



2010 ANNUAL REPORT

ST. JOSEPH COUNTY E-911 CENTRAL DISPATCH

Submitted by:

Director Andrew B. Goldberger

Deputy Director Gary LeTourneau, ENP



911 Policy Board Members for 2010

Chief Tom Bringman

Three Rivers Police Department

Representing the City of Three Rivers Police Dept.

Chief Max Kulpinski

Tri-Township Fire Department

Representing the Fire Chief's Association

Sheriff Brad Balk

St. Joseph County Sheriff Department

Representing the St. Joseph County Sheriff Dept.

First Lieutenant Mike Risko

Michigan State Police

Representing the Michigan Department of State Police

Chief Lynn Baker

White Pigeon Police Department

Representing the Village Police Departments

Director David Northrop, II

Sturgis Police Department

Representing the City of Sturgis Police Department

Commissioner Rick Shaffer

St. Joseph County Board of Commissioners

Representing the St. Joseph County Board of Commissioners

Sandy Cole

Sturgis Hospital

Representing the Medical Control Board and EMS Community

Phyllis J. Youga

Citizen at Large

Appointed by the St. Joseph County Board of Commissioners

Judy West-Wing

County Administrator

Ex-Official Member

ADMINISTRATIVE STAFF

Andrew B. Goldberger
Director

Gary W. LeTourneau, ENP
Deputy Director

SHIFT SUPERVISORS

Martha Taylor

Susan Cook

Dennis Brandenburg

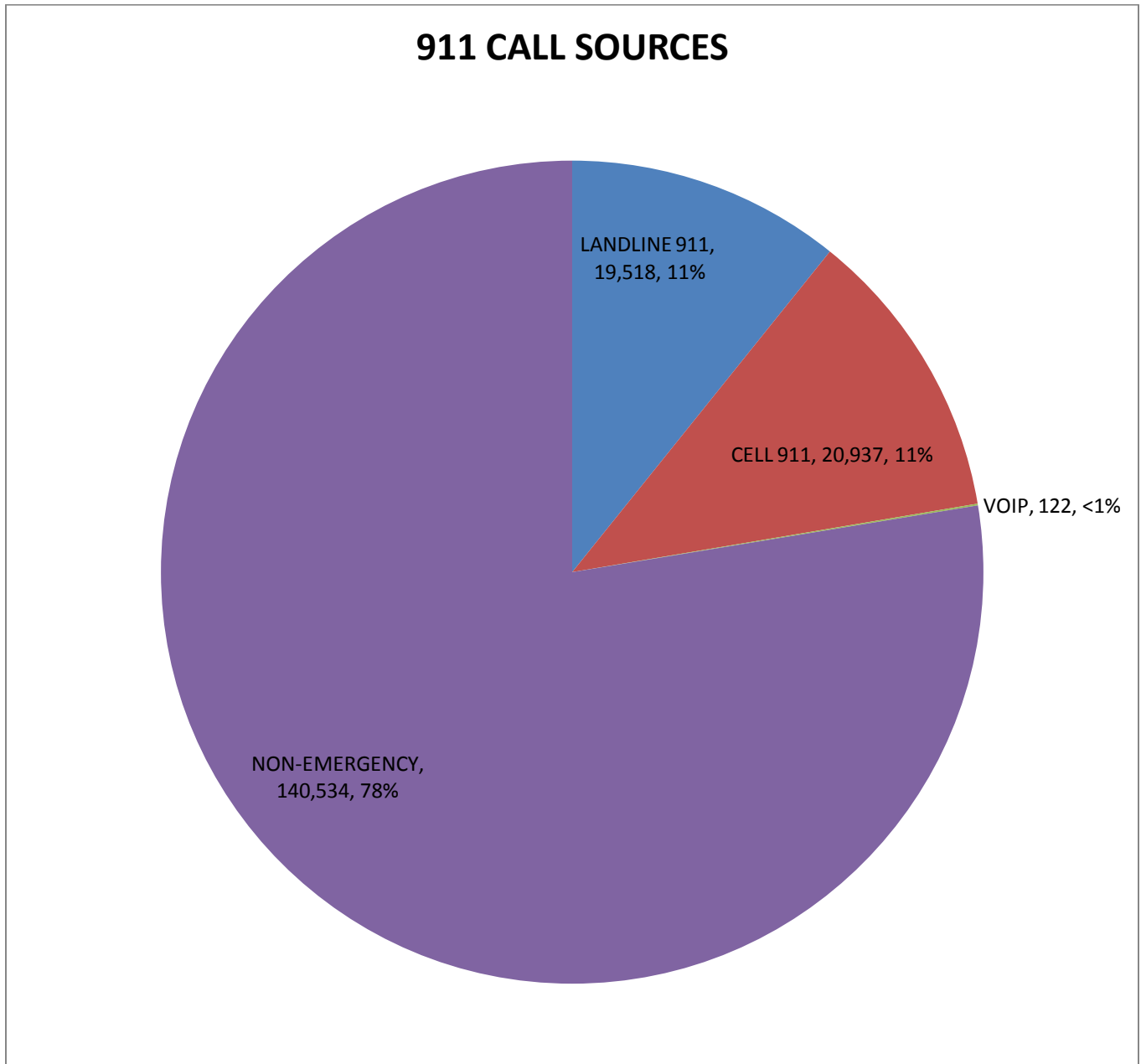
TELECOMMUNICATORS

Keli Bazant
Candace Scott
Joshua Shook
Abe Merten (intern)
Angela Guthrie

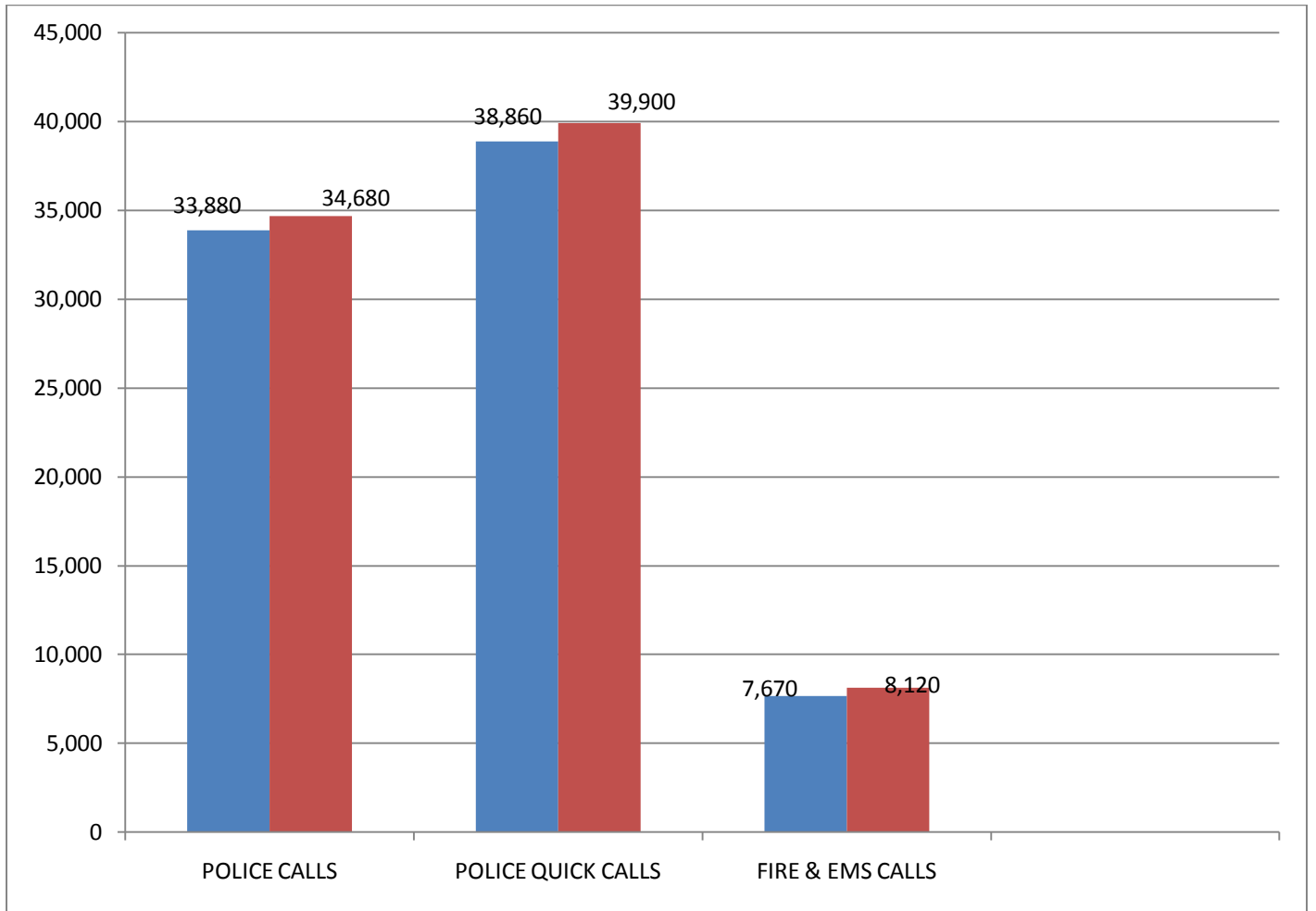
Lea Buscher
Kristen Carpenter
Stacey Bower
Lois Devlin

Mike Haydon
Doug Kuhlman
Kelli Lusk
Ramona Metzger

2010 CALL SOURCES



CALLS FOR SERVICE



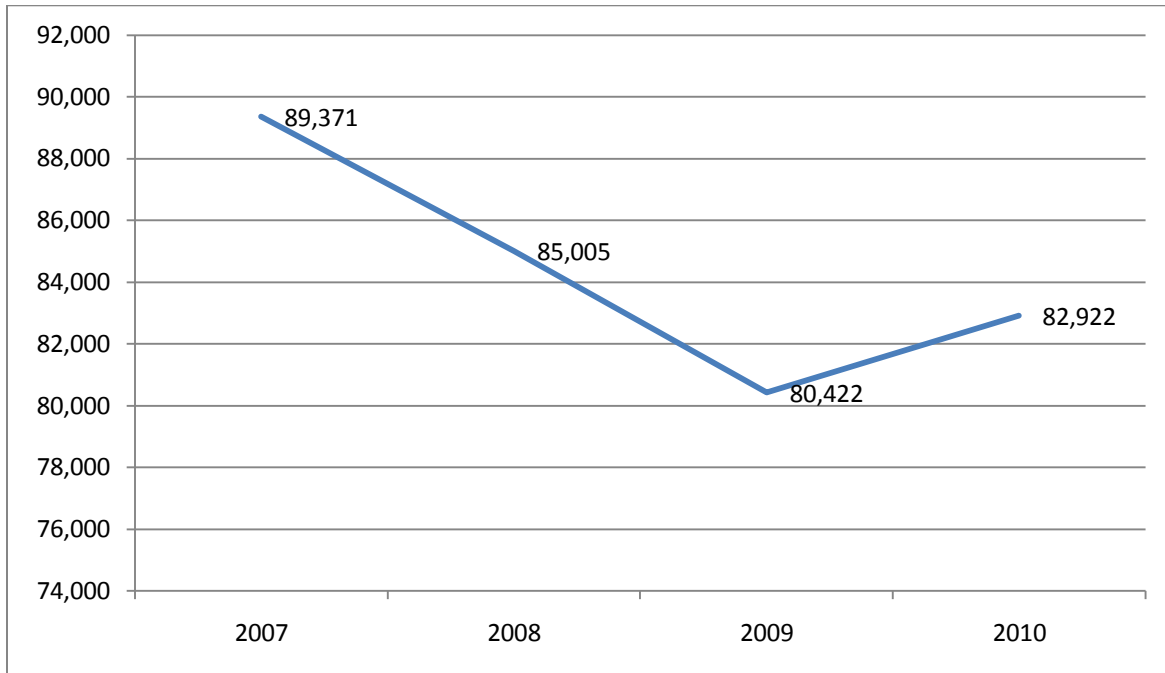
2009



2010



ACTIVITY TREND

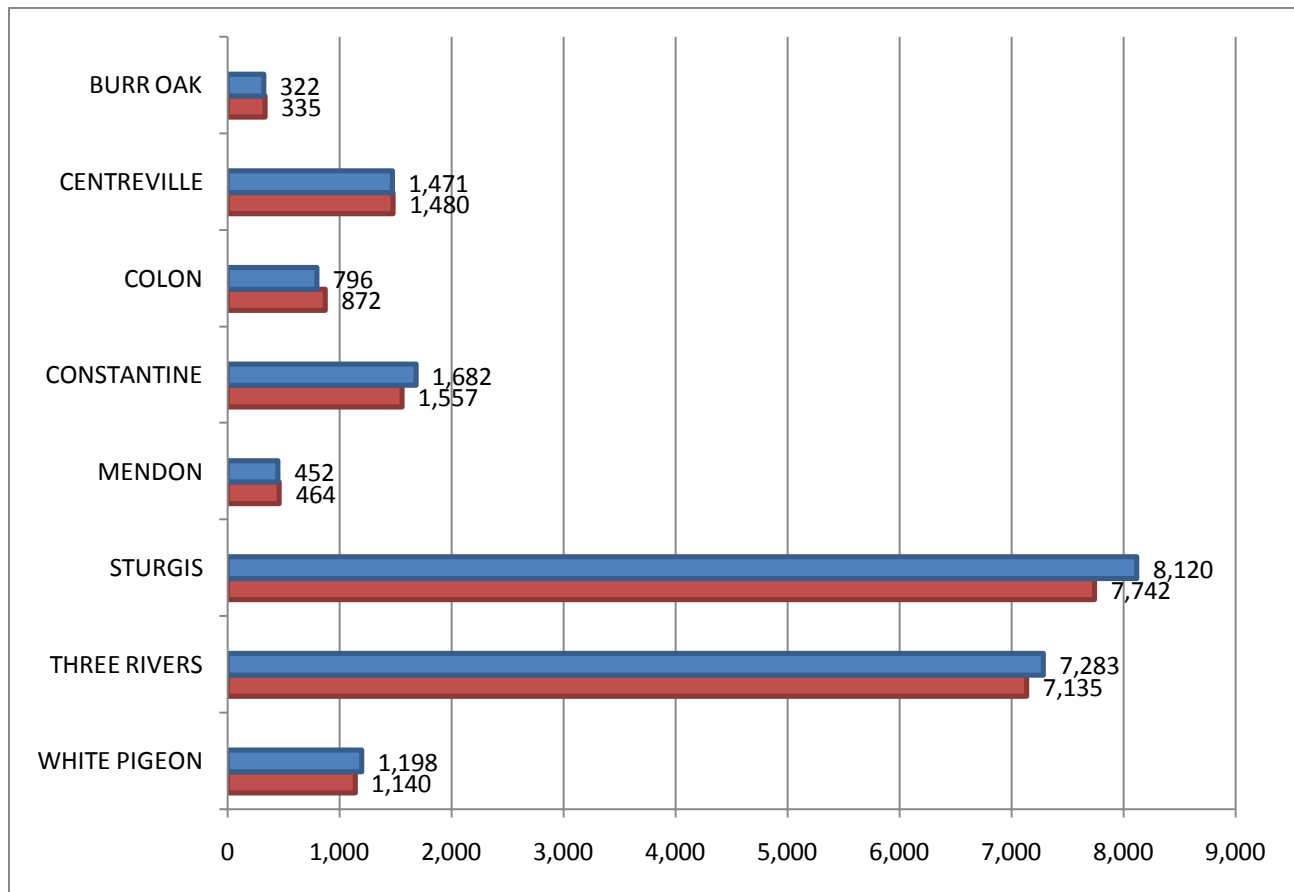


This graphic depicts the current year's total activity in comparison with the past three years.

"Activity" includes the following:

- Calls on the Central Dispatch administrative line.
- All 911 calls whether landline, cell phone or VoIP.
- All dispatched police, fire and EMS incidents.
- Quick calls, which are officer initiated events such as traffic stops, follow-ups, subpoena service, food breaks, etc.

CITY & VILLAGE POLICE INCIDENTS



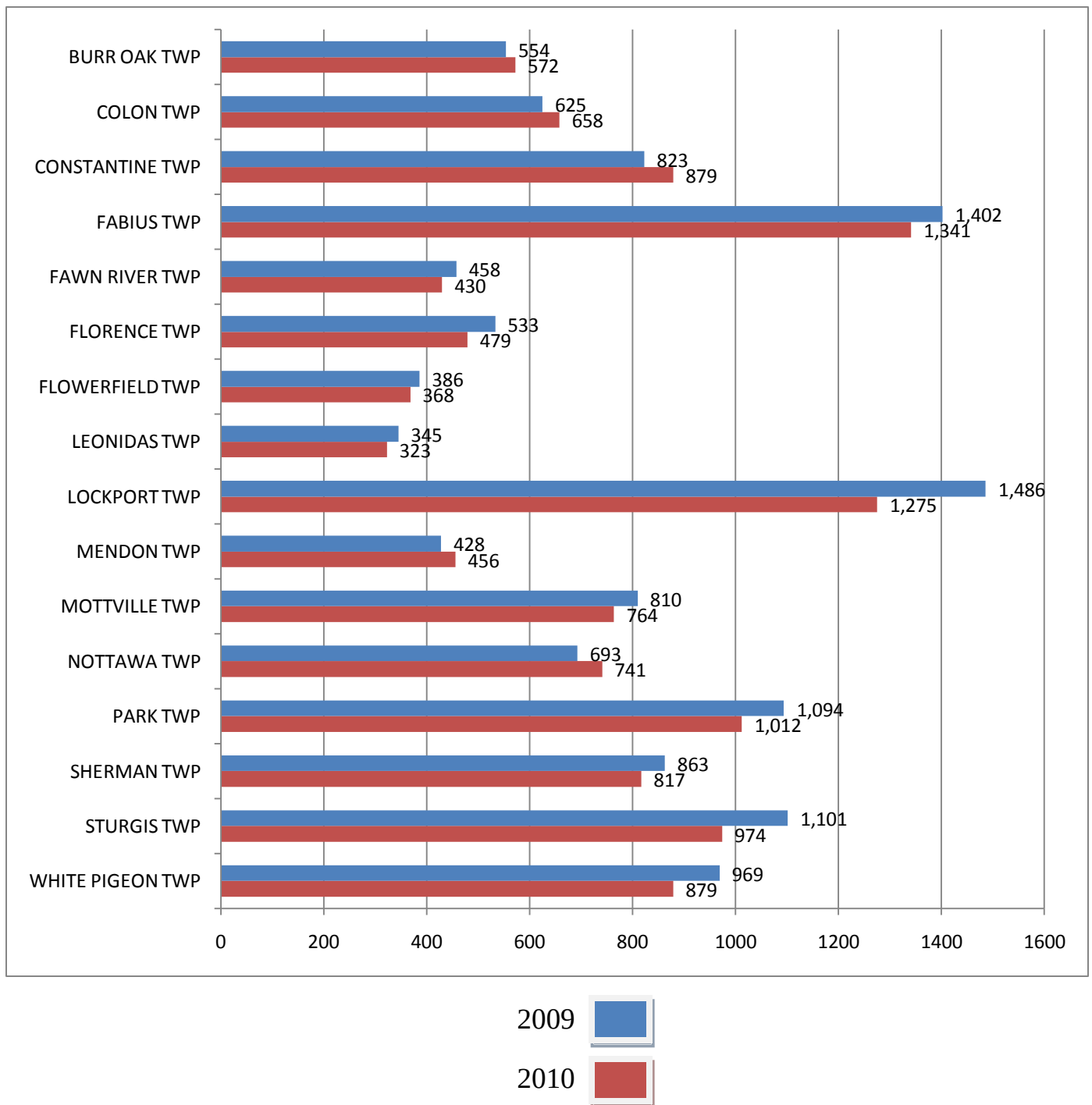
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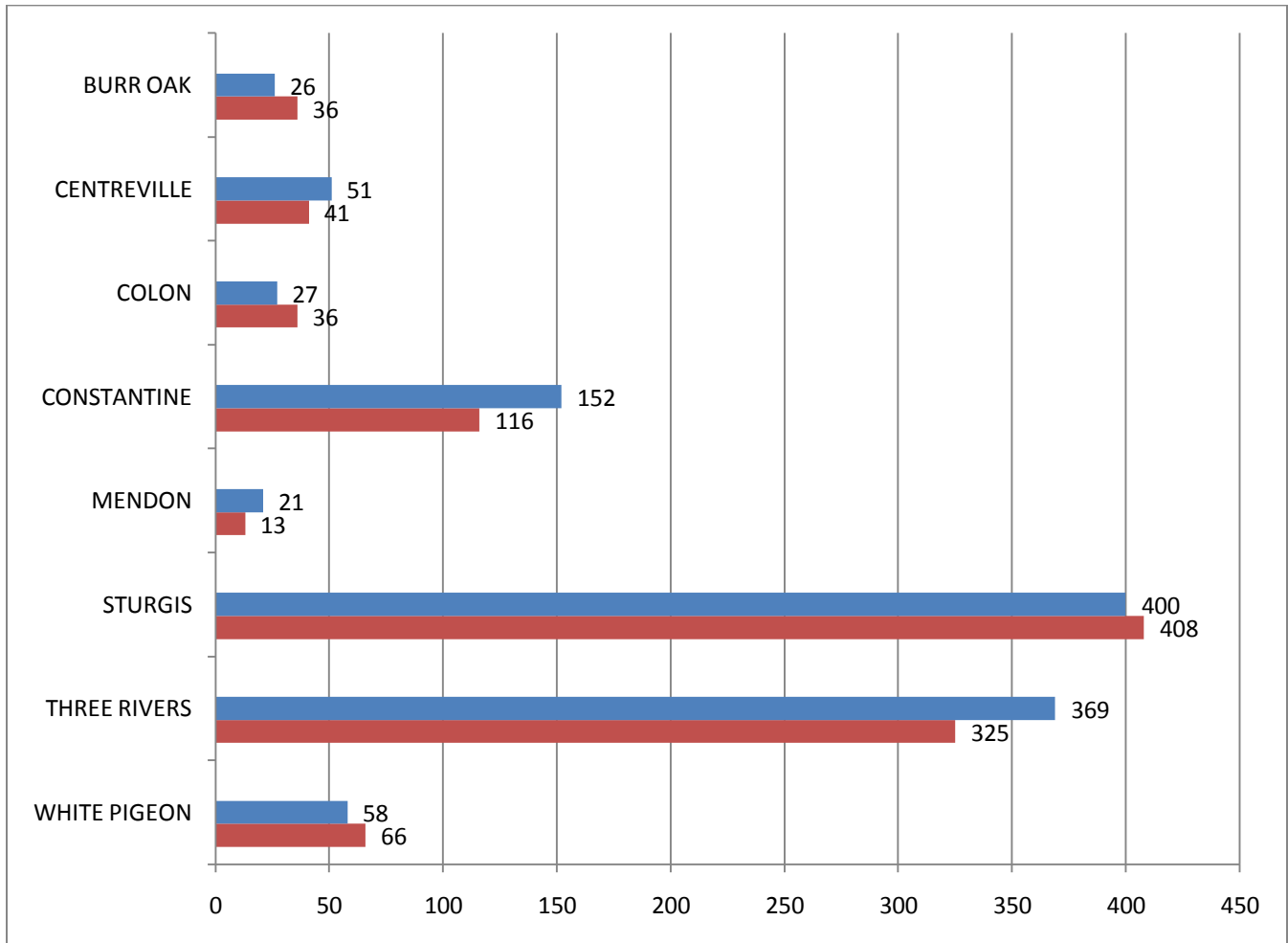


POLICE INCIDENTS BY TOWNSHIP



PART 1 CRIMES

CITY & VILLAGE COMPARISON



PART 1 CRIMES INCLUDE:

- Aggravated Assault
- Armed Robbery
- Arson
- Breaking & Entering
- Homicide
- Larceny
- Sexual Assault
- Vehicle Theft

2009

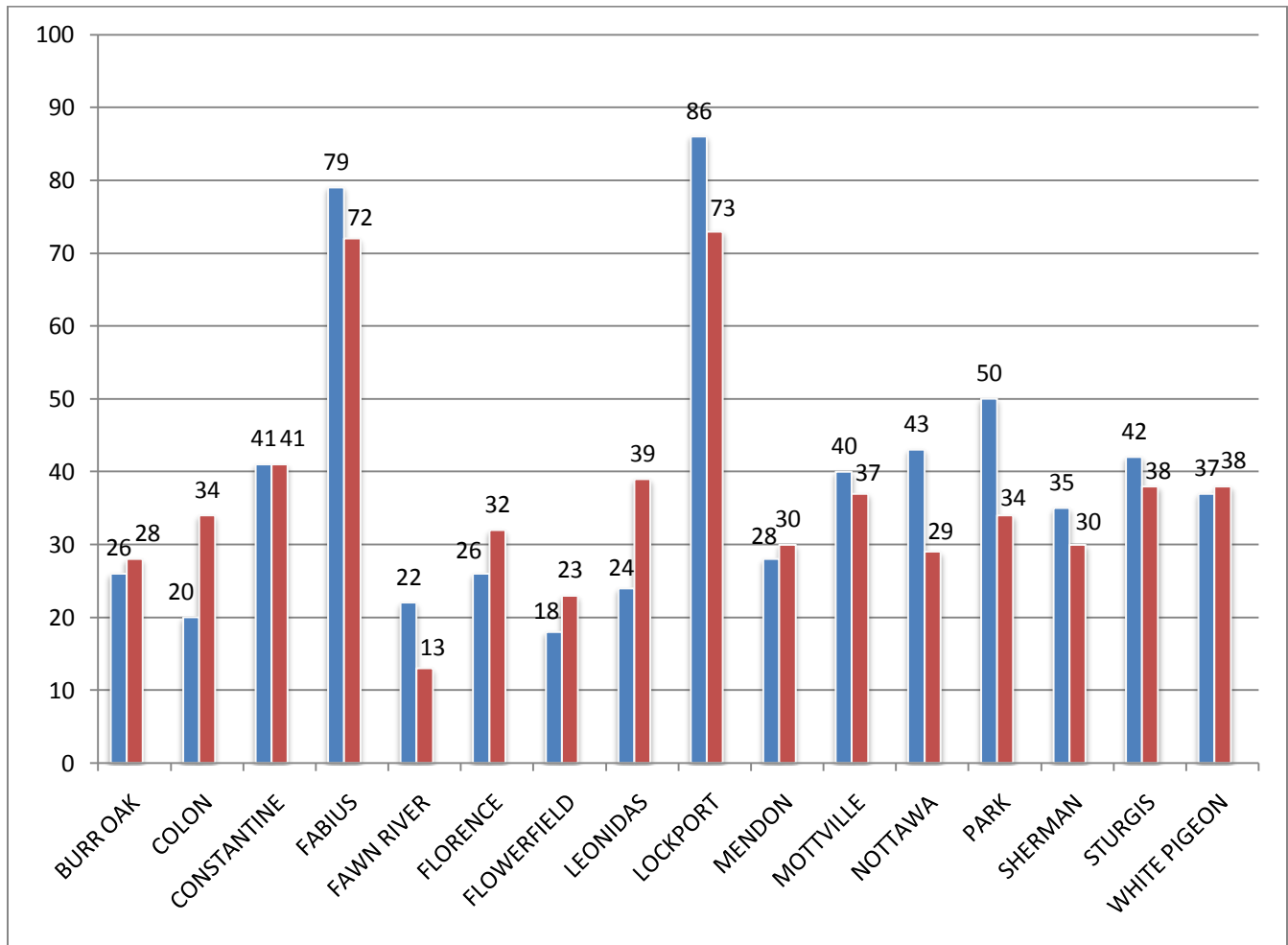


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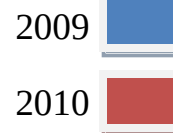
PART 1 CRIMES

TOWNSHIP COMPARISON



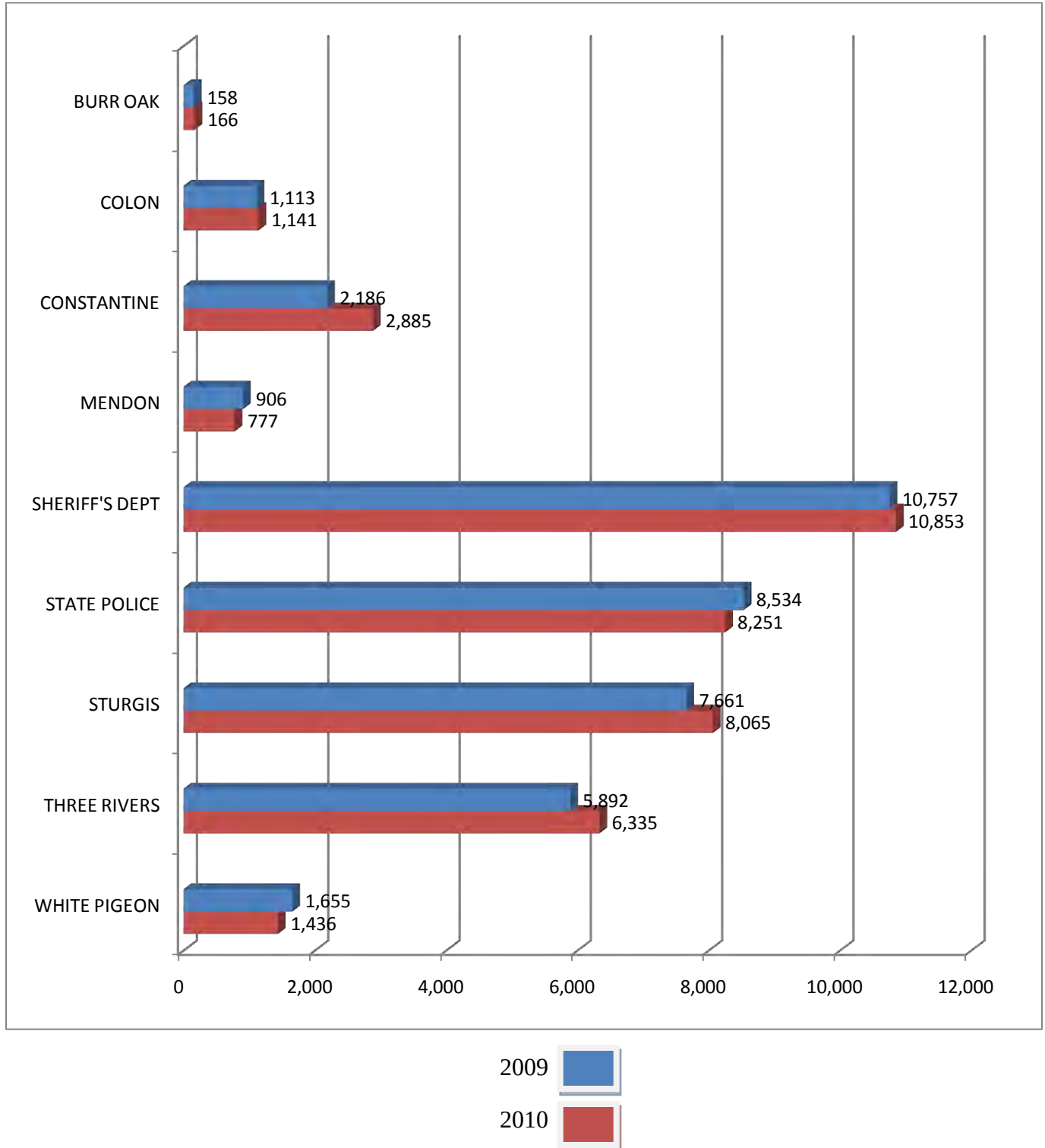
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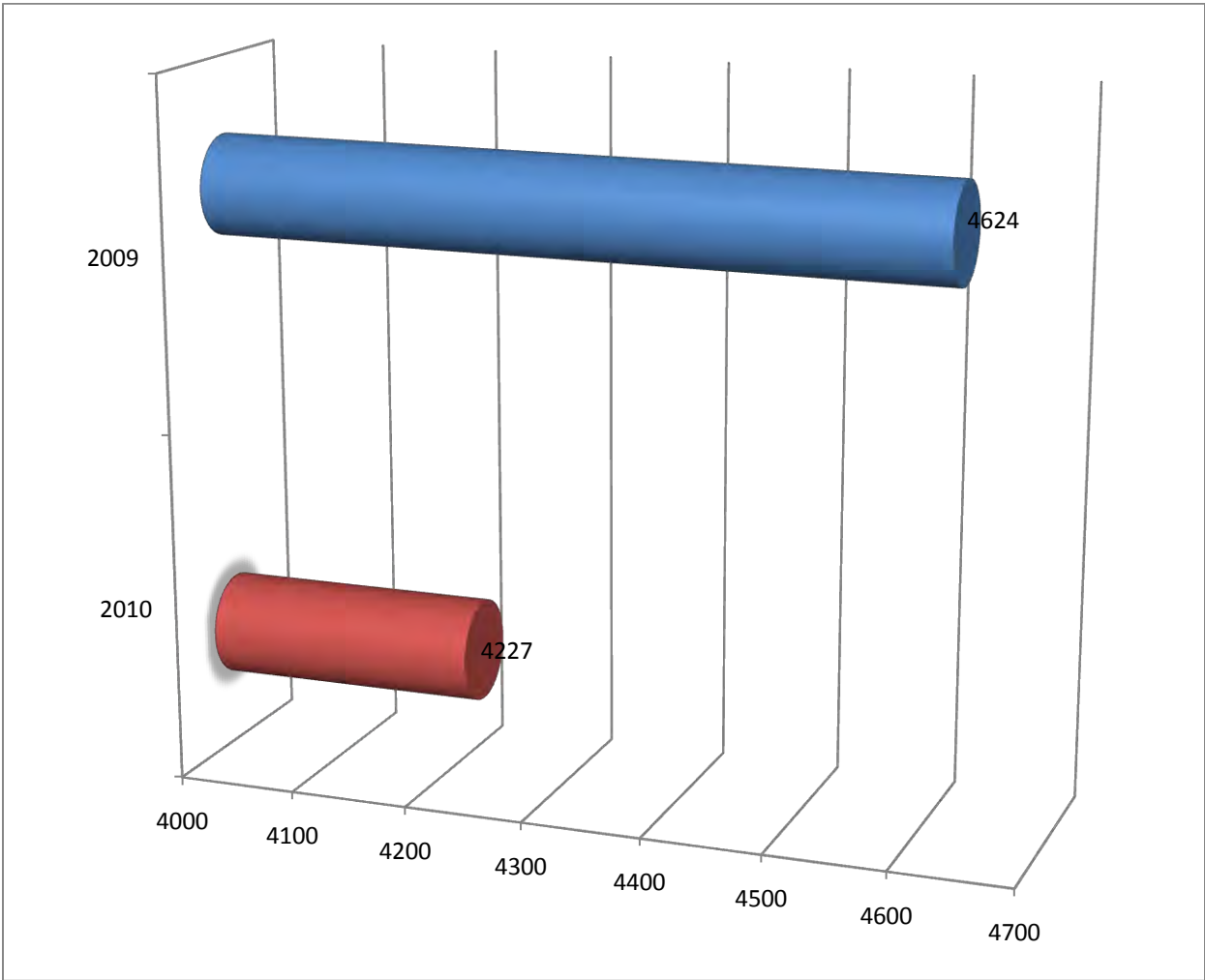


POLICE QUICK CALLS

FOLLOW-UPS, FOOD BREAKS, GENERAL TRAFFIC STOPS, MOTORIST ASSISTS, MICELLANEOUS



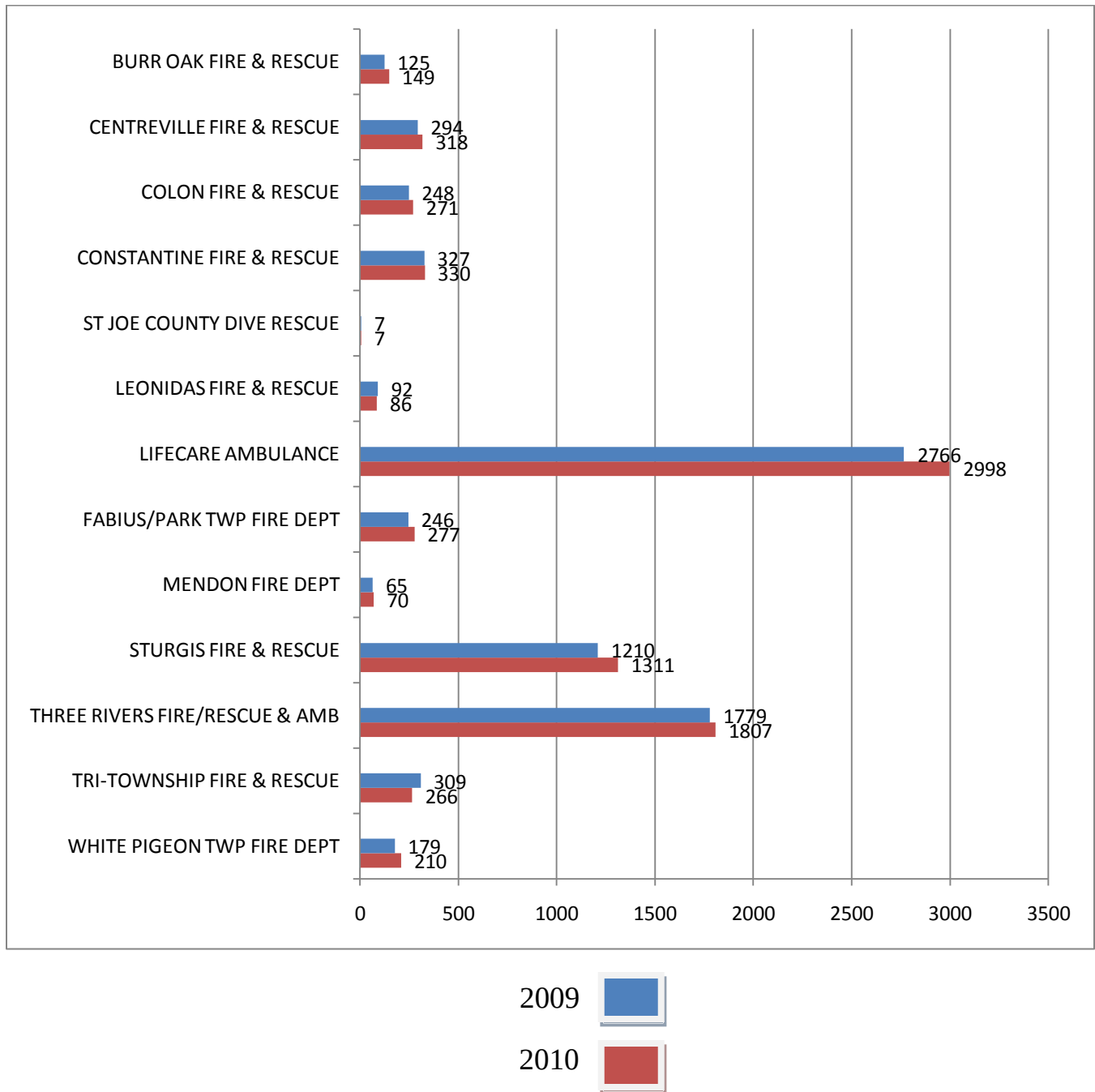
LAW ENFORCEMENT TRAFFIC STOPS



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FIRE/RESCUE CALLS BY DEPARTMENT



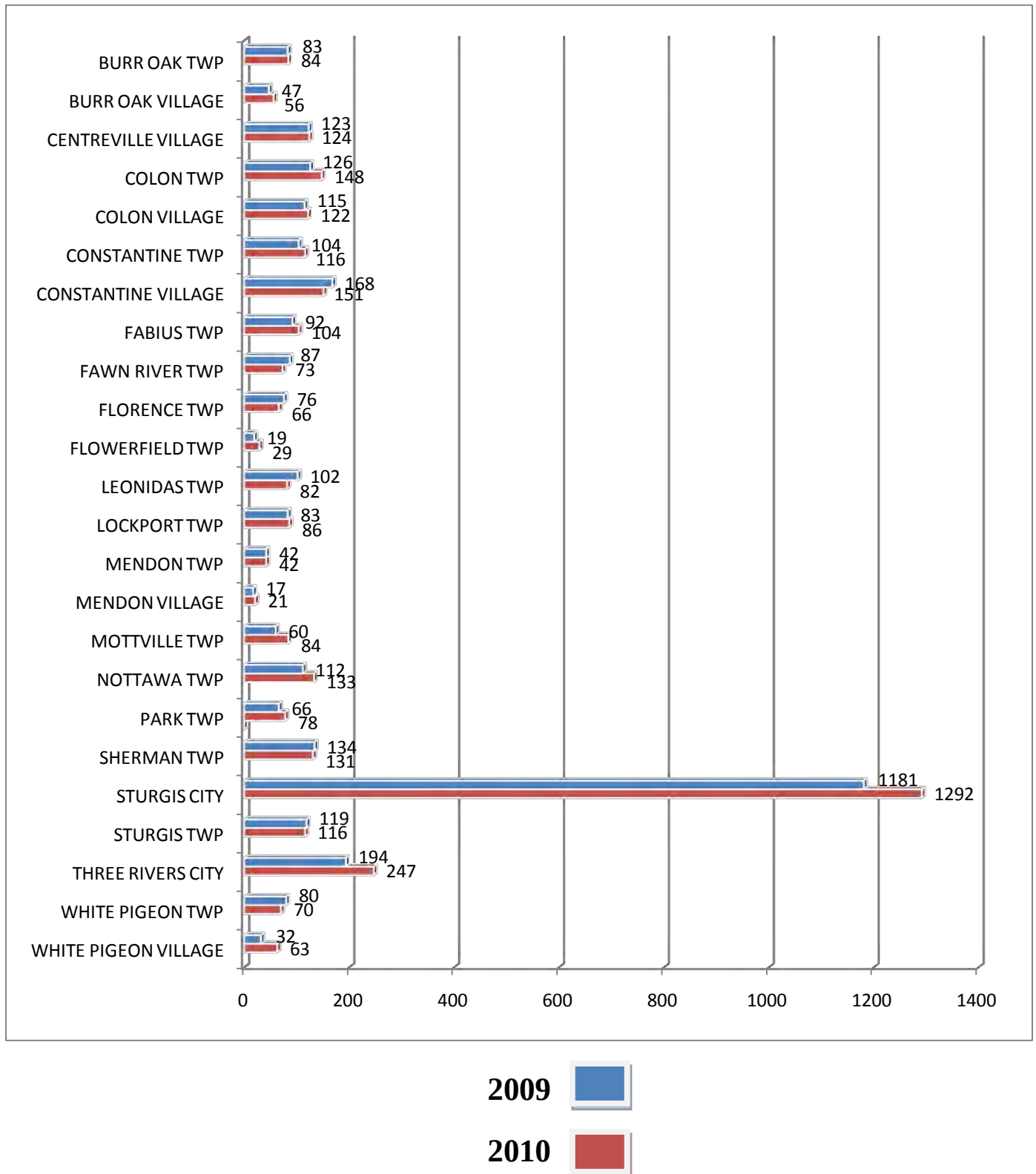
Department ID Detail =

Departments labeled Rescue – Provide an EMS Response

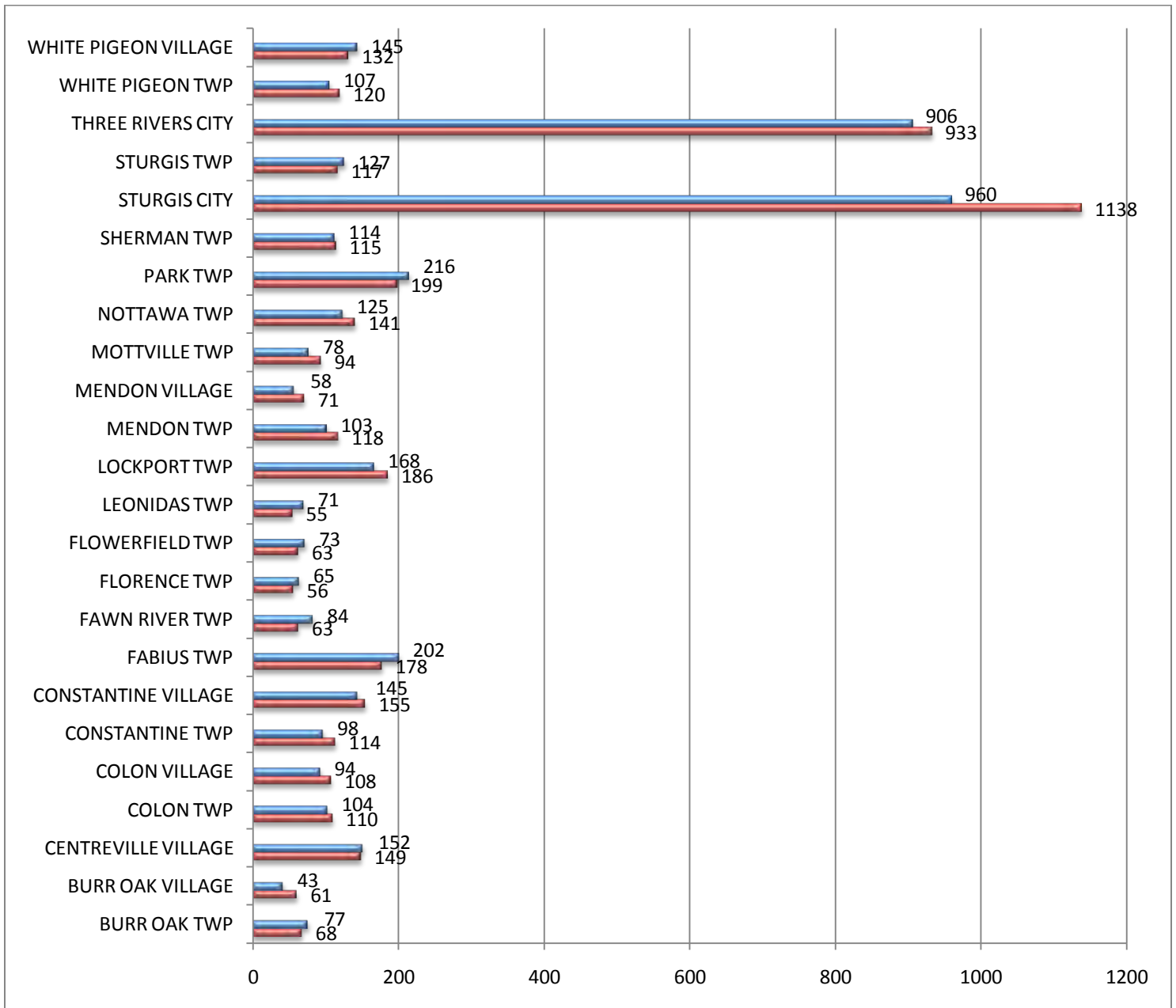
Departments labeled Ambulance – Have their own Ambulance Service

Departments labeled only Fire Dept – Respond to Fire Calls only (Fires, Accidents, etc)

FIRE & RESCUE CALLS BY VENUE



EMS Calls by Venue



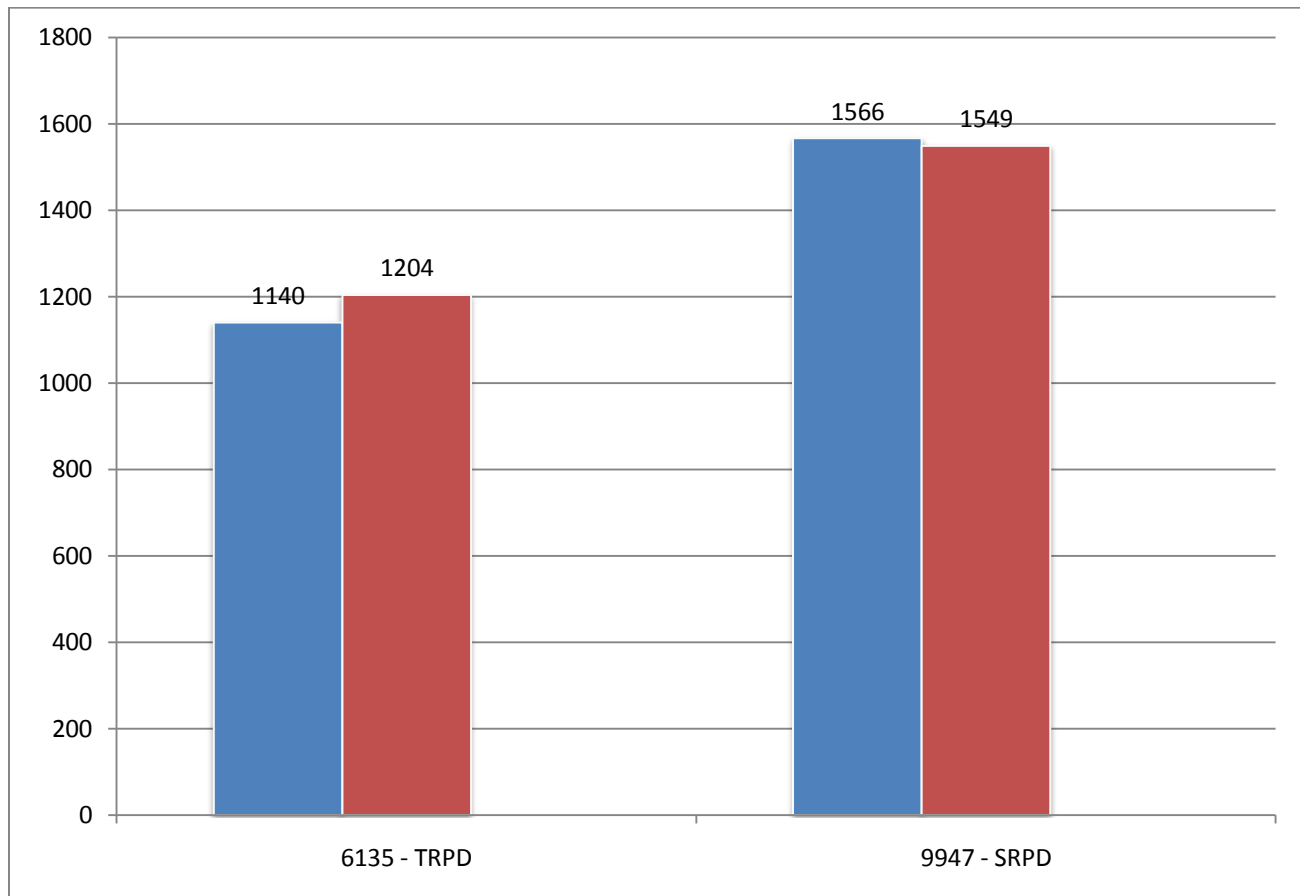
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ORDINANCE OFFICER COMPLAINTS



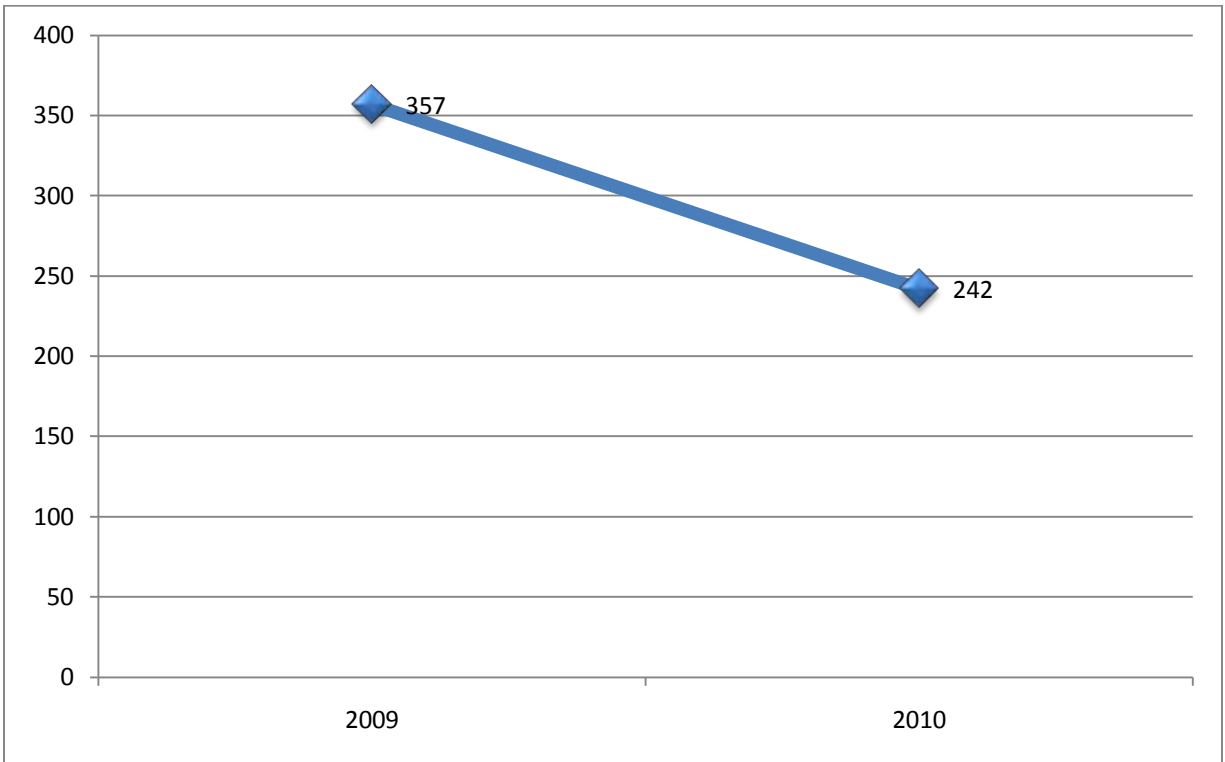
2009



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FRIEND OF THE COURT OFFICER ACTIONS



DEPARTMENT & DIRECTOR'S 2010 REVIEW

- Attend several of the St. Joseph County Fire Chief's Association Meetings.
- Provide agenda and packet information to the 9-1-1 Policy Board.
- Attend L.E.P.C. meetings as an appointee.
- Attend St. Joseph County Medical Control Authority Board meetings – Elected Vice Chair.
- Provide and host the St. Joseph County Police Chief's meetings.
- Attend most of the 2-1-1 Board meetings.
- Co-Chair the Michigan 9-1-1 conference in Lansing.
- Deputy Director elected Secretary to the Michigan Chapter of the National Emergency Number Association Board.
- Attend the four yearly meetings of the State 9-1-1 Committee as a voting member.