



Leelanau County
Office of Emergency
Management/9-1-1
Department Update
2020





Jessica Plamondon

DOH: June 9, 2003
LEIN TAC, ERT Dispatcher,
Schedule Manager



Christine Hauser

DOH: July 7, 2007
LEIN TAC, CTO
CAD Quality Assurance



Erin Farrell

DOH: December 1, 2014
ERT Dispatcher,
Freedom Alert/Med Awareness



Julie Lautner

DOH: May 13, 2015
LEIN TAC, Smart911 Testing



Paul Flynn

DOH: January 6, 2018
Station Binder Maintenance,
CTO



Ronda Coleman

DOH: December 13, 2004
Dispatcher



Wally Morton

DOH; April 23, 2011
AED Custodian, ERT
Dispatcher



Kelly Kobberstad

DOH: January 30, 2015
CAD Quality Assurance, CTO



Lauren O'Brien

DOH: September 3, 2016
Smart911 Testing, NPS Updates



Mariah Guernsey

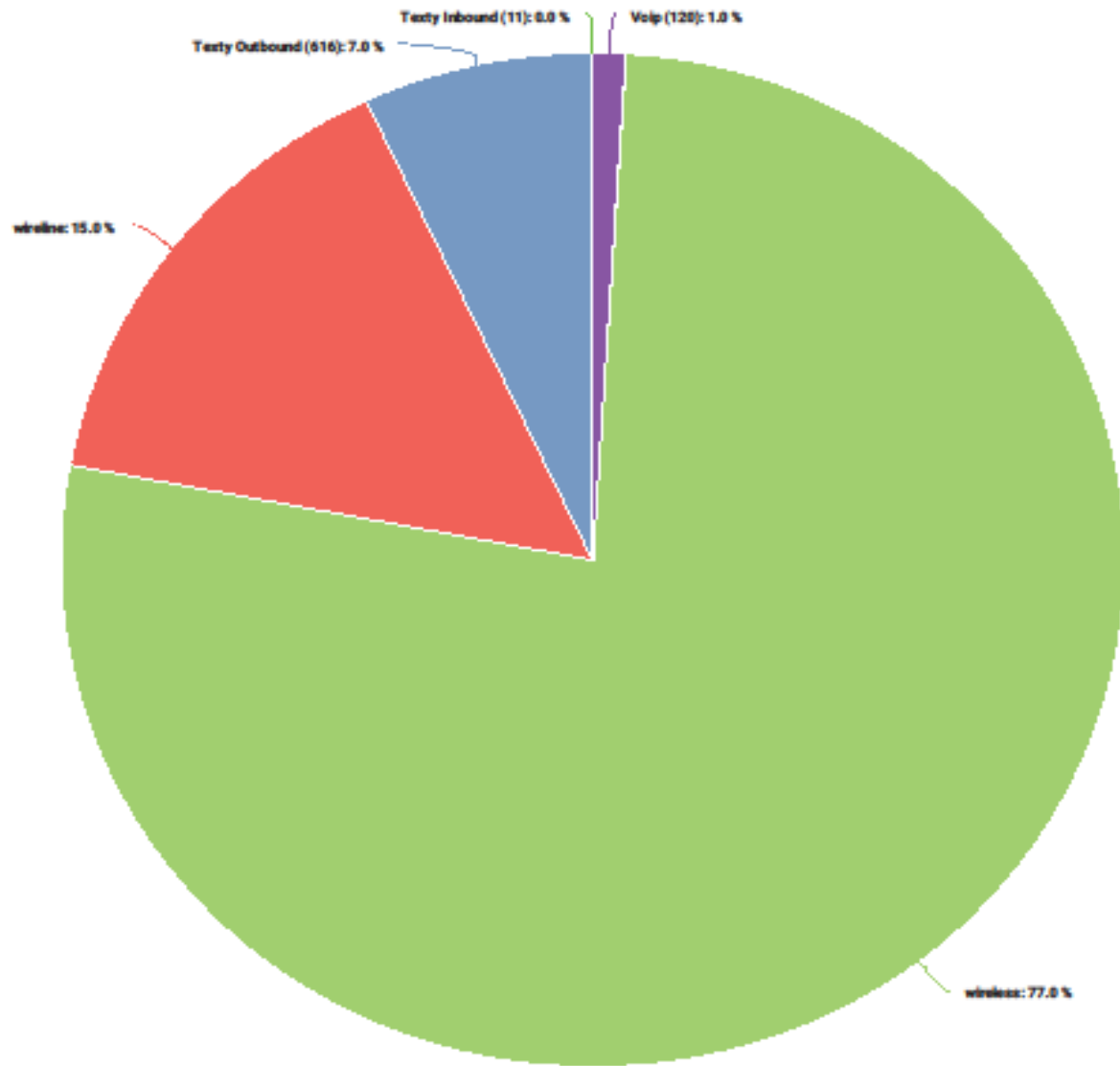
DOH: July 1, 2019
Medical QA

Dispatch Overview

(1 October 2019 – 30 September 2020)

- **9-1-1 Calls – 9,450**
 - **Wireless Calls: 5,718**
 - **Hardline Calls: 1,108**
 - **VOIP Calls: 115**
 - **Texty In-Bound: 11**
 - **Texty Out-Bound: 586**
- **Non-Emergency Calls – 23,159**
- **11,630 Dispatched Calls**

911 ROUTE EVENTS



The Leelanau County Top 10

Event	# of Occurrences
Traffic Stops	2,873
Medical Calls (ambulance sent)	2,077
Suspicious Person/Vehicle/Incident	549
Alarms (Alarm Monitoring Companies)	516
Motor Vehicle Crashes (Injury/non-injury, private property, rollover, fluids leaking)	423
Citizen Assists	404
Traffic Violations	359
Road Hazards	321
Car vs Deer Accidents	312
Patrol Information	256

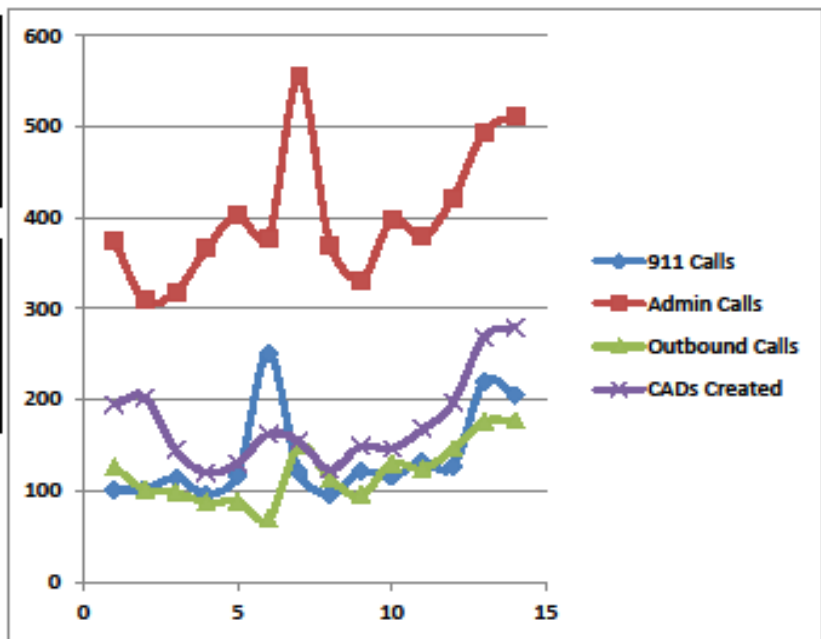
2020 COVID-19 911 STATS

Call Type	3/1 - 3/7	%Av	3/8 - 3/14	%Av	3/15 - 3/21	%Av	3/22 - 3/28	%Av	3/29 - 4/4	%Av
911 Calls:	101	73.8%	102	74.5%	114	83.3%	96	70.1%	117	85.5%
Admin Calls:	374	93.3%	309	77.1%	319	79.6%	366	91.3%	403	100.6%
Outbound Calls:	126	105.1%	101	84.2%	98	81.7%	87	72.5%	88	73.4%
CADs Created:	195	112.0%	202	116.0%	144	82.7%	120	68.9%	130	74.7%

Call Type	4/5 - 4/11	%Av	4/12 - 4/18	%Av	4/19 - 4/25	%Av	4/26 - 5/2	%Av	5/3 - 5/9	%Av
911 Calls:	251	183.4%	120	87.7%	96	70.1%	121	88.4%	115	84.0%
Admin Calls:	378	94.3%	556	138.8%	370	92.3%	331	82.6%	397	99.1%
Outbound Calls:	69	57.5%	149	124.2%	113	94.2%	95	79.2%	130	108.4%
CADs Created:	162	93.0%	154	88.4%	123	70.6%	149	85.6%	146	83.8%

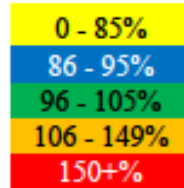
Call Type	5/10 - 5/16	%Av	5/17 - 5/23	%Av
911 Calls:	132	96.5%	126	92.1%
Admin Calls:	379	94.6%	422	105.3%
Outbound Calls:	124	103.4%	146	121.7%
CADs Created:	167	95.9%	197	113.1%

Call Type	5/24 - 5/30	%Av	5/31 - 6/6	%Av
911 Calls:	220	160.8%	205	149.8%
Admin Calls:	494	123.3%	512	127.8%
Outbound Calls:	176	146.8%	177	147.6%
CADs Created:	269	154.5%	280	160.8%



AVERAGES

911 Calls: 136.9
 Admin Calls: 400.7
 Outbound Calls: 119.9
 CADs Created: 174.1



Exercises / Outreach / Deployments

- Shoreline Erosion Town Hall meeting in Manistee: 3 December 2019
- Presentation to Probationary Teens in Benzie: 5 December 2019
- Presentation to Probationary Teens in Manistee: 11 December 2019
- Security Assessment of Leelanau Fruit: 31 January 2020
- County Dam Plans update & review with Drain Commissioner: 18 February 2020
- Courthouse Training – Run-Hide-Fight: 20 February 2020
- Empire Snowmobile Drag Race: 29 February 2020
- Coronavirus Mitigation Plan to all employees: 2 March 2020
- 7&4 Shoreline Erosion Town Hall Meeting: 11 March 2020
- Coordinated NWS Support for BLDHD COVID testing site: 16 April 2020
- Coordinated LCSO IAP for TC protests: 5 June 2020
- Sandbag Availability for Elmwood Twp residents: 17 June 2020
- Elmwood Township Flooding meeting with residents: 25 June 2020
- Instruct CERT Emergency Preparedness training: 11 September 2020
- EPA/USCG Spill Response TTX: 17 September 2020

School Safety and Security

- **Quarterly Meetings with all County school superintendents including Benodjenh Center and Leelanau Montessori**
- **School Safety Plans required by State for funding eligibility – guidance and review provided**
- **Evacuation & Shelter-in-place procedures reviewed at Leelanau Montessori**
- **Reunification plans reviewed and to be tested through Tabletop Exercises during first semester**

Leelanau County 911 Upgrade Project – Progress Update

- **800MHz Radio Transition - Complete**
- **NG911 transition to CallWorks - Complete**
- **Text to 9-1-1 - Complete**
- **CAD transition to FLEX – COMPLETE!!!**