

# ANNUAL REPORT



2022

## Mission

To provide all residents and visitors with a timely and accurate communication link to emergency services. We are committed to answering all calls with professionalism, integrity, and compassion, while efficiently dispatching public safety agencies. With a commitment to continued education and excellence, we are determined to make a difference by helping to save lives and protect property at all times.

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# Message

## Executive Director

### Michael Armitage, ENP

2022 was a busy year for the Calhoun County Consolidated Dispatch Authority. Internally, technology upgrades allowed us to increase efficiencies in hiring, scheduling, training, and document management. We worked collaboratively with the County and emergency management to deploy the latest emergency alerting technology, utilizing Rave Alerts.

In August, voters approved a 911 millage which will stabilize funding for 911 operations and allowed for a historic \$17 million investment for radios and radio infrastructure. This investment will replace outdated radio technologies on disparate systems and build upon the Michigan Communications Public Communication Systems. This update will move all first responders to the same digital radio network, improving communication and reliability.

None of our successes would be possible without our dedicated staff. Public Safety Telecommunicators are the voice on the other end of the radio and phone 24/7. They are the first first responders, providing life-saving pre-arrival instructions and being the calm voice managing resources. Their hard work and dedication will be clear throughout this report. From milestones of dedicated service to state-level awards and national designations, our staff continues to raise the bar as 911 professionals. We also welcomed Deputy Director Robert Stahelin to our team. Robert comes to us with 26 years of 911 experience, 13 of which are in a supervisory role.

This last year we have laid the foundation for the future. I am excited for the investments being made in 911 and grateful for the support of the public and our responder agencies over the last year. We strive to always provide the best service possible to the residents and visitors of Calhoun County.

Yours in public safety,



Michael Armitage, ENP  
Executive Director



*I am excited for the investments being made in 911, and grateful for the support of the public and our responder agencies over the last year. "*



Michael Armitage, ENP was named the Executive Director of Calhoun County Consolidated Dispatch Authority on Aug. 30, 2021. Prior to that, he served as Director of Eaton County Central Dispatch, starting in October of 2016.

Armitage previously worked for the Michigan State Police in the State 911 Office and has 12 years of telecommunicator experience, most recently at the University of Michigan, Ann Arbor. Armitage has an MPA from Northern Michigan University and a bachelor's in public safety administration from Eastern Michigan University. He also currently serves as the mayor of Charlotte, Mich., and was previously mayor of Milan, Mich., (2014-2017).



## Deputy Director Robert R. Stahelin II

Deputy Director Robert R. Stahelin II started his career in public safety in 1990 as a part-time EMT and Firefighter in Delta Township, Mich., after formal education in Fire Science Technology and graduating from Fire Academy. In 1991, Stahelin began work as an EMT Dispatcher for a local hospital emergency department and EMS located in Charlotte, Mich. In 1994, he became an Emergency Telecommunicator for Eaton County 911. He held numerous positions over his 26-year tenure with Eaton County 911, ranging from training officer to systems administrator.

Stahelin started as Deputy Director of Calhoun County Consolidated Dispatch Authority on Aug. 2, 2022. He is responsible for the control and monitoring of the department's day-to-day operations and assists the Executive Director with overseeing and managing daily administrative responsibilities.

## 2022 Governing Board

The Calhoun County Consolidated Dispatch Authority has a governing board of directors with 9 members of various local governmental units. Organizations that must be represented include the Calhoun County Board of Commissioners, City of Battle Creek, City of Marshall, City of Albion, the Township Association, the Calhoun County Sheriff's Office, and Michigan State Police. The individuals listed below comprised the CCCDA Board in 2022.

**Jim Blocker**, Battle Creek Police Chief  
Chairperson, City of Battle Creek

**Steve Hinkley**, Calhoun County Sheriff  
Vice-Chairperson, CC Sheriff's Office

**Steve Frisbie**, Calhoun County Commissioner  
Calhoun County Board of Commissioners

**Barry Schrader**, Lt., Marshall Post  
Michigan State Police

**Ken Snyder**, Resident  
City of Albion

**Kevin Leiter**, Supervisor, Pennfield Twp.  
Area Metropolitan Services Agency

**Ryan Harvey**, Supervisor, Convis Twp.  
Township Association

**Kristin Blood**, Commissioner  
City of Battle Creek

**James Schwartz**, Mayor  
City of Marshall



# Employee Accolades



### OUR STAFF HAD AN AMAZING YEAR

Progress and growth for Calhoun County Consolidation Dispatch Authority (CCCDA) is only possible because of the dedicated and competent staff, who perform these live-saving measures for the residents of Calhoun County. We're proud to congratulate staff for the ways they are going above and beyond their duties to provide exemplary service.



**EMPLOYEE  
OF THE YEAR**

**KATE  
COLE**



**ABOVE AND BEYOND  
PERFORMANCE**

**KELSEY  
GENTRY**



**DISTINGUISHED  
CHARACTER**

**CHRIS  
ROBINSON**

## Employee Milestones

LARISSA GRIFFITH, 15 YEARS  
CHRIS ROBINSON, 15 YEARS  
SAMANTHA CAMPBELL, 5 YEARS  
CHRISTY KUBASIAK, 5 YEARS  
ABBEY STIMER, 5 YEARS

## Public Education & Relations Committee

TELECOMMUNICATORS  
CHELSEA BENSON  
SAMANTHA CAMPBELL  
KATE COLE  
LARISSA GRIFFITH  
CHRISTY KUBASIAK  
ERICA NAGELDINGER  
ABBEY STIMER

SUPERVISORS  
ERIN ALLWARDT  
LEAH EDGELL  
ABBEY KIDDER  
HELEN URE

## Perfect Attendance

TELECOMMUNICATORS  
KAITLYNN KISTEL  
CHRISTY KUBASIAK  
ERICA NAGELDINGER  
BETH OWEN  
ALYSSA STANFIELD  
ABBEY STIMER

SUPERVISORS  
LEAH EDGELL  
ABIGAIL KIDDER  
KURNIN PACE

## Peer Support Team

TELECOMMUNICATORS  
KELSEY GENTRY  
ERICA NAGELDINGER  
SAMANTHA TROYER  
ADAM VANDERLEUN

## Promotion

PROMOTED TO SUPERVISOR  
KURNIN PACE

## Communications Training Officers

TELECOMMUNICATORS  
SAM BERRY  
SAMANTHA CAMPBELL  
KATE COLE  
KELSEY GENTRY  
LARISSA GRIFFITH  
CHRISTY KUBASIAK  
ERICA NAGELDINGER  
CHRIS ROBINSON  
ABBEY STIMER  
ADAM VANDERLEUN

SUPERVISORS  
KURNIN PACE

## Team Award

TELECOMMUNICATORS  
SAM BERRY  
CHRIS ROBINSON  
ABBEY STIMER  
SAMANTHA TROYER

SUPERVISOR  
ABIGAIL KIDDER

## State/National Committee Participation

TELECOMMUNICATOR  
SAMANTHA CAMPBELL

SUPERVISORS  
ERIN ALLWARDT  
LEAH EDGELL  
ABIGAIL KIDDER  
HELEN URE

# APCO Achievements

## MICHIGAN'S 911 TRAINING OFFICER OF THE YEAR

The Michigan Chapter of the Association of Public-Safety Communications Officials (APCO) presents awards to public safety communications personnel who have demonstrated the highest levels of personal and professional conduct and performance in the line of duty.

On Sept. 27, 2022, the Michigan APCO announced that **Erica Nageldinger**, an emergency telecommunicator for the Calhoun County Consolidated Dispatch Authority (CCDA), was selected as this year's Michigan APCO Trainer of the Year. She will be recognized at the Michigan Chapter of APCO's annual meeting in late October in Frankenmuth.

Erica has worked at the CCDA since 2013 and expressed an interest in becoming a Communication Training Officer for dispatch two years after completion of her own training. Erica has assisted in developing training materials and displays attention to detail that is essential to CCDA's training program.

Nominated by CCDA Training Supervisor Erin Allwardt, Erica is recognized for being able to "skillfully instruct and teach during high-priority incidents, all while maintaining a calm demeanor," as well as demonstrating "teaching techniques that accommodate the most diverse learning styles."

## REGISTERED PUBLIC-SAFETY LEADER

APCO International's Registered Public-Safety Leader (RPL) Program is designed for individuals interested in developing a solid foundation of management and supervisory skills necessary for successful Public Safety Answering Point (PSAP) operations.

**Supervisor Leah Edgell** was one of two 911 professionals in Michigan to achieve this designation in 2022.



# Employee Activities



Pictured: Amelia, her mom Mia Hoffman, and Samantha Campbell

## Michigan's 2022 Young Hero

### BATTLE CREEK 5-YEAR-OLD RECOGNIZED FOR BRAVERY

**Amelia** was recognized by the Michigan Chapter of the National Emergency Number Association (NENA) on May 16, 2022, at the State 911 Conference in Kalamazoo.

On November 15, 2021, Amelia called 911 when her mother, Mia Hoffman, was having a medical emergency. Telecommunicator Samantha Campbell answered the call and kept Amelia on the line, providing instructions until responders arrived.



**Amelia's story is featured in the Detroit Free Press.**  
Scan the QR code to read the full story.



# Calls for Service Totals



**170,313**

Total Calls for Service

Calls for Service are the requests received by CCCDA that require staff to take specific action or dispatch public safety resources. They are based on the geographical location of the incident. Dispatch's Computer Aided Dispatch (CAD) system maintains these statistics. They are agency specific, so each entity that is dispatched is calculated as a separate call for service.



**17,029**

Fire Department



**24,280**

EMS



**129,004**

Law Enforcement



**115,501**

Calls to 911



**415**

Texts to 911



**97,613**

Calls on 10-digit lines



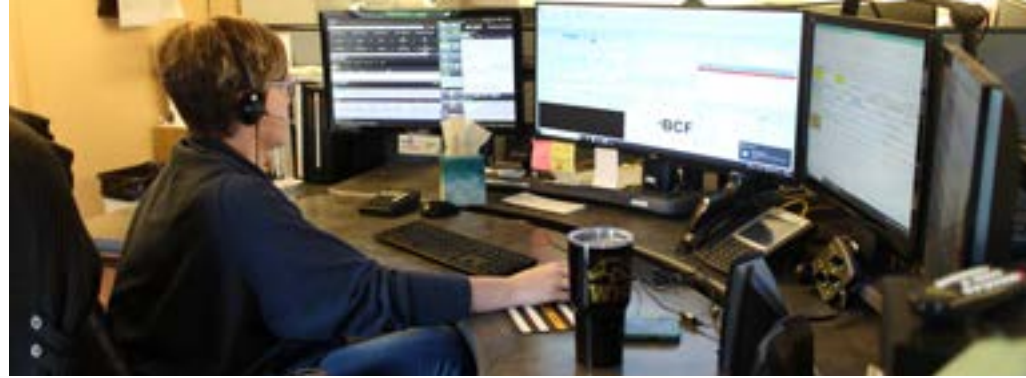
**1,224**

Freedom of Information Act (FOIA) Requests Processed

On the table to the right, municipalities marked with an asterisk have contracts with the Calhoun County Sheriff's Office. These calls for service for law enforcement are answered by Sheriff's Office deputies, although the statistics are kept separate to reflect CCSO user fees in those communities.

MUNICIPALITY	2020				2021				2022			
	LAW	FIRE	EMS	2020 TOTAL	LAW	FIRE	EMS	2021 TOTAL	LAW	FIRE	EMS	2022 TOTAL
ALBION CITY	8,327	128	1,229	9,684	9,215	106	1,261	10,582	8,259	121	1,384	9,764
ALBION TWP	206	87	95	388	147	160	115	422	282	152	159	593
ATHENS TWP	476	115	151	742	324	127	127	578	223	138	115	476
ATHENS VILLAGE	390	59	63	512	292	70	74	436	344	60	68	472
BATTLE CREEK CITY	61,020	7,843	11,074	79,937	56,735	8,653	10,912	76,300	52,782	9,021	12,299	74,102
BEDFORD TWP	5,547	851	1,070	7,468	4,613	1,023	1,214	6,850	4,494	1,029	1,343	6,866
BURLINGTON TWP	380	219	201	800	265	220	186	674	225	172	156	553
BURLINGTON VILLAGE	59	33	24	116	42	27	20	89	42	27	25	94
CALHOUN CO. SHERIFF	16,632			16,632	17,550			17,550	16,605			16,605
CLARENCE TWP	195	139	148	482	199	145	145	489	155	125	133	413
CONVIS TWP	367	115	149	631	229	145	163	537	212	152	180	544
CLARENDON TWP	188	115	93	396	199	118	97	414	217	103	87	407
ECKFORD TWP	128	101	114	343	125	101	107	333	116	138	151	405
EMMETT TWP	14,507	1301	1,881	17,689	13,461	1,442	1,983	16,886	13,747	1,567	1,906	17,220
FREDONIA TWP	380	158	164	702	430	176	175	781	451	141	162	754
HOMER VILLAGE	169	116	157	442	185	168	205	558	317	143	198	658
HOMER TWP	112	66	65	243	103	74	67	244	117	64	81	262
LEE TWP	87	69	91	247	115	58	69	242	110	53	92	255
LEROY TWP	670	263	292	1,225	465	278	333	1,076	473	275	398	1,146
MARSHALL CITY	8,868	743	1,072	10,683	11,113	864	1,283	13,260	12,597	970	1,431	14,998
MARENGO TWP	991	194	403	1,588	1,097	202	426	1,725	1,217	206	497	1,920
MARSHALL TWP	1,785	286	410	2,481	1,542	370	546	2,458	1,491	330	437	2,258
NEWTON TWP	333	190	236	759	231	176	183	590	205	201	225	631
N.H.B.P.	602	82	111	795	758	146	160	1,064	608*	138	167	913
PENNFIELD TWP*	5,995	1,017	1,036	8,048	5,203	920	1,058	7,181	5,716	927	1,111	7,754
SPRINGFIELD CITY*	7,511	251	723	8,485	7,441	218	927	8,586	6,122	256	925	7,303
SHERIDAN TWP	1147	197	241	1,585	1,149	297	275	1,721	1,197	272	274	1,743
TEKONSHA VILLAGE	170	81	114	365	163	118	135	416	143	121	131	395
TEKONSHA TWP	427	154	119	700	455	156	137	748	537	127	145	809
<b>TOTAL CALLS</b>	<b>137,669</b>	<b>14,973</b>	<b>21,526</b>	<b>174,168</b>	<b>133,846</b>	<b>16,558</b>	<b>22,383</b>	<b>172,790</b>	<b>129,004</b>	<b>17,029</b>	<b>24,280</b>	<b>170,313</b>

# Finances

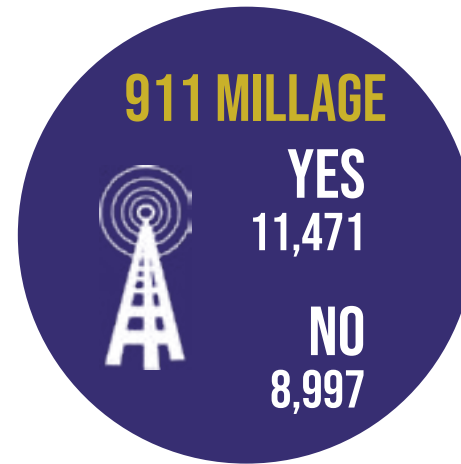


## Funding Sources

911 is funded from several revenue sources in Calhoun County:

- 1 Surcharge-** 60¢/line per month per line on post-paid phones in the County.
- 2 User Fee-** Fees assessed to local units of government (see table) for 911 services.
- 3 Other-** This includes other funding sources, such as state 911 surcharge distribution, lease revenue, or other service agreement revenue.
- 4 Property Tax** (to be levied in 2023)- Voter approved, 0.98 mills.

Full budgets and audits are available on the website [www.calhouncounty911.org](http://www.calhouncounty911.org) or scan the QR code.



## 2022 911 Millage

### THANK YOU FOR YOUR COMMUNITY SUPPORT

The passing of the millage proposal for 911 will provide funding for:

- 1** Building additional radio towers to improve coverage for public safety, while realizing cost savings by adding onto the existing state MPSCS system.
- 2** Moving all agencies to a single radio system, so everyone can communicate with each other in an emergency, including across county lines.
- 3** Purchasing radios for police, fire, and EMS agencies dispatched by Calhoun 911; relieving those agencies from maintenance costs.
- 4** Upgrading the computer aided dispatch system, which is a critical piece of daily operations.
- 5** Providing dedicated funding for public safety communications and 911 and reducing city, village, township, and county contributions to 911 dispatch operations by nearly 71%.

## User Fees LOCAL UNITS OF GOVERNMENT

SERVICE USER	2019	2020	2021	THREE YEAR AVG	% OF TOTAL AVG CFS	2022 QTRLY BILL
ALBION CITY	9,986	9,684	10,582	10,084	5.593%	\$34,833.47
ALBION TWP	264	388	422	358	0.199%	\$1,236.65
ATHENS TWP	773	742	578	698	0.387%	\$2,409.97
ATHENS VILLAGE	511	512	436	486	0.270%	\$1,679.96
BATTLE CREEK CITY	90,749	79,937	76,300	82,329	45.660%	\$284,390.45
BEDFORD TWP	6,455	7,468	6,850	6,924	3.840%	\$23,918.94
BURLINGTON TWP	702	800	674	725	0.402%	\$2,505.54
BURLINGTON VILLAGE	142	116	89	116	0.064%	\$399.55
CALHOUN CO SHERIFF	20,262	16,632	17,550	18,148	10.065%	\$62,689.19
CLARENCE TWP	335	482	489	435	0.241%	\$1,503.79
CLARENDON TWP	289	396	414	366	0.203%	\$1,265.44
CONVIS TWP	742	631	537	637	0.353%	\$2,199.26
ECKFORD TWP	276	343	333	317	0.176%	\$1,096.17
EMMETT TWP	19,336	17,689	16,886	17,970	9.967%	\$62,075.48
FREDONIA TWP	883	702	781	789	0.437%	\$2,724.32
HOMER TWP	191	243	244	226	0.125%	\$780.68
HOMER VILLAGE	340	442	558	447	0.248%	\$1,542.93
LEE TWP	164	247	242	218	0.121%	\$751.89
LEROY TWP	1,488	1,225	1,076	1,263	0.700%	\$4,362.82
MARENGO TWP	1,335	1,588	1,725	1,549	0.859%	\$5,351.91
MARSHALL CITY	16,258	10,683	13,260	13,400	7.432%	\$46,289.18
MARSHALL TWP	2,744	2,481	2,458	2,561	1.420%	\$8,846.54
NEWTON TWP	826	759	590	725	0.402%	\$2,504.39
N.H.B.P.	1,152	795	1,064	1,004	0.557%	\$3,467.00
PENNFIELD TWP	8,129	8,048	7,181	7,786	4.318%	\$26,895.42
SHERIDAN TWP	1,078	1,585	1,721	1,461	0.810%	\$5,047.93
SPRINGFIELD CITY	7,598	8,485	8,586	8,223	4.561%	\$28,404.96
TEKONSHA TWP	659	700	748	702	0.390%	\$2,426.09
TEKONSHA VILLAGE	297	365	416	359	0.199%	\$1,241.26
<b>TOTAL FEES</b>				<b>180,307</b>		<b>\$622,841.17</b>

# Projects & Events



## ATTENDED THE FOLLOWING EVENTS:

- Tekonsha Senior Fair
- Battle Creek Pumpkinfest
- Marshall National Night Out
- Battle Creek Police Trunk or Treat
- Holiday parades in Albion, Battle Creek, and Marshall



## Public Relations Team

The Public Relations Team went across the County in 2022 to provide education regarding 911.

- **Attended 27 county, village, and township meetings.**
- **Attended meetings of the Battle Creek Rotary, Calhoun Senior Services, and Harper Creek Optimist Club.**

## Radio Project

On Sept. 26, 2022, the Calhoun County Consolidated Dispatch Authority Governing Board approved a proposal with Motorola Solutions to build a six-tower simulcast radio system, on the Michigan Public Safety Communication System. This is a nearly \$17 million investment by the dispatch authority in public safety communications. This solution will provide reliable radio coverage for first responders in the County, along with providing radios to first responders.

### THE INITIAL DISTRIBUTION OF RADIOS INCLUDES:

- 690** portable radios
- 329** mobile radios
- 43** base stations
- 450** pagers for fire agencies



CCFDA participated in a simulation on April 22, 2022, to measure call processing times between a traditional 911 calls and data enhanced notifications from SiriusXM Connected Vehicle Services. Volunteers assisted in this simulation by placing 911 calls across the County, simulating accident callers. The case study showed that 911 Telecommunicators were able to determine the precise location of a motor vehicle accident and dispatch the appropriate resources 30% faster when having access to the supplemental data from automatic crash notifications.

Scan the QR code to watch the video or go to [youtu.be/Z35WIHXZJA4](https://youtu.be/Z35WIHXZJA4).





# Communication Channels



## Social Media



Opened YouTube and Twitter Accounts @CalhounCo911

Social media is a vital path to communicate with the public about what's going on in Calhoun County, when it comes to emergency preparedness and response. Not only are we able to provide messages in real time, but people can easily share them with their networks so that information gets out quickly.

We are intentional about what we post on social media, and try to post within three categories: emergency, awareness, and community outreach. Below are three examples of those types of posts in 2022.

### EMERGENCY



Impressions: 17,650  
Engagements: 2,010

### AWARENESS



Impressions: 132,707  
Engagements: 13,087

### OUTREACH



Impressions: 11,493  
Engagements: 2,214

# Emergency Notifications



In partnership with Calhoun County Emergency Management, CCCDA began using Rave Alerts as the County's primary method for emergency notifications. These official, real-time alerts to the public will have potentially life-saving actions they may need to take to keep themselves or families safe.

Alerts can be targeted to a specific geographic area and is connected with the national Integrated Public Alert & Warning System, which allows us to send emergency notifications directly to phones if necessary.

Users can choose how they want to receive notifications, whether via text, email, or voice message. And there are four channels of alerts that users can choose: emergency, weather, traffic, and roads.

4,295  
Sign Ups

# Safety Profiles



Connected to the Rave Alerts platform is Smart911 Safety Profiles, users can sign up for Rave Alerts notifications via their Smart911 Safety Profile. This free service allows individuals to create a Safety Profile for their household with information they may want Dispatch and first responders to have in the event of an emergency, such as house layout, vital medical information you want first responders to be aware of, or who is in the household. With a Smart911 profile, your information will immediately display on the CCCDA call taker's screen, which saves critical seconds and even minutes in response to the emergency.

[Scan the QR code to sign up for Rave Alert Notifications and create your Smart911 profile.](#)

3,549  
Safety Profiles Created  
Increase of 299% over 2021





# Notifications & Follow Up

The Battle Creek Police Department Deployed SPIDR Tech on Sept. 5, 2022. This product has mobile-friendly surveys that are automatically sent to crime victims, reporting parties, and other community members.

This product sends text updates to crime victims and reporting parties throughout an incident to keep people informed, and then after the incident provides mobile-friendly surveys for feedback to the agency about its response. This survey has also provided valuable information for Dispatch.

## SAMPLE QUESTION REGARDING DISPATCH:

HOW SATISFIED ARE YOU WITH THE PROFESSIONALISM OF THE 911 DISPATCH PERSONNEL WITH WHOM YOU INTERACTED?

1,338

Responses to Dispatch Question

4.45

Overall Rating Out of 5



# Tips Hotline

## ABOUT THE PROGRAM

Silent Observer is a nationally-recognized model for community crime fighting and was 1st established here by the Battle Creek Area Chamber Foundation.

The service gives citizens the opportunity to provide police with vital information - and remain anonymous. Cash rewards are available for tips that lead to the arrest and conviction.

The program receives an average of more than 500 tips per year.

## SUBMIT A TIP

CALL 269-964-3888

to submit an anonymous tip.

## VISIT THE ONLINE TIP

[www.silentobserver.org](http://www.silentobserver.org)

## DOWNLOAD THE APP

Available on Android or iOS. Tips are still anonymous, have no length limit, and can include photos, video, or documents.



# Video Technology

CCFDA was one of the first centers in Michigan to deploy Prepared Live. This technology allows dispatchers to request (through a text link and phone-user approval) access to the caller's phone for live video, photos, and GPS location services to assist with emergency response.

This is an additional tool that can be used only when the situation benefits from real-time visuals or data to get information to responders.



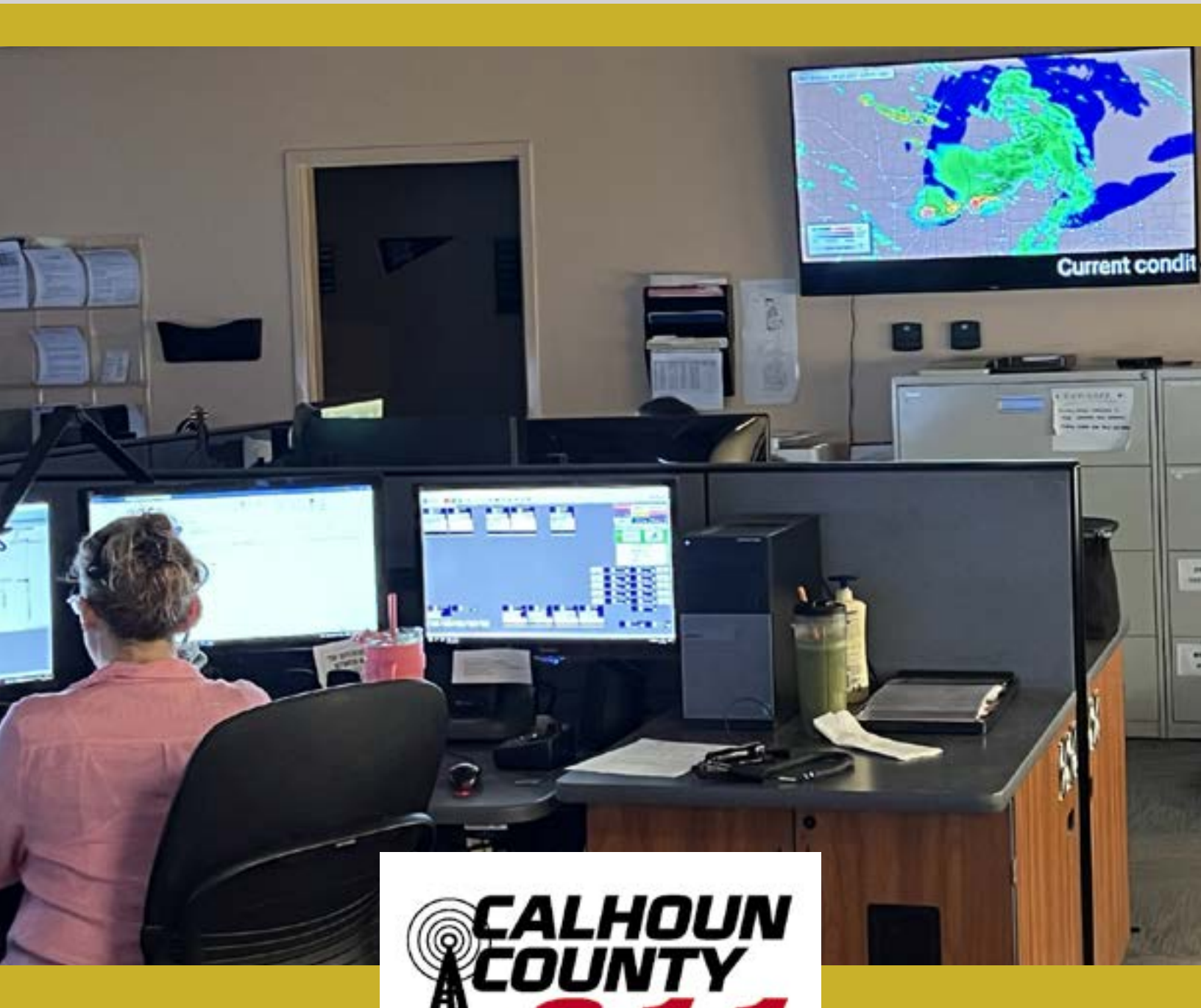
# 2023 GOALS

After a productive 2022, with the passage of the 911 millage and implementation of new leadership in the department, the Calhoun County Consolidated Dispatch Authority is positioned for continued growth and advancement this year. These are the Authority's goals for 2023:



- 1 Install and distribute new radio equipment to law enforcement agencies.
- 2 Replace computer hardware for our 911 call handling equipment.
- 3 Replace computer aided dispatch computers.
- 4 Increase public 911 education.





[www.calhouncounty911.org](http://www.calhouncounty911.org)