



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, CAD Quality
Assurance



Kelly Kobberstad

DOH: January 15, 2015
CAD Quality Assurance, CTO



Lauren O'Brien

DOH: September 3, 2016
Smart911 Testing, Freedom Alerts
& Medical Awareness



Mariah Guernsey

DOH: July 1, 2019
Medical Quality Assurance



Ronda Coleman

DOH: December 13, 2004
Dispatcher



Wally Morton

DOH; April 23, 2011
AED Custodian, ERT
Dispatcher



Julie Lautner

DOH: May 13, 2015
LEIN TAC, Smart911 Testing



Paul Flynn

DOH: January 6, 2018
Station Binder Maintenance,
CTO



Stephanie Ostrom

DOH: May 22, 2021
Dispatcher

Agencies Served by Leelanau County Dispatch

Primary Dispatching

Leelanau County Sheriff's Office
National Park Service
Elmwood Township Fire & Rescue
Grand Traverse Band Fire & Rescue
Leland Township Fire & Rescue

Grand Traverse Band Tribal Police
Cedar Area Fire & Rescue
Glen Lake Fire Department
Leelanau Township Emergency Services
Suttons Bay-Bingham Fire & Rescue

Secondary Dispatching

Mobile Medical Response
Local Medical Examiner Investigators
EGLE/DNR Rangers
Wrecker Services
Electric, Gas & Phone Utilities

Michigan State Police – Resident Troopers
Leelanau County Road Commission
United States Coast Guard
Boat Tow Services
Michigan Department of Transportation

Warrant Entry/LEIN Services

Leelanau County District Court
Leelanau County Circuit Court
Leelanau County Prosecutor's Office

Grand Traverse Band Tribal Court
Leelanau County Probate Court
Leelanau County Family Court

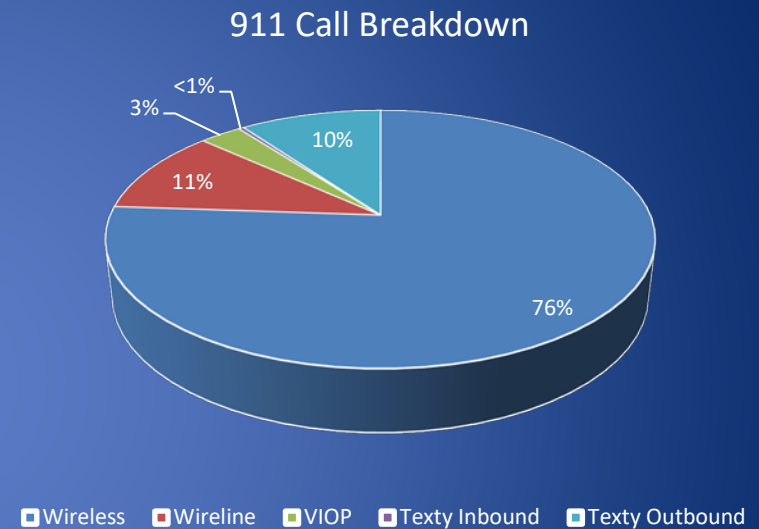
Information Hub

Freedom Alert & Medical Awareness Information (Senior Services)
Premise Information – Hidden keys, Contact Information, etc.

Dispatch Overview

(1 September 2020– 31 August 2021)

- **9-1-1 Calls – 8,913**
 - **Wireless Calls: 6,715**
 - **Hardline Calls: 938**
 - **VOIP Calls: 261**
 - **Texty In-Bound: 32**
 - **Texty Out-Bound: 877**



- **Non-Emergency Calls – 20,429**
- **12,333 Dispatched Calls**

The Leelanau County Top 10

Event	# of Occurrences
Traffic Stops	3,646
Medical Calls (ambulance sent)	2,217
Alarms (Alarm Monitoring Companies)	559
Citizen Assists/Civil Complaints/Motorist Assists/Civil Standby	541
Fire Calls (fire apparatus sent)	521
Animal Control Complaints	491
Suspicious Person/Vehicle/Incident	393
Road Hazards	345
Traffic Violations	292
Car vs Deer Accidents	281

Exercises / Outreach / Deployments

- Pathfinder School Reunification Tabletop Exercise: 20 October 2020
- National Weather Service Partner Meeting: 12 November 2020
- Closed POD Agreements with Health Department drafted for Government Center, LEC, Fire Departments, Road Commission: 30 November 2020
- Leelanau School Reunification Tabletop Exercise: 11 December 2020
- Suttons Bay School Reunification Tabletop Exercise: 15 December 2020
- Final Tones – Lt. Gary McGhee, SB Fire: 26 December 2020
- EMS Coverage Coordination for Vaccine Clinics in Benzie and Leelanau Counties (SBHS & Lake Ann): 19 January 2021
- Live CAD Demo for Arenac, Iosco, Ogemaw Counties: 22 January 2021
- 2nd Live CAD Demo for Ogemaw County: 26 February 2021
- Final Tones – Det. Bob Bailey, LCSO: 23 March 2021
- Dispatcher Appreciation Week Breakfast: 16 April 2021
- 800MHz User Training – New LCSO & Marine Deputies: 28 April & 17 May 2021
- Active Shooter Training – GTB Turtle Creek & Sands Casino: 14, 16 & 17 June 2021
- St. Mary's School Reunification Tabletop Exercise: 15 June 2021
- Back-up Communications for 4th of July Fireworks (TC): 4 July 2021
- Government Center Annual Employee Training – Active Shooter, AED, Emergency Flip Chart (2 sessions): 23 July 2021
- Full Scale Exercises – Active Assailant in School: 4 (Leland), 17 (Suttons Bay) & 24 August (Glen Lake) 2021

School Safety and Security

- **Quarterly Meetings with all County school superintendents including Benodjenh Center, Pathfinder 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 continue to be tested through Tabletop Exercises**

Leelanau County Broadband & 911 Communications Projects

Immediate Projects:

- Proposed New Tower at Government Center
- Extension of Maple City Tower – 199ft to 300ft

RFP Due Date: October 6, 2021

Long-Term Projects:

- Expansion of Leelanau 800MHz Conventional Solution County-wide
- Additional Tower to service Glen Arbor, Cleveland, and NPS Shoreline areas