

Genesee County 9-1-1 Consortium
Executive Board and General Membership

Report shared with:

Genesee County Fire Chiefs Association
Genesee County Police Chiefs Association
Med Control

September 8, 2023

Re: Executive Directors Report – August 2023

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

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

Police Incidents: **40,903**

Fire Incidents: **1,154**

EMS Incidents: **6,140**

Total Incidents: **48,197**

Incoming 9-1-1 Calls: **32,915**

Incoming 99-11 Calls: **5,850**

Total Incoming 9-1-1 Calls: **38,765**

Type of Calls:

VOIP Calls: **2,323**

Cellular Calls: **30,020**

Cell 9-1-1 Hang Ups: **5,948**

Wireless Calls: **913**

Land 9-1-1 Hang Ups: **380**

Public Safety Line – Incoming: **1,743**

Text Sessions Incoming: **158**

Text Sessions Outbound: **38**

All Outbound Calls: **7,920**

Daily Average number of Calls into the 9-1-1 Center in the month of August was **1,250** and our daily call volume range for the month of August was from **1,036** per day to **1,541** per day.

Overtime Hours Worked due to Staffing Shortages, Vacations and COVID:

Our call takers and dispatchers have worked **1,983 hours** of overtime in the month of August 2023. Total for this fiscal year so far **19,247 hours**.

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

Our supervisors and part time FOIA Coordinator have processed **227** in the month of August 2023, year to date **2,058** FOIA's processed.

Professional Standards Policy:

4 Complaints in the month of August 2023.

2023-11 – Sustained.

2023-12 - Sustained.

2023-13 - Sustained.

2023-14 - Sustained.

Personnel in Training and Staffing:

Yes!! We currently have only 4 Vacant Positions and we are looking at hiring those in August. 10 employees in training.

7 Supervisor, out of the 7 Supervisors, 2 are Administrative (Q&A Supervisor, Training Supervisor), 1 Supervisor out on Medical Leave

- a. We are currently at 33 fully trained
(+5 Phones only), (+5 Parttime) (3 in Radio training) (7 in phones training)
- b. 4 Additional to start of Sept 18, 2023, sooner if we lose more than 2 in training.
 1. This will take us to **52**.

Staffing Study – APCO RETAINS Report:

Director Jones,

As you know, APCO (Association of Public Safety Communications Officials), is an international organization committed to providing complete public safety communications expertise, professional development, technical assistance, advocacy and outreach to its members and the public. Early this year, we signed up for APCO Project RETAINS (Responsive Efforts to Address Integral Needs in Staffing). This program provides managers with tools and strategies to increase the effectiveness of their own management practices, thereby improving staffing, retention, and employee satisfaction in emergency communications centers throughout the country.

Emergency Communications Centers (ECCs) being short staffed is a growing issue in the industry. Not only does this negatively impact 9-1-1 services and the communities you serve, but it's impacting your mental health. Telecommunicators are overworked — this was a problem before the pandemic causing illness and quarantine within ECCs that amplified the issue. This collection of APCO resources helps ECCs identify the causes of and address staffing shortages.

This report is system generated after inputting current staffing levels, which includes any staff that is trained and available to work a ECC position. It also reviews call volume, employee time off/breaks, peak hours, and overall workload. Since we currently have "Calltaker only" staff and fully trained, "Dispatcher", the report shows a break in numbers of an overall staff count.

The report recommends **75.56 full-time employees**. Based on the information included below this equals, **66 Dispatchers/Call takers**. The 9 additional positions are broken down below for staff that do not fully man a Call taking or Dispatch position, which includes the Deputy Director, 6 Supervisors and 2 Administrative Supervisors.

Respectfully,

David Plumb, CMCP, COML
Deputy Director

Staffing Study – APCO RETAINS Report - Continues:



Project RETAIN: David Fleming

Agency Overview

Demographics

Service Population	405211
Square Miles	650
Service Area	Other
Sworn Employees	0
Civilian Employees	58
Number of 911 Calls	29572
Number of TDD Calls	15
Number of Domestic Violence Calls	12011
Average Time for Domestic Violence Calls	5.75
Number of EMD Calls	71195
Average Time for EMD Calls	4.75
Number of Text to 9-1-1 Calls	980
Average Time for Text to 9-1-1 Calls	10.00

Communication Services Provided

Emergency Calls	Call Taking	Dispatch
Law Enforcement	✓	✓
Fire	✓	✓
Medical (EMS)	✓	✓
Medical (EMD)	✓	✓
Hazmat	✓	✓
NCIC/CIC	✓	✓
Other Emergency (Animal Control)	✓	✓
Non-Emergency Calls	Call Taking	Dispatch
Administrative Calls	✓	✓
Animal Control	✓	✓
Emergency Weather Information	✓	✓
After Hours (for public emergencies)	✓	✓

Workload Summary

	Total Number	Percent of Total
Total Call Volume	515507	100%
Incoming Call Volume	425677	82.6%
9-1-1/Emergency Call Volume	454688	78.5%
Dispatched 9-1-1/Emergency Call Volume	509180	98.2%
Wireless Call Volume	209856	58.2%

This provides an annual summary of total call volume including a categorized breakdown of types of calls and their percentage of the total volume.

Staffing Summary

Coverage Positions

Coverage Positions handle a particular task or "cover" a work station for a specified length of time.

Position	Current Authorized	Estimated FTE	Difference
Supervisor	6.00	6.25	0.25
Calltaker	7.00	30.14	23.14
Dispatcher	31.00	36.17	5.17
Subtotal	44.00	72.56	

Function Positions

Function Positions are roles that are independent of coverage or call volume.

Position	Current Authorized	Estimated FTE
Q&A	1.00	1.00
Training Coordinator	1.00	1.00
Deputy Director	1.00	1.00
Subtotal	3.00	3.00

	Current Authorized	Estimated FTE
Overall Staffing Total	47.00	75.56

Positions Calculations

Coverage Positions

Full-time employees (FTE) = Hours needing coverage ÷ Employee Availability × Turnover Adjustment

Position	Hours Needing Coverage	+	Employee Availability	=	Staff Needed	Turnover Rate (%)	=	FTE
Supervisor	8759.52	÷	1401.00	=	6.25	0.00	=	6.25
Calltaker	43797.60	÷	1453.00	=	30.14	0.00	=	30.14
Dispatcher	52557.12	÷	1453.00	=	36.17	0.00	=	36.17

2023-2024 Budget:

We have started the discussions and committee work for our next fiscal year and started the work with Shawna, Taylor & Morgan Accounting on a 5-year forecast.

New MDC Computer Deployed:

Deputy Director Dave Plumb has again assisted out IT Guys by deploying New MDC's and base station computers for Forest Twp., Davison-Richfield Twp., Genesee Twp., Mt. Morris City, Atlas Twp., Swartz Creek and Flushing Fire.

Resignations & Retirement:

None.

New I.T. Staff Member:

Welcome to our newest I. T. Staff member, Jared Adams, from Clio, MI. Jared has a master's degree, in Computer Science and Information Systems from the University of Michigan – Flint.



Tactical Dispatching:

Staff were assigned to dispatch, monitor, work out of different police facilities and even mobile command posts for the following events.

- Alley Challenge Golf Event, Back to the Bricks, CRIM Race, and the Grid Iron Classic

Tornado Siren Testing:

The tornado drill was completed on August 5, 2023, at 1:00pm for the monthly testing.

Quality Assurance:

Supervisor Reitano has completed **298** Q&A's in August 2023.

We are still only doing Q & A's on the high Acuity calls (Stabbings, shootings, weapons calls, house fires, full arrests) at this time. We have been able to find and correct policy and training issues such as, verifying cross streets, phone number verification and alcohol/drug use on police calls.

ENTRAPMENT	100.00%	4
FULL ARREST	98.88%	143
SHOOTING	99.40%	31
STABBING	97.73%	11
STRUCTURE	98.80%	105
RESCUE	100.00%	2
ALERT	100.00%	1
ARMED ROBBERY	100.00%	1
Grand Total	98.89%	298

298 Calls evaluated with an average score of 98.89%, with 96.6% of the calls being in compliance.

Award, Citations, and Recognition:

Please join us in congratulating our employee's Anniversary dates on their hire in date for their years of service (milestone) on our Face Book page by placing a photograph of them and the number of years of service.



Squeezing the Space that Left:

Well, it's just that, squeezing what space we have left. With the recent two new hires, one in I.T. and another account manager assistant we have reallocated the last two areas of usable space we have.

Corissa & Valerie's new work area.



Scott, Joe on one side, Jared, Jake and Tammy on the other.



Public Relations Team:

Great luncheon today with the Genesee Valley Rotary Club as their guest speaker. I love having the opportunity to talk about my staff and the hard work that they do every day!



Trunk of Treat 2023:

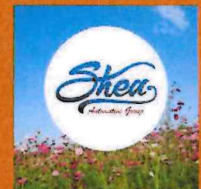
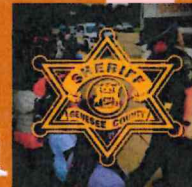
Planning has started for this year's 5th Annual Trunk or Treat Event, so save the date, October 29, 2023, Set-up is at 1:30pm, Open to the Public 3:00pm until 6:00pm. It will be at Shea Chevrolet located at 5135 Corunna Road, Flint Township.

Again, Security Credit Union has sponsored our Candy purchase for the event.

5TH ANNUAL 2023 TRUNK OR TREAT EVENT

Save the Date, October 29, 2023

Set-up is at 1:30pm, Open to the Public 3:00pm until 6:00pm



Our Candy Sponsor again this year is Security Credit Union





Outside the Walls of the 9-1-1 Center

We work in many different places in and around our county with our public safety partners as they need us. We deploy our Tactical Dispatchers as well as Public Relations Team to establish communications firsthand at large scale events such as Alley Challenge PGA Golf Outing, Bishop International Airport – Air Show, Back to the Bricks, CRIM Race. Our Public Relations Teams attends many functions such as Fire and Police Department Open Houses, hosts the Trunk or Treat with Shea Chevrolet, National Night Out, Camp 9-1-1, Shop with a Cop, Genesee County Community Safety Resource Fair, and the First Responders Night at the Dort Arena.

Bishop International Airport – Air Show:



Alley Challenge PGA Gold Event at Warwick Hills Golf & Country Club:



**Metro Police Authority of
Genesee County Police Station**

Public Relations Team:

40th Anniversary of National Night Out, joining our public safety partners from Flint Township, Mundy Township, Swartz Creek and Metro Police Authority of Genesee County.



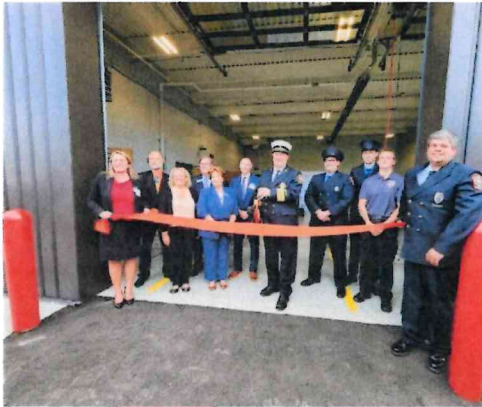
POLICE - COMMUNITY PARTNERSHIPS



Flint Township Police Station

Genesee Career Institute – Ribbon Cutting Ceremony:

Deputy Director Dave Plumb was present with many to celebrate the grand opening of their new Fire Training Center. A special thank you to the Genesee ISD Board of Education, the Genesee County Association of Fire Chiefs, Chief Wilkinson, City of Burton Fire Department and our county wide partners.



PFN Update, Dated September 6, 2023:

See attached Appendix A.



September 6, 2023

Dear PSAP Customer:

Below is an update to our letter dated August 3, 2023. We continue to make good progress:

1. The out-of-band connections have been tested and are in production at the Munising, Grand Rapids, and Southfield ESRPs. We have ordered a more robust out-of-band fiber connection to the Munising and Baraga ESRP locations. With construction and permitting delays, the anticipated delivery date for fiber into the Baraga ESRP is now September 25, 2023, while the Munising ESRP has changed to October 6, 2023. Both connections required permitting and construction.

All out-of-band connections are in place at the PSAPs, except in locations where we are purchasing a new out-of-band connection. There are still 14 PSAPs where a new out-of-band connection is needed. PSAPs are notified once an installation date is confirmed. Once installation is completed, the new connection is thoroughly tested before being placed into routing.

2. The configuration for out-of-band call delivery to MEVO is complete, and a test plan is being implemented. As a reminder, out-of-band call delivery with ANI/ALI to PSAP CPE is an option in PSAPs that are not part of a host-remote environment.
3. PSTN (Public Switched Telephone Network) services at the data centers for last-resort call routing and delivery have been moved at the Grand Rapids, Southfield, and Munising data centers. Work continues at the Baraga data center.

We have finished testing the initial optical transport network equipment deployment and will begin moving some PSAP connections to the new transport network within the next 30 days. This will be completed during a maintenance window with PSAP notification and involvement.

We appreciate your patience and cooperation as we continue to improve the Michigan NG911 Network.

Respectfully,

A handwritten signature in blue ink that reads 'Scott'.

Scott Randall, General Manager
Peninsula Fiber Network, LLC

