

Executive Board and General Membership



Report shared with:

Genesee County Fire Chiefs Association
Genesee County Police Chiefs Association
Genesee County Board of Commissioners
Med Control

July 3, 2025

Re: Executive Directors Report – June 2025

9-1-1 Call takers and Dispatchers calls for Service:

In the month of June our Call Takers and Dispatchers dispatched the following number of incidents:

Police Incidents: **39,254**

Fire Incidents: **2,738**

EMS Incidents: **6,276**

Total Incidents: **48,268**

Incoming 9-1-1 Calls: **30,855**

Incoming 99-11 Calls: **5,433**

Total Incoming 9-1-1 Calls: **36,288**

Type of Calls:

VOIP Calls: **2,264**

Cellular Calls: **27,692**

Cell 9-1-1 Hang Ups: **4,636**

Wireless Calls: **577**

Land 9-1-1 Hang Ups: **349**

Public Safety Line – Incoming: **1,619**

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9-1-1 Call takers and Dispatchers calls for Service - Continued:

Text Sessions Incoming: **539**

Text Sessions Outbound: **201**

All Outbound Calls: **6,763**

The daily Average number of Calls into the 9-1-1 Center in the month of June was **1,210** and our daily call volume for the month was from **1080** per day to **1,513** per day.

Overtime Hours Worked due to Staffing Shortages, and Vacations:

Our call takers and dispatchers have worked **1,960 hours** of overtime in the month of June. FYTD, **13,952** hours. We had three employees who were on medical leave during the month of June. We have one employee with restricted hours, three who cannot work OT and one employee who can work OT but cannot be mandated.

Freedom of Information Act (FOIA) Requests Year to Date:

Our part time FOIA Coordinator processed **361** in the month of June, year to date **2,128** FOIA's processed.

Professional Standards Policy for the Month of June:

One Complaints.

1 Exonerated - Sustained.

Personnel in Training and Staffing:

Staffing currently.

6 Floor Supervisors, 2 Administration Supervisors (1 Q&A Supervisor, 1 Training Supervisor).

We have currently 37 fully trained employees, and 3 employees are on short/longer term medical leave, and 4 with overtime medical restrictions. (+3-MOU Call taker only), (+3 in phones training), (4 Stalled on Phones) (+1 in radio training) (+5 Part-time), 2 phones only (LOU).

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Applications Processed:

On July 1, 2025, we started accepting applications again for new hires.

Resignations & Retirement:

None.

Monthly Training:

Training was conducted on June 10 and 11, 2025. The topic was 9-8-8 policy. This was implemented to support 9-1-1 and 988 communities in developing and implementing uniform, consistent expectations and offer best practices for mental health and substance use disorder-response related policies and procedures.

EMS - Critical Status:

In the Month of June, we had the following incidents that occurred that led to us having Critical Status activations.

Dates	Times in Critical	Sum of Critical Duration (hrs.)	Max of T1 Pending	Max of T2 Pending
3-Jun	1	1.02	1	3
5-Jun	1	0.23	2	4
6-Jun	1	1.37	1	7
8-Jun	3	4.60	1	8
9-Jun	1	0.58	1	8
13-Jun	2	3.18	1	7
16-Jun	1	1.00	1	6
21-Jun	1	0.63	1	6
22-Jun	1	4.03	1	6
24-Jun	1	2.80	1	5
Grand Total	13	19.45	2	8

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Quality Assurance:

Supervisors Jake Reitano completed 618 Q&A's in June.

CALL TYPE	Average Score	
911 HANGUP	1	100.00%
ALARM	1	100.00%
ALERT	1	100.00%
ARCING WIRE	1	100.00%
ARMED		
ROBBERY	2	100.00%
CHASE	12	100.00%
DISORDERLY	4	94.00%
DOMESTIC	3	100.00%
EMS T-1	12	100.00%
EMS T-2	4	100.00%
ENTRAPMENT	11	100.00%
FULL ARREST	220	99.43%
HARRASSMENT	1	100.00%
NOISE	1	100.00%
PDA	5	98.00%
PI	1	100.00%
RESCUE	1	100.00%
SHOOTING	39	100.00%
SLIM	1	100.00%
STABBING	15	100.00%
STRUCTURE	274	99.57%
SUSP	2	100.00%
TXTX	1	100.00%
UDAA	3	100.00%
UNK ACCIDENT	1	96.00%
WELFARE	1	100.00%
Grand Total	618	99.54%

As of 07-01-2025. 618 calls reviewed, with 12 calls "non-compliant" or below 90% proficiency so far this year.

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Award, Citations, and Recognition:

Please join us in Congratulating our team members with anniversary dates this month of June.



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"A Day of Giving":

On June 6, 2025, our staff received lunch from the Genesee Intermediate School District in honor of "A Day of Giving", and big thanks to them for thinking of our staff.



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Supervisor Mike "Buck" Treiger:

On June 19, 2025, a day of remembrance of our great friend and Supervisor.

One year ago, today we lost one of our own after his courageous fight against cancer. "Buck" was not only an avid hunter he was one of the most caring, compassionate and humorous people you could ever meet. Buck spent 16 years serving the citizens and visitors of Genesee County, the last 8 of those as a Supervisor.

Though there is not a day that goes by that we don't think of or are reminded of him, today we turn on his light in his memory.



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Dalton Airport:

On June 22, 2025, our Public Relations Team members Brittney Unrath and Kirstie Brokaw attended the annual Dalton Airport pancake breakfast.



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City of Burton, Rotary International, Dispatcher of the Year:

On June 19, 2025, Telecommunicator Kylie Conquest was named the Burton Rotary 2024 - Telecommunicator of the Year. Kylie was joined by her wife Sarah and other family members as well as Deputy Director Dave Plumb and members of our 9-1-1 team. It is not very often that people think about the people behind the headset who are the first to answer the call. Congratulations Kylie!



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APCO International Article written by Deputy Director Dave Plumb:

Leadership U

APCO's executive leadership program instills the skills and attitudes needed to lead public safety communications organizations.

By Dave Plumb

As we navigate public safety careers, we may have a vision of what it will take to get us to the next level. Those who are interested in learning and growing as a leader in our industry should investigate APCO's Certified Public Safety Executive (CPE) course. I have attended some amazing courses in my 33 years in public safety, yet the CPE course far exceeded my expectations. The six-month program (apcointl.org/cpe) is designed for those who are experienced managers or supervisors who want to develop executive-level skills to become a leader at your agency or within the public safety communications industry. It is the only program that I have found for executive leadership that focuses specifically on public safety communications.

The CPE program is not for everyone, and not everyone who applies is accepted. You can qualify for the program by holding a current certification as an APCO Registered Public Safety Leader (RPL) and have six years of experience at the supervisor, manager or director level. But you don't have to hold an RPL to qualify. You could also hold an associate's degree or higher. If you are selected, you will be expected to commit time and thought to the program. This isn't a program you can hide in, and you are expected to regularly participate in discussions. The program is divided into two 12-week programs and concludes with a two-week in-person capstone.

CPE 101 begins exploring what leadership really means and the difference between a manager and a leader. It takes a deep dive into leadership styles such as servant, situational and adaptive. This helped me identify the type of leader I was, and the type of leader I aspired to be. It also helped me identify the types of leaders I have reported to over my career, and the types who report to me. I learned that I needed to look at things through colleagues' eyes, and it allowed me to better serve those I work with. This section of the course is also where I started to bond with my peers. I found it useful to learn that even though we all came from different backgrounds, center sizes and experience, we had similar

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struggles and issues in our centers. We all had a common goal and supported one another while sharing our lessons learned.

The CPE program isn't like most online courses. I can't stress enough the importance of committing to keeping up on the assignments, online posts and discussion. Having just completed the year-long Registered Public-Safety Leader Programs. (RPL), I was accustomed to the regular check-ins and interactions required for both programs.

In CPE 202, we spent time looking at how our organization functioned, both areas we were doing well in and areas we needed to improve. It forced us to be honest with ourselves and with one another. We looked at our agencies' cultures, what was working well and what needed to change. We looked at what it will take to create the right culture to draw candidates and keep those new to our agency while helping our current workforce evolve. It helped us identify where we fit in with the needed change and how to keep up with change in the future. It helped give us a vision, and we helped one another through this process.

After spending six months working and interacting with classmates through discussion boards and video conference sessions, being in a room with peers helped tie it all together.

For me, the best part of the CPE program was the in-person segment of the course, CPE 303. After spending six months working and interacting with classmates through discussion boards and video conference sessions, being in a room with peers helped tie it all together. As I entered the first day of class and the discussions began, I started to see the passion from my classmates.

"Dr. Steve" (Steve Edwards) guides the class through engaging discussions and case studies. The learning environment is the best I have experienced. I have never taken a course that I couldn't wait to get back to the next day or I wasn't watching the clock to hit 5 p.m. and hoping to be let out early. There were days we went beyond five o'clock and no one complained. There is regular nightly reading, creation of PowerPoint presentations and case study reviews. Coursework keeps you busy so you won't spend much time on the beach or getting a tan during two weeks at APCO Headquarters in Daytona Beach, Florida.

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Among the takeaways from this segment of the course is a newfound enjoyment for studying and interpreting leadership styles. This applies to the characters who appear in my own case studies, and it applies to assessing the leadership approach of characters in movies. Watching "Moneyball" recently, the Billy Beane character helped me realize that "I hate losing more than I wanna win."

The camaraderie built by the capstone class was the best part of the experience. We grew closer as colleagues and friends, and most of us keep in touch today. We asked tough questions, challenged one another and grew together. I found myself inspired by these leaders and am grateful that I was part of this amazing group. APCO's selection process puts the right people together and facilitates cooperation.

If you are a public safety executive or aspire to be one, I encourage you to apply for this course. If you don't get in the first time, then try again. If you are truly committed to growing as a leader, you won't regret it, but please know that CPE Class 16 will always be Dr. Steve's favorite.

If you are considering taking the CPE course and have questions, reach out to me or any of the CPE graduates. We are happy to discuss our experiences.

Dave Plumb, CPE, RPL, is the Genesee County (Michigan) 9-1-1 Deputy Director. He has over 30 years' experience in public safety, serves as a Fire Chief in his community and has over 20 years' experience in public safety communications. He can be reached at djp@geneseecounty911.org.

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HAP Building Renovations:

Renovations to the 4th floor are coming up on the finish line soon! Weekly meetings occur with the Lurvey Construction team and the 9-1-1 providers, Motorola, PFN, INdigital, MPSCS, Thomas, Shelby Furniture, Fire & Security Alarm., Cresnet Digital, Cleaning Companies, and Westshore.



Main Lobby remodeled.



The Executive Board Room is done.

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HAP Building Renovations are Underway - Continued:



The Point-to-Point relay is complete.



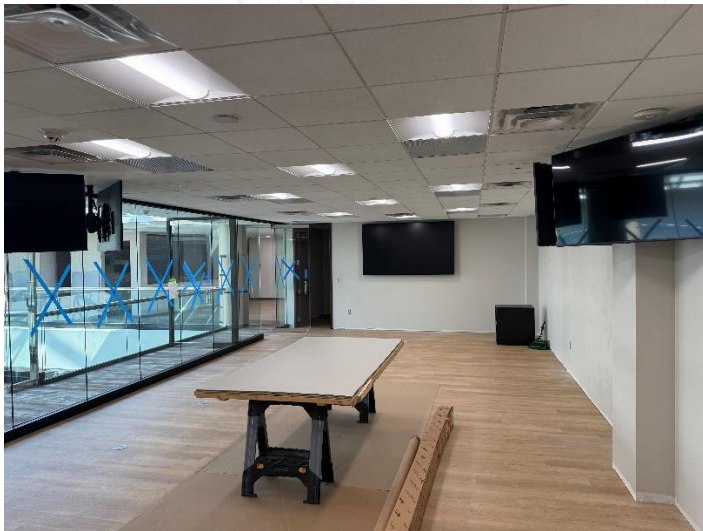
Kitchen is done.

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HAP Building Renovations are Underway - Continued:



Locker rooms are done.



The training room is almost done.

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HAP Building Renovations are Underway - Continued:



The coffee station off of the dispatch floor is just about done too!



IT Office coming together.

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HAP Building Renovations are Underway - Continued:



Lunchroom area is done.



Work out room done.