

# 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

Vacant  
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 Doug DenBleyker  
West Side Fire Officer  
Representative  
Graafschap 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 21, 2026 – 10AM  
Human Services Building - Zimmerman Room  
3255 - 122nd. Ave. Allegan, MI

Please click this URL to join remotely:

<https://us02web.zoom.us/j/83311482122?pwd=FcG3blhugryBPDxzbb8YzMAFG1hP8.1>

Webinar ID: 833 1148 2122

Or join by phone: 1-646-931-3860

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:**

1. LE Policy Update

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### **DISCUSSION ITEMS:**

1. Policy Review Process
2. Radio Update
3. Escalation of Issues Process

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

Next Meeting – July 21, 2026 -10AM @  
Human Services Building - Zimmerman Room  
3255 - 122nd. Avenue, Allegan, MI

# Allegan County

## 911 Policy & Procedural Board



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3271 – 122<sup>nd</sup> Avenue  
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*Robert Sarro, Chairman*  
*Henry Reinart, Vice Chairman*

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### 911 POLICY & PROCEDURE BOARD MEETING - Minutes

Brad Lubbers  
County Commissioner

Robert J. Sarro  
County Administrator

Undersheriff Michael Larsen  
County Sheriff's  
Representative

Pam Crandle  
Private Citizen at Large

Henry Reinart  
Representative of Township  
Government  
Monterey Township

F/LT Keith Disselkoen  
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

**In Memoriam**  
Chief Dave 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 20, 2026 – 10AM

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

**CALL TO ORDER:** 10:01 am by H. Reinart

**PRESENT:** Rob Sarro, Mike Larsen, Pam Crandle, Henry Reinart, Keith Disselkoen, Brenda Mays, Tom Raymond, Jay Gibson, Gary Fordham, Whitney Wisner, Shannen Chamberlain, Sarah Clark (via zoom), Justin Johnson (via zoom)

**APPROVAL OF MINUTES:** Motion to approve the minutes made by J. Gibson. Support by M. Larsen. All in favor, motion carried.

**ADDITIONAL AGENDA ITEMS:** N/A

**APPROVAL OF THE AGENDA:** Motion to approve the minutes made by G. Fordham. Support by B. Mays. All in favor, motion carried.

**COMMUNICATIONS:** N/A

**PRESENTATIONS:** N/A

**ADMINISTRATIVE REPORT:** Shared with the board.

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#### **ACTION ITEMS:**

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#### **DISCUSSION ITEMS:**

##### **1. Radio Discussion-Plans for Presentations:**

J. Gibson and G. Fordham will facilitate a radio vendor fair at Allegan City Hall including all relevant public safety disciplines with diligent effort to accommodate key stakeholder's schedules. J. Gibson will send an email to R. Sarro after the January 21<sup>st</sup> Police Chiefs meeting with more details. Administration will pass along pertinent information to the board.

##### **2. Policy Review Process:**

R. Sarro presented a newly developed policy review flowchart outlining a streamlined process for reviewing ACCD policies. The proposed process ensures efficiency while allowing Policy Board members, Central Dispatch staff, and local agency heads the opportunity to review and provide feedback within an organized timeline. R. Sarro will incorporate Board feedback on the flowchart and present a final copy by the April 21<sup>st</sup> meeting.

**PUBLIC PARTICIPATION:** N/A

**FUTURE AGENDA ITEMS:** Policy Review Flowchart, Issue Escalation, Meaningful Metrics, ACCD 2026 Plan, Radio Vendor Fair

**ROUND TABLE:**

M. Larsen asked about RAVE training, W. Wisner and S. Clark stated they will be holding a meeting this week.

H. Reinart asked how ACCD's pay scale compares to surrounding counties. R. Sarro discussed the results of the most recent wage study, noting that ACCD is within 10-12%.

**ADJOURNMENT:** Motion to adjourn made by J. Gibson. Support by K. Disselkoen. All in favor, motion carried. Adjourned at 12:05pm.

\*Next meeting April 21, 2022. 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

April 21, 2026

## Administrative Report

### ENGAGEMENT

#### Employment:

Number of Active Regular Full-Time and Regular Part-Time Employees: 24

New Hires: 1

Last Name	First Name	Position	Date
Hill	Elizabeth	Telecommunicator	1/20/26
Bennett	Kailynn	Telecommunicator	2/23/26
Taylor	Fallon	Telecommunicator	3/9/26

Left Employment: 0

Last Name	First Name	Position	Date

### OPERATIONS

#### Projects:

*Emergency Fire Dispatch (EFD):* The deployment has been postponed to 2026-Q4 to allow for further review of the system configuration and alignment to existing CD procedures. The team is working closely with fire and medical representatives to better understand how this solution can be used in conjunction with our existing Emergency Medical Dispatch (EMD) solution, to eliminate duplication of entry when fire calls transition into medical needs. Deputy Director Wisner has met with Dr. Joshua Mastenbrook and discussions continue towards a resolution.

*2026 Plan:* Administration has successfully interviewed candidates for the four newly created Supervisor positions. Chosen candidates have been notified and work has begun on the contract language. Once the contracts are finalized the official announcement/offers will be released.

*After Hours Call Forwarding:* Now that Administration's memorandum to Allegan County responding agencies, cities, townships, villages, and all internal and external Allegan County departments has been sent, ACCD will be tracking any potential violations for direct follow up.

*Fire Field Mobile (Crewforce)*: This project is still on hold. Initially considered as an Active 911 replacement, it failed to meet that purpose after testing. However, it offers other benefits. We are collaborating with the Fire Chiefs to determine its potential use or explore returning the product.

*RAVE Alert*: Emergency Management is using the solution for emergency notifications. Message templates and security rights are finalized, and training is ongoing. The County is promoting Smart911 to the public, with details on the County website for community self-enrollment. Smart911 is fully integrated into the RAVE solution.

*Mutual Aid Box Alarm System (MABAS)/Box Cards*: Following the meeting with the County Administrator, Deputy Director, Training Coordinator, 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.

## FINANCIAL

**Budget:** Departmental expenditures are within 25% of the approved budget at the close of Q1. This marks the beginning of the 2026 fiscal year.

**Quarterly Report:** Please see attached.

## SERVICES

**Public Relations:**

Deputy Director Wisner presented at Plainwell High School on 1/6/26.

Hamilton High School students toured and shadowed on 1/29/26.

Deputy Director Wisner and Telecommunicator Sara Jenkins presented at the Reserve Academy on 3/5/26.

Deputy Director Wisner spoke at Caledonia High School on 3/27/26.

## ACCD STAFF HIGHLIGHTS

**Recognition:**

On 3/25/26 Sara Jenkins was recognized by Supervisor Kaleigh Tatrow for her exemplary call showing compassion and kindness to a devastated mother.



# Allegan County

## Quarterly Report

**SERVICE AREA:** Central Dispatch

**SUBMITTED BY:** Central Dispatch

**PERIOD OF REPORTING:** Quarter 1

1/1/26 thru 3/31/26  
4/1/26 thru 6/30/26  
7/1/26 thru 9/30/26  
10/1/26 thru 12/31/26

Statistics provided in April  
Statistics provided in July  
Statistics provided in October  
Statistics provided in January

### TABLE OF CONTENTS:

1.0 Projects.....	pg 2
2.0 Employee Engagement.....	pg 5
3.0 Operations.....	pg 6
4.0 Customer Services.....	pg 8
5.0 Financial.....	pg 13



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

Learning and Growth	Q1	Q2	Q3	Q4
# of Active Employees	19			
# of Active L&G Plans (1 plan per employee)	19			
# of L&G Meetings Completed (1 meeting per employee)	15			
% Completed	79%	#DIV/0!	#DIV/0!	

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

Employee Engagement (bi-annual)	due by Q2			
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### Staffing

Full time employees (FTE) (28)	21			
# of IRPT Dispatchers	1			
# of Dispatchers (16)	14			
# of Supervisors (8)	4			
# of Administrative Assistants (1)	1			
# of Training Coordinators (1)	1			
# of Directors (1)	0			
# of Deputy Directors (1)	1			
# of Employees in Introductory Training	3			
# of Employees who separated from Dispatch	2			
# of Vacant Positions	7			

### Professional Development ( Target: 8 hrs of training per FTE, quarterly. Annual cumulative team target of 640+)

Total cumulative team hours of professional development	446.75			
Average hours of professional development per FTE	21.27	#DIV/0!	#DIV/0!	

### Overtime

Total Hours of Overtime	390.25			
Total Hours of Mandated Overtime	4			
Percentage of Mandated OT	1%	#DIV/0!	#DIV/0!	#DIV/0!

**Safety**

# 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	180			
# of Standards of Work (SOW) Completed Total	180			
# of Standards of Work (SOW) planned to review this year	180			
# of Standards of Work (SOW) reviewed this quarter	51			

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

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

Fund #: 261- Central Dispatch/E911 Fund			Activity #: 325		
	AMOUNT	%		AMOUNT	%
2026 Revenue Budget	\$ 3,488,752.00		2026 Expense Budget	\$ 3,770,657.00	
Q1 Revenue	\$ 15,309	0.44%	Q1 Expenditures	\$ 839,035	22.25%
Q2 Revenue		0.00%	Q2 Expenditures		0.00%
Q3 Revenue		0.00%	Q3 Expenditures		0.00%
Q4 Revenue		0.00%	Q4 Expenditures		0.00%
<b>YTD</b>	<b>\$15,309</b>	<b>0.44%</b>		<b>\$839,035</b>	<b>22.25%</b>

**ADDITIONAL INFORMATION:** Per EDEN 4/10/2026

Fund #: 496 - Central Dispatch CIP			Activity #: 325 -Central Dispatch/911		
	AMOUNT	%		AMOUNT	%
2026 Revenue Budget	\$ 773,794		2026 Expense Budget	\$ 392,000	
Q1 Revenue	\$ 3,899	0.50%	Q1 Expenditures	\$ -	0.00%
Q2 Revenue		0.00%	Q2 Expenditures		0.00%
Q3 Revenue		0.00%	Q3 Expenditures		0.00%
Q4 Revenue		0.00%	Q4 Expenditures		0.00%
<b>YTD</b>	<b>\$ 3,899</b>	<b>0.50%</b>		<b>\$ -</b>	<b>0.00%</b>

**ADDITIONAL INFORMATION:** Per EDEN 4/10/2026

**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			
Customer Service Satisfaction - external customers	1			

<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	914			
Allegan County Emergency Management	19			
Allegan County Medical Examiner	61			
Allegan County Sheriff's Office	6276			
DNR - Plainwell	19			
Douglas Police Department	582			
Gun Lake Tribal Public Safety Department	303			
Michigan State Police Wayland	1637			
Otsego Police Department	625			
Plainwell Department of Public Safety	675			
Wayland Police Department	727			
<b>Total</b>	<b>11,838</b>	<b>0</b>	<b>0</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			
Alamo Twp Fire Department	0			
Allegan Fire District	128			
Byron Township Fire Department	0			
Bloomington Fire Department	9			
Caledonia Fire Department	1			
Clyde Fire Department	31			
Columbia Twp Fire Department - Van Buren County	6			
DNR FIRE	7			
Dorr Fire Department	151			
Dutton Fire Department	1			
Fennville Fire Department	133			
Ganges Fire Department	106			
Graafschap Fire Department	175			
Gun Plain Fire Department	61			
Hamilton Fire Department	146			
Holland City Fire Department	3			
Hopkins Fire Department	159			
Lee Fire Department	166			
Leighton Fire Department	131			
Martin Fire Department	81			
MDOT	112			
Orangeville Fire Department	0			
Otsego Fire Department	418			

Overisel Fire Department	32			
Park Township Fire Department	0			
Pinegrove Fire Department	44			
Plainwell Fire Department	44			
Salem Fire Department	93			
Saugatuck Fire Department	211			
South Haven Fire Department	38			
Wayland Fire Department	330			
Zeeland Fire Department	0			
<b>Total</b>	<b>2,817</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>EMS</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
Aero Med	0			
Grand Rapids AMR	1			
Holland AMR	240			
Life EMS Ambulance	1085			
Plainwell Emergency Medical Service	991			
South Haven Ambulance	64			
Thornapple Ambulance	11			
Wayland Ambulance Company	993			
<b>Total</b>	<b>3,385</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>Call Totals by Type</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
911 - Landline	84			
911 - Wireless	7,492			
911 - Other (VOIP, PBXB, BUSN)	854			
911 - Abandoned	461			
Non-Emergency - Inbound	14,431			
Non Emergency - Abandoned	341			
Administrative - Outbound	6,272			
Text - Inbound	130			
Text - Outbound	141			
<b>Total</b>	<b>30,206</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>FOIA</b>	<b>Requests Received and Hours Utilized</b>			
<b>FOIA Requests</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
# opened	29			
Total # hours spent to complete	42.5			
Average hours per request	1.47	#DIV/0!	#DIV/0!	#DIV/0!

<b>Technical Support Services</b>	<b>Requests Received and Hours Utilized</b>			
<b>Support Requests</b>	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>Support requests received</b>	341	0	0	0

<b>Priority 1 support (emergency requests for service or unscheduled walk in)</b>				
# opened	2			
# completed	2			
# hours	3			
Average open time before completion	1.50			

<b>Priority 2 support (general requests for service)</b>				
# opened	181			

# completed	180			
# hours	39			
Average hours open time before completion	0.22	#DIV/0!	#DIV/0!	#DIV/0!

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

<b>MSAG support (modification, verification, adding of MSAG data)</b>				
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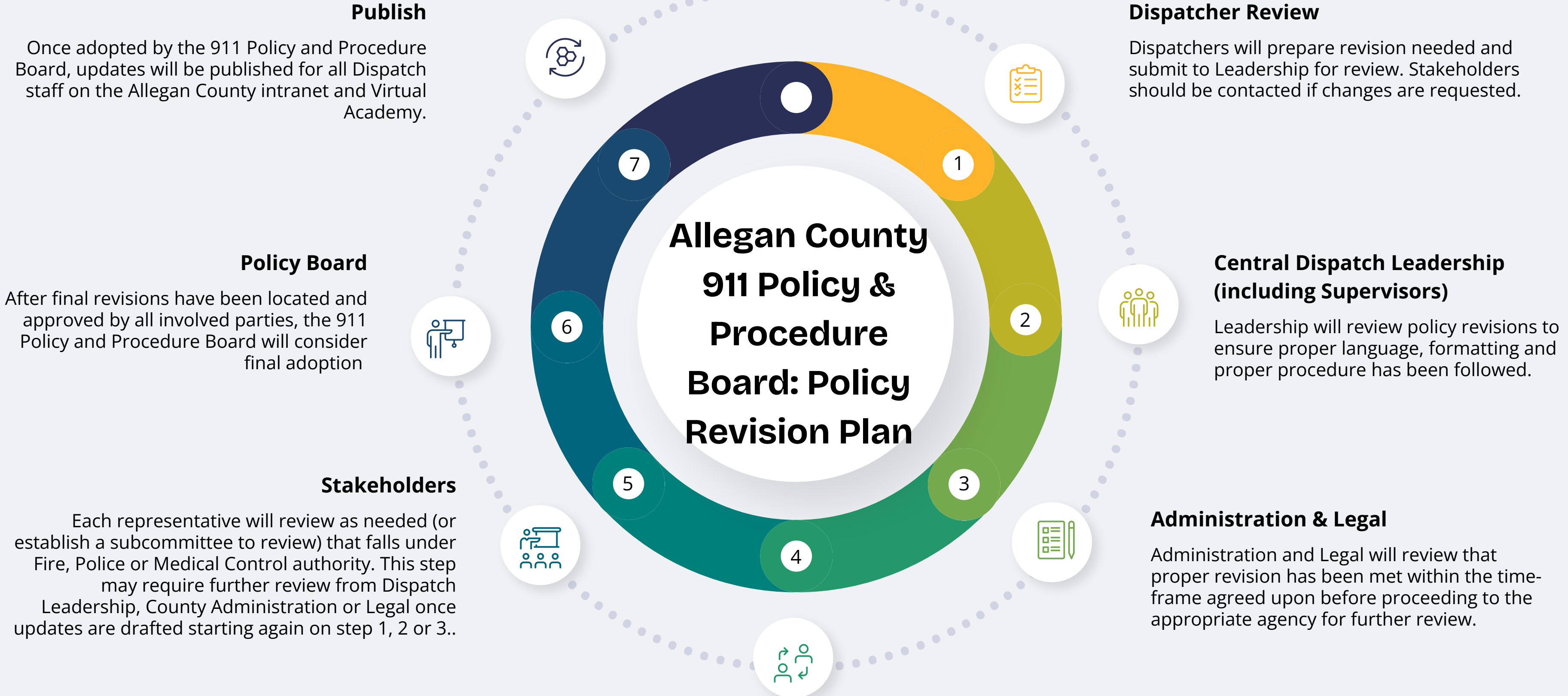
# opened	158			
# completed	158			
# hours	4.75			
Average open time before completion	0.03	#DIV/0!	#DIV/0!	#DIV/0!

Create Date.Year	Year 2026
Canceled	All

Call Count Row Labels	Column Labels				
	Quarter 1	Quarter 2	Quarter 3	Quarter 4	Grand Total
Allegan City Police Department	914	140	0	0	1054
Allegan County Central Dispatch	68	12	0	0	80
Allegan County Dive Team	0	1	0	0	1
Allegan County Emergency Management Services	19	0	0	0	19
Allegan County Medical Examiner	61	6	0	0	67
Allegan County Sheriff's Office	6276	867	0	0	7143
Allegan Fire District	128	21	0	0	149
BetaTest Fire Department (Dispatch)	9	0	0	0	9
Bloomington Fire Department	9	1	0	0	10
Caledonia Fire Department	1	0	0	0	1
Clyde Fire Department	31	5	0	0	36
Columbia Twp Fire Department - Van Buren County	6	0	0	0	6
DNR FIRE	7	6	0	0	13
DNR-PLAINWELL	19	1	0	0	20
Dorr Fire Department	151	16	0	0	167
Douglas Police Department	582	84	0	0	666
Dutton Fire Department	1	0	0	0	1
Fennville Fire Department	133	18	0	0	151
Fennville Police Department	3	0	0	0	3
Ganges Fire Department	106	15	0	0	121
Graafschap Fire Department	175	26	0	0	201
Gun Lake Tribal Public Safety Department	303	49	0	0	352
Gunplains Fire Department	61	25	0	0	86
Hamilton Fire Department	146	21	0	0	167
Holland AMR	240	39	0	0	279
Holland City Fire Department	3	0	0	0	3
Hopkins Fire Department	159	20	0	0	179
Lee Fire Department	166	25	0	0	191
Leighton Fire Department	131	17	0	0	148
Life EMS Ambulance	1085	160	0	0	1245
Martin Fire Department	81	19	0	0	100
MDOT	112	3	0	0	115
Michigan State Police Wayland	1637	252	0	0	1889
Otsego Fire Department	418	86	0	0	504
Otsego Police Department	625	104	0	0	729
Overisel Fire Department	32	7	0	0	39
Pinegrove Fire Department	44	4	0	0	48
Plainwell Department of Public Safety	675	124	0	0	799
Plainwell Emergency Medical Service	991	161	0	0	1152
Plainwell Fire Department	44	11	0	0	55
Salem Fire Department	93	18	0	0	111
Saugatuck Fire Department	211	22	0	0	233
South Haven Ambulance	64	12	0	0	76
South Haven Fire Department	38	0	0	0	38
Thornapple Ambulance	11	2	0	0	13
Wayland Ambulance Company	993	160	0	0	1153
Wayland Fire Department	330	59	0	0	389
Wayland Police Department	727	99	0	0	826

<b>Grand Total</b>	<b>24132</b>	<b>3979</b>	<b>0</b>	<b>0</b>	<b>28111</b>
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# Allegan County 911 Policy & Procedure Board: Policy Revision Plan



### Dispatcher Review

Dispatchers will prepare revision needed and submit to Leadership for review. Stakeholders should be contacted if changes are requested.

### Central Dispatch Leadership (including Supervisors)

Leadership will review policy revisions to ensure proper language, formatting and proper procedure has been followed.

### Administration & Legal

Administration and Legal will review that proper revision has been met within the time-frame agreed upon before proceeding to the appropriate agency for further review.

### Policy Board

When all revisions have been located and approved, the 911 Policy & Procedure Board will consider adoption. This would conclude the final step of the initial policy review. If further changes or stakeholder input is needed, continue to step 5.

### Publish

Once adopted by the 911 Policy and Procedure Board, updates will be published for all Dispatch staff on the Allegan County intranet and Virtual Academy.

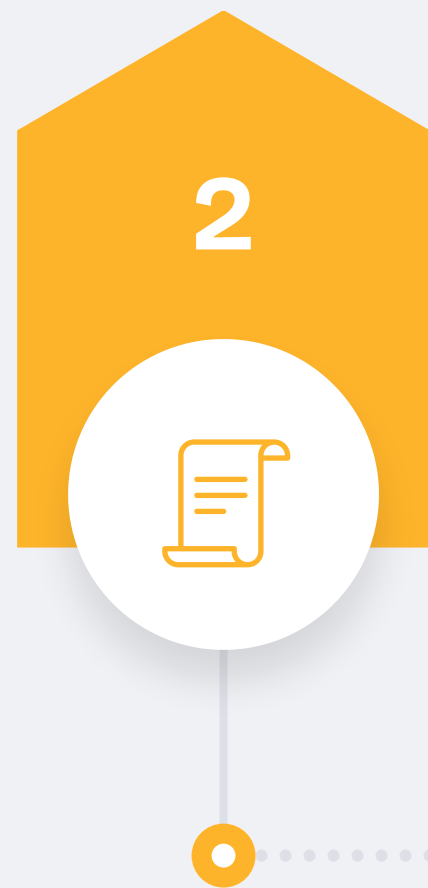
### Policy Board

After final revisions have been located and approved by all involved parties, the 911 Policy and Procedure Board will consider final adoption

### Stakeholders

Each representative will review as needed (or establish a subcommittee to review) that falls under Fire, Police or Medical Control authority. This step may require further review from Dispatch Leadership, County Administration or Legal once updates are drafted starting again on step 1, 2 or 3..

**The graphic above outlines the periodic policy review cycle, which occurs at least every three years. However, stakeholders may request a change or review at any time by submitting it to the County Administrator or Deputy Director for consideration.**



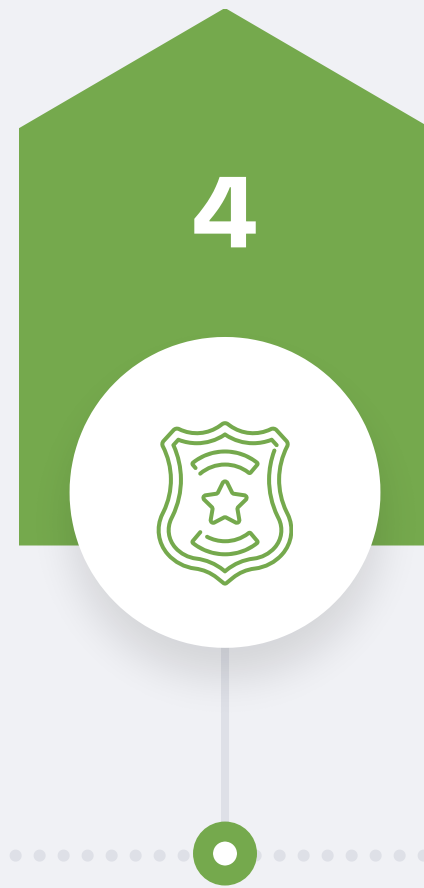
**Administrative**

- Overtime Call Down
- Dissemination of Information



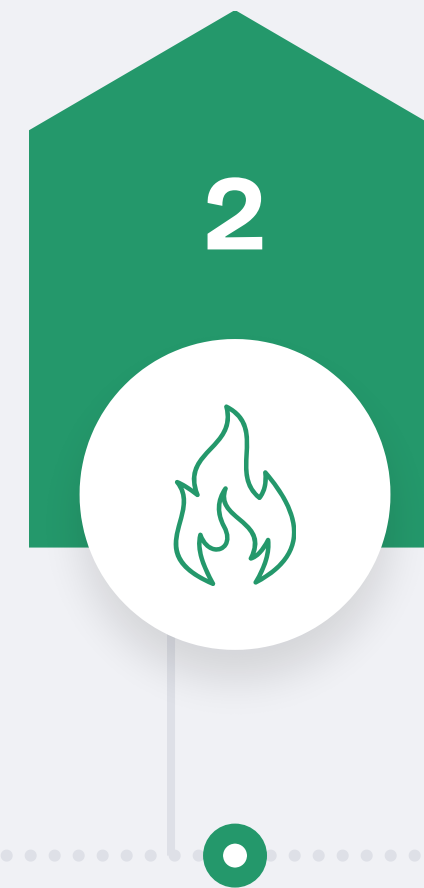
**Operational**

- 911 Phone Usage
- Unified Incident Communication
- Warrant Entry
- Audio Recordings
- Covid 19 Data Storage & Dissemination
- Powers of Authority During Declared Emergency
- MCT Distribution
- TTY Testing
- Equipment Report & Repair
- Impound Vehicles
- Severe Weather OWS/PSAMs
- Physical Protection
- 800MHz Radio Policy
- Rapid Access Plans
- Quality Assurance
- IPAWS
- Radio Tower Access Policy



**Police**

- Non Pref Towing Agreement
- Non Pref Towing Services
- LE Police 1
- LE Police 2 Status Checks



**Fire**

- Fire Policy 1 Dispatch Procedures
- Fire Policy 2 Fire Status Check



**EMS**

- EMS Policy
- ECHO Policy
- EMD Policy

**List of ACCD Current Policies**

Currently 25 ACCD Policies on Virtual Academy (Overtime Call Down, Non Pref Towing Agreement & Services are not listed on VA)