

St. Joseph  
County  
2011



Jon Uribe



Gary Letombeau

Central  
Dispatch  
Annual Report



Martha Taylor



Susan Cook



Dennis Brandenburg



Doug Kuhlman



Keli Bazant



Lois Deylin



Ramona Metzger



Candace Scott



Mike Haydon



Josh Shook



Lea Buscher



Stacey Bower



Kristen Carpenter



Kelli Lusk



Angie Guthrie

***MAKING A DIFFERENCE.... ONE CALL AT A TIME***

St Joseph County Central Dispatch is committed to providing a single point of contact for all emergency situations occurring within St Joseph County. Central Dispatch is staffed 24 hours a day to ensure that all calls are handled with urgency and to ensure the appropriate agency responds as quickly as possible.

Our staff is comprised of seventeen employees who are committed to serving the public during times of crises with courtesy and professionalism.

St Joseph County Central Dispatch provides emergency communication for all Police, Fire and EMS agencies who serve the St Joseph County community. A millage ensures stable funding for emergency operations. The current millage of .75 mils was a renewal of the original 2006 millage that was approved for an additional 6 years. That millage expires at the end of 2012.

**POLICY BOARD MEMBERS  
JANUARY 2011**

Chief Tom Bringman  
Three Rivers Police Department  
Representing:  
City of Three Rivers Police Dept.

Director David Northrop II  
Sturgis Police Department  
Representing:  
City of Sturgis Police Department

Chief Max Kulpinski  
Tri-Township Fire Department  
Representing:  
Fire Chief's Association

Commissioner Robin Baker  
St Joseph County Board County  
Representing:  
St Joseph County Board of  
Commissioners

Sheriff Brad Balk  
St Joseph County Sheriff Office  
Representing:  
St Joseph County Sheriff Office

Sandy Cole  
Sturgis Hospital:  
Representing:  
Medical Control Board and EMS  
Community

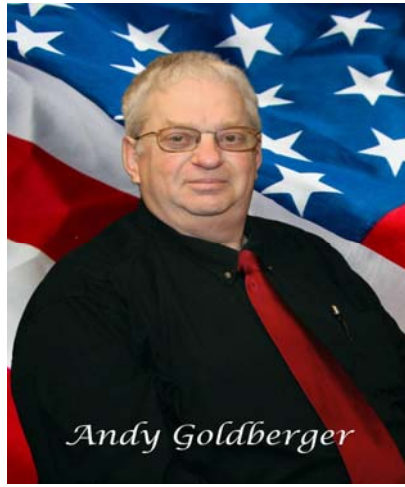
First Lieutenant Dale Hinz  
Michigan State Police  
Representing:  
Michigan State Police

Phyllis J. Youga  
Citizen at Large  
Appointed by:  
St Joseph County Board of  
Commissioners

Chief Lynn Baker  
White Pigeon Police Dept.  
Representing:  
Village Police Depts.

Judy West-Wing  
County Administrator  
Ex-Officio Member

## ADMINISTRATIVE STAFF



Andrew Goldberger  
Director  
Retired 12-29-2011

Jon Uribe  
Director

Gary W. LeTourneau, ENP, CMCP  
Deputy Director

### Shift Supervisors

Martha Taylor

Dennis Brandenburg

Susan Cook

### Tele-Communicators

Keli Bazant  
Candace Scott  
Joshua Shook  
Angela Guthrie

Lea Buscher  
Kristen Carpenter  
Stacey Bower  
Lois Devlin

Mike Haydon  
Doug Kuhlman  
Kelli Lusk  
Ramona Metzger

Length of Service

20 Years

Andrew Goldberger  
Martha Taylor

Douglas Kuhlman  
Ramona Metzger

Keli Bazant

Martha Taylor  
Susan Cook

5-12 Years

Candace Scott  
Lea Buscher

Michael Haydon  
Stacey Bower

Josh Shook  
Dennis Brandenburg

2-5 Years

Kristen Carpenter

Kelli Lusk

Angela Guthrie

**DISPATCH CENTER TRAINING**

Every call to 9-1-1 involves numerous complexities beyond public understanding, simultaneously utilizing people, technology and operational/dispatch guidelines to obtain a positive outcome.

Our dispatch center personnel have a dramatic effect upon the performance of police, fire and emergency medical services. They comprise the nerve center of emergency operations fielding calls from the public and dispatching the appropriate responders quickly and efficiently.

On-going training continues to be an area of focus management utilizes to ensure that our dispatch center personnel are able to handle a variety of calls appropriately and effectively.

Central Dispatch utilizes two modes of training for its personnel: in-service education and state certified continuing education training funded under Public Act 32.

In-house training modules focus upon the critical skills our tele-communicators must possess to remain proficient. To strengthen their decision-making, professionalism and customer service skills, we contract with web-based trainers such as Police Legal Sciences and National Emergency Medical Dispatching.

Each webinar is

**1. Reality-Based.** The lessons are based on actual cases (“Target Cases”) and actual 911 calls (“Target Calls”).

**2. Structural Dynamics.** The lesson production teams utilize a discipline called “structural dynamics,” which allows them to demonstrate how significant elements of a complex event (i.e. an emergency and the response to that emergency) function with each other and how each element functions in relation to the overall handling of the event.

**3. Alignment.** The lessons promote alignment: a) between callers, dispatchers and police officers; and b) between the classroom training of public safety professionals and the practices and policies of their employing agencies.

**4. Legal Analysis.** Lawyers on our lesson production team provide explanations of the legal principles relevant to each Target Case and Target Call.

Under Public Act 32, the State 9-1-1 Committee funds continuing education training for dispatch center personnel.

In 2011, state funding enabled 15 tele-communicators to enhance their skills through their participation in the following training programs:

NENA - 2011 Conference NENA 201104A  
Center Manager Certification Program NENA 21105A  
Emergency Medical Dispatch PWH 200803  
Emergency Medical Dispatch Recertification PWH 200903A  
Leadership I: Becoming a Great Supervisor SCC 200603  
Emergency Medical Dispatch Recertification PWH 200903A  
Domestic Violence Intervention PWH 200802

### **QUALITY ASSURANCE PROGRAM**

Since the delivery of prompt, efficient and professional services is a critical component of what we do, we utilize a Quality Assurance Program to monitor, evaluate and improve the delivery of call intake and dispatching for police, fire and emergency medical related calls for service. Information taken from a random sampling of the calls the dispatch center fields is selected then evaluated to determine if the dispatcher’s performance meets a prescribed proficiency level.

## DISPATCH CENTER COMMUNICATION ACTIVITIES

St Joseph County E9-1-1 Central Dispatch provides emergency communication services for all Police, Fire and EMS agencies who serve St Joseph County. In 2011, Central Dispatch personnel fielded and responded to over 83,984 telephone calls for police, fire and emergency medical services. Of those calls: 19,518 were wireline 9-1-1 calls, 20,256 were wireless 9-1-1 calls and 184 were VOIP 9-1-1 calls.

In response to the public's requests for assistance, dispatch initiated and/or responded to 883,589 radio calls from police, fire and emergency medical response agencies operating within St Joseph County.

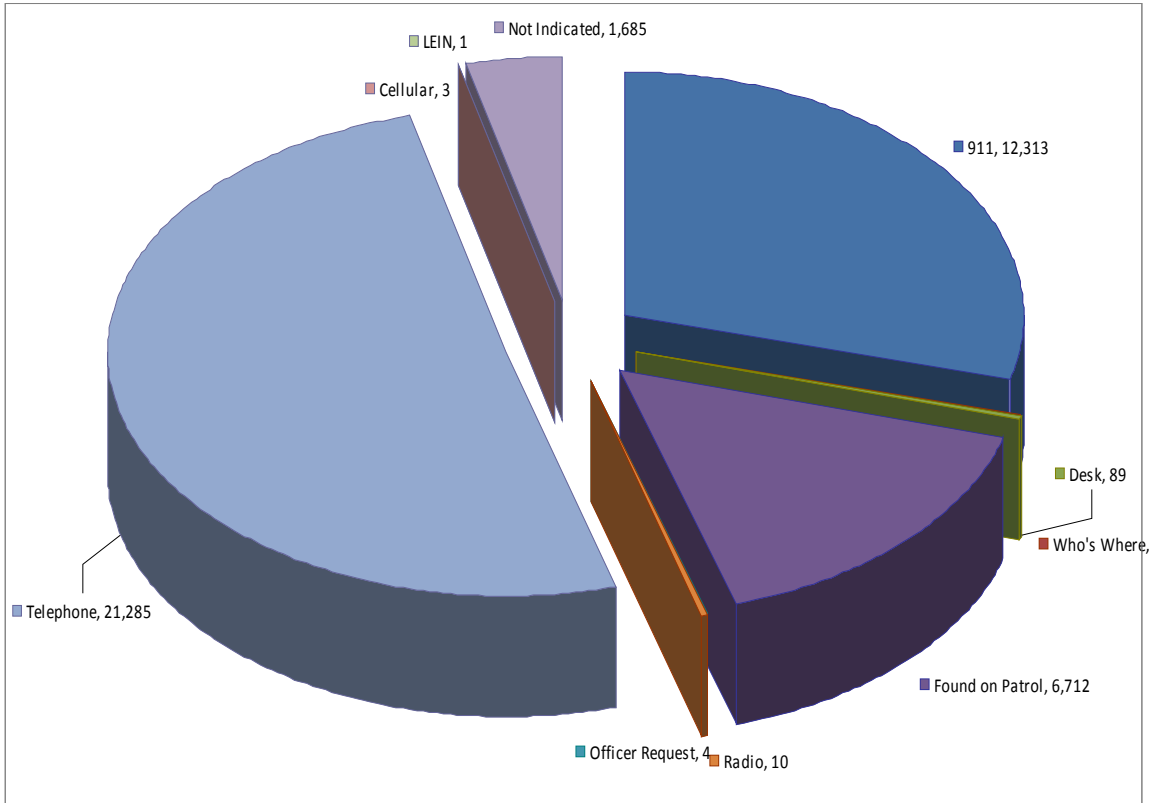
When contrasted to an hourly basis, over 100 radio calls per hour were fielded and responded to.

### Inbound Radio Calls

Police .....	269,462
Fire .....	75,332
LEIN .....	18,948
Local Gov .....	1092
FG Sturgis .....	1541
Local Gov West .....	153
800 LEIN .....	75,282
FG Mendon .....	2581
FGWP .....	2492

### Outbound Radio Calls

Police .....	347,441
Fire .....	78,724
LEIN .....	25,371
Local Gov .....	8834
FG Sturgis .....	5146
Local Gov West .....	14
800 LEIN .....	33,029
FG Mendon .....	81
FGTR .....	303
FGWP .....	229



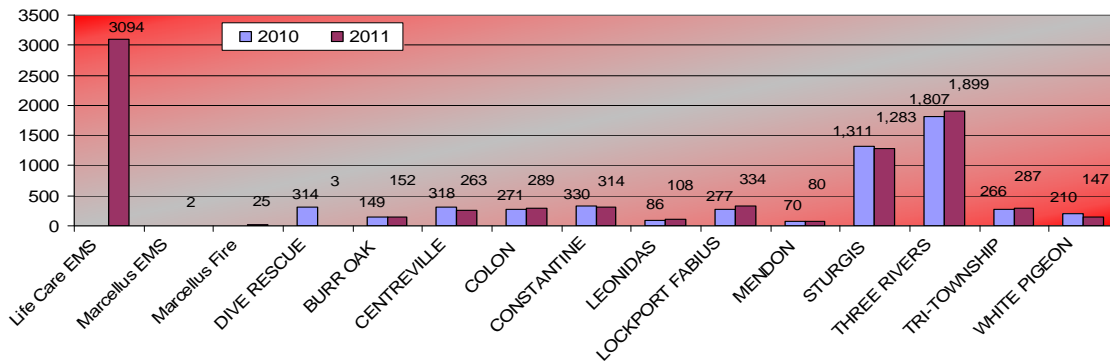
Note: Telephone call statistical data was retrieved from the center's Computer Aided Dispatch System (CAD).



## Dispatch Incidents

VENUE		EMS BY VENUE	FIRE BY VENUE	PD BY VENUE	TOTALS	PART 1 CRIMES
1	Burr Oak Twp	77	87	543	707	30
2	Colon Twp	139	167	652	958	39
3	Constantine Twp	82	99	740	921	38
4	Fabius Twp	183	153	1,249	1,585	67
5	Fawn River Twp	81	87	432	600	28
6	Florence Twp	49	59	397	505	26
7	Flowerfield Twp	82	28	351	461	15
8	Leonidas Twp	73	105	290	468	13
9	Lockport Twp	183	113	1,205	1,501	68
10	Mendon Twp	127	62	523	712	26
11	Mottville Twp	82	58	694	834	25
12	Nottawa Twp	120	84	706	910	26
13	Park Twp	172	105	892	1,169	38
14	Sherman Twp	106	122	822	1,050	37
15	Sturgis Twp	115	121	909	1,145	46
16	White Pigeon Twp	119	59	782	960	39
?	Unknown	8	34	3,626	3,668	72
29	Burr Oak	55	64	403	522	21
30	Mendon	98	16	620	734	27
39	Centreville	211	113	791	1,115	39
40	Colon	97	110	723	930	28
41	Constantine	168	168	1,715	2,051	141
42	White Pigeon	152	34	1,165	1,351	54
60	Sturgis	1,122	1,277	7,651	10,050	397
61	Three Rivers	1,059	260	5,828	7,147	302
62	Other Jurisdiction	10	15	20	45	0
<b>TOTALS:</b>		<b>4,770</b>	<b>3,600</b>	<b>33,729</b>	<b>42,099</b>	<b>1,642</b>

## FIRE/RESCUE RESPONSES BY DEPARTMENT



### Part 1 Crimes

Uniform Crime Report (UCR) Part I Crimes are also referred to as "The Crime Index", composed of selected offenses used to gauge fluctuations in the overall volume and rate of crime reported to law enforcement. The offenses included are the violent crimes of murder and non-negligent manslaughter, forcible rape, robbery, and aggravated assault and the property crimes of burglary, motor vehicle theft, larceny-theft, and arson.

**Criminal Sexual Conduct** (1100) is the carnal knowledge of a female forcibly and against her will. Assaults or attempts to commit rape by force or threat of force are also included; however, statutory rape (without force) and other sex offenses are excluded.

**Robbery** (1200) is the taking or attempt to take anything of value from the care, custody, or control of a person or persons by force or threat of force or violence and/or by putting the victim in fear.

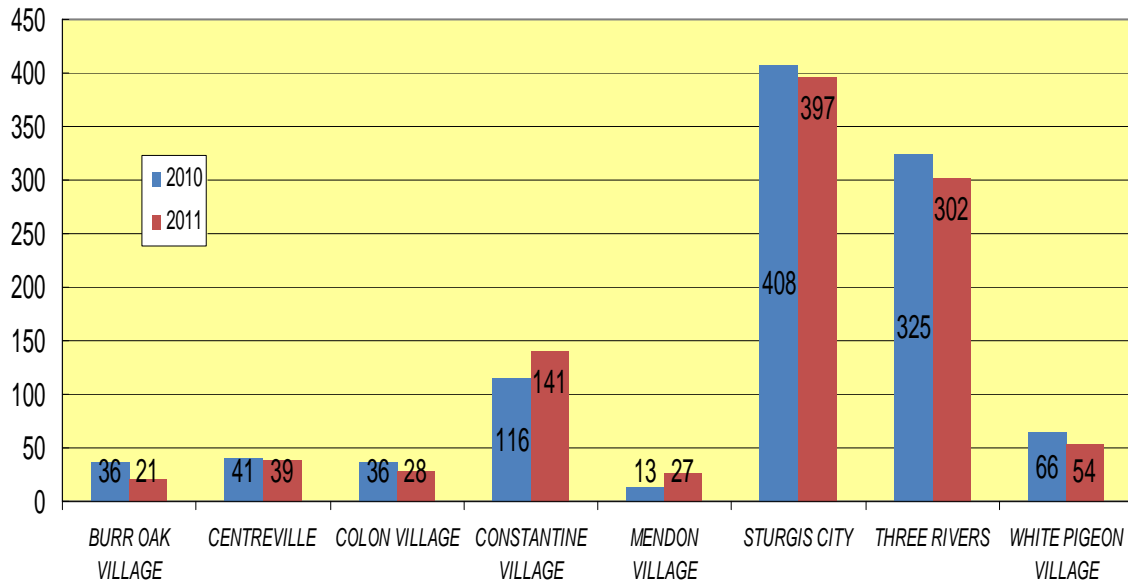
**Aggravated Assault** (1300.2) is an unlawful attack by one person upon another for the purpose of inflicting severe or aggravated bodily injury. This type of assault is usually accompanied by the use of a weapon or by means likely to produce death or great bodily harm. Attempts are included since it is not necessary that an injury result when a gun, knife, or other weapon is used which could and probably would result in serious personal injury if the crime were successfully completed.

**Burglary** (2200) is the unlawful entry of a structure to commit a felony or theft. The use of force to gain entry is not required to classify an offense as burglary. Burglary is categorized into three sub-classifications: forcible entry, unlawful entry where no force is used, and attempted forcibly entry.

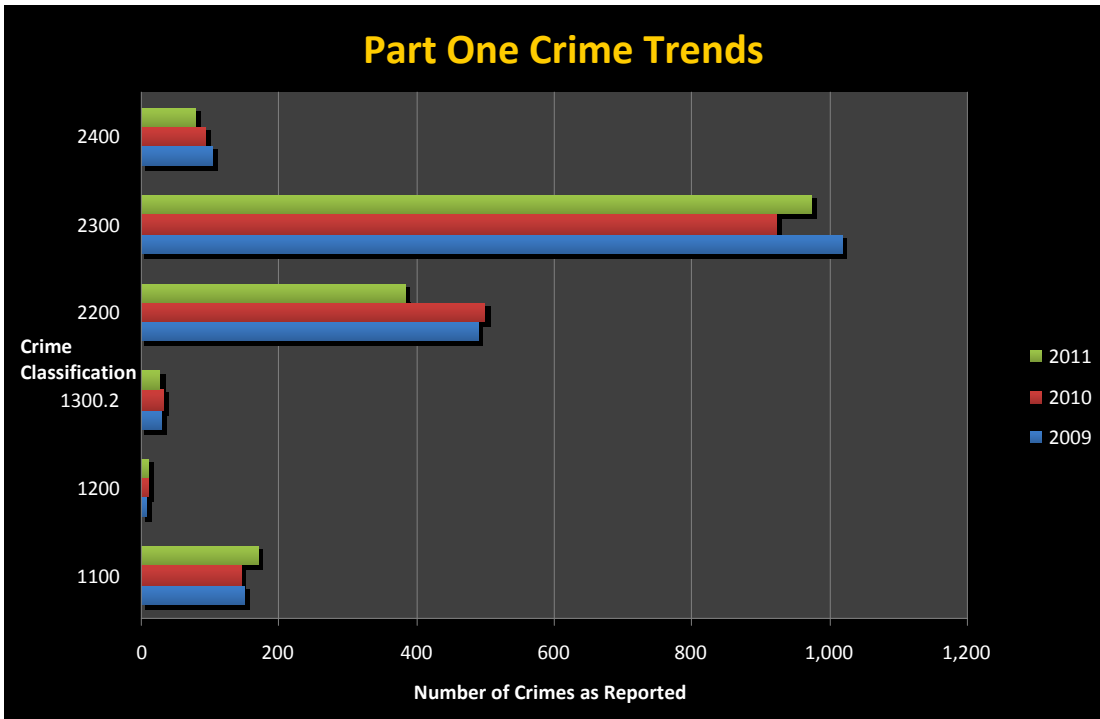
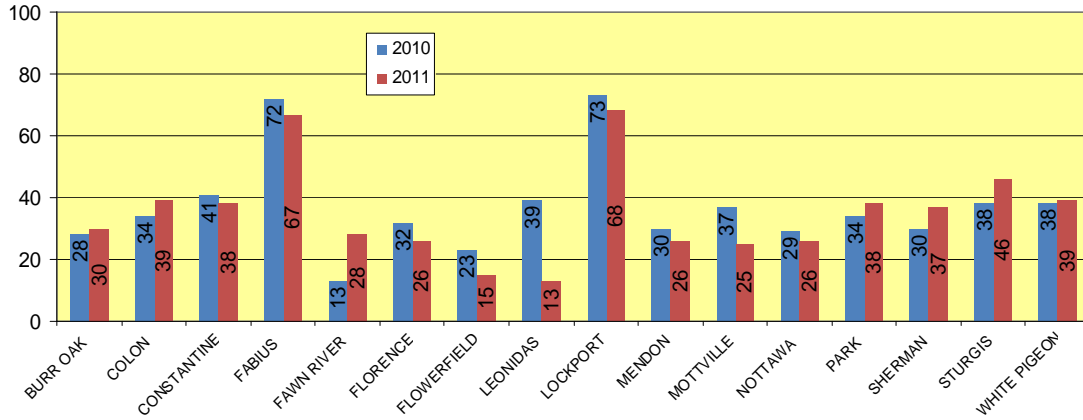
**Larceny (2300)** is the unlawful taking, carrying, lending or riding away of property from the possession or constructive possession of another. It includes crimes such as shoplifting, pocket-picking, purse-snatching, theft from motor vehicles, thefts of motor vehicle parts and accessories, bicycle thefts, etc., in which no use of force, violence, or fraud occurs. This category does not include embezzlement, "con" games, forgery, and worthless checks. Motor vehicle theft is also excluded from this category inasmuch as it is a separate Crime Index Offense.

**Motor Vehicle Theft (2400)** is the theft or attempted theft of a motor vehicle, this offense category includes the stealing of automobiles, trucks, buses, motorcycles, motor scooters, snowmobiles, etc. The definition excludes the taking of a motor vehicle for temporary use by those persons having lawful access.

### PART 1 CRIMES IN CITIES AND VILLAGES

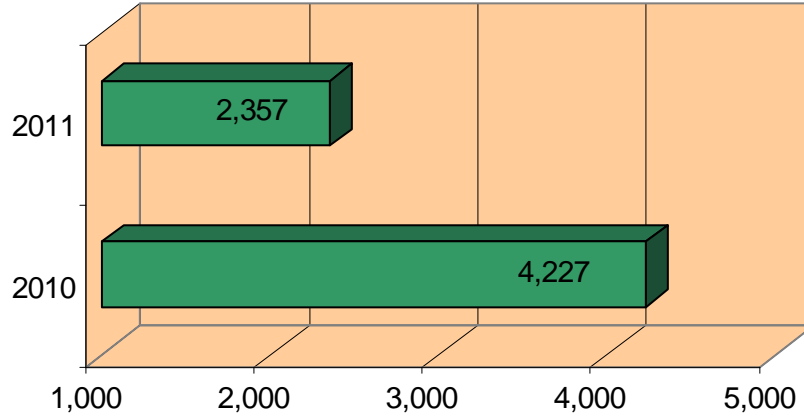


PART 1 CRIMES BY TOWNSHIP



## Traffic Stops

### LAW ENFORCEMENT TRAFFIC STOPS



### FREEDOM OF INFORMATION ACT (FOIA) REQUESTS

Public Act 442 of 1976 defines public records as recorded information “prepared, owned, used, in the possession of, or retained by a public body in the performance of an official function, from the time it is created.

In 2011, the St Joseph County Central Dispatch Center processed 33 Freedom of Information Act (FOIA) requests for

Police Agencies .....	8
Fire Departments	
Prosecuting Attorneys .....	6
Private Attorneys .....	6
Private Citizens .....	6
Media Agencies .....	2
Businesses .....	3
Probation/Parole Departments .....	1
Department of Human Services	
Friend of the Court	
Insurance .....	1

## PUBLIC EDUCATION – COMMUNITY INVOLVEMENT

### "911 For Kids"

The "911 For Kids" program evolved from a grant Supervisor Susan Cook was awarded for a 911 Simulator.

During this program, a DVD entitled "The Great 911 Adventure is presented in a Muppets style video. Afterwards, the moderator reviews the basic points of the video: when to call and when not to call 9-1-1. S/he then discusses the types of questions a typical child 9-1-1 caller would be asked and what information they should know from memory (Address, phone number, name etc).

These drills teach children what they should know and what they should be able to relate to the dispatcher. There is no need to be afraid: dispatchers are their friends and that they are on the other end of the line to help the child.

The program emphasizes that 911 is not just a number that should be called - just for fun. Included in this discussion, are the consequences of 911 hang ups and calls when children will not allow a dispatcher to talk to an adult at the residence. We also discuss the difference in cell phones and land lines when calling 911. This is followed by a question and answer session.

In 2011, this program was conducted at the following locations throughout the County:

January 10 & 11, 2011	Andrews Elementary	262 students
February 7th, 2011	Mendon Elementary	137 students
May 7, 2011	Sturgis Armory - Emergency Preparedness Open house	
August 30, 2011	Fabius Park Fire Dept Open House Safety Day	
June 11, 2011	Three Rivers Wal-Mart	