183	18	515
Life EMS Ambulance	1172	1222	1263	181	3838
Martin Fire Department	106	124	104	8	342
MDOT	107	59	60	9	235
Michigan State Police Wayland	1792	1674	1800	296	5562
Orangeville Fire Department	1	1	0	0	2
Otsego Fire Department	374	318	351	61	1104
Otsego Police Department	533	673	700	73	1979
Overisel Fire Department	45	89	50	9	193
Park Township Fire Department	0	2	1	0	3
Pinegrove Fire Department	36	48	37	5	126
Plainwell Department of Public Safety	705	756	831	99	2391
Plainwell Emergency Medical Service	926	826	944	147	2843
Plainwell Fire Department	40	32	57	10	139
Salem Fire Department	102	110	125	9	346
Saugatuck Fire Department	247	325	344	47	963

South Haven Ambulance	75	81	92	16	264
South Haven Fire Department	38	53	37	11	139
Thornapple Ambulance	10	8	3	1	22
Wayland Ambulance Company	1067	944	992	133	3136
Wayland Fire Department	285	288	264	36	873
Wayland Police Department	639	807	885	102	2433
Zeeland Fire Department	0	4	3	0	7
<b>Grand Total</b>	<b>24379</b>	<b>28565</b>	<b>29249</b>	<b>4103</b>	<b>86296</b>

# STATE OF MICHIGAN

## ALLEGAN COUNTY 911 POLICY & PROCEDURE BOARD

### CENTRAL DISPATCH – AFTER HOURS PHONE LINE TRANSFERS

**WHEREAS**, in 2026, new tools will be incorporated to make the non-emergency call process more efficient for both customers and our center; and

**WHEREAS**, some agencies may still have their phone systems set to automatically forward calls to ACCD after hours or at other times:

**WHEREAS**, this practice has been discontinued and cannot be supported in a way that best serves callers that need local agency assistance and allows dispatch to best serve its non-emergency callers.

**THEREFORE, BE IT RESOLVED** that the Allegan County Central Dispatch Policy & Procedure Board hereby supports the communication below being distributed to necessary agencies and internal departments:

Allegan County Central Dispatch (ACCD) is pleased to share that beginning in 2026, we will be incorporating new tools designed to make the non-emergency call process more efficient for both customers and our center.

As part of this preparation, we have been reviewing our call volume. Currently, about 63% of the calls we handle — nearly 60,000 out of 97,000 total annual 911 and non-emergency calls — come through our non-emergency line.

During this review, we identified that some agencies or internal departments may still have their phone systems set to automatically forward calls to ACCD after hours or at other times. In general, we have moved away from this practice and want to ensure that no agency lines are forwarded in this manner going into next year.

To support this transition, we will be reaching out to each agency to better understand your current process. In the rare cases where lines are still being forwarded, we will work with you to develop a transition plan. Please note: agencies may still forward individual calls when law enforcement response is needed for a specific complaint. That practice will continue to be supported.

As we connect with each agency, we will also provide standardized recommendations for voice menus and share additional ideas to help support your local call handling processes.

STATE OF MICHIGAN

ALLEGAN COUNTY 911 POLICY & PROCEDURE BOARD

**ELECTION OF OFFICERS FOR 2026**

**WHEREAS**, the current Chair and Vice-Chair have been contacted and have expressed a willingness to be re-elected to their current positions; and

**WHEREAS**, other interest in the positions has been sought; and

**WHEREAS**, no new members are expected to be appointed prior to the January 2026 meeting.

**BE IT FURTHER RESOLVED** that through this resolution, Rob Sarro is hereby nominated as the Chair for 2026, 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 for 2026, nominations are closed, a unanimous ballot has been cast, and Henry Reinart is hereby elected to said position.