

***OTTAWA COUNTY CENTRAL DISPATCH AUTHORITY***



***911***



***2006 Annual Report***

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**SLOGAN:**

*“PROVIDING EXCELLENCE IN 9-1-1 COMMUNICATIONS”*



**MISSION STATEMENT:**

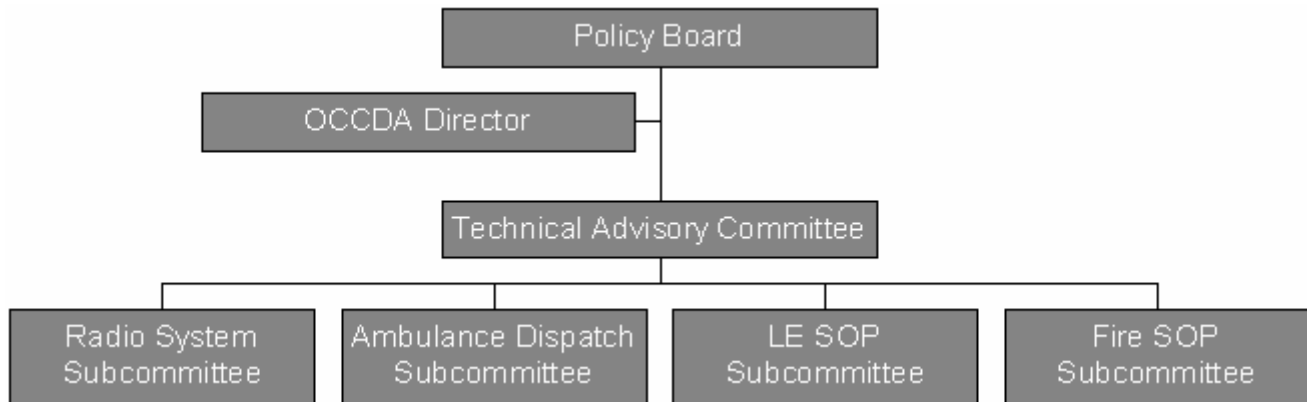
*To serve as the communications link between the citizens, visitors, and public safety agencies of Ottawa County, by providing an effective method of accessing emergency services through professional and courteous public safety communication and dispatch services.*

The Ottawa County Central Dispatch Authority is committed to providing one point of contact for all emergency situations in Ottawa County. Central Dispatch is staffed 24 hours a day with Call Takers, Communication Specialists, and Supervisors to ensure that calls are handled with urgency, and ensure the proper agency responds as quickly as possible. The staff is comprised of employees committed to serving the public during times of crisis, with courtesy and professionalism. Employees are trained and certified to provide pre-arrival first aid instructions over the phone as needed, until help arrives on the scene.

The Ottawa County Central Dispatch Authority provides emergency communication for all Police, Fire, and EMS agencies in Ottawa County. Funding is provided through a county wide millage. The current millage is 0.44070% and expires at the end of 2008. The millage ensures stable funding for operations of the Ottawa County Central Dispatch Authority.

Timothy F. Smith, Executive Director





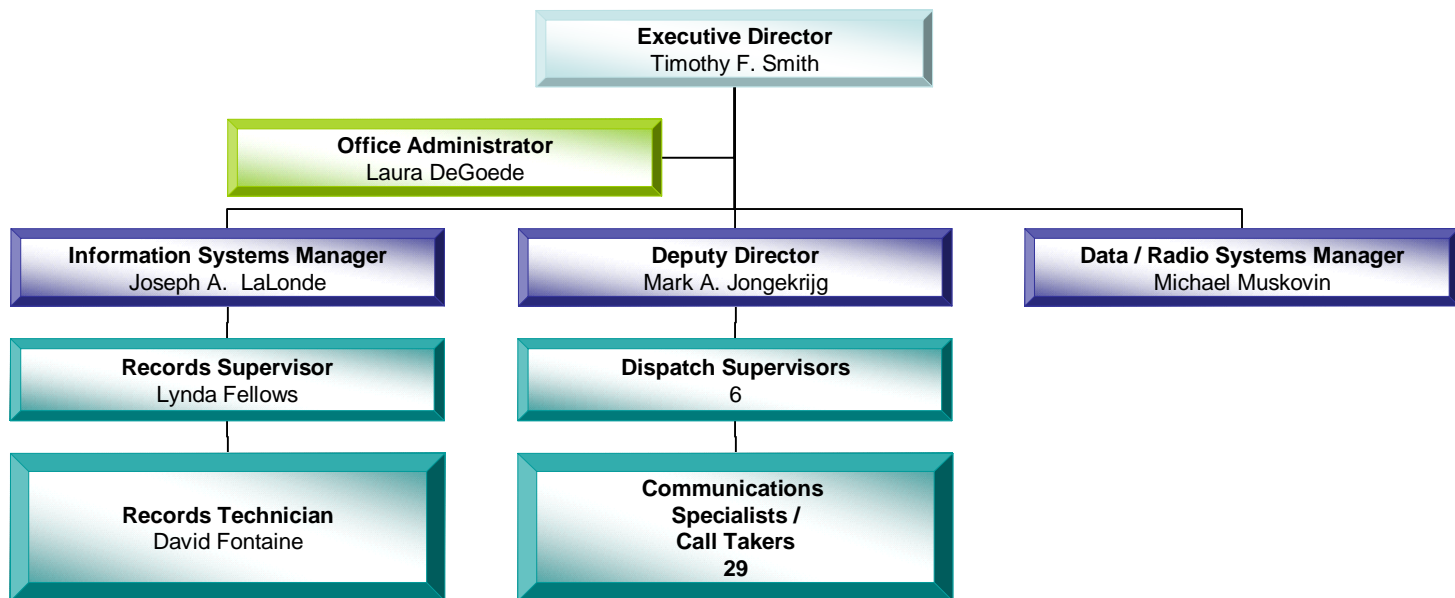
**Policy Board Members:**

- Gordon Schrottenboer (Chairperson), Ottawa County Commissioner
- Soren Wolff (Vice-Chairperson), Holland City Manager
- Patrick McGinnis, Grand Haven City Manager
- Lt. David Roessler, Post Commander Michigan State Police
- Pauline Luben, Hudsonville City Manager
- Allan Vanderberg, Ottawa County Administrator
- Bradley Slagh, Zeeland Township Supervisor
- Stuart Visser, Park Township Supervisor

**Technical Advisory Committee Members**

- William Smith (Chairperson), Ottawa County Emergency Management Director
- Chief Gordon Van Haitsma (Vice-Chair), Zeeland Township Fire Department
- Warren Billett, North Ottawa Community Hospital
- Chief Fred Langeland, Allendale Township Fire Department
- Chief Dan Henderson, Holland City Fire Department
- Chief Dennis Edwards, Grand Haven Public Safety
- Lt. Dave Rossler, Michigan State Police
- Chief Bill Olney, Zeeland Police Department
- Chief John Kruithoff, Holland Police Department
- Sheriff Gary Rosema, Ottawa County Sheriff Department
- Chief Gary Dreyer, Crockery Township Fire Department





**42 Approved positions:**  
**6 Supervisors**  
**19 Full Time Dispatchers**  
**3 Part Time Dispatchers**  
**1 Casual Dispatcher**  
**6 Call Takers**

**1 Executive Director**  
**1 Deputy Director**  
**1 Secretary**  
**1 Data Manager**  
**1 Data/Radio Systems Manager**  
**1 Records Supervisor**  
**1 MSAG Records Technician**

**7 Full Dispatch Console/Radio Positions**  
**2 Call Taker Phone Positions**

**Ottawa County Population:**

<b>1990</b>	<b>187,768</b>
<b>2000</b>	<b>238,314</b>
<b>2005</b>	<b>268,634 projected</b>
<b>2010</b>	<b>303,674 projected</b>
<b>2015</b>	<b>344,764 projected</b>

(U.S. Census Bureau/Ottawa Co. Clerk)



## Community Events



During 2006 the OCCDA staff focused on educating the public about Ottawa County Central Dispatch. Administrative staff, Supervisors, Dispatchers, and Call Takers participated in the events. The events focused on enhancing the use of the non-emergency number, 1-800-249-0911 for non life threatening situations, our web-site <http://www.ocdda.org>, and educating the public about our organizational structure, funding sources, and services. Staff was involved in 35 community events including Fire Prevention events, Rotary presentations, community open houses, pancake suppers, and 4 – H fairs.

Educational events at schools were focused on the early elementary grades, to educate young children on when and how to use 911 in the event of an emergency. Presentations included Power Point shows, educational handouts, and hands on training with our simulator phones. Staff made 41 elementary school presentations during the year.

The informational booths are well received by the citizens, and this gives us opportunities to work closely with the agencies and municipalities we support throughout the County. Staff will continue to present to as many groups as possible in 2007, and will continue to educate the public about the importance of stable funding to support Ottawa County Central Dispatch going into the future. Comprehensive presentations for the upcoming millage renewal in 2008 will be developed and presented throughout the year



## School Education Events

School Education was provided by the Training Supervisor at the following schools:

St. John's Lutheran School  
Grand Haven Christian School  
Griffin Elementary School  
Mary A. White School  
Coopersville East Elementary School

Grade levels ranged from Pre-Kindergarten through 5<sup>th</sup> grade, including 2 Special Education classes.

Presentations varied by grade level. Presentations included an interactive PowerPoint presentation and/or educational video, discussion, and practice of emergency scenarios using the 911 simulator phone. Promotional items such as pencils, rulers, bookmarks, and coloring books were distributed to students (items varied by grade level). A parent letter outlining the presentation was provided to each student to bring home (911 pamphlets & phone stickers were included).

Presentation topics included:

- How & when to dial 911
- What happens when 911 is called
- What emergency services are accessed through 911
- Information needed (name, address, phone #)
- Accidental & prank calls (including hang-ups)
- Use of cell phones & how they differ from landline phones



***Total number of presentations:***                    **41**

***Total number of hours spent:***                    **52 (approx.)**

***Total number of students:***                    **902**

## Organizational/Staffing

Deputy Director Rebecca Shatney retired in October, after over 16 years of service to Ottawa County Central Dispatch. A panel was formed to conduct interviews for the Deputy Director opening. The interview team included the OCCDA Executive Director and representatives from Law Enforcement, Fire, and Medical Control. Six internal and three external candidates were interviewed by the team. The team recommended three internal candidates for addition consideration. OCCDA employee Mark Jongekrijg was selected to fill the position, and began his transition to the Deputy Director position in October.



### **Temporary Call Taking Position:**

A temporary additional Call-taking station has been set up in the dispatch area. It utilizes 2 lap-top computers, and gives us the ability to put an additional employee on the phones during high call volume events. It does not have dispatching capabilities, but allows the additional person to be in the dispatch room, rather than in the overflow call areas.

Three new Call Takers were hired during 2006 to address the increasing call volumes. We are now at staffing levels of 6 Call Takers, 23 Dispatchers, and 6 Supervisors. Staffing levels are being reviewed using historical data as a benchmark. With the new Call-takers of staff, we have more options for scheduling to meet peak call volumes. New scheduling scenarios are being developed based on trends, and planned call volumes.

During the third quarter of 2006 we administered an APCO (Association of Public-Safety Communications Officials) employee survey at Dispatch. The survey results are being used to ensure that future plans include employee input as we move the organization forward. The survey was divided into two groups, to ensure that the needs and voices of all employees were heard. The first group to take the survey was the administrative and supervisory staff. Participation was 100%. The results were encouraging and have been shared with all employees. The second group included the Dispatchers and Call Takers. The survey results for the Dispatchers and Call Takers were also encouraging, and have been reviewed with all employees. Staff will be working with employees to address operational concerns identified in the survey. Survey participation by Dispatchers and call Takers was 93%.

Based on recommendations from the survey we are implementing the FISH philosophy at Dispatch. This is based on the Pike Place Fish Market in Seattle. The four principles of the philosophy are:

- Be There (give your customers and co-workers your full attention)
- Make their Day (go the extra mile)
- Choose Your Attitude (you are the one that controls your emotions)
- Play (make the most out of whatever job you have and enjoy what you do).

The focus is to improve customer service while meeting the needs of our employees. The employees have reacted favorably to the program and morale is improving overall.



## 2006 Tele-communicator of the Year Award

### Sheila Hyde

Each year, an employee that excels in all areas of communications, dispatching, and EMD skills is selected by supervisors and management for their outstanding performance. In 2006, Dispatcher Sheila Hyde received this award.



### Michigan APCO Certificate of Excellence Hope Brege

Every year the Michigan Chapter of APCO selects several telecommunicators for excellent performance in call-taking or dispatching skills. In 2006, Hope Brege received a Certificate of Excellence for outstanding performance in handling a suicidal caller.

### Ottawa County Central Dispatch Length of Service Awards were presented to:

Sue Clark – 15 years  
Lynda Fellows – 15 years  
Jack Nederveld – 15 years  
Bonnie Postma – 15 years

Hope Brege – 5 years  
Amy Swords – 5 years

## **Staff Continuing Education:**

During 2006, ongoing education continues to be a priority for Ottawa County Central Dispatch and several hours of training were provided to all dispatchers, call takers, and supervisors. This on-going training included CPR, TDD, and EMD (Emergency Medical Dispatch). All OCCDA management and supervisory personnel completed training in the IS-700, and IS-800 National Incident Management systems. As needed, OCCDA policies and procedures continue to be updated to reflect the NIMS requirements.

Through the efforts of the OCCDA dispatchers, call-takers and training supervisor, OCCDA continues to excel in emergency medical dispatching by providing pre-arrival instructions to callers. The EMD training for 2006 included completion of the EMD Advancement Series lessons and 2 updates of EMD versions 11.2 and our current version 11.3. The EMD updates included scenario practice & computer based lesson with testing. In addition, several new protocols implemented in 2006 by the Ottawa County Medical Control Board specific to our county were reviewed in these updates. All OCCDA dispatchers, call-takers and supervisors are certified in Emergency Medical Dispatch.

During Spring of 2006 shift supervisors facilitated severe weather training by conducting on-going scenarios with each shift.

In November James Marshall from 911 Training & Consultants presented “Survive & Thrive in the Emotional Terrain of the 911 Center”. All dispatchers & call takers attended this full day training that focused on stress management, emotions, and thought processes. It addressed individual issues and group dynamics.

Throughout the year, various dispatchers, call-takers, and supervisors individually attended other 911 related seminars, training programs, and continuing education classes that were of interest to them.

## **Quality Assurance Program:**

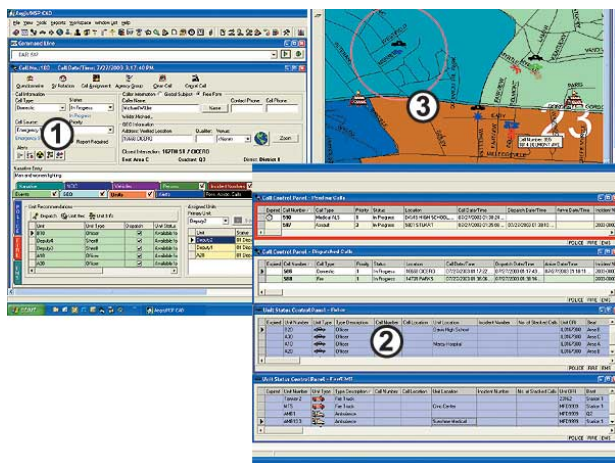
In addition to continuing education, Quality Assurance continues to be a priority at OCCDA. The quality assurance program covers all portions of the Standard Operating Procedures Manuals, Policy Manuals, and Emergency Medical Dispatching program. The reviews consist of 5 per month per dispatcher— 1 on each dispatch station, and 2 on call-taking.

Total Quality Assurance reviews for 2006 year was 1537.

OCCDA views the Quality Assurance program as a work in progress, needing revision and reviews as Standard Operating Procedures, Policies, or as the system changes. The program has been useful in identifying areas needing improvement, as well as assisting new trainees in developing confidence and areas of focus.

## **Technology/Infrastructure:**

Ottawa County Central Dispatch has been using the New World AS 400 CAD (Computer Aided Dispatching) application for dispatching for approximately 10 years. The system has worked well, but is becoming out dated. In December the Policy Board approved upgrading our CAD system to the MSP Windows based New World system. The upgrade brings enhanced functionality, real time narrative updates, uniform call entry screens, improvements for Fire and Law enforcement, and redundancy. Additionally the system is Windows based and includes all the familiar Windows features, allowing for reduced training time for new and existing employees. A team of OCCDA employees was formed consisting of two Dispatchers, two Supervisors, two Managers, and the Director. The team worked with New World Systems to review the project, including visits to other 911 centers currently using the MSP CAD system. The team identified the advantages of upgrading the system, and will be actively involved during the implementation process in 2007.



## **Facility Needs:**

Two space needs studies were conducted during 2006, to address the current and future facility needs of Central Dispatch. We have continued to experience call volume and incident increases every year since Ottawa County Central Dispatch was established. Call volumes and staff have more than doubled, while we have not increased our space for operations. The Policy Board agreed in December that we do not have sufficient space for current or future operations in the existing facility. Staff will develop plans to address the needs going into the future and present to the Policy Board for further consideration and action.

## **Radio System Interoperability:**

Ottawa County Central Dispatch has been participating in several organizations both at the Region 6 level and State of Michigan level. Radio system interoperability has been a “buzz” word in the public safety arena since September 11. Several of the projects that OCCDA have completed during 2006, include working with the EMS transporting agencies in Ottawa County to standardize their radio channel lineups (similar to police and fire), both at the local level as well as at the Region 6 level. This project has been approved and is expected to be implemented in early 2007. In addition OCCDA has connected a 800 mhz. Radio on the State of Michigan MPSCS. This radio has several of the talkgroups in the SW Michigan area, and enables Ottawa County Dispatch to connect to other dispatch centers, and EOC's within Region 6.

Additionally, with the implementation of Allegan County's new MA/COM 800 mhz radio system during the past year, Allegan and Ottawa County Central dispatch centers have placed a MA/COM 800 mhz radio in the Ottawa County Central Dispatch center radio console. Since the MA/COM 800 mhz system is a proprietary system, this radio being installed in Ottawa County Dispatch, allows the Ottawa County Dispatchers to “patch” one of the Ottawa County Police Frequencies to the Allegan County Frequencies on incidents that require a joint response from Allegan County and Ottawa County.



## Sprint / Nextel Mobile Data Frequency re-banding.

During 2006, OCCDA in conjunction with Mr. Doug VanEssen, successfully negotiated the Nextel rebanding agreement with Spring Nextel. This agreement moves our mobile data frequencies from the area of radio spectrum that Nextel currently interferes with Ottawa County Mobile Computers. Thankfully all the mobile data equipment OCCDA has, is compatible with the re-banding process, and will only require reprogramming. The proposed contract will be presenting to the OCCDA Policy Board for approval and signing at the March 2007 meeting, with implementation occurring shortly thereafter.

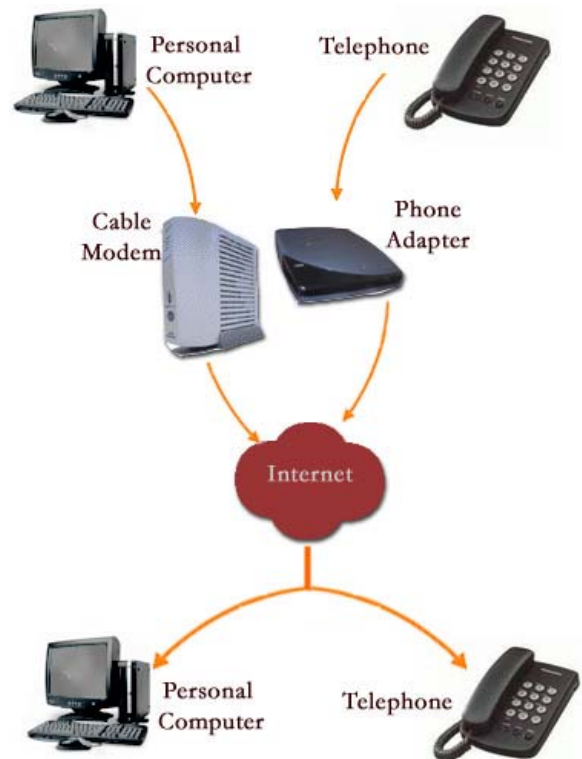
## Microwave Infrastructure Replacement

T-Mobile has procured OCCDA's frequencies in the 2.1 ghz microwave band. These point to point (tower to tower) microwave paths have approximately 80 channels per path and is the backbone needed for our voice radio system and data system to operate. Upon notification from T-mobile, OCCDA is beginning to work with T-mobile, and complete infrastructure surveys on replacement of this system. This is also a project that will significantly benefit OCCDA as well, since the existing microwave backbone is fairly obsolete and replacement parts are difficult to obtain. Therefore, OCCDA in conjunction with corporate counsel are in the beginning stages of negotiations with T-Mobile to obtain the best solution for all parties.

## Voice over internet protocol (VOIP) and cellular callers update:

In the fall of 2006, Ottawa County Central Dispatch went live with the major VOIP providers. Since many of these VOIP calls come in over the traditional telephone network, and 9-1-1 network using many different providers names VOIP has become a significant challenge for the dispatchers and call-takers. Often call quality is poor, or calls are transferred from a national VOIP answering center which can cause significant delays in relaying the call to Ottawa County Dispatch. In addition, since the calls appear in various non-standard ways to the dispatchers, OCCDA has no clear way of determining how many actual VOIP calls we receive. As the implementation moves forward, OCCDA continues to strive to not only educate our citizens on the limitations of VOIP, but to keep pace with technology and provide information and leadership on this issue not only locally but at the state 9-1-1 level as well.

Since the implementation of VOIP and also Phase 1 and 2 cellular, the time it takes for a call taker or dispatcher to obtain information from callers has increases significantly. Dispatchers often have to question callers numerous times to obtain address location of a particular incident. In addition to receiving numerous calls regarding the same incident with cellular callers, and since VOIP calls are routed differently, (by postal mailing address instead of local townships or community) the chances of address errors are increasing, and call taking is becoming more difficult, with over 50 percent of the time, knowledge of a callers location is not available.



## Measures

Call volume charts and incident statistic charts were developed and are published monthly to agencies and the Policy Board. The charts show year over year numbers and are being used by Dispatch to address staffing levels based on historical data collection. Plan numbers for incidents for 2007 by month and year have been established using 2005 and 2006 actual data.

An average of 25,170 phone calls are received by the Ottawa County Dispatch Center per month. This averages out to approximately 839 received calls per day.

Officer initiated traffic stops:  
43,752

For the year ended December 2006, call volumes were up 1% over 2005 levels and incidents were up 1% for the same period. 911 hang up calls were up 14% (1,469 calls) for the year over 2005 levels.

2005 Percentage of Total 9-1-1 calls that are Wireless: 50%

Percentage of Wireless calls that are phase 2 (with location): 13%

Percentage of Total 9-1-1 calls that are phase 2: 6.50%

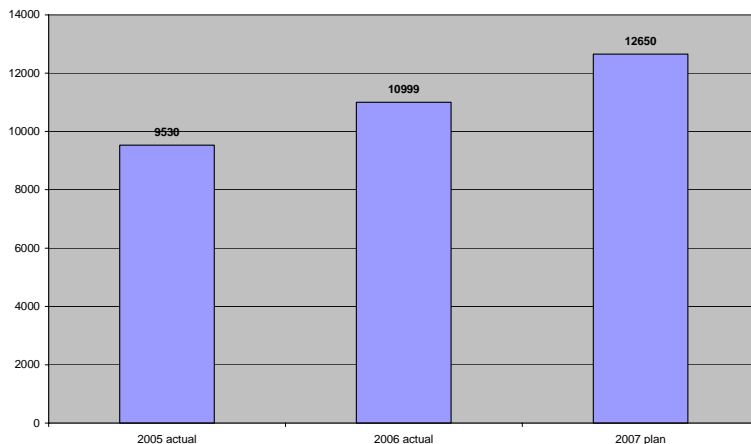
2006 Percentage of Total 9-1-1 calls that are Wireless: 53%

Percentage of Wireless calls that are phase 2 (with location): 21%

Percentage of Total 9-1-1 calls that are phase 2: 11%

Ottawa County Central Dispatch handled 10,999 hang up calls during 2006. These calls involve follow up on the part of Dispatch and agencies to ensure citizen safety, and can be quite time consuming. This issue is not unique to Ottawa County, and is a concern across the industry.

Ottawa County Central Dispatch  
Total 911 hang ups



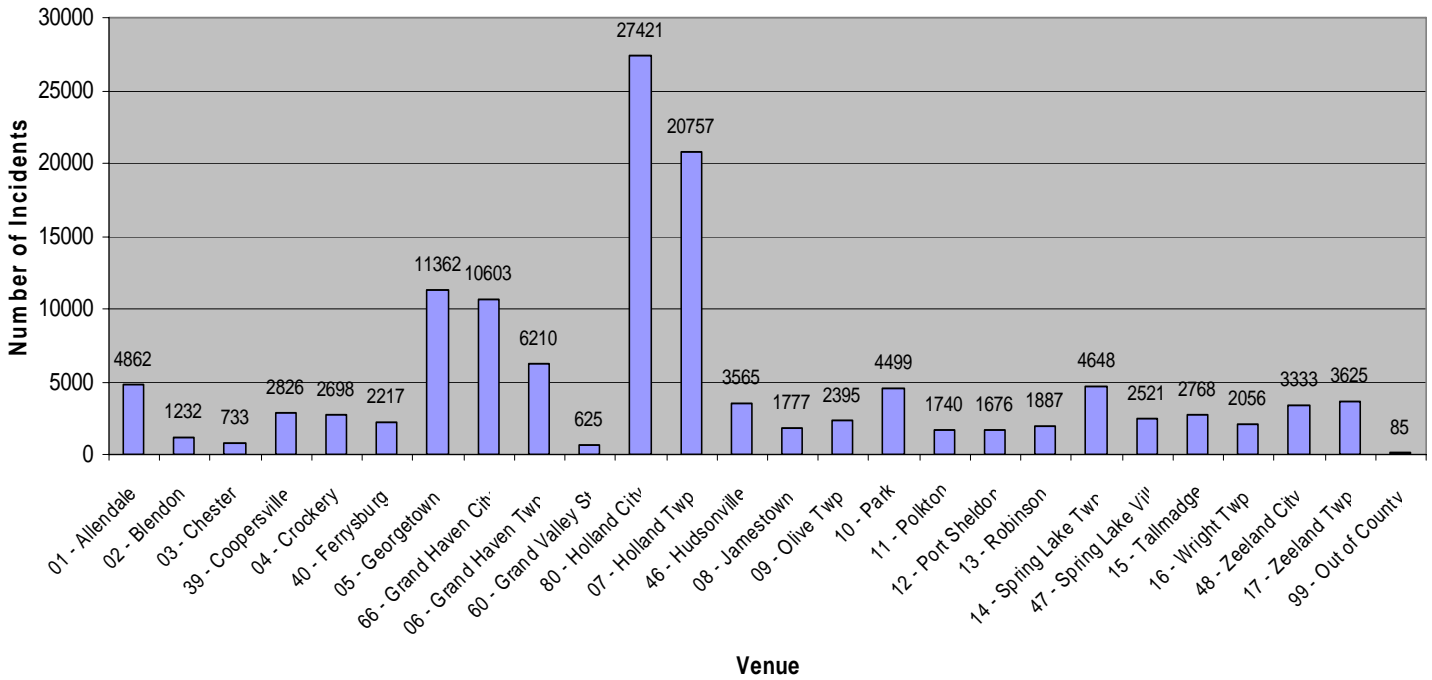
### Tape Recording/FOIA Requests

Police/Prosecutor:	116
Fire Departments:	8
Private Attorney's:	49
Private Citizen's:	23
New's Media:	11
<b>Total:</b>	<b>207</b>

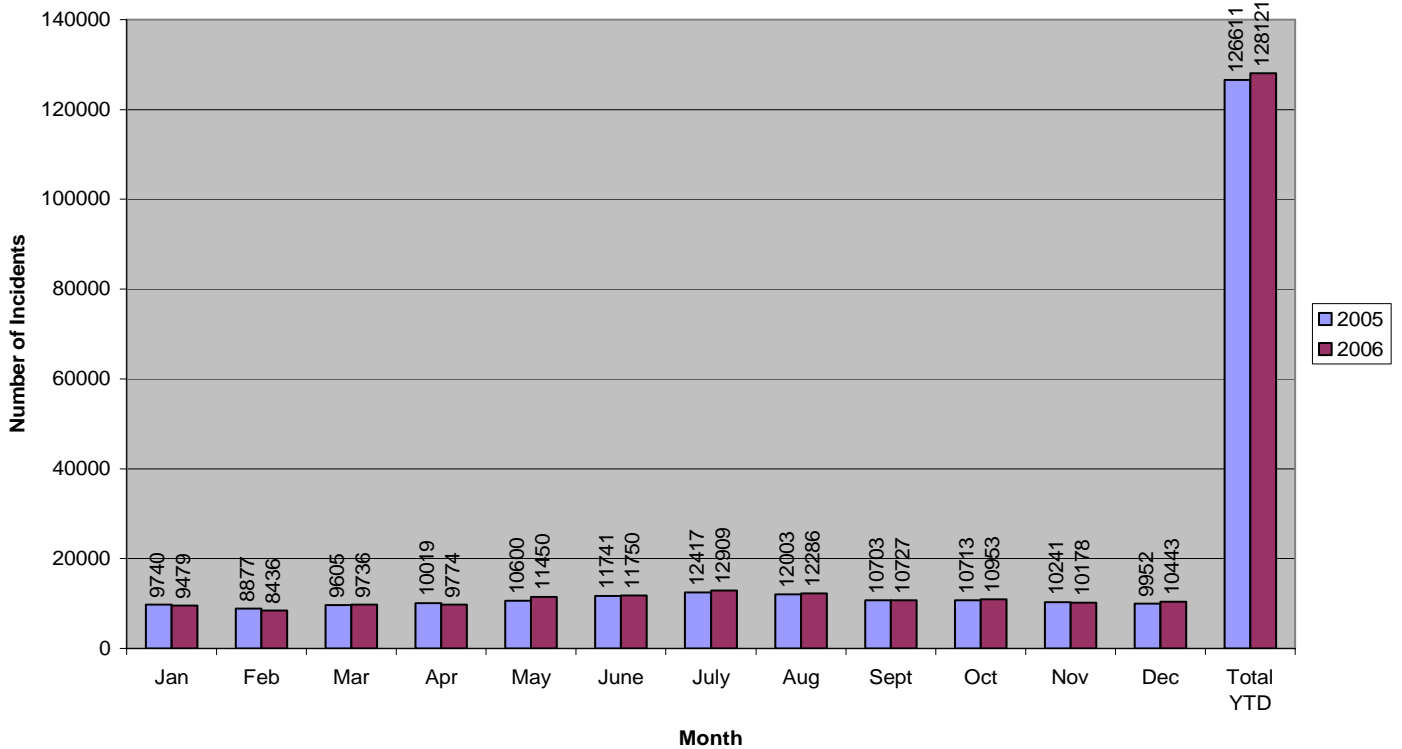


OTTAWA COUNTY CENTRAL DISPATCH													
2006 Combined Incident Report													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
01 - Allendale	369	369	356	389	392	365	377	425	484	437	461	438	4862
02 - Blendon	94	107	83	86	112	80	121	103	119	118	100	109	1232
03 - Chester	69	43	49	56	60	54	54	89	52	62	78	67	733
39 - Coopersville	209	182	225	233	262	251	305	268	218	219	217	237	2826
04 - Crockery	227	206	231	225	232	273	234	220	188	225	228	209	2698
40 - Ferrysburg	126	140	118	131	197	223	256	224	221	206	172	203	2217
05 - Georgetown	832	772	842	879	970	1,154	1,094	1,098	955	937	914	915	11362
66 - Grand Haven City	716	642	770	732	990	984	1,253	1,232	903	900	722	759	10603
06 - Grand Haven Twp	441	414	460	459	580	619	629	605	493	467	497	546	6210
60 - Grand Valley St	54	81	56	66	18	27	25	51	66	65	64	52	625
80 - Holland City	2099	1748	2130	2161	2,657	2,444	2,771	2,487	2,308	2,370	2,109	2137	27421
07 - Holland Twp	1516	1395	1666	1636	1,860	1,900	1,982	2,023	1,710	1,770	1,642	1657	20757
46 - Hudsonville	249	217	256	261	301	324	323	355	354	299	278	348	3565
08 - Jamestown	153	117	158	117	155	164	160	182	119	162	145	145	1777
09 - Olive Twp	212	156	190	199	171	200	222	205	176	238	219	207	2395
10 - Park	331	267	317	349	423	443	530	454	361	336	381	307	4499
11 - Polkton	138	112	123	102	127	166	195	131	129	157	155	205	1740
12 - Port Sheldon	114	127	122	136	138	139	191	181	139	128	142	119	1676
13 - Robinson	132	113	135	141	185	190	187	204	133	170	151	146	1887
14 - Spring Lake Twp	357	251	363	323	373	459	521	445	375	419	383	379	4648
47 - Spring Lake Vill	162	140	164	213	226	280	285	277	221	220	161	172	2521
15 - Tallmadge	202	217	208	214	260	221	262	220	237	231	238	258	2768
16 - Wright Twp	139	139	144	143	179	178	241	157	169	171	167	229	2056
48 - Zeeland City	249	230	273	234	301	310	301	290	319	323	262	241	3333
17 - Zeeland Twp	284	241	295	281	277	297	386	354	273	314	287	336	3625
99 - Out of County	5	10	2	8	4	5	4	6	5	9	5	22	85
<b>TOTAL</b>	<b>9479</b>	<b>8436</b>	<b>9736</b>	<b>9774</b>	<b>11450</b>	<b>11750</b>	<b>12909</b>	<b>12286</b>	<b>10727</b>	<b>10953</b>	<b>10178</b>	<b>10443</b>	<b>128121</b>

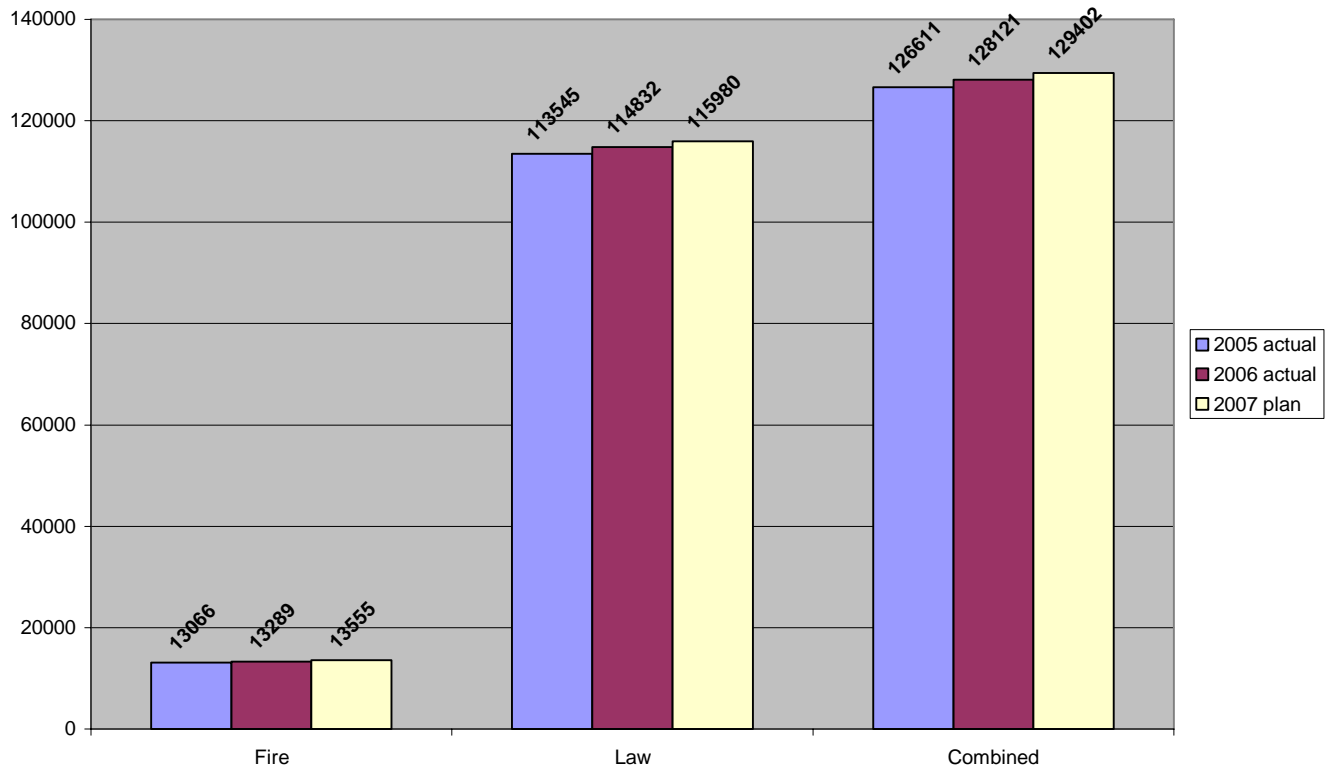
Ottawa County Central Dispatch  
 Combined Incidents by Venue  
 2006



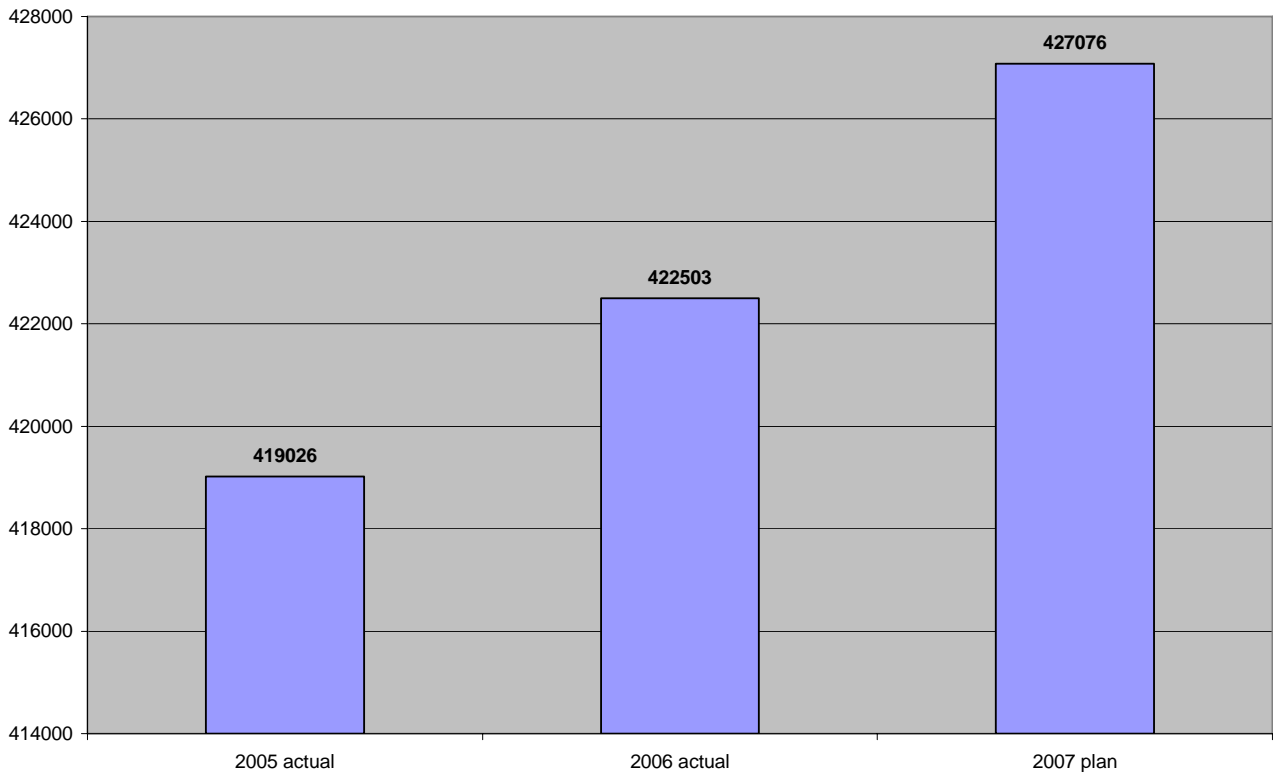
Ottawa County Central Dispatch  
 Monthly Combined Dispatched Incidents  
 2005 / 2006 Compared



**Ottawa County Central Dispatch  
Total Incidents Comparison**



**Ottawa County Central Dispatch Total Yearly Call Comparison**

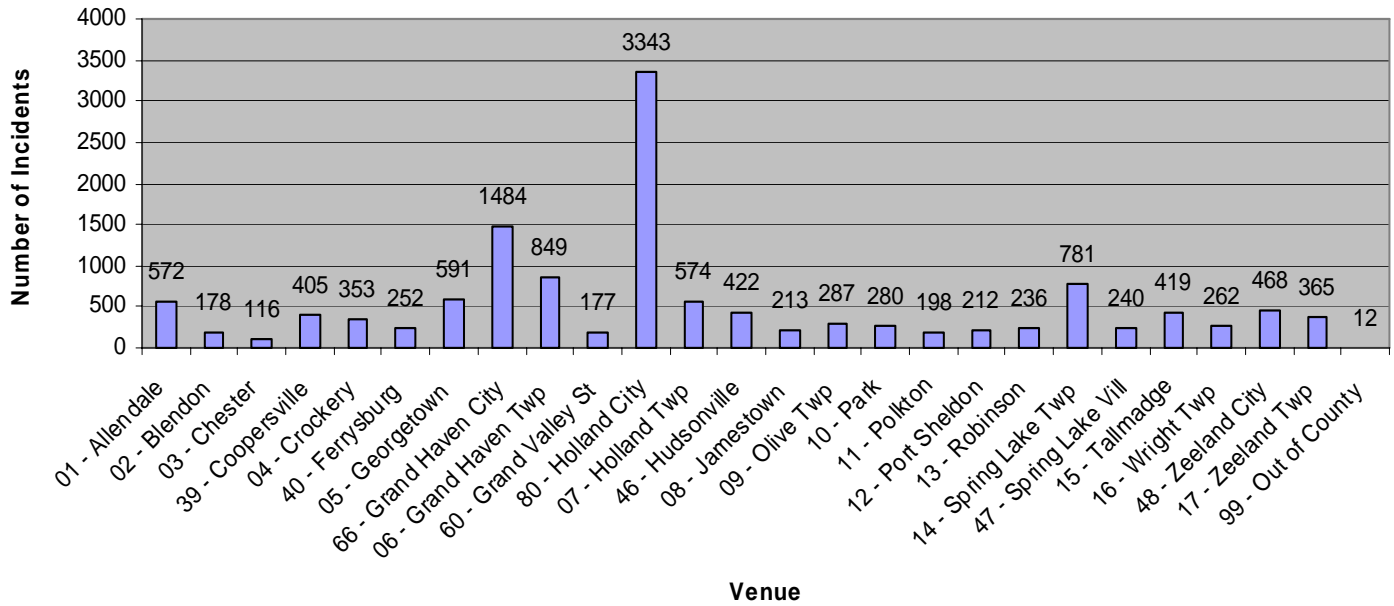




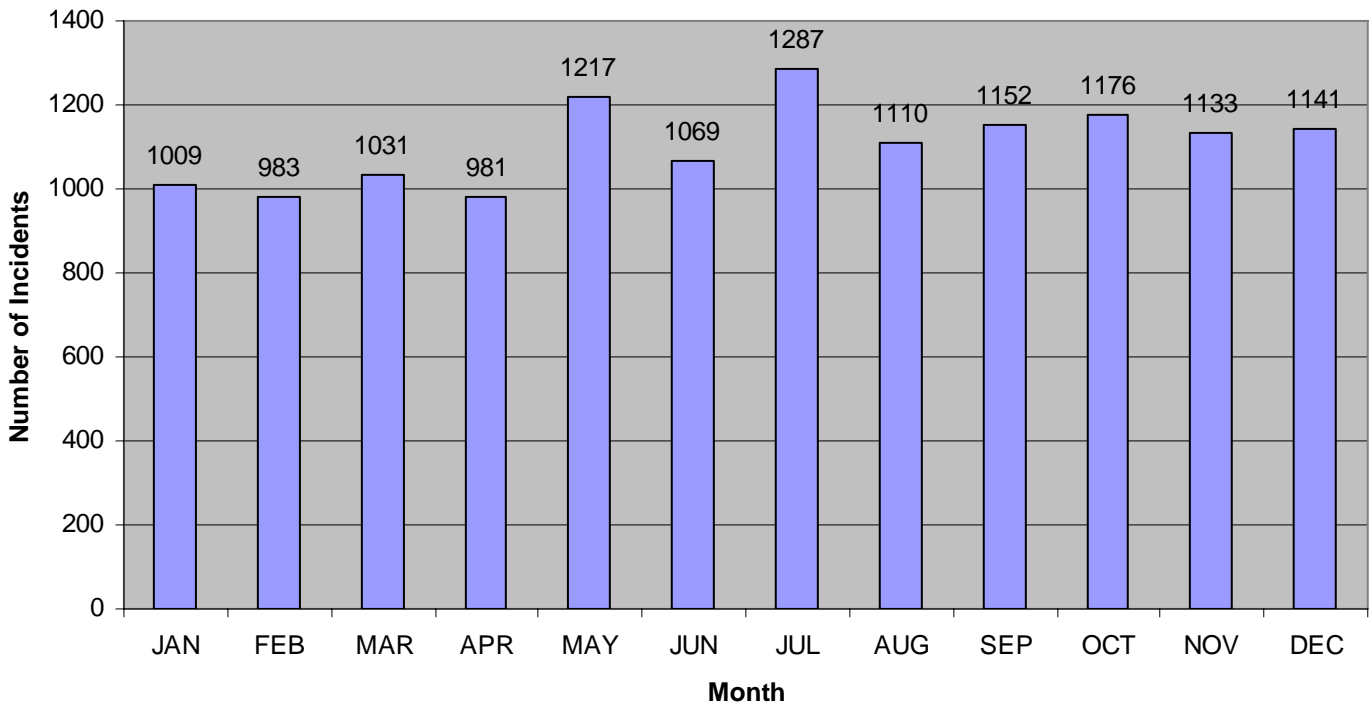


OTTAWA COUNTY CENTRAL DISPATCH													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	2006 Dispatched Fire Incidents					TOTAL
								AUG	SEP	OCT	NOV	DEC	
01 - Allendale	37	52	29	45	45	51	53	56	56	45	52	51	572
02 - Blendon	14	19	12	15	21	12	15	14	15	21	11	9	178
03 - Chester	5	7	14	9	10	7	7	14	4	15	13	11	116
39 - Coopersville	24	33	36	30	37	38	46	31	34	30	36	30	405
04 - Crockery	32	37	23	39	30	34	30	17	32	31	24	24	353
40 - Ferrysburg	15	24	15	14	24	25	35	18	15	19	20	28	252
05 - Georgetown	46	50	37	54	55	51	61	33	53	45	57	49	591
66 - Grand Haven City	118	122	108	95	160	110	147	126	132	136	118	112	1484
06 - Grand Haven Twp	58	81	55	63	83	71	79	76	58	56	75	94	849
60 - Grand Valley St	14	20	11	18	8	10	11	12	19	16	19	19	177
80 - Holland City	299	211	282	240	304	245	294	294	305	305	304	260	3343
07 - Holland Twp	27	40	39	40	69	54	63	50	52	55	36	49	574
46 - Hudsonville	36	24	33	28	34	34	40	37	41	33	38	44	422
08 - Jamestown	17	20	24	15	17	24	15	18	8	14	17	24	213
09 - Olive Twp	24	12	21	27	19	30	27	21	18	27	31	30	287
10 - Park	18	13	19	19	35	12	32	36	25	30	26	15	280
11 - Polkton	13	14	16	11	10	18	28	14	16	23	16	19	198
12 - Port Sheldon	13	19	21	14	15	19	16	28	15	17	17	18	212
13 - Robinson	11	23	15	18	24	27	22	16	18	19	17	26	236
14 - Spring Lake Twp	69	35	85	61	69	68	84	45	62	80	61	62	781
47 - Spring Lake Vill	17	11	24	24	17	25	25	25	20	16	18	18	240
15 - Tallmadge	25	31	25	28	38	32	45	36	40	35	38	46	419
16 - Wright Twp	16	19	16	13	20	17	40	15	33	21	21	31	262
48 - Zeeland City	33	37	31	35	38	33	38	39	56	49	42	37	468
17 - Zeeland Twp	28	28	40	25	35	21	34	38	24	35	24	33	365
99 - Out of County	0	1	0	1	0	1	0	1	1	3	2	2	12
<b>TOTAL</b>	<b>1009</b>	<b>983</b>	<b>1031</b>	<b>981</b>	<b>1217</b>	<b>1069</b>	<b>1287</b>	<b>1110</b>	<b>1152</b>	<b>1176</b>	<b>1133</b>	<b>1141</b>	<b>13289</b>

Ottawa County Central Dispatch  
Fire Incidents Dispatched by Venue  
2006



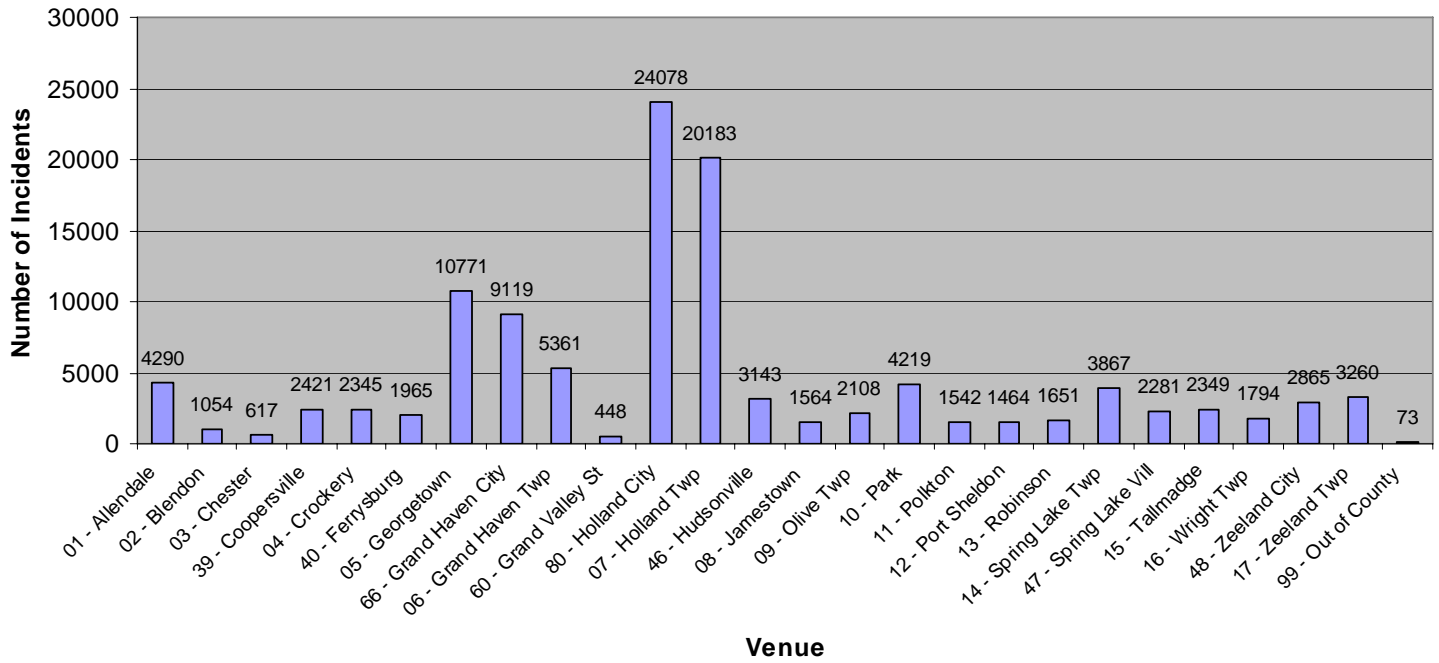
Ottawa County Central Dispatch  
Monthly Fire Dispatched Incidents  
2006



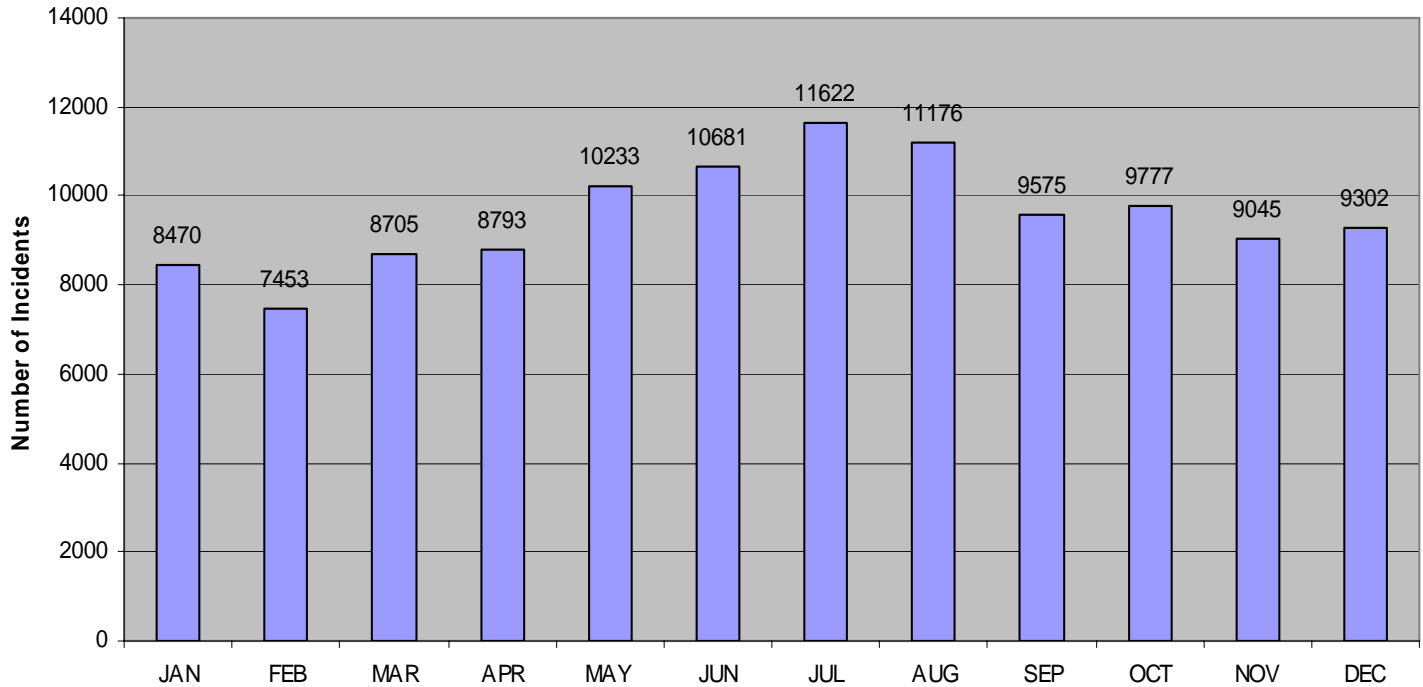


OTTAWA COUNTY CENTRAL DISPATCH													
	2006 Dispatched Police Incidents												
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
01 - Allendale	332	317	327	344	347	314	324	369	428	392	409	387	4290
02 - Blendon	80	88	71	71	91	68	106	89	104	97	89	100	1054
03 - Chester	64	36	35	47	50	47	47	75	48	47	65	56	617
39 - Coopersville	185	149	189	203	225	213	259	237	184	189	181	207	2421
04 - Crockery	195	169	208	186	202	239	204	203	156	194	204	185	2345
40 - Ferrysburg	111	116	103	117	173	198	221	206	206	187	152	175	1965
05 - Georgetown	786	722	805	825	915	1,103	1,033	1,065	902	892	857	866	10771
66 - Grand Haven City	598	520	662	637	830	874	1,106	1,106	771	764	604	647	9119
06 - Grand Haven Twp	383	333	405	396	497	548	550	529	435	411	422	452	5361
60 - Grand Valley St	40	61	45	48	10	17	14	39	47	49	45	33	448
80 - Holland City	1800	1537	1848	1921	2,353	2,199	2,477	2,193	2,003	2,065	1,805	1877	24078
07 - Holland Twp	1489	1355	1627	1596	1,791	1,846	1,919	1,973	1,658	1,715	1,606	1608	20183
46 - Hudsonville	213	193	223	233	267	290	283	318	313	266	240	304	3143
08 - Jamestown	136	97	134	102	138	140	145	164	111	148	128	121	1564
09 - Olive Twp	188	144	169	172	152	170	195	184	158	211	188	177	2108
10 - Park	313	254	298	330	388	431	498	418	336	306	355	292	4219
11 - Polkton	125	98	107	91	117	148	167	117	113	134	139	186	1542
12 - Port Sheldon	101	108	101	122	123	120	175	153	124	111	125	101	1464
13 - Robinson	121	90	120	123	161	163	165	188	115	151	134	120	1651
14 - Spring Lake Twp	288	216	278	262	304	391	437	400	313	339	322	317	3867
47 - Spring Lake Vill	145	129	140	189	209	255	260	252	201	204	143	154	2281
15 - Tallmadge	177	186	183	186	222	189	217	184	197	196	200	212	2349
16 - Wright Twp	123	120	128	130	159	161	201	142	136	150	146	198	1794
48 - Zeeland City	216	193	242	199	263	277	263	251	263	274	220	204	2865
17 - Zeeland Twp	256	213	255	256	242	276	352	316	249	279	263	303	3260
99 - Out of County	5	9	2	7	4	4	4	5	4	6	3	20	73
<b>TOTAL</b>	<b>8470</b>	<b>7453</b>	<b>8705</b>	<b>8793</b>	<b>10233</b>	<b>10681</b>	<b>11622</b>	<b>11176</b>	<b>9575</b>	<b>9777</b>	<b>9045</b>	<b>9302</b>	<b>114832</b>

Ottawa County Central Dispatch Dispatched  
Police Incidents by Venue  
2006



Ottawa County Central Dispatch  
Monthly Police Dispatched Incidents  
2006



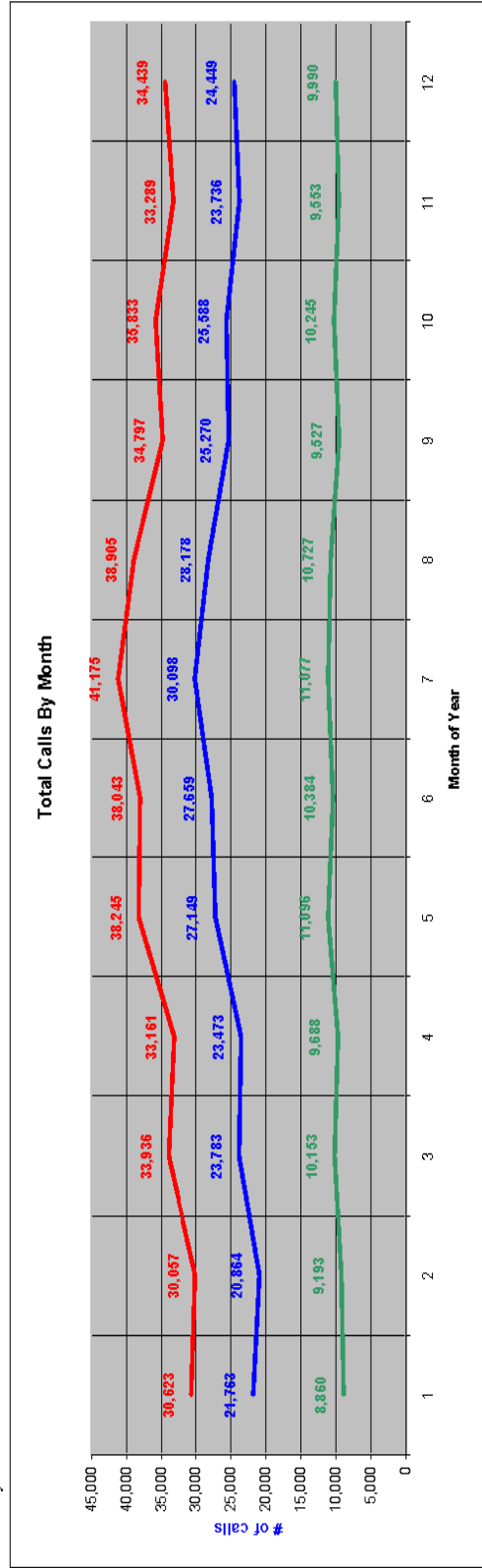


## Ottawa County Central Dispatch Call Statistics by Trunk Groups For Period January 1, 2006 Thru December 31, 2006

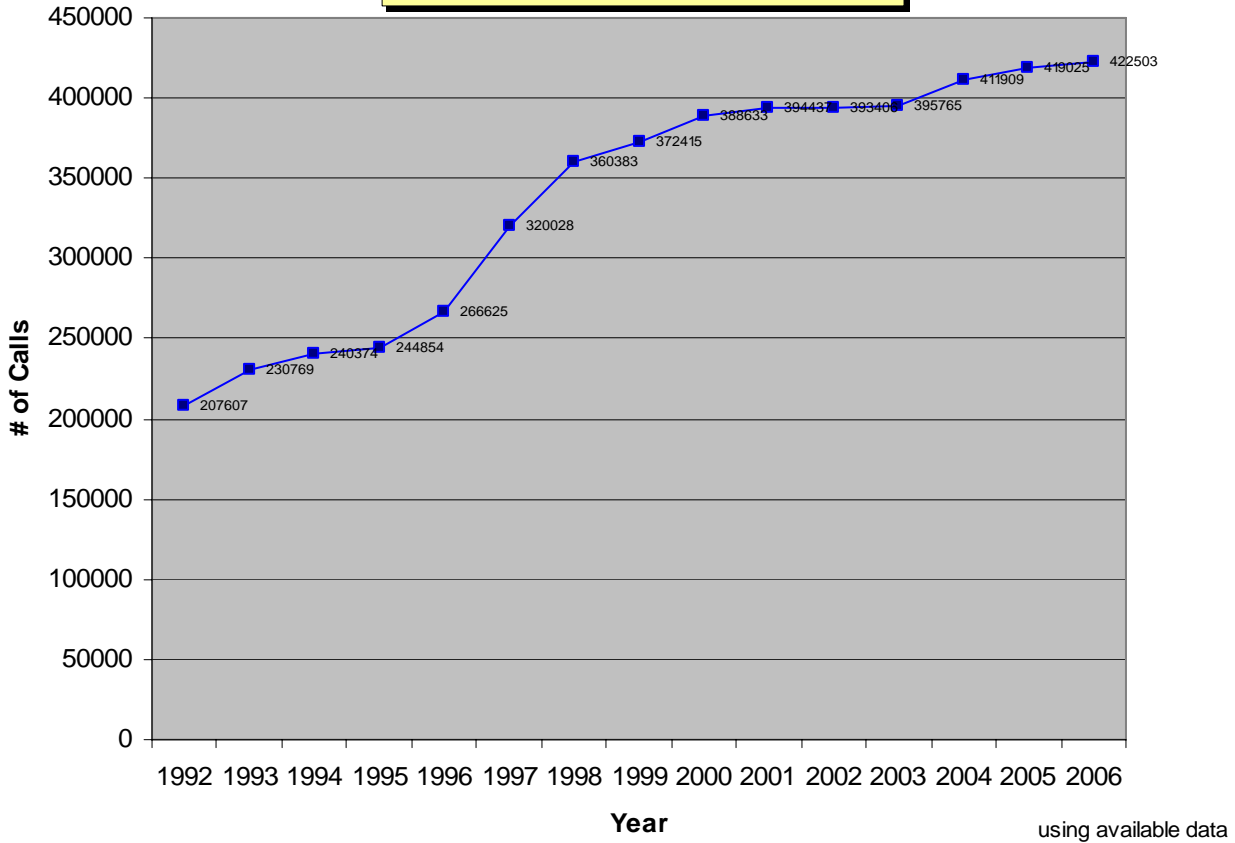


Trunk Line	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	YTD Total
9-1-1 (AT & T)	9,041	8,341	9,178	9,340	11,086	11,195	12,372	11,365	10,259	10,325	9,299	10,041	121,842
9-1-1 (Verizon)	234	248	264	245	283	290	429	296	243	254	192	212	3,190
9-1-1 Wireless Phase 1*	4,141	3,814	4,035	4,081	4,966	5,071	5,656	5,030	4,636	4,570	2,663	2,546	51,209
9-1-1 Wireless Phase 2*	453	596	733	725	923	904	1,185	995	1,043	1,041	2,333	3,240	14,171
Public	7,850	7,094	8,489	8,078	9,274	9,534	10,454	9,817	8,881	8,849	8,530	8,481	105,311
Private	3,121	2,929	3,302	3,251	3,658	3,400	3,889	3,728	3,355	3,440	3,272	3,412	40,757
Administrative	782	1,382	1,600	1,567	1,712	2,052	1,701	1,800	1,528	1,689	1,453	1,344	18,610
Pier	2	1	2	3	10	27	24	12	4	6	7	3	101
Cellular Phase Zero	42	65	42	62	76	87	89	70	75	73	57	92	830
Silent Observer	20	27	24	34	23	34	26	39	55	34	24	30	370
911 Hang up(abandoned)	671	777	902	893	1,027	1,040	1,114	1,051	870	916	902	834	10,999
Total Incoming	21,763	20,864	23,783	23,473	27,149	27,659	30,098	28,178	25,270	25,588	23,736	24,449	302,010
Total Outgoing	8,860	9,193	10,153	9,688	11,096	10,384	11,077	10,727	9,527	10,245	9,563	9,990	120,493
<b>Total Calls</b>	<b>30,623</b>	<b>30,057</b>	<b>33,936</b>	<b>33,161</b>	<b>38,245</b>	<b>38,043</b>	<b>41,175</b>	<b>38,905</b>	<b>34,797</b>	<b>35,833</b>	<b>33,289</b>	<b>34,439</b>	<b>422,503</b>

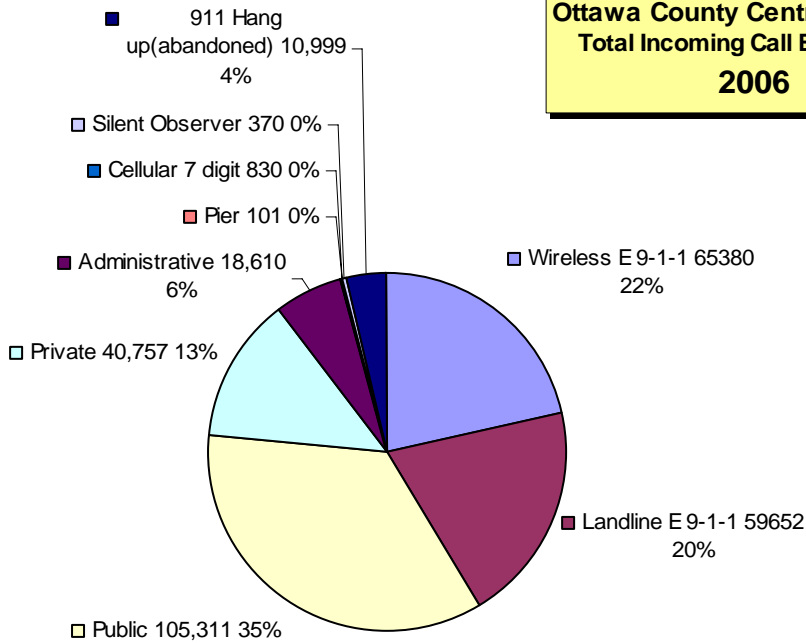
\*Already included in 9-1-1 trunk totals



### Ottawa County Central Dispatch Total Phone Calls by Year



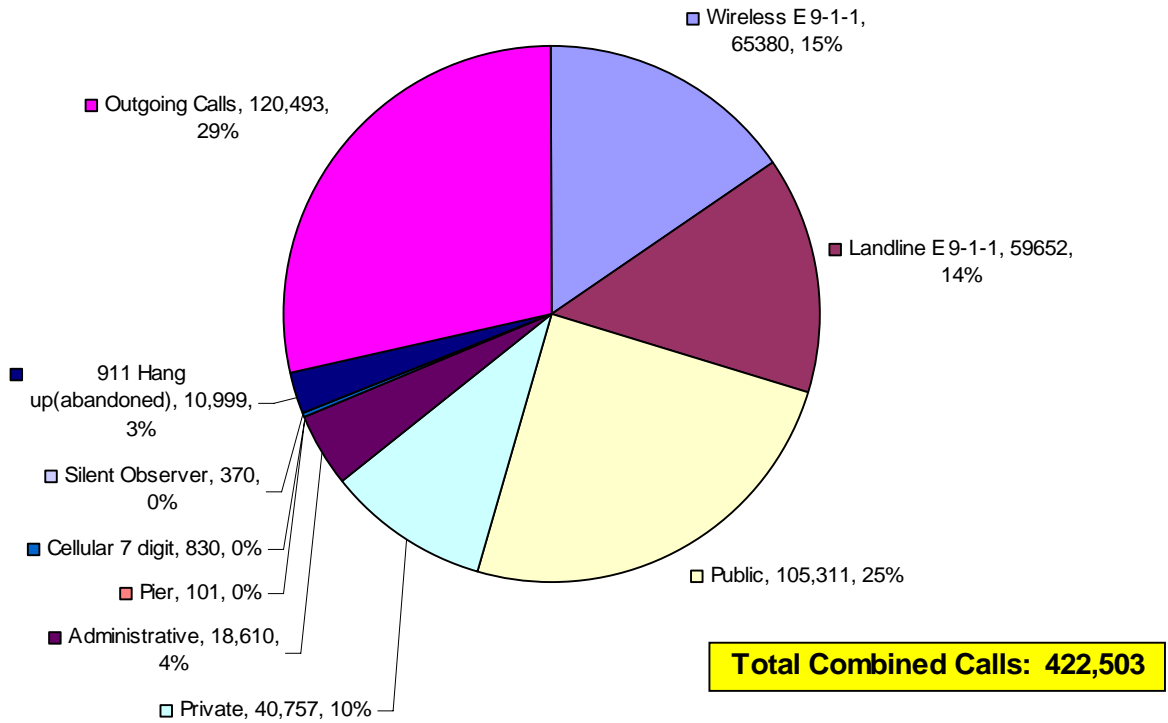
### Ottawa County Central Dispatch Total Incoming Call Breakdown 2006



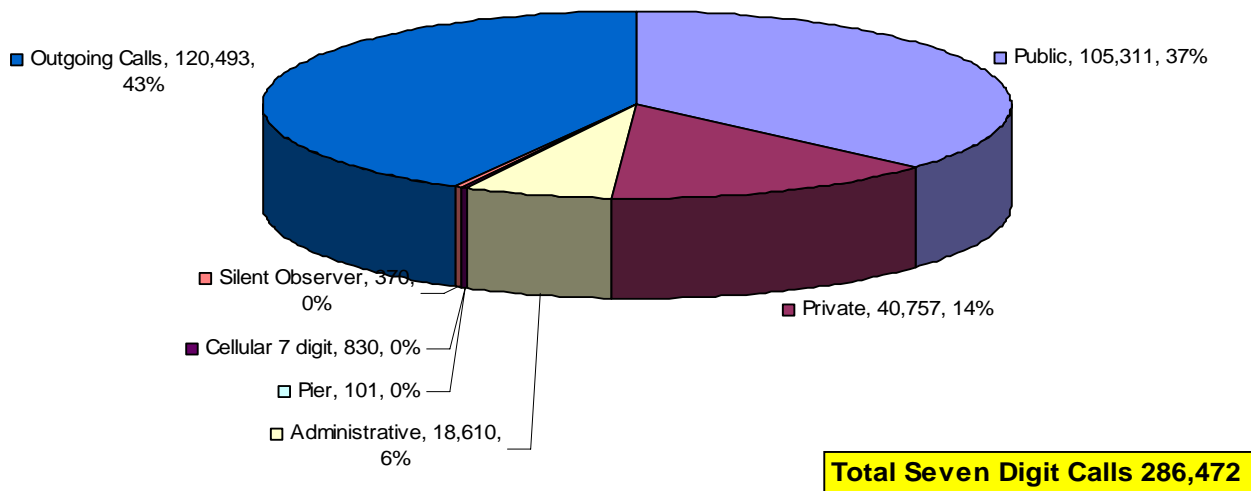
**Total Incoming Calls: 302,010**



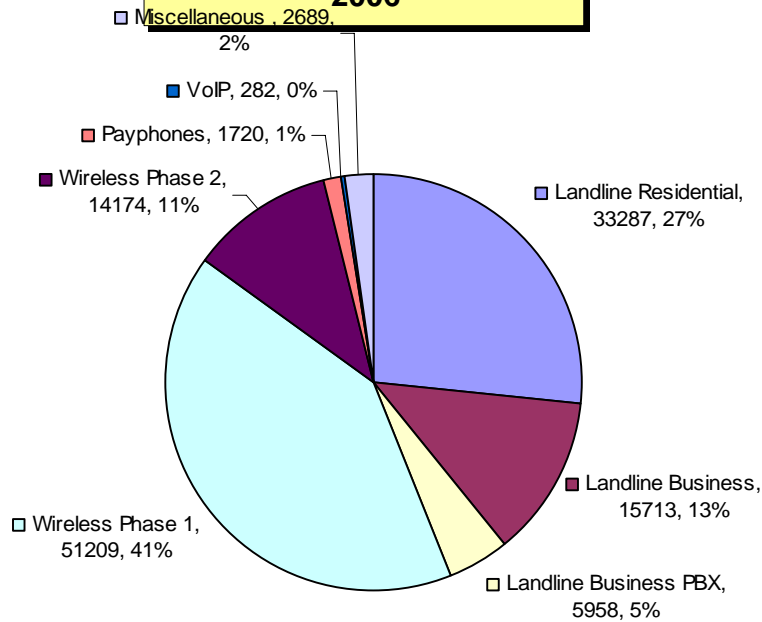
**Ottawa County Central Dispatch  
Total Call Breakdown Incoming & Outgoing  
2006**



**Ottawa County Central Dispatch  
Incoming and Outgoing Seven(7) digit lines  
2006**

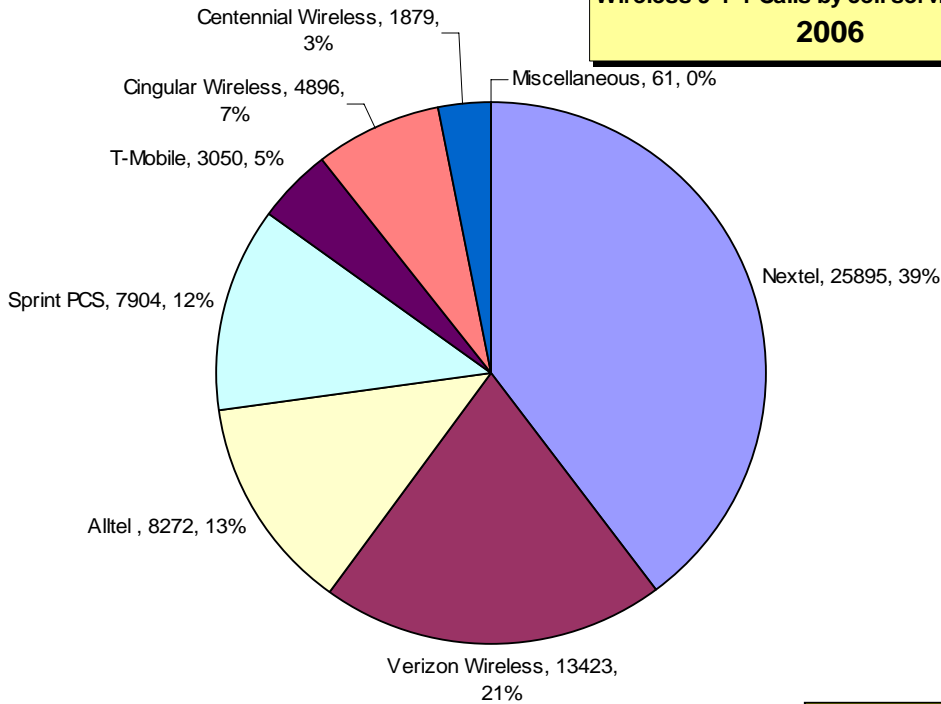


**Ottawa County Central Dispatch  
9-1-1 Emergency calls by Service Class  
2006**



**Total 9-1-1 Calls: 125,032**

**Ottawa County Central Dispatch  
Wireless 9-1-1 Calls by cell service provider  
2006**

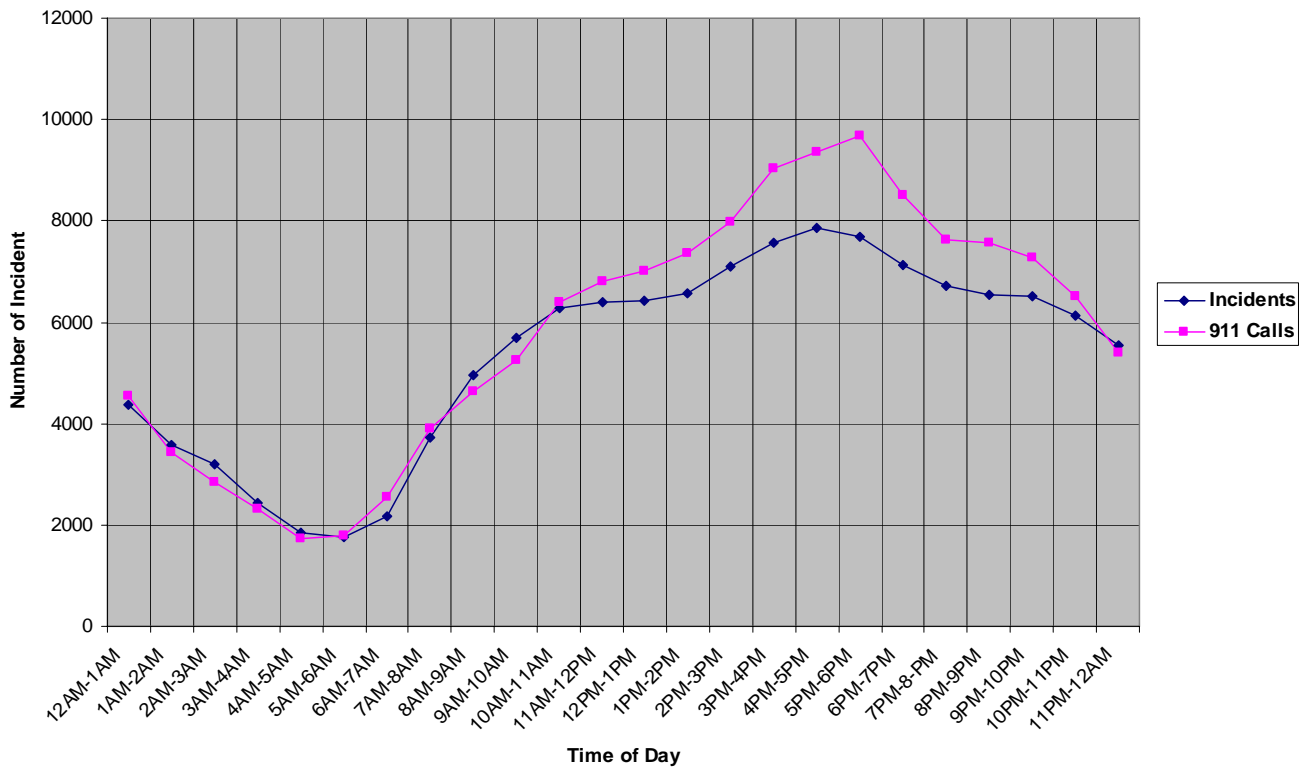


**Total Wireless Calls: 65,380**

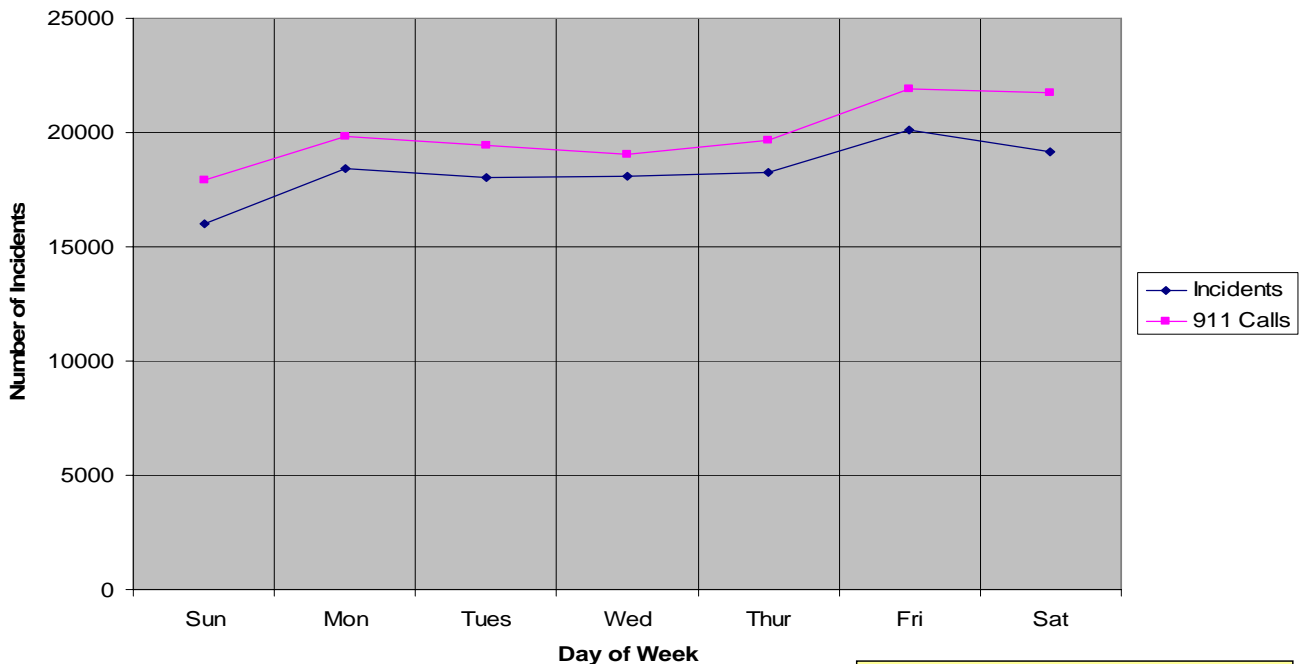




**Ottawa County Central Dispatch  
Total CAD Incidents and 9-1-1 Calls Comparison  
by Hour of Day  
2006**



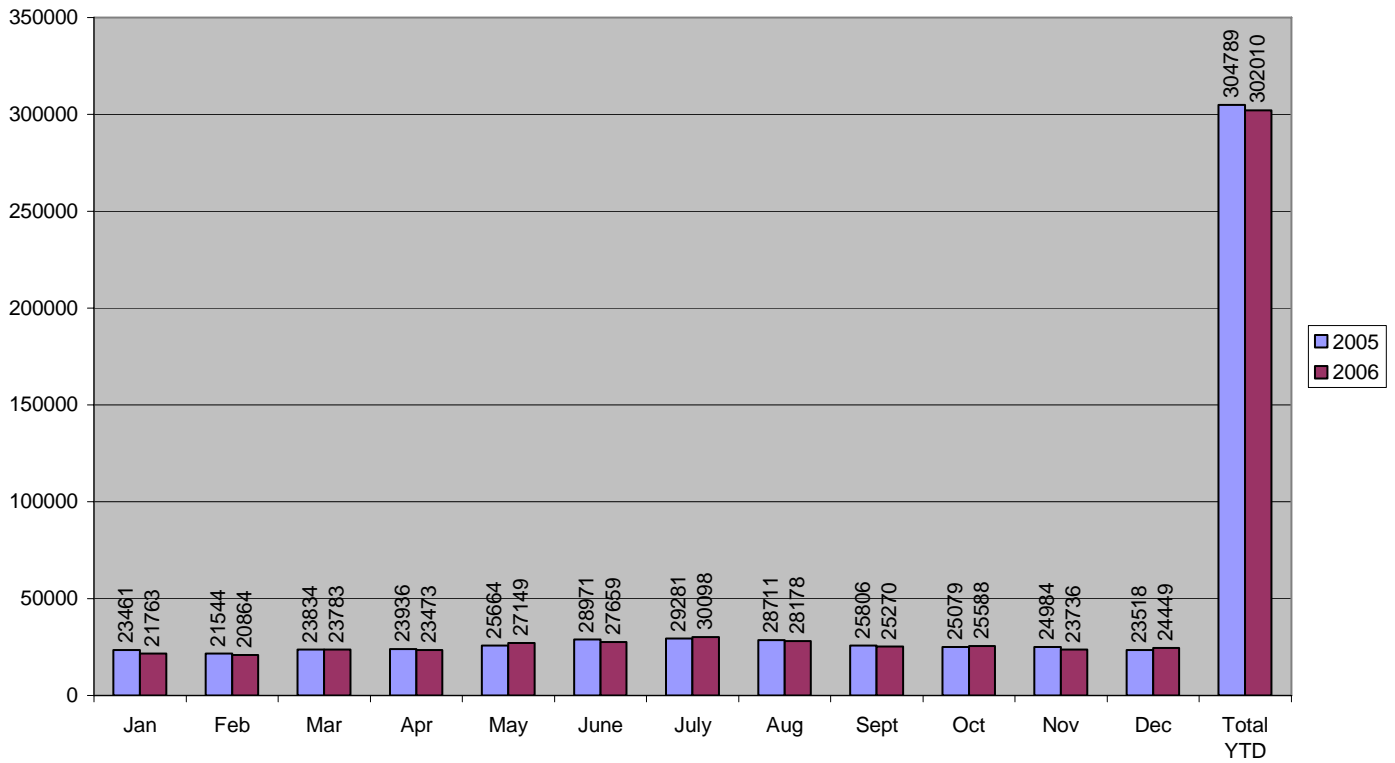
**Ottawa County Central Dispatch  
Total CAD Incidents and 9-1-1 calls  
by Day of Week  
2006**



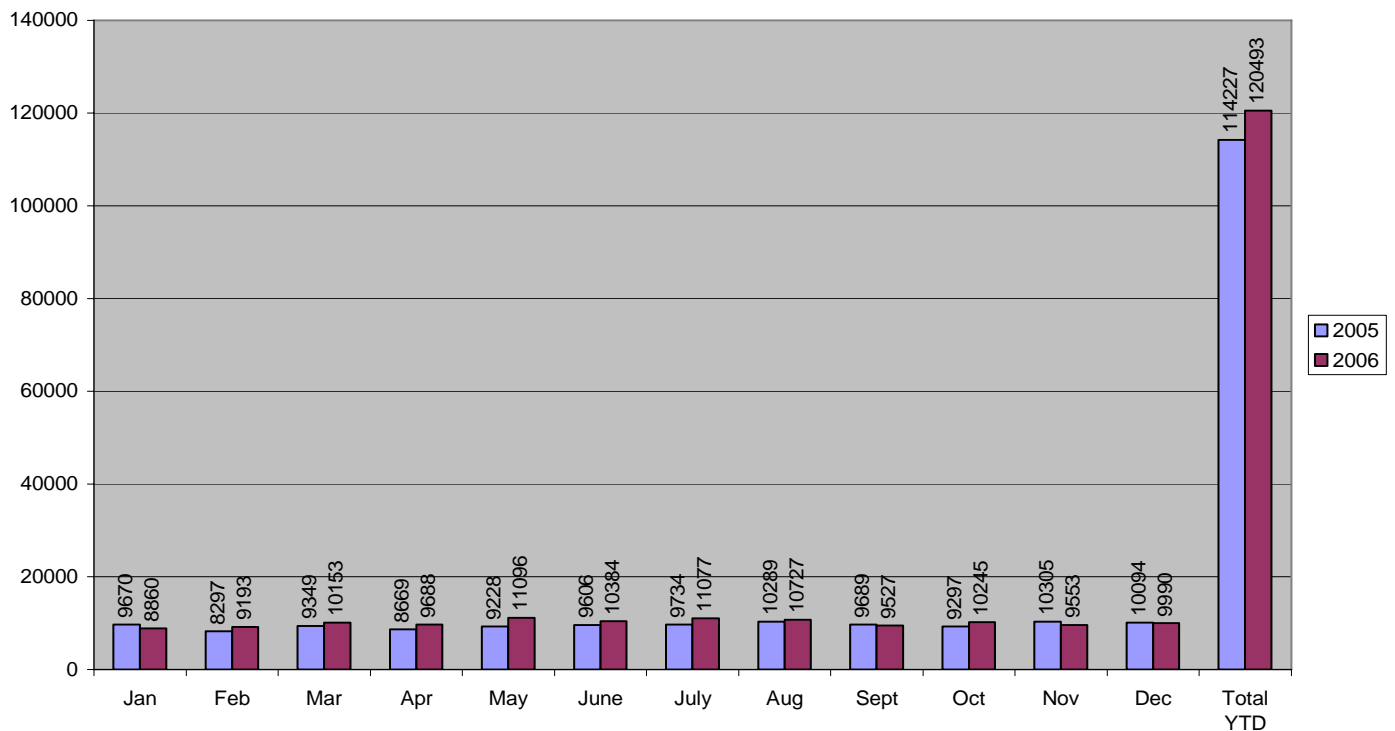
9-1-1 Calls only. Does not include 7 digit calls



**Ottawa County Central Dispatch  
2005 / 2006  
Incoming calls Comparison by Month**



**Ottawa County Central Dispatch  
2005 / 2006  
Outgoing Calls Comparison by Month**



**Ottawa County Central Dispatch  
2005 / 2006  
Total Calls by Month Comparison**

