

## 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

**June 4, 2025**

Re: Executive Directors Report – May 2025

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

In the month of May our Call takers and Dispatchers dispatched the following number of incidents:

Police Incidents: **37,788**

Fire Incidents: **2,643**

EMS Incidents: **6,058**

Total Incidents: **46,489**

Incoming 9-1-1 Calls: **29,027**

Incoming 99-11 Calls: **5,488**

Total Incoming 9-1-1 Calls: **34,515**

### **Type of Calls:**

VOIP Calls: **2,313**

Cellular Calls: **25,808**

Cell 9-1-1 Hang Ups: **4,196**

Wireless Calls: **587**

Land 9-1-1 Hang Ups: **435**

Public Safety Line – Incoming: **1,614**

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

Text Sessions Incoming: **612**

Text Sessions Outbound: **147**

All Outbound Calls: **6,469**

The daily Average number of Calls into the 9-1-1 Center in the month of May was **1,113** and our daily call volume range for the month was from **950** per day to **1,290** per day.

### **Overtime Hours Worked due to Staffing Shortages, and Vacations:**

Our call takers and dispatchers have worked **1,640.75 hours** of overtime in the month of May. FYTD, **11,980** hours.

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

Our part time FOIA Coordinator processed **351** in the month of May, year to date **1,767** FOIA's processed.

### **Professional Standards Policy for the Month of May:**

Two Complaints.

1 Exonerated.

1 Under investigation – pending outcome.

### **Personnel in Training and Staffing:**

Staffing currently.

On paper we have 45 full-time dispatchers. 5 Floor Supervisors, 2 Administration Supervisors (1 Q&A Supervisor, 1 Training Supervisor). 1 Supervisor vacancy currently.

We have currently 37 fully trained employees, and 3 employees are on short/longer term medical leave, and 4 with overtime medical restrictions, 2 preparing for medical leave. (+3-MOU Call taker only), (+6 in phones training), (2 Stalled on Phones) (+1 in radio training) (+5 Part-time).

*One Telecommunicator, Andrea Yambrick, is to be promoted to Supervisor on July 14. Congratulations Andrea!*

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### **Applications Processed:**

Effective May 1, 2025, we are no longer accepting applications due to the summer move into the new 9-1-1 Center.

### **Resignations & Retirement:**

One newly hired employee resigned.

### **Monthly Training:**

Training was conducted on May 13 and 14, 2025. The topic was Mutual Aid Box Alarm System (MABAS) training.

### **EMS - Critical Status:**

In the Month of May, 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
9-May	1	3.07	1	6
10-May	1	0.10	1	4
11-May	1	10.00	1	11
12-May	1	1.60	1	3
13-May	2	1.35	1	3
18-May	1	0.63	1	6
19-May	1	3.15	1	7
22-May	1	0.10	1	4
Grand Total	9	20.00	1	11

### **Hexagon Upgrade 9.4 Update:**

As of today's date, June 4, 2025, we currently have 33 active tickets on the project board. Our I.T. Guys are still working with the Hexagon Project team members weekly to resolve these items.

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### **Quality Assurance:**

Supervisors Jake Reitano completed 566 Q&A's in May.

<b>Call Type</b>	<b>Count</b>	<b>Average Score</b>
911 HANGUP	1	100.00%
ALARM	1	100.00%
ALERT	1	100.00%
ARCING WIRE	1	100.00%
ARMED		
ROBBERY	2	100.00%
CHASE	11	100.00%
DISORDERLY	4	94.00%
DOMESTIC	3	100.00%
EMST T-1	11	100.00%
EMST T-2	4	100.00%
ENTRAPMENT	10	100.00%
FULL ARREST	197	99.45%
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	14	100.00%
STRUCTURE	248	99.54%
SUSP	2	100.00%
TXTX	1	100.00%
UDAA	3	100.00%
UNK		
ACCIDENT	1	96.00%
WELFARE	1	100.00%
<b>Grand Total</b>	<b>566</b>	<b>99.54%</b>

Stats as of 06-04-25, 566 total calls reviewed, with 11 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 May.





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### **Grand Blanc Chamber of Commerce:**

On May 2, 2025, Executive Director Tim Jones was the guest speaker for the Grand Blanc Chamber of Commerce. Director Jones gave an update on 9-1-1 operations and exciting changes for the new technology, new CAD upgrade, new Emergency Medical Dispatching (EMD) software and us soon to be new 9-1-1 Center and its location.



### **"Cooking with the Chiefs":**

On May 16, 2025, Dispatchers Kirsite Brokaw, Jessica Young and Executive Director Tim Jones help with the fundraiser for Voices for Children held at Elga Credit Union Headquarters in Grand Blanc. Yes, and we clinched 2nd place!! A huge "Thank you" to Mike Lintz, and Chef Nick from Scratch BBQ for the mouthwatering pull pork sliders and Coleslaw!!



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### **HAP Building Renovations are Underway:**

Renovations to the 4<sup>th</sup> floor are well underway. Project is on time and moving quickly. 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.



Training Room is shaping up!

Dispatch Authority

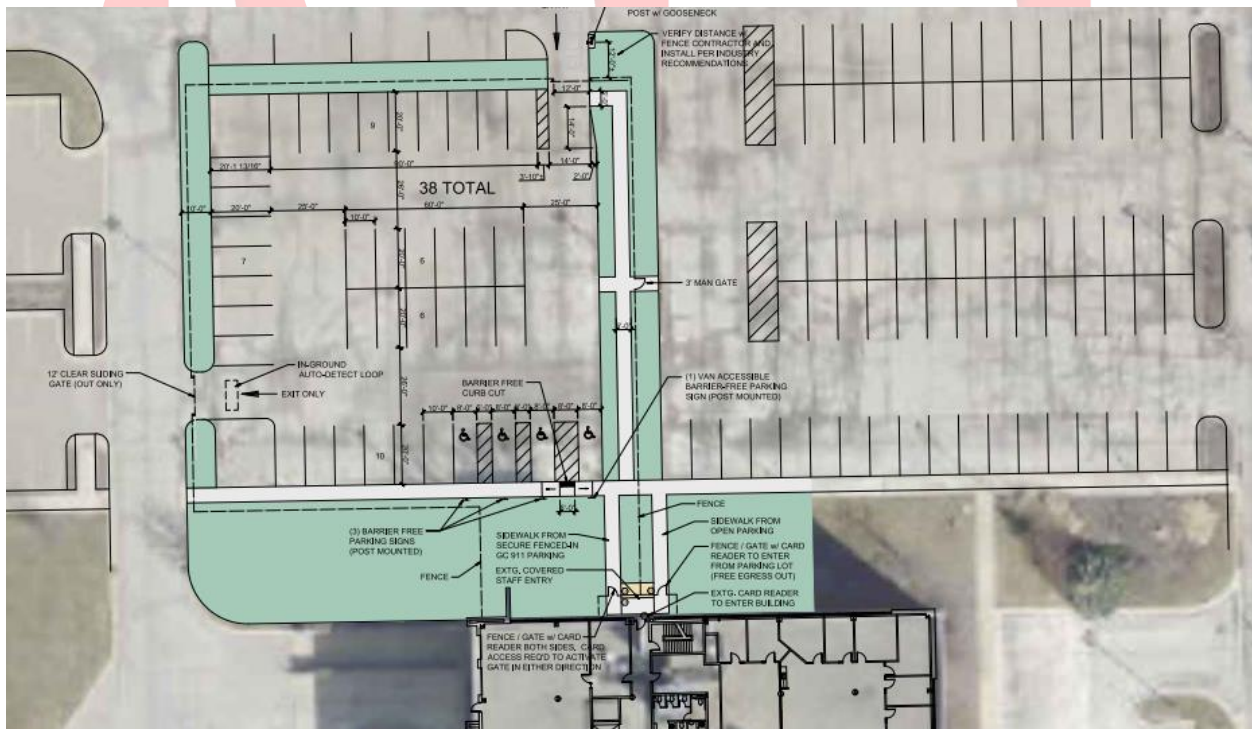


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### HAP Building Renovations are Underway - Continued:



Renovation to the north parking lot has started for the Fencing for the 9-1-1 Staff parking area.





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### **HAP Building Renovations are Underway - Continued:**



Roof antennas and Motorola Sled Complete.



The nursing room is done.