

EATON COUNTY BOARD OF COMMISSIONERS



Tim Barnes
Blake Mulder
Terrance Augustine
Brandon Haskell
Jeanne Pearl-Wright

Trevor "TJ" Youngquist
Mark Mudry
Joseph C. Brehler
Brian Droscha
Jacob Toomey

Scott Hansen
Brian Lautzenheiser
Jim Mott - Chair
Frank Holmes
Barbara A. Rogers - Vice Chair

EATON COUNTY BOARD OF COMMISSIONERS/PUBLIC SAFETY COMMITTEE

THURSDAY, FEBRUARY 1, 2024, 4:00 P.M.

BOARD OF COMMISSIONERS' ROOM, COUNTY COURTHOUSE, CHARLOTTE

AGENDA

1. Call to Order.
2. Pledge of Allegiance.
3. Agenda Additions and Changes.
4. Approval of January 11, 2024 Minutes.
5. Limited Public Comment.
6. Sheriff's Office Update.
 - ~~Reports~~
 - ~~Reimbursement~~
 - ~~Jail Census~~
 - ~~Security~~
7. Central Dispatch Update.
 - 911 Surcharge Projections
8. Emergency Management Update.
9. Miscellaneous.
10. Limited Public Comment.
11. Adjournment.

A quorum of the Board of Commissioners may be present at this meeting.



1045 Independence Blvd.
Charlotte, MI 48813



eatoncounty.org

PUBLIC SAFETY COMMITTEE

**THURSDAY, JANUARY 11, 2024
4:00 P.M.**

MINUTES

MEMBERS PRESENT: Commissioners Tim Barnes, Brian Droscha, Jacob Toomey, Scott Hansen, Mark Mudry, and Frank Holmes

ABSENT: Commissioner Brian Haskell

ALSO PRESENT: Jim Mott, Connie Sobie, Sheriff Tom Reich, Undersheriff Jeff Cook, Jessica Mills, Kelly Cunningham, Ryan Wilkinson, Melanie Achenbach, Mrs. Mudry, and Jerri Nesbitt

The January 11, 2024, regular meeting of the Public Safety Committee was called to order at 4:00 p.m. by Chairperson Barnes.

The Pledge of Allegiance was given by all.

AGENDA ADDITIONS AND CHANGES

Commissioner Droscha moved to approve the agenda. Commissioner Toomey seconded. Motion carried unanimously.

APPROVAL OF MEETING MINUTES

Commissioner Droscha moved to approve the minutes of the December 7, 2023, Public Safety Meeting with one amendment; to change the date of the severe storm which occurred to August 24th. Commissioner Holmes seconded. Motion carried unanimously.

LIMITED PUBLIC COMMENT None.

SHERIFF'S OFFICE UPDATE

Sheriff Reich reported the highlights for the month of December, 2023. Jessica Mills was introduced as the newly hired Crime Analyst.

SHERIFF JAIL MEDICAL REQUEST

Undersheriff Cook requested the purchase a refurbished Stryker Lucas Chest Compression System for use as a lifesaving tool in the jail. He noted the cost of a refurbished unit would be \$10,000; approximately 50 percent less than a new unit. Commissioner Droscha moved to forward the request to the Ways and Means Committee for approval. Commissioner Toomey seconded. Motion carried.

REPORTS

Controller Sobie presented the quarterly reporting of Reimbursement, Jail Census, and Court Security reports. Reimbursement and Jail Census reports are on track. A meeting to discuss overall court security has been scheduled and a report will be made at the next Public Safety meeting.

CENTRAL DISPATCH UPDATE

Central Dispatch Director Cunningham was present to give a monthly report. It was noted the annual Law Enforcement Information Network (LEIN) audit conducted by the Michigan State Police went well. RAVE Panic Button training has been conducted in several area schools and work has begun on a “Best Practice” instruction document for schools standardizing language such as “shelter in place” and “lockdown” and their meaning. A report will be given next month on the phone surcharge projection.

EMERGENCY SERVICES UPDATE

Emergency Services Manager Wilkinson reported on the severe weather on the horizon with hazardous travel and power outages possible. He noted there is no update on the status of the Presidential Declaration request filed by the governor on October 18th from the severe storms that swept through Eaton County in August 2023.

MULTI-YEAR STRATEGIC PLAN

Several meetings were held last month with different Boards and groups promoting the Multi-Year Strategic Plan. Manager Wilkinson stated the goal is to become the first County in the state of Michigan to be designated as having Emergency Management Accreditation Program (EMAP). Commissioner Droscha moved to recommend approval of the Resolution Approving the Eaton County Emergency Management Multi-Year Strategic Plan to the Board of Commissioners. Commissioner Mudry seconded. Motion carried unanimously.

INTERLOCAL INCIDENT MANAGEMENT TEAM (IMT) AGREEMENT

Manager Wilkinson explained the Oakland County Incident Management Team (IMT) Interlocal Agreement is a support mechanism used to provide support to an Incident Commander by performing required ICS functions in the event we need their support for a prolonged incident. There is no cost involved and no designated time frame. Discussion held. Commissioner Mudry moved to recommend approval the Resolution Approving the Oakland County Incident Management Team Interlocal Agreement. Commissioner Droscha seconded. Motion carried unanimously.

MISCELLANEOUS

Controller Sobie reported she and Ryan Wilkinson met with Chairman Mott regarding facilities during the pending storm. Sheriff Reich stated there would be additional patrols out to assist the public.

LIMITED PUBLIC COMMENT None.

ADJOURNMENT

Commissioner Barnes adjourned the meeting at 4:28 p.m.

The next regularly scheduled meeting of the Public Safety Committee will be held February 1, 2024, at 4:00 p.m.

Commissioner Timothy Barnes
Chairperson, Public Safety Committee



Eaton County Central Dispatch

911 Courthouse Dr. | Charlotte MI 48813
Phone: 517-543-4913 | Fax: 517-543-3036

Kelley Cunningham, *Director*
Francis D'Huyvetter, *Deputy Director*

Monthly Report: January 2024

Training & Exercise:

- Supervisor Hunt, Supervisor Thacker, Telecommunicator Bialkowski, Telecommunicator Cavender, Telecommunicator Bennett, and Telecommunicator Riley attended *Responding to and Investigating Bomb Threats and Swatting Hoaxes* virtually.
- Supervisor Thacker, Supervisor Yarger, Telecommunicator Kelley, and Telecommunicator Cavender attended *Advanced Law Enforcement Rapid Response Training (ALERRT)* at the St. Lawrence Campus.
- Deputy Director D'Huyvetter and Executive Assistant Hart attended *NICE Inform and Quality Assurance Training* virtually.
- Supervisor Howland, Telecommunicator March, and Executive Assistant Hart attended *Suicide Awareness Training* virtually.
- Telecommunicator Brown attended the *National Child Passenger Safety Certification Training* in Tipp City, Ohio.
- Supervisor Yarger attended *Advanced Supervision Training* at Livingston County Central Dispatch.
- Director Cunningham, Supervisor Howland, and Executive Assistant Hart attended *Zero to 60: Career Survival and Emotional Wellness Training* with their spouses in Grand Ledge.
- Director Cunningham and Deputy Director D'Huyvetter attended *911 Logix Training* with Peninsula Fiber Network.

Technology & Radios:

- Current Projects In-Progress:
 - Computer-Aided Dispatch Replacement
 - Eaton County Alertus
 - ASAP to PSAP
 - Dispatch Floor Remodel
- Pending Radio Templates from MPSCS:
 - Calhoun County (New Implementation)

Operations:

- Eaton County Central Dispatch turned 35 years old on Tuesday, January 2nd.
- A Public Safety Telecommunicator in the training program resigned.
- There is currently an open hiring process for one (1) Public Safety Telecommunicator vacancy.
- Director Cunningham, Deputy Director D'Huyvetter, Supervisor Thacker, and Executive Assistant Hart attended the National Weather Services webinar to plan and prepare for the winter weather storm.
- The Michigan State Police conducted the Law Enforcement Information Network (LEIN) Audit on December 20th. As of January 22nd, the audit is officially closed, and ECCD was found to be complaint.

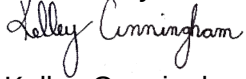
Operational Staffing Report:

- Public Safety Telecommunicators
 - o Fully Trained: 13
 - o In Training: 2
 - o Vacant: 1
- Supervisors
 - o Fully Trained: 6
 - o Vacant: 0

Outreach & Public Relations Events:

- Director Cunningham published the article *Dispatching in the Drone Zone* in the Public Safety Communications Magazine.
- Director Cunningham and Deputy Director D'Huyvetter attended the Push-In Ceremony for their new 100 Foot Aerial Platform Apparatus.
- Deputy Director D'Huyvetter attended the Charlotte Police Department LEIN Audit.
- Director Cunningham and Deputy Director D'Huyvetter met with Spartan Fire Chassis to discuss RAVE integration.
- Director Cunningham, Deputy Director D'Huyvetter, and Supervisor Howland met with Eaton County Emergency Management and the new University of Olivet Campus Safety Director, Thomas Hickey.
- Director Cunningham, Deputy Director D'Huyvetter, and Supervisor Howland met with Gratiot County Central Dispatch to help them start the process of creating their own Public Relations and Public Education Team.
- Ricardo Martinez II, who has a podcast called *Within the Trenches*, is the author of *Your Worst Day is Our Everyday: Imagine Listening*, and is the founder of the #IAM911 project, visited our center to record a podcast.
- Deputy Director D'Huyvetter trained Charlotte Upper Elementary School staff on utilizing the RAVE Panic Button.

Yours Truly,



Kelley Cunningham
Director

Eaton County Central Dispatch Surcharge Projections

SURCHARGE OF 1.65									
	Carryover	FY 23/24	FY 24/25	FY 25/26	FY 26/27	FY 27/28	FY 28/29	FY 29/30	FY30/31
Projections		\$ 1,920,000	\$ 1,920,000	\$ 1,920,000	\$ 1,920,000	\$ 1,920,000	\$ 1,920,000	\$ 1,920,000	\$ 1,920,000
Capital		\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000
Contractual		\$ 70,000	\$ 70,000	\$ 70,000	\$ 70,000	\$ 70,000	\$ 70,000	\$ 70,000	\$ 70,000
Maintenance		\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000
Debt		\$ 1,612,327	\$ 1,612,327	\$ 1,612,327	\$ 1,612,327	\$ 1,612,327	\$ -	\$ -	\$ -
Rent		\$ 7,800	\$ 7,800	\$ 7,800	\$ 7,800	\$ 7,800	\$ 7,800	\$ 7,800	\$ 7,800
Monitoring		\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000
Reserve	\$ 1,612,327	\$ 1,612,327	\$ 1,612,327	\$ 1,612,327	\$ 1,612,327	\$ -	\$ -	\$ -	\$ -
Balance	\$ 820,560	\$ 875,433	\$ 930,306	\$ 985,179	\$ 1,040,052	\$ 1,094,925	\$ 2,762,125	\$ 4,429,325	\$ 6,096,525

SURCHARGE OF 1.55									
	Carryover	FY 23/24	FY 24/25	FY 25/26	FY 26/27	FY 27/28	FY 28/29	FY 29/30	FY30/31
Projections		\$ 1,920,000	\$ 1,760,000	\$ 1,760,000	\$ 1,760,000	\$ 1,760,000	\$ 1,760,000	\$ 1,760,000	\$ 1,760,000
Capital		\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000
Contractual		\$ 70,000	\$ 70,000	\$ 70,000	\$ 70,000	\$ 70,000	\$ 70,000	\$ 70,000	\$ 70,000
Maintenance		\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000
Debt		\$ 1,612,327	\$ 1,612,327	\$ 1,612,327	\$ 1,612,327	\$ 1,612,327		\$ -	\$ -
Rent		\$ 7,800	\$ 7,800	\$ 7,800	\$ 7,800	\$ 7,800	\$ 7,800	\$ 7,800	\$ 7,800
Monitoring		\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000
Reserve	\$ 1,612,327	\$ 1,612,327	\$ 1,612,327	\$ 1,612,327	\$ 1,612,327	\$ -	\$ -	\$ -	\$ -
Balance	\$ 820,560	\$ 875,433	\$ 770,306	\$ 665,179	\$ 560,052	\$ 454,925	\$ 1,962,125	\$ 3,469,325	\$ 4,976,525

SURCHARGE OF 1.45									
	Carryover	FY 23/24	FY 24/25	FY 25/26	FY 26/27	FY 27/28	FY 28/29	FY 29/30	FY30/31
Projections		\$ 1,920,000	\$ 1,660,000	\$ 1,660,000	\$ 1,660,000	\$ 1,640,000	\$ 1,660,000	\$ 1,660,000	\$ 1,660,000
Capital		\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000	\$ 100,000
Contractual		\$ 70,000	\$ 70,000	\$ 70,000	\$ 70,000	\$ 70,000	\$ 70,000	\$ 70,000	\$ 70,000
Maintenance		\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000	\$ 40,000
Debt		\$ 1,612,327	\$ 1,612,327	\$ 1,612,327	\$ 1,612,327	\$ 1,612,327		\$ -	\$ -
Rent		\$ 7,800	\$ 7,800	\$ 7,800	\$ 7,800	\$ 7,800	\$ 7,800	\$ 7,800	\$ 7,800
Monitoring		\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000	\$ 35,000
Reserve	\$ 1,612,327	\$ 1,612,327	\$ 1,612,327	\$ 1,612,327	\$ 1,612,327	\$ -	\$ -	\$ -	\$ -
Balance	\$ 820,560	\$ 875,433	\$ 670,306	\$ 465,179	\$ 260,052	\$ 34,925	\$ 1,442,125	\$ 2,849,325	\$ 4,256,525

Note

The infrastructure & user radio debt will be paid in full in FY 27/28



Potential Future Radio System Enhancements

- **Pole Barn (New Construction)**
 - Radio and MCT: Installation, Maintenance, and Repair
 - Radio and MCT Equipment Storage
 - Additional Office Space
- **Replacement of 1,000 User Radios**
 - All First Responder Radios should be replaced after ten (10) years.
- **Data Channel (GPS Location)**
 - Ingham County added a Data Channel to all Eaton County Towers. We are in the process of requesting a *Good of Service Report* from MPSCS. If Eaton County can utilize the already existing data channel, there will be a variety of connectivity fees.
- **Coverage Issues**
 - Schools: Eaton County installed BDA systems to help with poor coverage within the school districts.
 - Grand Ledge: the terrain causes some coverage issues that are currently being evaluated.



EATON
COUNTY

9-1-1



2023

ANNUAL REPORT

WHEN EMERGENCIES HAPPEN, BE THE FIRST TO KNOW.



RAVE Alert is Eaton County's Official Emergency Alert & Notification System



Text Message, Phone Call, Email & Social Media

To Register for RAVE Alert via Text Message,
Text **EATON** to **67283**,

visit Smart911.com, or download the Smart911 app today!

Message & data rates may apply.

Go to getrave.com for privacy & terms information.

Text STOP to 67283 to cancel or HELP to 67283 for tech support.





Mission Statement:

Eaton County Central Dispatch (ECCD) is dedicated to providing the vital communications link between our community and public safety responders in a prompt and professional manner.

Values:

We are committed to:

- Providing services in the most efficient and accurate manner possible.
- Maintaining a professional and respectful workplace that provides an atmosphere of trust and teamwork.
- Being proactive and progressive in the field of emergency communications in order to provide the citizens and responders of Eaton County with the best service available.

We will work hard to fulfill our mission in a manner that inspires faith and confidence from the public and all of the agencies we serve.

Executive Summary

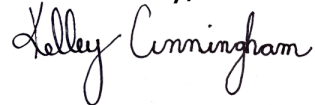
It is with great pleasure that I present the Eaton County Central Dispatch (ECCD) 2023 Annual Report for your information and review.

My goals for 2023 were to continue to focus on technology, staff, relationships with the agencies we serve, and providing high-quality service while also focusing on the details and execution of Eaton County 9-1-1's Continuity of Operations Plan, which helps ensure Eaton County 9-1-1 can continue to perform our mission essential functions during a wide range of emergencies or disasters. With my staff's hard work and dedication, these goals were obtained and exceeded.

As we enter into 2024, my aim remains centered on technology advancements, enhancing staff capabilities, strengthening relationships with the agencies we support, and effectively implementing Eaton County 9-1-1's Continuity of Operations Plan. However, my priority for this year is to emphasize comprehensive cross-training and succession planning across every aspect of our operations.

I am grateful for the professional and dedicated ECCD staff who carry out our critical public safety mission 24 hours a day, 365 days a year. We want to take this opportunity to thank our Board of Commissioners, the Eaton County Departments that provide us with top-notch support, the agencies we serve, and the citizens of Eaton County for their continued support.

Yours Truly,



Kelley Cunningham
Director

Kelley Cunningham, Director



Mrs. Kelley Cunningham, E.N.P., was named Director of Eaton County Central Dispatch in 2021. She has been with Eaton County for over 17 years and has previously held positions of Public Safety Telecommunicator, Communications Training Officer, Supervisor, and Deputy Director. Additionally, Mrs. Cunningham has an M.P.A. with a concentration in Emergency Management from Jacksonville State University and a B.S. in Education from Ferris State University. This year, Director Cunningham was named 2023 Communications Center Director of the Year by the International Association of Public-Safety Communications Officials (APCO) and obtained her Communications Unit Leader Designation.

Mrs. Cunningham is married to Christopher, and together, they have four children: Andrew, Addison, Luella, and Landon.

Executive Summary

Francis D'Huyvetter, Deputy Director



Mr. Francis D'Huyvetter, COM-T, was named Deputy Director of Eaton County Central Dispatch in 2022. He has been with Eaton County for over 17 years and has previously held positions of Public Safety Telecommunicator, Communications Training Officer, and Address and Technology Supervisor. Additionally, Mr. D'Huyvetter is the Deputy Fire Chief at Hamlin Township Fire Department and has over 20 years of Fire and EMS experience.

Mr. D'Huyvetter is married to Stephanie, and they have one child, Quinnlyn.

Supervisory Team



Hannah Hunt,
LEIN TAC



Richard Thacker,
Tactical Dispatch Team
Co-Manager & Quality
Assurance Supervisor



Elizabeth Howland,
Training & Public
Education Coordinator



Jessica Nunham,
K9 Handler, Public
Relations Team Leader



Cassandra Yarger,
Tactical Dispatch Team
Co-Manager & EMD -Q
Supervisor



Brian Jones,
Radio Specialist & Fleet
Supervisor

Communications Training Officers



Elizabeth Howland



Kelley Cunningham



Francis D'Huyvetter



Hannah Hunt



Richard Thacker



Jessica Nunham



Cassandra Yarger



Brian Jones



Michael Bialkowski



Kassidy Kelley



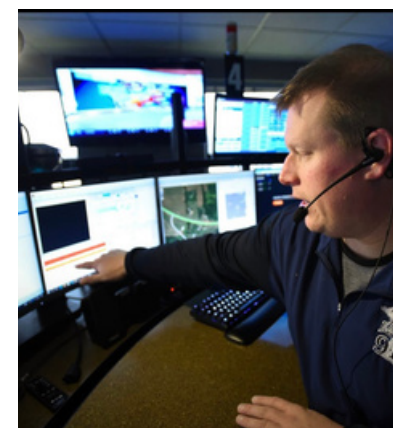
Breanna Shaw



Kayelee Cavender



Samantha Neirink



Tactical Dispatch Team



Richard Thacker



Cassandra Yarger



Kelley Cunningham



Francis D'Huyvetter



Elizabeth Howland



Jessica Nunham



Brian Jones



Michael Bialkowski



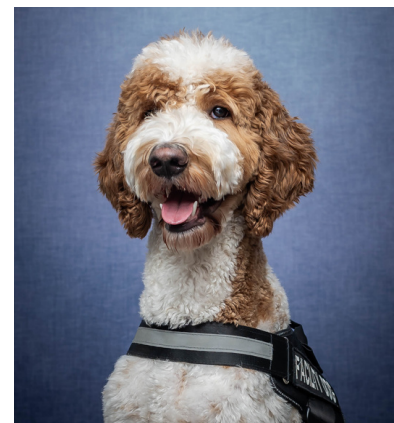
Breanna Shaw



Kayelee Cavender



Samantha Neirink



K9 Hutch



Public Relations & Education Team



Elizabeth Howland



Jessica Nunham



Kelley Cunningham



Francis D'Huyvetter



Richard Thacker



Cassandra Yarger



Kassidy Kelley



Kayelee Cavender



Alissa Thorne



Samantha Neirink



Megan March



Katherine Hennessy



Theresa Hart



Gabrielle Niska



K9 Hutch



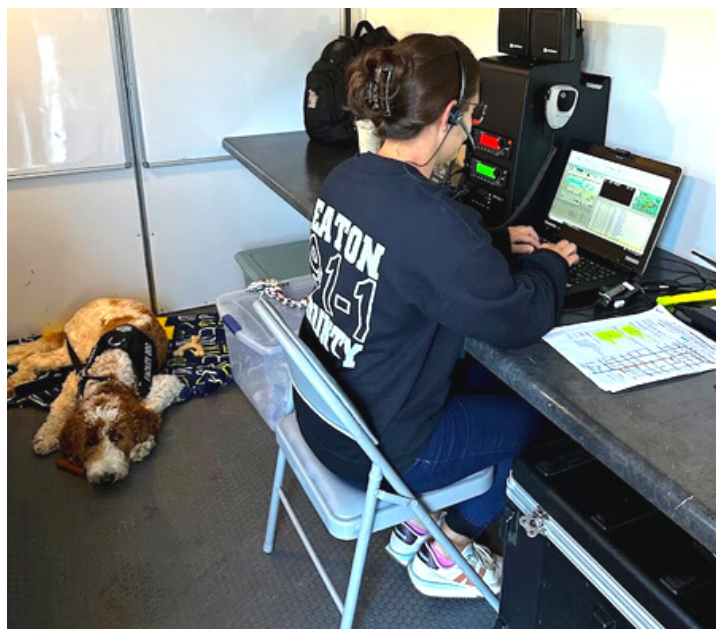
Community Outreach

The Eaton County Central Dispatch Public Relations Team participated in numerous events to educate community members about 9-1-1 and other related services.



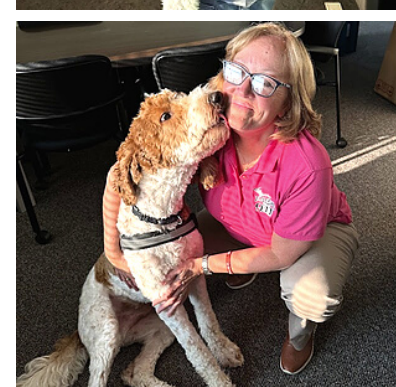
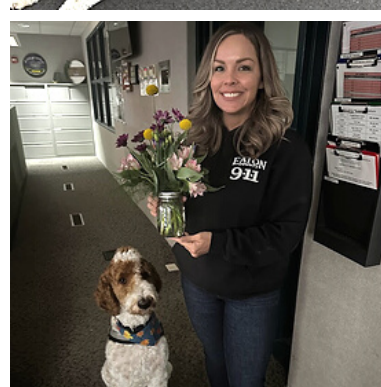
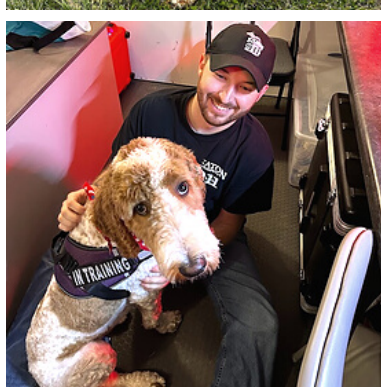
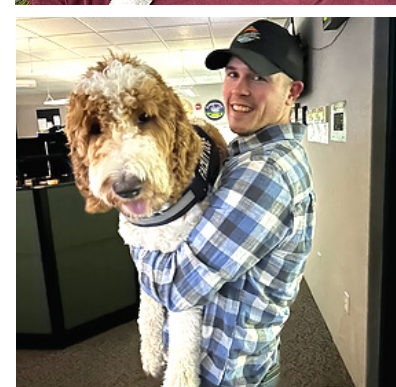
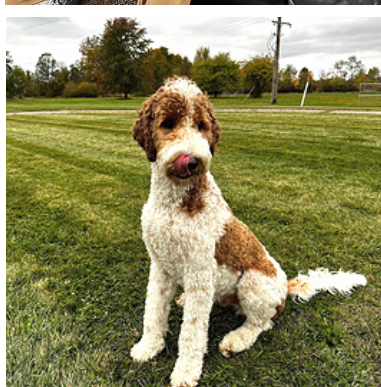
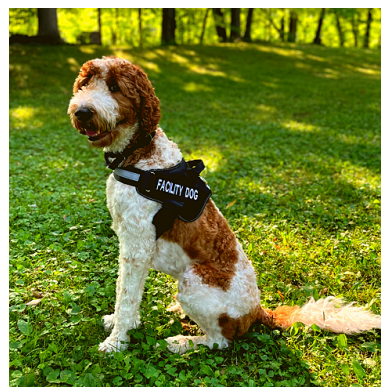
In The Field

The Eaton County Central Dispatch Tactical Dispatch Team was deployed for emergency communications support at several exercises, incidents, and events throughout the year.



Facility K9 Hutch

This year, we happily introduced a new member to our team- Hutch, our facility dog. Hutch, a Goldendoodle, resides with his K9 handler, Supervisor Jes Nunham, and occasionally stays with his backup handler, Director Cunningham. Hutch commenced his training at the age of eight (8) weeks and was provided by Canines for Change, a local organization dedicated to offering expertly trained services and facility dogs that significantly improve the lives of both children and adults.



Years of Service Award



**Telecommunicator
Kassidy Kelley**



Retirements



Jackie Ewing, Executive Assistant 34 Years



Teresa Tucker, Clerk Receptionist 20 Years

Eaton County 9-1-1 Awards

Team of Year Award The Chase of Many Counties



Telecommunicator
Kelley



Telecommunicator
Thorne



Telecommunicator
Riley



Telecommunicator
March



Supervisor
Carranco



Nominated by Supervisor Libby Howland

The original call came from Calhoun County as a vehicle chase with the driver firing shots at police officers and citizens. The chase went from Jackson to Calhoun, then to Eaton, then to Ingham, and eventually back to Eaton County. The team was monitoring multiple Talkgroups and the suspect's Facebook page, updating officers with the most recent location and threats he made over Facebook Live. This incident lasted almost 2-hours before the suspect was in custody with no harm to the officers or citizens.

Customer Service Award

Supervisor Jes Nunham



Eaton County 9-1-1 is dedicated to providing the vital communications link between our community and public safety responders in a prompt and professional manner. Additionally, we strive to provide top-notch customer service to our citizens and first responders. Jes not only goes above and beyond and offers excellent customer service to citizens and first responders, but she also helps her shift to understand the importance of customer service.

Eaton County 9-1-1 Awards

Above & Beyond Award Supervisor Richard Thacker



Managing a 9-1-1 center can't be done alone. It takes everyone doing their part to ensure that Eaton County 9-1-1's mission and vision are being fulfilled. Rich is always asking how he can help; furthermore, he is always willing to take on any task given to him. Not only does he complete the task, but takes the opportunity to use it as a teaching moment for his shift. He stresses the importance of immediately handling assigned tasks and responsibilities so they aren't forgotten.

Distinguished Character Award Telecommunicator Samantha Neirink



Telecommunicator Neirink has been with Eaton County 9-1-1 for two (2) years, and she has had multiple CPR saves, helped deliver a baby, and even stepped up to be acting supervisor numerous times. Sam is someone you want to be on the other end of the phone during an emergency. She always stays cool, calm, and collected. Sam is a phenomenal dispatcher but also a fantastic co-worker. She is kind, respectful, responsible, and so much more!

Stacy Lynn Sprouse Award

Stacy Lynn Sprouse

January 9th, 1981 - November 23rd, 2005



You Are Gone, Yet Not Forgotten, & Forever In Our Hearts

Thank you for your commitment, service, and sacrifice.

Dispatcher Stacy Sprouse was born January 9, 1981, in Marshall, Michigan, and passed away tragically on November 23, 2005, while on her way to work at Eaton County Central Dispatch during a blizzard. Despite losing her mother at a young age and facing many challenges throughout her life, Stacy remained a bright light for her family, friends, coworkers, and strangers alike. The Stacy Lynn Sprouse Award represents all the good she brought to the world. This award honors her and what she brought to Eaton County Central Dispatch. Stacy was described as full of life, kind and respectful. Her presence at work brightened the center, and she treated each person with dignity, respect, and kindness. Her smile and the sparkle in her eyes made each person feel like they had been her friend from the moment they met her. Stacy had a way of making each coworker, caller, and field unit feel like they were the most important person at that moment and that they mattered. Stacy lived her mission of helping people every day. This was made especially clear as she was returning from a vacation and heard an Amber Alert for a wanted man who had murdered one of his daughters, attempted to kill another female, and then absconded with two of his other daughters. The alert included the vehicle description and license plate of the suspect's car. Stacy made a mental note of the information, miraculously spotted the vehicle shortly after, and called 9-1-1. She followed the car at a safe distance while giving updates to the dispatcher until the police could get the car stopped. The man was taken into custody, and his daughters were found unharmed in the vehicle. The Battle Creek Red Cross Chapter awarded her the "Everyday Hero" Award for her efforts. Stacy's presence is missed every day by those who knew her, and this award is a way to honor her and what she represented as a person and dispatcher at Eaton County Central Dispatch. The Stacy Sprouse Award is presented to the dispatcher who shows the ability to provide excellent customer service, has displayed a high level of empathy, integrity, and humility, and goes above and beyond to help people in their personal and professional lives. Stacy Lynn Sprouse, you are gone, yet not forgotten, and forever in our hearts. Thank you for your commitment, service, and sacrifice.



Stacy Lynn Sprouse Award

Stacy Lynn Sprouse Award Supervisor Libby Howland



Nominated by Kassidy Kelley

Supervisor Howland was nominated by Telecommunicator Kelley - "Supervisor Howland goes above and beyond for callers. She shows a level of empathy and understanding to relate to callers. Hearing Supervisor Howland talk to callers shows that she has a level of compassion to make everyone who calls feels safe. Not only is she there for the callers of Eaton County, but she goes above and beyond for all of her coworkers. Her ability to relate and understand is unmatched. She is willing to take time out of her day to ensure 'her' people are okay- related to work or their personal lives. Supervisor Howland encourages everyone to do their best and only wants the best for everyone. In order to do this, her stuff can be put on the backend. She is encouraging, kind, happy, thoughtful, positive, and interactive no matter what is going on, and we all appreciate that more than we say. Stepping up to be a leader is something Supervisor Howland was meant to do, and we are lucky to have a strong team leader here at ECCD. Connecting with coworkers, past coworkers, friends, family, and other 911 dispatchers/call takers is something that Supervisor Howland excels at. Supervisor Howland makes it very clear to all new and existing employees that she's there no matter the time of day or night. As previously stated, Supervisor Howland is there for us, whether it's regarding work or personal lives. She mentors employees and will come up with unique solutions to help us better understand, give us a new point of view, or give advice that we seek. She started her career in Ingham County and brought and gained new skills here. Supervisor Howland is a new ENP and excels at learning every day. She is also part of the public relations team, peer support, and tactical dispatch. She is willing to assist and improve dispatch in a positive way. Supervisor Howland knows her people. If a difficult call arises, she knows what each person on her shift would want and need. She respects their space but takes time to know her shift to set those boundaries. She gives guidance but always with positivity and the sense to make you want to be more for yourself and the center. With recently becoming an ENP, she is able to help the center more and bring those skills to the table. Supervisor Howland respects all people and makes it a point to go that extra mile to make sure we, as well as all first responders, are respected."



Tree of Life Awards

TREE OF LIFE



Kayelee Cavender
01-10-2023



Megan March
02-28-2023



Kayelee Cavender
05-02-2023



Michael Bialkowski
07-06-2023



Kayelee Cavender
Cassandra Yarger
Michael Bialkowski
Richard Thacker
09-28-2023



Matthew Bennett
12-09-2023

Michigan APCO Awards



2023 Michigan APCO Supervisor of the Year
Elizabeth Howland



2023 Michigan APCO Trainer of the Year
Cassandra Yarger



APCO International Award



2023 APCO International
Communications Director of the Year
Kelley Cunningham





2023

Calls for Service
93,671

67,288



16,928



9,455



Total Calls Answered
131,024



Calls on Emergency Lines
50,932



Calls on Non-Emergency Lines
80,092

911 
CALL IF YOU CAN
TEXT IF YOU CAN'T

247 Text-to-911 Sessions

2022 VS. 2023



Calls for Service
2022: 89,897 vs.
2023: 93,671
4.1% Increase



TOTAL CALLS ANSWERED
2022: 135,276 VS.
2023: 131,024
3.2% Decrease



Law Enforcement
2022: 63,811 vs.
2023: 67,288
5.3% Increase



Emergency Lines
2022: 47,144 vs.
2023: 50,932
7.7% Increase



EMS
2022: 17,105 vs.
2023: 16,928
1.0% Decrease



Non-Emergency Lines
2022: 88,132 vs.
2023: 80,092
9.6% Decrease



Fire
2022: 8,981 vs.
2023: 9,455
5.1 % Increase



Text-to-911
2022: 171 vs.
2023: 247
36.4% Increase



Law Enforcement Calls for Service

Agency	Calls	Percentage
Bellevue Police	409	0.6%
Charlotte Police	8,235	12.2%
Eaton County Sheriff: Delta Patrol	18,362	27.3%
Eaton County Sheriff: County Patrol	11,911	17.7%
Eaton County Sheriff: Animal Control	2,001	3.0%
Eaton Rapids Police	3,555	5.3%
Grand Ledge Police	4,657	6.9%
Michigan State Police	11,826	17.6%
Olivet Police	335	0.5%
Pottersville Police	2,239	3.3%
Other Agencies	134	0.2%
Total	67,288	100%





Fire Calls for Service

Agency	Calls	Percentage
Bellevue Fire	351	3.7%
Benton Township Fire	312	3.3%
Charlotte Fire	936	9.9%
Delta Township Fire	3,437	36.4%
Eaton Rapids Fire	738	7.8%
Eaton Rapids Township Fire	738	7.8%
Grand Ledge Fire	1,004	10.6%
Hamlin Township Fire	227	2.4%
Olivet Fire	275	2.9%
Roxand Township Fire	165	1.7%
Sunfield Township Fire	285	3.0%
Vermontville Township Fire	148	1.6%
Windsor Township Fire	669	7.1%
Other Agencies	170	1.8%
Total	9,455	100%





EMS Calls for Service

Agency	Calls	Percentage
Benton Township EMS	876	5.2%
Delta Township EMS	5,782	34.2%
Eaton Area EMS	6,213	36.7%
Grand Ledge EMS	2,107	12.4%
Vermontville EMS	223	1.3%
Windsor EMS	1,277	7.5%
Other Agencies	450	2.7%
Total	16,928	100%





Smart911.com

WHY
SHOULD
YOU
SIGN UP?

It allows
9-1-1
to have
valuable
information
on...

you, your family
members, pets, even
your home
and vehicles!
PLUS
You control what
information is being
shared with 9-1-1

It's
free...

and it can
save seconds
or minutes
during an
emergency



It's
private
and secure

Download the App Today.



Smart911.com™



Scan the QR Code to
Learn More About Smart911



Frequently Asked Questions

What is Smart911 and how does it work?

Smart 911 is a service that allows residents to create a free safety profile for their household that includes any information they want 9-1-1 and first responders to have in the event of an emergency. 9-1-1 call takers will only have access to your profile when a registered phone number on your account dials 9-1-1.

What can a safety profile include?

Safety profiles can include medical conditions, allergies, pet information, phone numbers associated with your household, hospital preference, emergency contact information, property layout, and much more.

How can I sign up?

- Download the Smart911 app
- Visit Smart911.com
- Scan the QR Code



Sign Up Here

Administrative



ECCD manages and maintains all first responder user radios in Eaton County. This includes programming, repairing, troubleshooting, and end-user training.

Radio Support Tickets in 2023
105

ECCD is responsible for the issuance of addresses in the county. We are seeing an increase in residential and road development over the last several years.



Addresses Issued in 2023
125

ECCD enters warrants, conditional bonds, and other orders in the Law Enforcement Information Network (LEIN) for law enforcement agencies in Eaton County.



LEIN Entries in 2023
10,010



Training & Exercises

Eaton County Central Dispatch exceeds state requirements regarding training and exercises. Training and exercise are vital to keeping staff prepared and well-equipped to handle emergencies. This is one way that ECCD is a leader in providing exceptional service to the public and first responders. This year, we have attended training and exercises virtually and in person.



Hours of
Training in
2023
3,700



RAVE Alerts

Always Be Notified.



Eaton County 911 uses RAVE Alert to send official, real-time alerts to the public with information about potentially life-saving actions they may need to take to keep themselves and their families safe.

**Eaton County has a total of 17,444 RAVE Alert subscribers.
RAVE Alert Subscribers Increase by 7.1% in 2023**

Smart 911

Smart 911 is a service that allows residents to create a free safety profile for their household that includes any information they want 9-1-1 and first responders to have in the event of an emergency. 9-1-1 call takers will only have access to your profile when a registered phone number on your account dials 9-1-1.



Smart911®

Download the Smart911® App
It Could Save Your Life

**Eaton County has a total of 11,720 Smart911 Enrollments.
Smart911 Enrollments Increased by 5.9% in 2023**

Download the App Today.



Smart911.com™



Sign Up Here

RAVE Facility



Sign Up Here

RAVE Facility is a free service for Eaton County businesses and organizations to help improve employee and visitor safety while ensuring first responders have essential information when responding to an emergency.

Eaton County has a total of 84 RAVE Facility Enrollments.
RAVE Facility Enrollments Increased by 8.7% in 2023

RAVE Panic Button



RAVE Panic Button is deployed county-wide in Eaton County School Districts and throughout the Eaton County Government Complex. This enhanced technology instantly dials 9-1-1 while simultaneously immediately alerting on-site personnel of the emergency and opening up a communication channel between responders and others involved in the incident. This technology is used in emergencies and for annual safety drills.

In 2023, the RAVE Panic Button was utilized 121 times.

National Public Safety Telecommunicator Week (NPSTW)

2023
NPSTW
THE UNSEEN HEROES
APRIL 8TH - APRIL 18TH



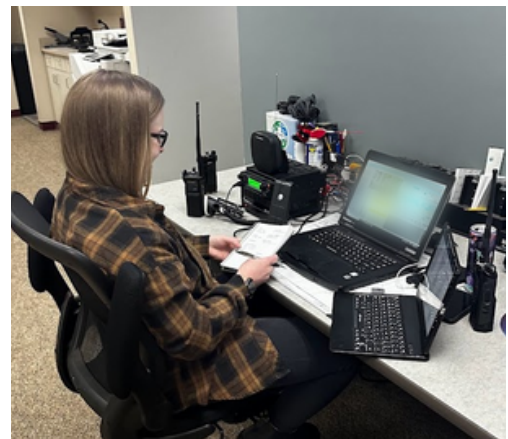
NPSTW is held annually during the second week of April to honor public safety telecommunicators for their commitment, service, and sacrifice. We celebrated this week with dress-up days, an award ceremony, shift bowling, treats, and much more!



2023 Photos



2023 Photos



2023 Photos





Eaton County Central Dispatch

911 Courthouse Dr.
Charlotte, MI 48813

EMERGENCY: 9-1-1

CALL IF YOU CAN, TEXT IF YOU CAN'T

Non-Emergency: 517-543-3510

Email: dispatch@eatoncounty.org

Emergency Alerts: Text EATON to 67283, register at Smart911.com, or download the Smart911 app today!



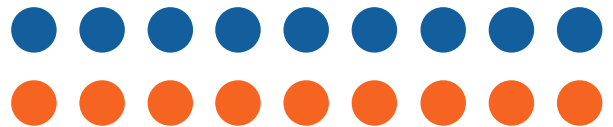
RAVE Facility™

Protect Your Employees,
Visitors, and Property

RAVE Facility is a free service for Eaton County businesses and organizations to help improve employee and visitor safety while ensuring first responders have essential information when responding to an emergency.

How does it work?

- Create a free and secure Facility Profile for your business or organization at www.ravefacility.com, adding key details about campuses, buildings, landlines, floor plans, contacts, and more.
- In an emergency, 9-1-1 can view and utilize information in the Facility Profile to coordinate a faster, more effective response.
- First responders will then have essential information to act quickly and improve situational awareness.



Watch the Video:

Overview of RAVE Facility
& How to Get Started by
scanning the QR Code



Public Safety Committee Report

February 1, 2024



Planning

- The Emergency Operations Center (EOC) was activated on Thursday, January 11, 2024 in preparation for an impending winter storm. The following activities took place:
 - Hosted internal and external EOC stakeholders for two National Weather Service webinars.
 - Attended a public-private partnership pre-storm alignment webinar (Consumers Energy)
 - Produced three (3) Situation Reports to internal and external stakeholders with the following information:
 - Summary
 - EOC Objectives
 - Key Information Updates
 - Emergency Support Function (ESF) Status
 - Community Lifelines Status (During/Post-storm)
 - Based on the Community Lifelines Status during/post-storm, no escalated EOC activation level was needed to provide additional mission support.

Organizing

- We hosted the National Weather Service Grand Rapids Forecast Office Intern on Friday, November 12th. The purpose of the visit was to discuss emergency management efforts from a local point-of-view.

Training

- Eaton County Emergency Management hosted L0146: Homeland Security Exercise and Evaluation Program (HSEEP) on January 22nd and 23rd. Thank you to the Sheriff's Office for letting us utilize your training room!
- Ella Gardner attended E0101: Foundations of Emergency Management at the Emergency Management Institute from January 22 – January 26.
- Ella Gardner is wrapping up ICS 300: Intermediate ICS for Expanding Incidents today, February 1, 2024. ICS 300 is a Professional Emergency Manager (PEM) designation required course.

Exercise

- Ryan Wilkinson and Francis D'Huyvetter completed a cross jurisdictional Wireless Emergency Alert (WEA) TEST as a part of Michigan State University's campus wide alert system test on January 23, 2024 at 10:00 am.

Sincerely,



Ryan Wilkinson

Emergency Manager

Eaton County Emergency Management