

CALHOUN COUNTY 911

Consolidated Dispatch Authority

Counted 911 Calls	911 Lineup System	Total Active Calls
1	00:00:06	6
Admin Outbound Calls	Count of Unanswered Outbound Calls	911 Outbound Calls
0	0	0
Advanced Unanswered Outbound Call	Unanswered Unanswered	Unanswered Outbound
00:00:00	00:00:00	00:00:00

ANNUAL REPORT 2023

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.

calhounmi911.gov



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Message Executive Director Michael Armitage, ENP



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 previous served as the mayor of Charlotte (2021-2023) and Milan, Michigan (2014-2017).

For the Calhoun County Consolidated Dispatch Authority (CCDA), 2023 was spent laying the groundwork for upcoming milestones. With the 911 millage passed by the voters in 2022, staff has been diligently planning the build out of an upgraded public safety radio communications system. Radio tower sites were identified, user radios were initially programmed, and the first user radios were deployed.

The quality assurance program for emergency medical dispatching was enhanced. This was a great learning opportunity and validates the level of service provided to the community. Computers and technology were replaced and updated in the center to increase efficiency and to provide the latest tools for our telecommunicators to best assist those needing assistance. The department also focused on training and welcomed our facility canine, "Hope," to the team.

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 are 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.

Yours truly,


Michael Armitage, ENP
Executive Director

2024 GOALS

- Distribute and install new **radios** for law enforcement.
- Complete construction on four new **radio towers**.
- **Redesign** floor plan and improve workspaces in outdated Dispatch center.
- Upgrade outdoor **warning siren communication system** to increase reliability and reduce false activations.
- Increase **employee professional certifications**, including Registered Public-Safety Leader (RPL), Emergency Number Professional (ENP), and Center Manager Certification Program (CMCP).



Deputy Director Robert R. Stahelin II

Deputy Director Robert R. Stahelin II was an Emergency Telecommunicator with Eaton County 911 for 26 years, serving in many different roles including a Communications Training Officer, 911 Supervisor, and Systems Administrator.

Robert joined the CCCDA team as Deputy Director in 2022. He is responsible for the control and monitoring of the department's day-to-day operations. In addition, he assists the Executive Director with overseeing and directing daily administrative responsibilities. Robert brings an extensive knowledge of technical systems as well as an invaluable skillset when it comes to personnel management and relationship building.

2023 Governing Board

The Calhoun County Consolidated Dispatch Authority (CCDA) has a governing board of directors with nine 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 2023.

Steve Hinkley, Chairperson
Calhoun County Sheriff, Sheriff's Office

Ryan Harvey, Vice-Chairperson
Convis Township
Township Association

Steve Frisbie
Calhoun County Board of Commissioners

Eric Krause
City of Albion

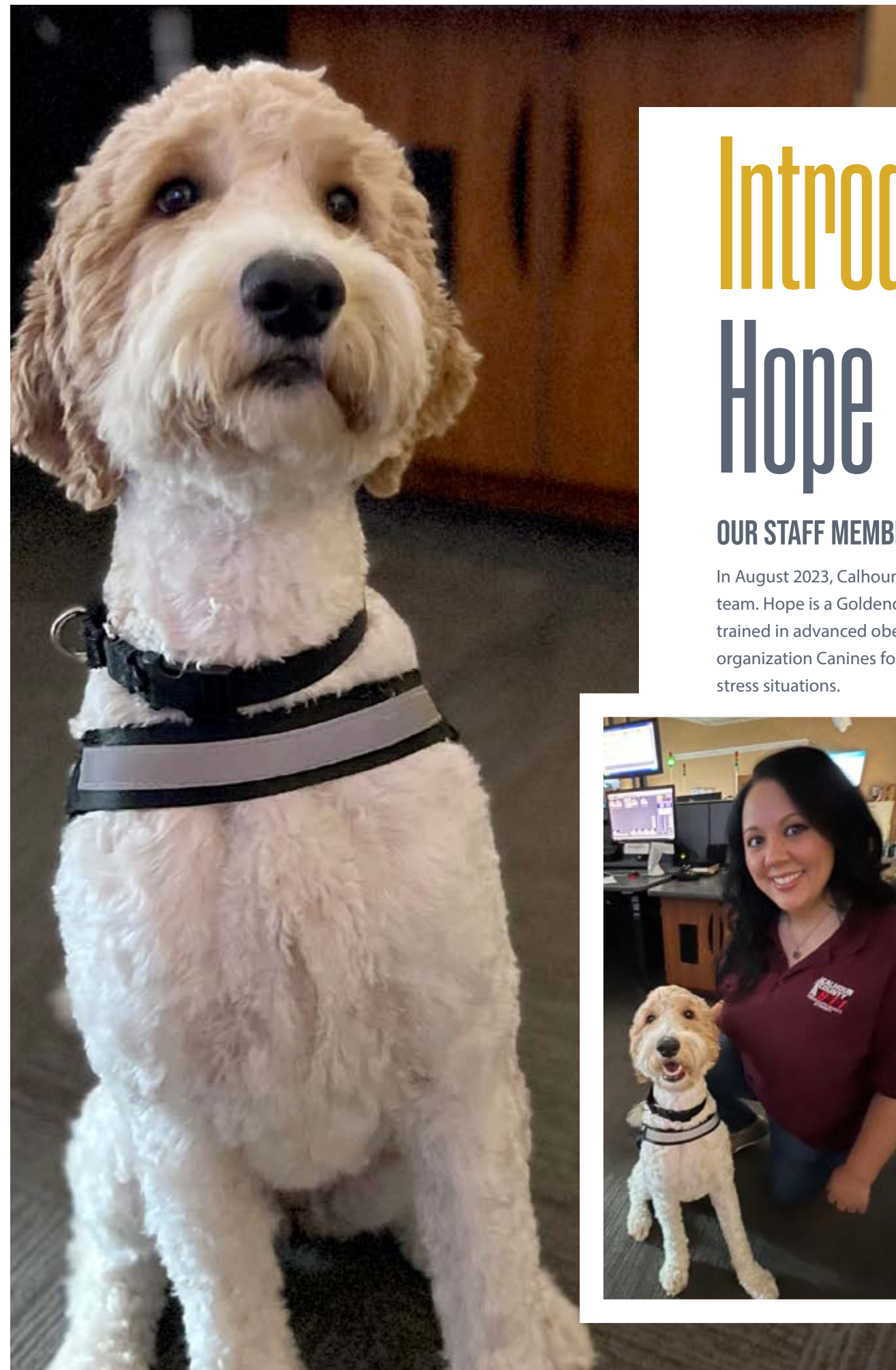
Barry Schrader
Michigan State Police

Deb Belles
Emmett Township

Shannon Bagley
City of Battle Creek

Patrick O'Donnell
City of Battle Creek

Joe Caron
City of Marshall



Introducing Hope

OUR STAFF MEMBER & FACILITY DOG "HOPE"

In August 2023, Calhoun County Dispatch welcomed a facility dog named Hope to the team. Hope is a Goldendoodle, was one year old at the time she joined Dispatch, and is fully trained in advanced obedience and socialization certifying her as a facility dog. From the organization Canines for Change, Hope's role is to offer support and a calming outlet in high-stress situations.



She is brought into the office during the shift of her designated handler, Supervisor Abigail Kidder, and is available to come in during any high-stress situation. When she's in the office, Hope walks around the floor and receives pets from the telecommunicators. Kidder also brings Hope to community events or parades. This initiative received buy-in from the entire staff, and secondary handlers are identified in case assistance with Hope's care is necessary.

"Hope has made a significant impact on our Dispatch floor. I have seen her gravitate to those who might be having a difficult call or day and just her mere presence and persistence to engage with them instantly cheers them up," said Kidder. "I have observed many (telecommunicators) call her over once a difficult call has been processed and take some time to engage with her, and the changes in their moods and demeanor is quite significant."

This opportunity was made possible in part through a grant from Bronson Battle Creek Hospital (BBCH) Community Partners, which awarded CCCDA funds for half the cost of the canine, as well as the first year of care. BBCH Community Partners grants are intended to promote the wellbeing and health of the local community. This grant was applied for with assistance from the Battle Creek Community Foundation.

Employee Accolades



Each year, during National Public Safety Telecommunicator Week, CCCDA employees are recognized for their achievements. The 2023 awards recognized peer-nominated accomplishments during from the previous year (2022).

Progress and growth for 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

ABIGAIL KIDDER



CUSTOMER SERVICE OF THE YEAR

ERICA NAGELDINGER



ACHIEVEMENT OF EXCELLENCE

LARISSA GRIFFITH



ABOVE AND BEYOND PERFORMANCE

TEAM AWARD

- Sam Berry
- Katie Gilman
- Kaitlynn Kistel
- Kurnin Pace
- Allyson Pewoski
- Kate Wegener



EMPLOYEE MILESTONES

- Erin Allwardt - 15 yrs
- Leah Edgell - 10 yrs
- Erica Nageldinger - 10 yrs
- Kurnin Pace - 10 yrs
- Helen Ure - 10 yrs
- Chelsea Benson - 5 yrs
- Sam Berry - 5 yrs
- Kate Chism - 5 yrs

PERFECT ATTENDANCE

- Leah Edgell
- Abigail Kidder
- Kaitlynn Kistel
- Christy Kubasiak
- Erica Nageldinger
- Beth Owen
- Kurnin Pace
- Alyssa Stanfield
- Abbey Stimer



PUBLIC, EDUCATION, & RELATIONS COMMITTEE (PERC)

Telecommunicators

- Sam Berry
- Samantha Campbell
- Larissa Griffith
- Erica Nageldinger
- Alyssa Stanfield
- Abbey Stimer
- Amber Wheaton

Supervisors

- Erin Allwardt
- Chelsea Benson
- Leah Edgell
- Abbey Kidder
- Helen Ure

COMMUNICATIONS TRAINING OFFICERS (CTO)

242 DAYS OF TRAINING FOR NEW EMPLOYEES

Telecommunicators

- Sam Berry
- Samantha Campbell
- Kelsey Gentry
- Larissa Griffith
- Kaitlynn Kistel
- Erica Nageldinger
- Chris Robinson
- Abbey Stimer
- Adam Vanderleun

Supervisors

- Erin Allwardt
- Chelsea Benson

PEER SUPPORT TEAM

Telecommunicators

- Kelsey Gentry
- Erica Nageldinger
- Samantha Troyer
- Adam Vanderleun

Events & Projects



Public, Education, & Relations Committee (PERC)

The Public Education Relations Committee went across the County in 2023 to provide education regarding 911.



ATTENDED THE FOLLOWING EVENTS:

KCC LEIN Presentation	02/13
Beadle Lake Career Night	05/16
BC Senior Expo	05/17
Tekonsha Parade	05/29
KCC Scenario's	06/03
Cereal Parade	06/09
National Night Out-Marshall	08/01
Calhoun County Fair	08/14,15,16
Miles for Memories	08/16
Marshall Safety Fair	09/28
Olivet Career Day	10/05
Pennfield Fire Prevention	10/11
Tekonsha Senior Fair	10/12
Albion Sweets on Superior	10/29
BCPD Trunk or Treat	10/31
Olivet Fire Open House	10/31
BC Christmas Parade	11/18
Marshall Christmas Parade	11/27
Albion Aglow	12/01
KCC Scenarios	12/02
KCC Scenarios	12/09

PERC SCHOOL VISITS:

Sonoma Elem. (Harper Creek)	04/06
Marlee (Marshall)	04/25
Minges Brook (Lakeview)	04/26
Homer (Lillian Fletcher)	05/05
Homer (Lillian Fletcher)	05/12
Valley View (Battle Creek Public)	05/16
Marshall Academy	05/24
Marshall Montessori	05/25

Radio Project

Part of how voter-approved millage funds will be used is in purchasing and deploying new radios for countywide first responders. In 2023, the initial round of radios was procured and distributed with a first round being distributed based on critical need.

When the distribution of new radios is complete in Calhoun County in 2025, all agencies will be on a single radio system, which will ensure everyone can communicate with each other in an emergency, even across county lines if necessary. Additionally, as Dispatch will be providing and maintaining the radios moving forward, this is a cost that the agencies no longer have to shoulder.



Updated Branding

At the beginning of 2023, Calhoun County Consolidated Dispatch Authority launched its new logo and branding, as designed by Lynn Meikle from the Calhoun County Communications Department. The new logo is simple and modern, using line-work of a heart beat that goes into the numbers 911, with Calhoun County above and below the line. The goal was to quickly identify the life-saving and first responder actions of telecommunicators in a way that can be added to print and digital efforts from CCCDA. The logo has since been used for signage throughout the office, digital campaigns, letterhead, and apparel, as well as decals on the outside of Dispatch's outreach vehicle. This major design project is illustrative of the productive and cooperative relationship Dispatch has with Communications, as well as other County Administration offices.



Calls for Service Totals



172,625

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.



17,711

Fire Department



24,065

EMS



130,849

Law Enforcement



99,377

Calls to 911



1,488

Texts to 911*



93,741

Calls on 10-digit # Admin calls



1,209

Freedom of Information Act (FOIA) Requests Processed

* Increased from 415 in 2022

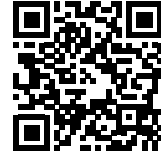
On the table to the right, municipalities marked with an asterisk have contracts with the Calhoun County Sheriff's Office. These calls for service for law enforcement are answered by Sheriff's Office deputies, although the statistics are kept separate to reflect CCSO user fees in those communities.

MUNICIPALITY	2021				2022				2023			
	LAW	FIRE	EMS	2021 TOTAL	LAW	FIRE	EMS	2022 TOTAL	LAW	FIRE	EMS	2023 TOTAL
ALBION CITY	9,215	106	1,261	10,582	8,259	121	1,384	9,764	8,259	121	1,384	9,764
ALBION TWP	147	160	115	422	282	152	159	593	282	152	159	593
ATHENS TWP	324	127	127	578	223	138	115	476	223	138	115	476
ATHENS VILLAGE	292	70	74	436	344	60	68	472	344	60	68	472
BATTLE CREEK CITY	56,735	8,653	10,912	76,300	52,782	9,021	12,299	74,102	52,782	9,021	12,299	74,102
BEDFORD TWP	4,613	1,023	1,214	6,850	4,494	1,029	1,343	6,866	4,494	1,029	1,343	6,866
BURLINGTON TWP	265	220	186	674	225	172	156	553	225	172	156	553
BURLINGTON VILLAGE	42	27	20	89	42	27	25	94	42	27	25	94
CALHOUN CO. SHERIFF	17,550			17,550	16,605			16,605	16,071			16,071
CLARENCE TWP	199	145	145	489	155	125	133	413	436	144	143	415
CONVIS TWP	229	145	163	537	212	152	180	544	2,712	198	186	583
CLARENDON TWP	199	118	97	414	217	103	87	407	569	134	116	438
ECKFORD TWP	125	101	107	333	116	138	151	405	454	109	93	340
EMMETT TWP	13,461	1,442	1,983	16,886	13,747	1,567	1,906	17,220	11,618	1,594	2,029	14,701
FREDONIA TWP	430	176	175	781	451	141	162	754	865	167	182	644
HOMER VILLAGE	185	168	205	558	317	143	198	658	1,258	176	200	555
HOMER TWP	103	74	67	244	117	64	81	262	374	63	59	234
LEE TWP	115	58	69	242	110	53	92	255	324	81	125	441
LEROY TWP	465	278	333	1,076	473	275	398	1,146	1,131	313	414	1,132
MARSHALL CITY	11,113	864	1,283	13,260	12,597	970	1,431	14,998	14,484	1,007	1,380	16,198
MARENGO TWP	1,097	202	426	1,725	1,217	206	497	1,920	1,784	204	529	1,639
MARSHALL TWP	1,542	370	546	2,458	1,491	330	437	2,258	3,440	304	367	1,871
NEWTON TWP	231	176	183	590	205	201	225	631	692	199	221	631
N.H.B.P.	758	146	160	1,064	608*	138	167	913	791	157	176	1,124
PENNFIELD TWP*	5,203	920	1,058	7,181	5,716	927	1,111	7,754	5,438	896	1,056	7,390
SPRINGFIELD CITY*	7,441	218	927	8,586	6,122	256	925	7,303	5,490	251	877	6,618
SHERIDAN TWP	1,149	297	275	1,721	1,197	272	274	1,743	1,883	299	251	1,468
TEKONSHA VILLAGE	163	118	135	416	143	121	131	395	506	103	125	372
TEKONSHA TWP	455	156	137	748	537	127	145	809	840	117	90	574
TOTAL CALLS	133,846	16,558	22,383	172,790	129,004	17,029	24,280	170,313	130,849	17,711	24,065	172,625

Finances

Funding Sources

Full budgets and audits are available on the website calhounmi911.gov or scan the QR code.



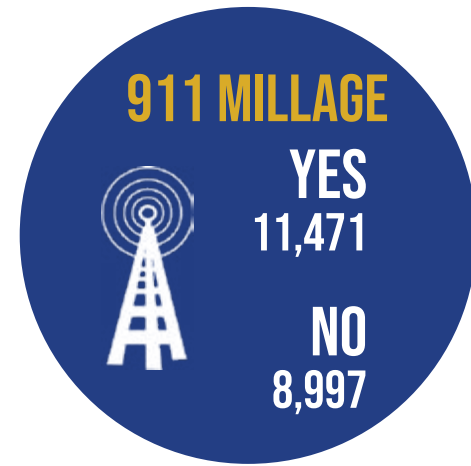
Funding for Calhoun County's 911 services in 2023 is derived from multiple sources. Those include, a surcharge of 60 cents per line per month on post-paid phones within the county, user fees assessed on local units of government for utilizing 911 services (see table), and miscellaneous sources such as state 911 surcharge distributions, lease revenue, and service agreement revenues. Funds from the 2022 voter-approved property tax of 0.98 mills was levied in 2023 and will primarily impact CCCDA's operations in 2024.

2022 911 Millage

THANK YOU FOR YOUR COMMUNITY SUPPORT

Impacts of the voter-approved 911 millage began in 2023, although CCCDA's budget will primarily reflect those additions in 2024. A bond was issued in 2023, which made it possible for CCCDA to begin its technology advancements this year. Lots of millage-funded efforts were just in the planning stages in 2023, with build-out to come in 2024 and beyond. Those include building additional radio towers to improve coverage for public safety, joining the existing state MPSCS system, upgrading the computer aided dispatch system, and upgrading radios for all police, fire, and EMS agencies in the county. Some radio upgrades began in 2023 as featured on Page 7 of this report.

Data reflected in the User Fees table on the opposite page reflect cost to municipalities in 2023. These amounts will reduce drastically in 2024 as property taxes for the millage are collected. City, village, township, and county contributions for user fees are expected to decrease by nearly 71%.



User Fees LOCAL UNITS OF GOVERNMENT

SERVICE USER	2021	2022	2023	THREE YEAR AVG	% OF TOTAL AVG CFS	2023 QTRLY BILL
ALBION CITY	9,684	10,582	9,764	10,010	5.8055%	\$36,181.53
ALBION TWP	388	422	476	429	0.2486%	\$1,549.43
ATHENS TWP	742	578	593	638	0.3698%	\$2,304.87
ATHENS VILLAGE	512	436	472	473	0.2745%	\$1,710.88
BATTLE CREEK CITY	79,937	76,300	74,102	76,780	44.5297%	\$277,523.07
BEDFORD TWP	7,468	6,850	6,866	7,061	4.0953%	\$25,523.46
BURLINGTON TWP	800	674	553	676	0.3919%	\$2,442.22
BURLINGTON VILLAGE	116	89	94	100	0.0578%	\$360.25
CALHOUN CO SHERIFF	16,632	17,550	16,605	16,929	9.8183%	\$61,190.52
CLARENCE TWP	482	489	413	461	0.2676%	\$1,667.51
CLARENDON TWP	396	414	407	406	0.2353%	\$1,466.30
CONVIS TWP	631	537	544	571	0.3310%	\$2,062.70
ECKFORD TWP	343	333	405	360	0.2090%	\$1,302.44
EMMETT TWP	17,689	16,886	17,220	17,265	10.0131%	\$62,405.01
FREDONIA TWP	702	781	754	746	0.4325%	\$2,695.24
HOMER TWP	243	244	262	250	0.1448%	\$902.43
HOMER VILLAGE	442	558	658	553	0.3205%	\$1,997.64
LEE TWP	247	242	255	248	0.1438%	\$896.41
LEROY TWP	1,225	1,076	1,146	1,149	0.6664%	\$4,153.10
MARENGO TWP	1,588	1,725	1,920	1,744	1.0117%	\$6,304.96
MARSHALL CITY	10,683	13,260	14,998	12,980	7.5282%	\$46,917.92
MARSHALL TWP	2,481	2,458	2,258	2,399	1.3913%	\$8,671.28
NEWTON TWP	759	590	631	660	0.3828%	\$2,385.60
N.H.B.P.	795	1,064	913	924	0.5359%	\$3,339.83
PENNFIELD TWP	8,048	7,181	7,754	7,661	4.4431%	\$27,690.98
SHERIDAN TWP	1,585	1,721	1,743	1,683	0.9761%	\$6,083.27
SPRINGFIELD CITY	8,485	8,586	7,303	8,125	4.7120%	\$29,366.92
TEKONSHA TWP	700	748	809	752	0.4363%	\$2,719.34
TEKONSHA VILLAGE	365	416	395	392	0.2273%	\$1,416.90
TOTAL FEES						\$623,232.00

Communication Channels

Social Media


Social media is a vital method for communicating with the public about what's going on in Calhoun County, especially related to emergency preparedness and response. Not only can CCCDA provide messages in real time with the public, but individuals can easily share them with their networks so that critical information gets out quickly. CCCDA automatically shares Rave Alerts to its Facebook Page and otherwise uses social media for emergency, awareness, and outreach messages.

105,583
Facebook Visits
Up 56.3% from 2022

EMERGENCY

Road Closure Rave Alert

All Rave Alerts for Calhoun County are automatically posted to the Dispatch Facebook Page. This ensures even folks who aren't signed up for text updates can see these important notices.




Impressions: 11,711
Engagements: 636

AWARENESS

Opportunity for Car Seat Assistance

Awareness is a priority for CCCDA and this post about child passenger safety reached more people than any other post in 2023, ensuring residents knew they could access this helpful opportunity.



Impressions: 19,006
Engagements: 282

OUTREACH

Welcoming New Facility Dog Hope

CCCD A hopes to build bridges with the community by including posts on Facebook about the facility. This post about Facility Dog Hope had the highest number of engagements in 2023.



Impressions: 15,624
Engagements: 2,233

Emergency Alerts & Safety Profiles



CCCD A and Calhoun County's Emergency Management use Rave Alerts for countywide emergency notifications. Rave is also used for traffic updates, County Road Department alerts, weather event awareness, and more. Smart 911 Safety Profiles are also connected to the Rave Alerts software, which allows individuals to share information with Dispatch and first responders about their household in case of emergency.

1,065
2023 New RAVE Opt-ins
24.8% Increase

4,031
Safety Profiles Created
13.6% Increase over 2022

Notifications & Follow Up



The **SpidrTech** platform sends mobile-friendly surveys to reporting parties and crime victims after they have had contact with Dispatch and participating law enforcement agencies. Text updates are sent during the incident to keep the individual informed, and then afterward the person can provide feedback to the agency about its response, allowing the law enforcement agency to consider whether it appropriately responded.

4.58
Overall Rating
Out of 5

1,390
Responses to Dispatch
Question

Tips Hotline



Silent Observer is a nationally-recognized model for community crime response, which allows citizens to provide police with vital information and remain anonymous. Calhoun County's Silent Observer program was established by the Battle Creek Area Chamber Foundation. Individuals can submit a tip by calling 269-964-3888, visiting silentobserver.org, or downloading the app.

670
Tips Received
in 2023

Video Technology



Prepared Live allows CCCDA dispatchers to request additional data from callers regarding an incident, via a texted link and phone-user approval. Callers can then send live video, photos, and GPS location to CCCDA, which is a way to get real-time data to responders to ensure efficient and effective response. CCCDA was one of the first centers in Michigan to deploy this resource.

89
Times Used

196
Pieces of Media Shared
with Dispatch

Mapping System



CCCD A is the first Dispatch agency in Michigan to deploy RapidSOS Premium. This system integrates map data, workflows, peer-agency support, and other mapping tools for telecommunicators when a person calls. The number of alerts references times that CCCDA was notified by an alarm monitoring service. Critical information is shared from that service to CCCDA through RapidSOS, which replaces the need for a phone call.

71,778
Calls used RapidSOS

48
Alerts



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