

St. Joseph
County
2012



Jon Uribe



Gary Letourneau

Central
Dispatch
Annual Report



Dennis Brandenburg



Lea Buscher



Stacey Bower



Doug Kuhlman



Keri Bazant



Ramona Metzger



Candace Scott



Mike Haydon



Josh Shook



Kristen Carpenter



Kelli Lusk



Angie Guthrie



Kyle Murk



Yvonne Kline



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A MESSAGE FROM THE DIRECTOR . . .

It is our pleasure to provide to you the *2012 Annual Report* for our countywide 9-1-1 central dispatch operation. In addition to the normal statistical data on number and type of calls received and dispatched, this year we wish to highlight our efforts in providing quality service to our customers, the citizens of this great county; those that are passing through, as well as the public safety professionals we service.

With the volume of calls received and dispatched and the need to adequately process those calls, comes the challenge of ensuring that each call is processed in the same professional manner; hence the need for policy and procedure.

Our profession and its required technology are in a constant state of change. In addition to our Quality Assurance (QA) program, we have provided a listing of training that has been successfully completed in 2012. Besides technology changes, our training topics are also driven by the new minimum training standards that were implemented on December 13, 2012.

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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 mills was a renewal of the original 2006 millage that was approved for an additional 6 years. That millage expires at the end of 2018.

Each year, management and the Board of Commissioners review Dispatch Center needs before establishing the rate they will levy. The .75 mil levied in 2012 was reduced to .50 for 2013.

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911, WHERE IS YOUR EMERGENCY? ... WHY WE DO WHAT WE DO!

For many, these are the first words they hear after witnessing or reporting a tragic or violent situation. For our Telecommunicators, these are the words that they may say over 100 times a day in an effort to help those in need.

Telecommunicators have to remember or recall many things such as different agencies policies and procedures and jurisdictional lines and businesses. There is a massive amount of knowledge they have to catalog away.

They ask where the emergency is occurring, determine and verify the address, obtain the caller's name and phone number and determine why they are calling.

For each type of call, there is a set of protocols to follow. If it's an emergency, they must get the pertinent information.

One of the most important things that they would like callers to realize is that even though it might seem like they are asking a lot of questions, it's necessary. They need to understand that an emergency responder is on their way to help, so they need all the information they can to get the right help to the scene as quickly as they can.

**POLICY BOARD MEMBERS
JANUARY 2012**

Chief Tom Bringman
Three Rivers Police Department
Representing:
Three Rivers Police Department

Chief Lynn Baker
White Pigeon Police Department
Representing:
Village Police Departments

Chief Dan Tomlinson
Three Rivers Fire Department
Representing:
Fire Chief's Association

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

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

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

First Lieutenant Jim Coleman
Michigan State Police
Representing:
Michigan State Police

Lisa Kinsman
Representing:
Emergency Medical Service

Phyllis J. Youga
Representing:
General Public

Judy West-Wing
County Administrator
Ex-Officio Member

ADMINISTRATIVE STAFF

Jon Uribe
Director

Gary W. LeTourneau, ENP, CMCP
Deputy Director

Shift Supervisors

Lea Buscher

Dennis Brandenburg

Stacey Bower

Susan Cook

Telecommunicators

Keli Bazant
Ramona Metzger
Doug Kuhlman
Mike Haydon

Kristen Carpenter
Kelli Lusk
Angela Guthrie
Candace Scott

Joshua Shook
Kyle Murk
Yvonne Kline

Operational Experience

20 Years

Douglas Kuhlman

Keli Bazant

Ramona Metzger

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
	0-2 Years	
Kyle Murk		Yvonne Kline

2012 RETIREMENTS



Lois Devlin

Passed away August 24, 2012

Telecommunicator Lois Devlin joined the Central Dispatch family in 1995. During her career, she coordinated many critical POLICE-FIRE-EMS incident responses and trained many of the Tele-communicators who presently staff Central Dispatch. An illness she would soon succumb to prompted an early retirement.

None of us will ever forget Lois. There are no words that can describe the pain we feel; for we have lost a woman who was not only our colleague; she was also a wife, mother and friend to many.

Lois leaves behind her beloved husband Jack, and daughters Hillary, Samantha and Terri.

* * *



Martha Taylor
Retired 01-30-2012

Supervisor Martha Taylor joined the Central Dispatch family on August 5, 1992.

Martha was a founding member of our new Central Dispatch E9-1-1 Center. During her career she focused on a number of security related assignments impacting confidential criminal justice data. Upon her promotion to Supervisor in 1993, she assumed a number of responsibilities. As our LEIN TAC, she managed New World CAD data, and maintained police and fire department contact information.

However, the most significant role she played was to further our operations by connecting a face to the voice. Just outside the dispatch center, her media wall displays current staff enabling visitors to connect a name to their voice.

* * *



Susan Cook
Retired 11-30-2012

Supervisor Susan Cook joined the Central Dispatch family in 1992.

Sue was a founding member of our new Central Dispatch E9-1-1 Center. She also worked on the entry of roads, businesses, cross-streets into the New World CAD system. It was a learning experience for Sue and all of us newcomers. Upon her promotion to Supervisor in 2004, she took charge of Quality Assurance for our police calls and monitored other entries. As a Communications Training Officer, she coordinated training for new employees and took and visited the schools taught the young children 9-1-1 safety rules.

* * *

2012 PROJECTS

911 Millage Promotion

Reached out to the various elected officials in the villages, townships and cities through a letter writing campaign seeking support for the millage renewal at the current .75 mil rate. Represented dispatch center initiatives at the monthly council meetings.

County voters approved the millage renewal.

CAD/RMS/MOBILE Upgrade

Negotiated the terms of a proposed contract with Alert Public Safety of Columbus, Ohio to ensure features and responsibilities were clearly defined. Reduced overall project costs by eliminating features that were not relevant to dispatch center operations.

In October of 2012, the County Board of Commissioners approved and commissioned us to move forward and implement the system upgrade.

The CAD portion of the project went live on March 3, 2013.

IT Room/Dispatch Center Upgrade

In preparation for the upcoming CAD Project, necessary power fixture and network cabling enhancements were installed to maximize system performance. To minimize costs, in-house labor was employed.

Recruitment

Due to the retirement of three staff members, a structured selection process was employed to identify the most-qualified employment prospects. Of the 101 applicants screened, two of four prospects completed training.

Emergency Communications

Developed and implemented a localized multi-faceted plan that offered emergency responders a cost-effective situational radio and telephonic communication alternatives.

School Safety

Since telephone calls between our schools and dispatch were routed through the school districts, dispatch partnered with the schools to improve monitoring and classroom to dispatch center communications.

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 telecommunicators 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 2012, state funding enabled 17 telecommunicators to enhance their skills through their participation in the following training programs:

Career Enhancement Training:

On a yearly basis, all Public Safety Answering Points (PSAP) are awarded training funds from the Emergency Telecommunications Service Committee (ETSC) that is distributed to each PSAP based upon the number of full time dispatchers they staff. In 2012 Central Dispatch received \$17,879.00 in ETSC training funds for in-service training.

Seventeen (17) dispatchers attended the following training classes:

- NENA – 2012 Conference: NENA201104A
- NENA – Missing Children: FCN201206A
- Police Legal Sciences: PLS200909A
- Center Manager Certification Program
- Management Rights: VMA201204A
- Communications Training Officer (CTO): DDW200501
- Emergency Telecommunicator: PDIS200703
- Suicide Intervention: PWH200807
- 911 Homicide Calls: HAA201108A
- LEIN TAC: MSP201109A
- Fire Communications: OCC200901B

- Workplace Complacency and Control: PST201103H
- Advanced Emergency Medical Dispatch: PBSU5348
- Emergency Medical Dispatch: PDIS200806B
- Emergency Medical Dispatch Re-Certification: PWH200903A

* * *

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 2012, Central Dispatch personnel fielded and responded to over 52,491 telephone calls for police, fire and emergency medical services. Of those calls: 22,991 were wireline 9-1-1 calls, 10,103 were wireless 9-1-1 calls and 2,103 were VOIP 9-1-1 calls.

In response to the public's requests for assistance, dispatch initiated and/or responded to 462,958 radio calls from police, fire and emergency medical response agencies operating within St Joseph County.

When contrasted to an hourly basis, over 53 radio calls per hour were fielded and responded to.

Radio Calls

	2011	2012
Police	269,462	319,168
Fire	75,332	66,252
LEIN	18,948	23,208
Local Gov East	1,092	53
FG Sturgis		154

Local Gov West	153	73
800 Police		34,874
800 LEIN	75,282	15,365
FG Mendon	2581	458
FGWP	2492	3353

* * *

Incidents Dispatched By Venue in 2012

	VENUE	EMS	FIRE	POLICE	TOTALS
1	Burr Oak Twp	98	110	527	735
2	Colon Twp	141	161	576	878
3	Constantine Twp	104	105	657	866
4	Fabius Twp	212	111	1,174	1,497
5	Fawn River Twp	63	52	408	523
6	Florence Twp	70	62	488	620
7	Flowerfield Twp	64	27	258	349
8	Leonidas Twp	68	90	286	444
9	Lockport Twp	206	95	1,089	1,390
10	Mendon Twp	102	46	444	592
11	Mottville Twp	79	48	660	787
12	Nottawa Twp	106	37	654	797
13	Park Twp	174	92	788	1,054
14	Sherman Twp	141	153	809	1,103
15	Sturgis Twp	116	127	1,051	1,294
16	White Pigeon Twp	151	46	877	1,074
?	Unknown	31	38	3,428	3,497
29	Burr Oak	43	48	384	475
30	Mendon	90	19	399	508
39	Centreville	183	21	929	1,133
40	Colon	135	140	485	760
41	Constantine	173	167	1,643	1,983
42	White Pigeon	156	34	1,141	1,331
60	Sturgis	1,266	1,412	7,445	10,123
61	Three Rivers	1,014	217	6,179	7,410
62	Other Jurisdiction	11	31	22	64
TOTALS:		4,997	3,489	32,801	41,287

Police Investigations Pursued in 2012

POLICE AGENCIES	PD INCIDENTS	PD QUICK CALLS	TOTALS
Central Dispatch	2,390	0	2,390
State Police	2,320	4,419	6,739
Sheriff	9,843	11,061	20,904
Burr Oak PD	285	265	550
Colon PD	836	715	1,551
Constantine PD	1,553	1,918	3,471
Sturgis PD	7,456	8,225	15,681
Three Rivers PD	7,006	5,299	12,305
White Pigeon PD	1,115	1,338	2,453
Mendon PD	322	400	722
TOTALS:	33,126	33,640	66,766

Emergency Services (Fire/EMS) Provided in 2012

FIRE/EMS AGENCY	RESPONSES
Life Care EMS	3,277
Marcellus EMS	5
Marcellus Fire	21
South County EMS	9
Burr Oak Fire	148
Centreville Fire	92
Colon Fire	315
Constantine Fire	311
Leonidas Fire	95
Fabius Park Fire	299
Mendon Fire	68
Sturgis City Fire	1,426

TriTownship Fire	317
Three Rivers Fire/EMS	1,895
White Pigeon Fire	14
Dive Rescue	7
TOTALS:	8,299

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 forcible 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`

2011 v 2012

VENUE		PART 1 CRIMES
1	Burr Oak Twp	30 - 29
2	Colon Twp	39 - 28
3	Constantine Twp	38 - 17
4	Fabius Twp	67 - 32
5	Fawn River Twp	28 - 23
6	Florence Twp	26 - 24
7	Flowerfield Twp	15 - 20
8	Leonidas Twp	13 - 17
9	Lockport Twp	68 - 77
10	Mendon Twp	26 - 24
11	Mottville Twp	25 - 26
12	Nottawa Twp	26 - 39
13	Park Twp	38 - 50
14	Sherman Twp	37 - 44
15	Sturgis Twp	46 - 33
16	White Pigeon Twp	39 - 42
?	Unknown	72 - 80
29	Burr Oak	21 - 35
30	Mendon	27 - 42
39	Centreville	39 - 48
40	Colon	28 - 37
41	Constantine	141 - 115
42	White Pigeon	54 - 35
60	Sturgis	397 - 462
61	Three Rivers	302 - 336
62	Other Jurisdiction	0 - 0
TOTALS:		1,642 - 1,715

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 2012, the St Joseph County Central Dispatch Center processed 70 Freedom of Information Act (FOIA) requests for

	2011	2012
Police Agencies	8	34
Fire Departments	0	
Prosecuting Attorney	6	13
Private Attorney’s	6	6
Private Individuals	6	11
Media Agencies	2	1
Businesses	3	2
Probation/Parole Departments	1	0
Department of Human Services	0	0
Friend of the Court	0	0
Insurance	1	3

WHY WE DO.... WHAT WE DO

Our Telecommunicators are truly first responders as they are the endangered person’s first contact with emergency services. The incidents depicted exemplify the critical nature of the service they provide for the endangered and our community.

January 13, 2012: Domestic Assault

Child called to report that daddy was holding a knife to his mommy’s head...
 ...Staff remained on-line with child to calm him while coordinating multi-agency police response.

* * *

June 27, 2012: Woman in Labor

Employed Emergency Medical Dispatch skills to coach relative through an at-home delivery procedure...
 ...Child was delivered without issue

* * *

November 28, 2012: Infant Child Not Breathing

Employed Emergency Medical Dispatch skills to coach parent on rescue breathing...

... Infant recovered

* * *

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 our 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 program emphasizes that 911 should not be called - for fun. Included in these discussions, are the consequences of 911 hang ups and when children will not allow a dispatcher to talk to an adult. We also focus upon the technique for making emergency calls from a classroom and the type of information: school name, classroom number; a dispatcher will request.

February 21, 2012: Centreville Schools – 60 students

February 22, 2012: Trinity Lutheran Schools – 34 students

March 26, 2012: Burr Oak Schools – 83 students

July 7, 2012: Walmart Safety Day

August 7, 2012: National Night Out

Your Telecommunicators... Making a Difference... One Call at a Time