



Excellence
OCCDA
Teamwork Service
Professionalism



Ottawa County Central Dispatch Authority
Annual Report
2019

Table of Contents

Director's Summary Letter

Slogan / Mission Statement

Authority Board/Technical Advisory Committee

Organizational Staffing

Awards / Recognitions

Training / Quality Assurance

Community Events

Communications Phone and Incident Charts

Agency Photos





March 4, 2020

To: Citizens of Ottawa County
Citizens of the City of Holland residing in Allegan County (Served by the OCCDA)
OCCDA Policy Board Members
OCCDA Technical Advisory Committee Members

The calendar year 2019 was a year of progress, transition, and continued improvement for the Ottawa County Central Dispatch Authority (OCCDA). Longtime Executive Director Tim Smith retired in July of 2019 and I began as Executive Director in September of 2019. The 800MHz radio system project progressed with the addition of a new tower site in Georgetown Township to address coverage issues in the area. Although the tower was not completed in 2019, as of January 2020, the site is functional and the Ottawa County 800MHz system is now operational.

We installed a new administrative phone system as part of a planned update. The OCCDA continued work on a project connecting our facility with the Peninsula Fiber Network (PFN) that will eventually provide a fiber connection to all other PSAPs in the state of Michigan. We installed scheduled Computer Aided Dispatch (CAD) updates from our CAD vendor and continue to work on the officer log project, which is expected to be completed in 2020. The "ECHO" level protocol was implemented for medical dispatching resulting in a general broadcast being relayed on the proper fire or police dispatch channel when we receive a 911 call regarding a life threatening medical emergency. When the broadcast is made, any Ottawa County EMS licensed first responder in a municipality owned vehicle can respond to the call, regardless of jurisdiction.

Staffing in 2019 provided challenges as we operated at less than full staffing for the entire year. We have completed two recent hiring processes and we currently have two trainees nearing the end of their training. Recently, a new hiring process was implemented in an attempt to fill vacant positions. We currently have one of our two part-time positions filled. In 2019, OCCDA received authorization from the Policy Board to hire two additional full time employees above our authorized strength to prepare for any future attrition. I expect that we will be involved in hiring and training new employees throughout 2020.

We continue to utilize Smart 911 as well as RAVE for emergency alerts and text to 911 functionality. OCCDA employees have received numerous text "SmartSave" awards from RAVE related to processing emergency calls. OCCDA dispatchers also received a total of nine (9) 911 Lifesaver Awards and one (1) "Stork Award" for assisting with the birth of a child on a 911 call.

Calendar year 2020 will be busy and challenging with several projects on the agenda. Some of the major projects are:

- New hardware and software installation for our CAD virtual environment
- Installing a new data backup and recovery system
- Installing a new emergency 911 phone system
- Hardware upgrades to the Chester Township tower to improve Marne area coverage (Completed in January 2020)
- Hiring and training new employees
- Building maintenance and upgrades
- Contract negotiations with the dispatcher group represented by POLC
- Continue hardware upgrades to make our Grand Haven backup site functional

On behalf of all employees of the OCCDA I want to thank the citizens and public safety agencies in Ottawa County for their continued support. We are looking forward to continuing to provide exceptional service to our citizens and emergency services providers.

Sincerely,

Peter T. McWatters

Peter T. McWatters
OCCDA Executive Director





Peter McWatters
Executive Director

OCCDA welcomed Peter McWatters as the new Executive Director September 19, 2019. Pete is a 28-year veteran of law enforcement. He served 25 years for the City of Grand Rapids Police Department overseeing the City's Support Services Unit, including 9-1-1 the last seven years. Pete stepped into his new role at OCCDA seamlessly by showing strong leadership skills, compassion, and taking action to improve dispatch and the community.



Tammy Smith
Deputy Director

Tammy Smith was promoted to Deputy Director in January of 2020. Tammy is the 1st Vice-President of the Michigan Chapter of the National Emergency Number Association (NENA). The last three years, she chaired the statewide 911 training conference for all of Michigan's Directors, Supervisors, and Dispatchers. Tammy has excelled as the Deputy Director by collaborating internally and externally with our police, fire, and EMS agencies.



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.



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 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 0.4400%, which was approved by the citizens of Ottawa County in August of 2008. The millage was a renewal of the original 1998 millage, and was approved for an additional 20 years and expires at the end of 2028. The millage ensures stable funding for operations of the Ottawa County Central Dispatch Authority.





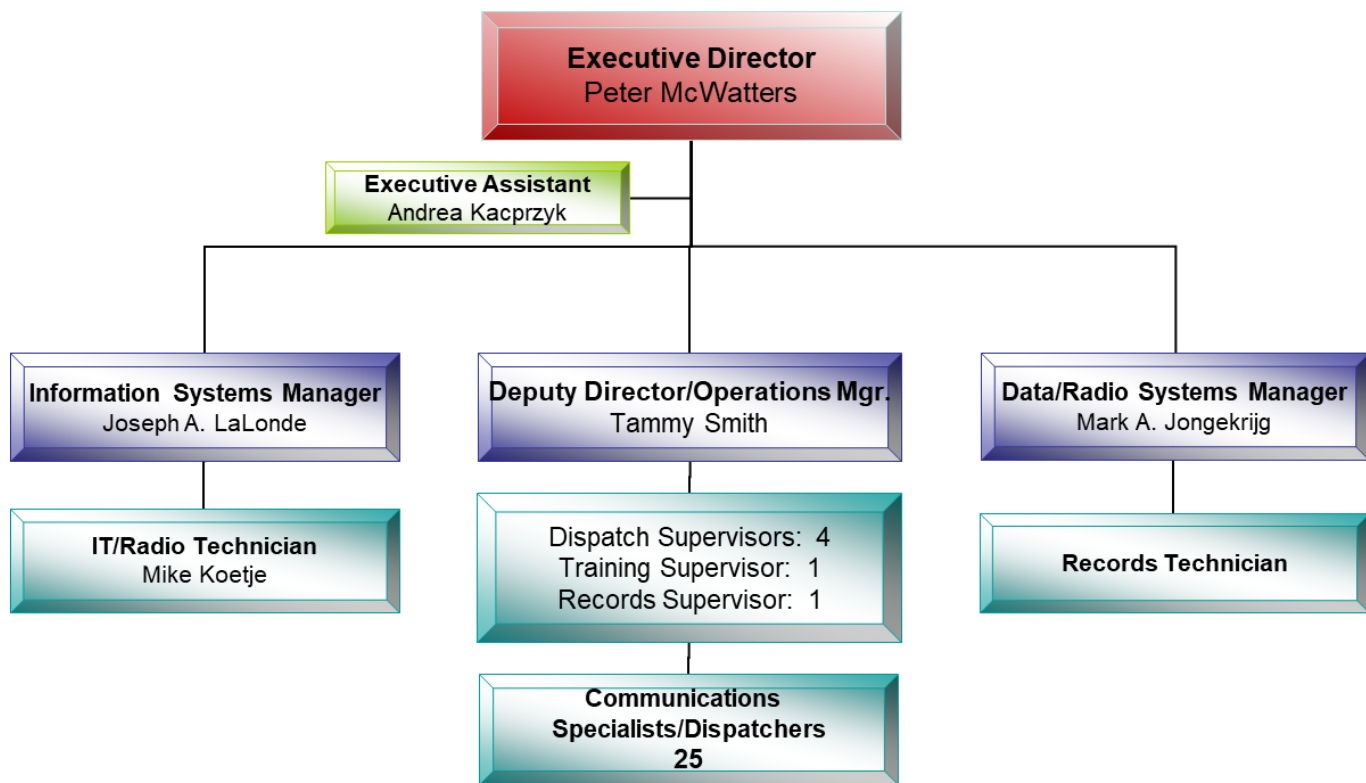
Policy Board Members January 2019

Patrick McGinnis (Chairperson), Grand Haven City Manager
 Alan Vanderberg (Vice-Chairperson), Ottawa County Administrator
 James (Toby) Van Ess (Secretary), Tallmadge Township Supervisor
 F/Lt. Chris McIntire, Post Commander Michigan State Police
 Keith Van Beek, Holland City Manager
 Tim Klunder, Zeeland City Manager
 Randy Meppelink, Ottawa County Commissioner
 Gordon Gallagher, Spring Lake Township Manager

Technical Advisory Committee Members January 2019

Chief Brian Sipe (Chairperson), Spring Lake Township Fire Department
 Chief Matthew Messer (Vice-Chair), Holland Department of Public Safety
 Sheriff Steve Kempker, Ottawa County Sheriff's Office
 Chief Jeffrey Hawke, Grand Haven Department of Public Safety
 F/Lt. Chris McIntire, Post Commander Michigan State Police
 Chief Tim Jungel, Zeeland Police Department
 Director Brandon DeHaan, Grand Valley State University Police
 Chief Jim Kohsel, Holland Township Fire Department
 Nick Bonstell, Director of Emergency Management
 Chief Kurt Gernaat, Blendon Township Fire Department
 Aaron Schutt, Life Ambulance





OCCDA is currently at staffing levels of 25 Dispatchers and 5 Dispatch Supervisors. Staffing levels are being reviewed using historical data as a benchmark. Our goal is to become fully staffed in the upcoming year. Scheduling is based on trends, severe weather, and call volumes.

Operational Staffing Overview:

4 Supervisors & 1 Training Supervisor
24 Full Time Dispatchers
1 Part Time Dispatcher

2 Dispatch Supervisor Phone/Radio Workstations
10 Complete Dispatch Phone/Radio Workstations
2 Phone Answering Only Workstations

Administration:

1 Executive Director
1 Deputy Director
1 Office Administrator
1 Information Systems Manager
1 Data/Radio Systems Manager
1 Records Supervisor
1 MSAG Records Technician



Ottawa County Central Dispatch Authority

2018 Telecommunicator of the Year Award

Katelyn Brower

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. Dispatcher Katelyn Brower received this award in April of 2019

Katelyn is a positive role model. She volunteers at community events, is a Certified Training Officer, and teaches Computer Aided Dispatch. Her extensive knowledge of Ottawa County is an asset to responders and the community. She also received two 911 Lifesaver awards.



**2019 Ottawa County Central Dispatch
Length of Service Awards were presented to:**

20 Years of Service

Joe LaLonde

IT Manager

Mark Jongekrijg

Data/Radio Systems Manager



***2019 Ottawa County Central Dispatch
Length of Service Award was presented to:***

5 Years of Service

Ryan Culver

Dispatcher



2019 Lifesaver Award

Lifesaver Awards are given to certified Emergency Medical Dispatchers (EMDs) who provide lifesaving instructions to callers before police, fire or ambulance services arrive on the scene.

**Katelyn Brower
Andrea Kacprzyk
Kimberly DeWinter
Polly Hooker
Katie Coenen
Katelyn Brower
Tammy Huff
Shelby Haugen**



PEER SUPPORT

OCCDA's Peer Support Team was established to be there for employees who have taken a difficult call or are having an issue in their personal life and need someone to talk to. The team is made up of six dispatchers and supervisors who have received training to support their peers through difficult situations. We have coordinated with Bob VandePol, the Executive Director of the Employee Assistance Program at Pine Rest to ensure that employees receive both peer support and professional counseling when necessary. The team does a great job communicating with the entire staff by sending monthly emails with suggestions for healthy living and wellness.



2019 Stork Award

Mary Allman helped deliver a baby boy in Crockery Township in July. Mary utilized her EMD training to provide pre-arrival instructions to the father who delivered his baby in their vehicle. This is Mary's second Stork Award.



2019 Rave Smart Save Awards

The Rave Smart Save Award gives recognition to those who utilized Rave Smart 911 chat feature to communicate with citizens during emergencies and send them the necessary police, fire, or medical assistance.

**Nikki Wentworth
Katie Coenen
Tammy Huff
Laurie Kelley
Kimberly DeWinter
Nicole Schaefer
Chris Karish
Ryan Culver
Austynn Sprague
Mary Allman
Morgan Cisler
Rachael Hausbeck
Shonda Walski**



Dispatch Personnel Continuing Education

Continuing education is at the forefront of a highly functioning dispatch center. Every employee who answers a 911 call is required to be up to date on their CPR certification through the American Heart Association. Our employees received almost 900 hours of SNC training. The State of Michigan requires every supervisor and dispatcher to have 24 hours of continuing education credits bi-annually. Our employees have far exceeded the minimum standard.

Along with our colleagues in the police, fire and EMS fields, several employees were involved in training such as Active Shooter, Event Training, and Community Awareness.

Communications Training Officer (CTO) Program

The dispatch center is manned with eleven CTOs. They attend a 40-hour training course in order to become certified. Our CTOs are trained to use positive and proactive training methodology. Through the guidance of the Training Supervisor and Deputy Director, they provide the vast majority of hands-on training and education for our newly hired staff. The CTOs learn to create a positive learning environment that contains strategies for success to help our trainees grow in their knowledge and skills. The training program is continually updated based upon continuous improvement and standards updates. This allows CTOs to serve as facilitators, guiding the trainees as they actively participate in their learning. The training program is based off the agencies operational guidelines and procedures.



Quality Assurance

The Quality Assurance (QA) Program is a proactive approach to monitoring performance. Dispatch Supervisors conduct weekly QA assessments of team members to determine his or her performance. This provides important data to analyze and use for identifying performance trends, targeting training needs, measuring improvement and recognizing exceptional performers.

The Quality Assurance program is reviewed yearly to make adjustments as Standard Operating Guidelines, Policies, or as technology continue to change. The program has been useful in identifying areas needing improvement, as well as assisting new trainees in developing confidence and areas of focus.



FOIA Requests:

In 2019, Ottawa County Central Dispatch processed 956 Freedom of Information Act (FOIA) requests. A breakdown of those requests are as follows:

Police Agencies.....	95	Requests
Fire Departments.....	8	Requests
Prosecuting Attorneys	727	Requests
Private Attorneys.....	83	Requests
Private Citizens.....	11	Requests
News Agencies.....	2	Requests
Insurance Companies.....	13	Requests
Internal Requests.....	9	Requests
Other.....	15	Requests
Totals:	Revenue.....\$2,056.37	956 Requests

Community Events:

Several staff members attended community events to help educate and share knowledge about 9-1-1 throughout 2019. Some of the events within the county we attend are Fire Prevention Open Houses, 4-H Fairs, County Fairs, Rotary meetings, Pancake breakfasts, Tulip Time and Coast Guard activities, Life Ambulance 911 camp, National Night out, NOCH babysitting classes and various other health and safety events at schools or businesses. Some of the focus is when to use the non-emergency number, 1-800-249-0911 for non life threatening situations, educating the public about our organizational structure and services such as Smart 911 and Text to 911.

Public Education / Community Involvement:

In 2019, the Ottawa County Central Dispatch Center continued its tradition of community involvement by conducting education sessions for students beginning with 2nd graders through Criminal Justice classes at the high school level. Approximately 1,000 students were reached in 2019. Students were given information about 911, when to call 911, when to use the non-emergency number lines and what to expect when they do call 911. Training Supervisor Elvita Lewandowski makes the presentation to students interactive so they are able to learn and ask the questions they may have.



2019 Annual Report
Ottawa County Central Dispatch



2019 Public Education Events

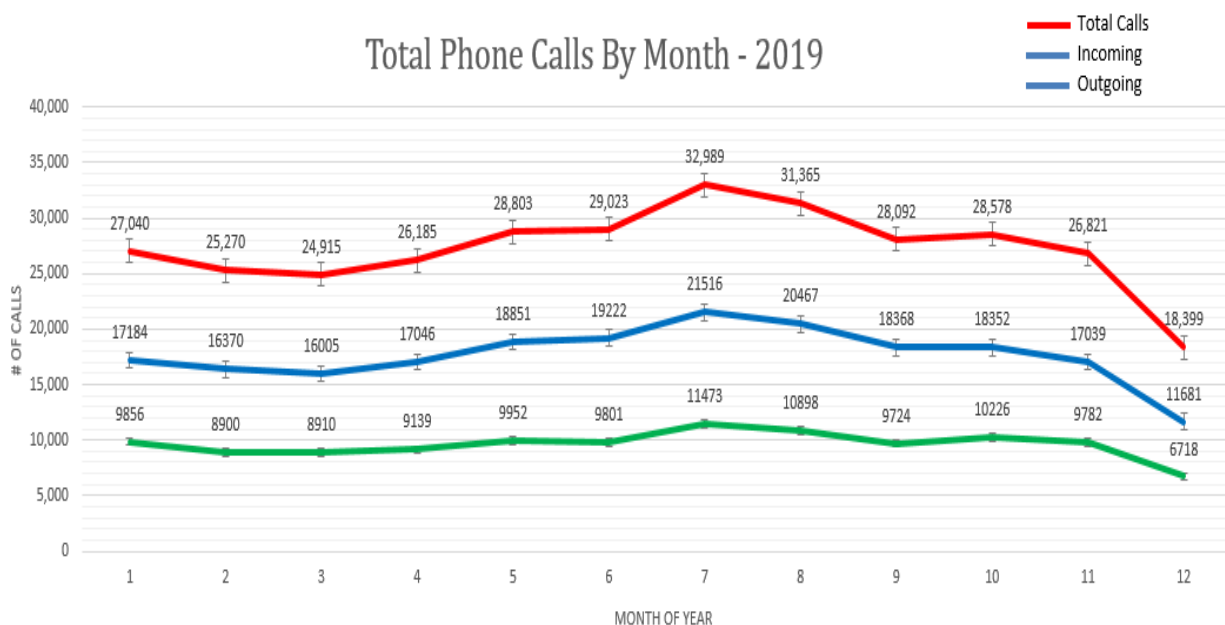
DATE	EVENT NAME	LOCATION
3/12/2019	SkyWarn	Grandville Middle School
3/19/2019	School Presentation	West MI Academy of Arts
3/20/2019	Local Emergency Planning Committee	Ottawa Co. Sheriff's Office
4/20/2019	Blendon Twp Pancake	Blendon Twp FD
4/20/2019	Day of Young Child	Cityside Middle School
4/22/2019	Zeeland HS Mock Accident	Zeeland High School
5/4/2019	Kinderplaats	Civic Center South Lot
5/5/2019	Kinderplaats	Civic Center South Lot
18-May-19	Cakes, Wings and Things	Ottawa Executive Airport
5/18/2019	Coast Guard Boaters Safety	CG station
6/10/2019	Babysitting Class	NOCH
6/17/2019	Babysitting Class	NOCH
6/17/2019	Camp 911	Blendon Twp FD
6/25/2019	Camp 911	Hudsonville
6/25/2019	Shields Of Hope	On the Border- Holland
7/9/2019	Camp 911	Allendale FD
7/17/2019	Babysitting Class	NOCH
7/18/2019	Zeeland Pig Out	Lawrence Street Park
7/25/2019	Holland Jr Police Academy	HPD
8/6/2019	Holland Night Out	Kollen Park
8/7/2019	Auto Body Xperts	9389 Riley St, Holland
8/8/2019	Beaverdam CRC Comm Night	Beaverdam Church
8/14/2019	Babysitting class	NOCH
8/21/2019	Auto Body Xperts	3483 Highland Dr, Hudsonville
9/14/2019	Prepare Fair	Holland Walmart
9/16/2019	Jamestown Schools	Jamestown Lower Elementary
9/17/2019	Hudsonville Safety Open House	Hughes Park
9/19/2019	Spring Lake FD	Central Park in SL Village
9/19/2019	Robinson FD	Robinson Elementary
9/20/2019	Allendale Elementary	Allendale Elementary
9/28/2019	Olive Twp Pancake Breakfast	Olive Twp FD
10/3/2019	Georgetown FD open house	44th St Station
10/4/2019	37th Annual Fire Safety Event	Holland Civic Center
10/7/2019	Port Sheldon Fire Open House	16201 Port Sheldon St
10/8/2019	Grand Haven Fire Rescue	13250 168th Ave
10/12/2019	GHDPS Open House	GHDPS
10/14/2019	Ferrysburg Fire Open House	17411 N Shore Dr
10/18/2019	Living It Expo	Community room
10/21/2019	Culver's Trunk or Treat	520 Away Dr Grand Haven
11/2/2019	Heros 5k	5346 Tyler St

When one teaches, two learn - Robert A. Heinlein



Ottawa County Central Dispatch Authority
Phone Call Statistic's by Trunk Group
For Period of January 1, 2019 thru December 31, 2019

Trunk Line	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	YTD Total
9-1-1 (AT & T)	7365	6922	6641	7194	7818	8369	9644	9176	8012	7831	7728	4908	91,608
9-1-1 (Frontier)	0	2	1	20	6	0	84	7	4	0	0	0	124
9-1-1 Wireless Phase 1	1965	1889	2044	2303	2588	2832	3478	3384	2669	2587	2355	1566	29,660
9-1-1 Wireless Phase 2	6509	5973	5667	6128	6897	7371	8723	8178	7067	7020	7044	4382	80,959
Voice over Internet Prot	388	363	400	376	393	397	410	355	417	432	383	290	4,604
Public	7681	7528	7353	7688	8663	8576	9361	8951	8267	8303	7230	5252	94,853
Private	297	261	221	247	235	255	234	237	209	206	229	164	2,795
Administrative	863	701	810	799	877	781	691	681	635	690	628	501	8,657
Pier	0	2	1	8	3	4	0	3	3	5	0	0	29
Cellular Phase Zero	8	7	10	6	3	2	2	1	0	1	0	0	40
911 Hang up(abandoned)	970	947	968	1084	1246	1235	1500	1411	1238	1316	1224	856	13,995
Total Incoming	17184	16370	16005	17046	18851	19222	21516	20467	18368	18352	17039	11681	212,101
Total Outgoing	9856	8900	8910	9139	9952	9801	11473	10898	9724	10226	9782	6718	115,379
Total Calls	27,040	25,270	24,915	26,185	28,803	29,023	32,989	31,365	28,092	28,578	26,821	18,399	327,480
*Already included in 9-1-1 trunk totals													
Outdials Entry 911 system	8365	7425	7391	7537	8105	8068	9445	8965	7985	8393	8045	5440	95,164
Admin Outgoing Entry	521	528	551	518	601	498	528	522	501	517	513	422	6220
Hangup Call Backs	970	947	968	1,084	1,246	1,235	1,500	1411	1238	1316	1224	856	13,995

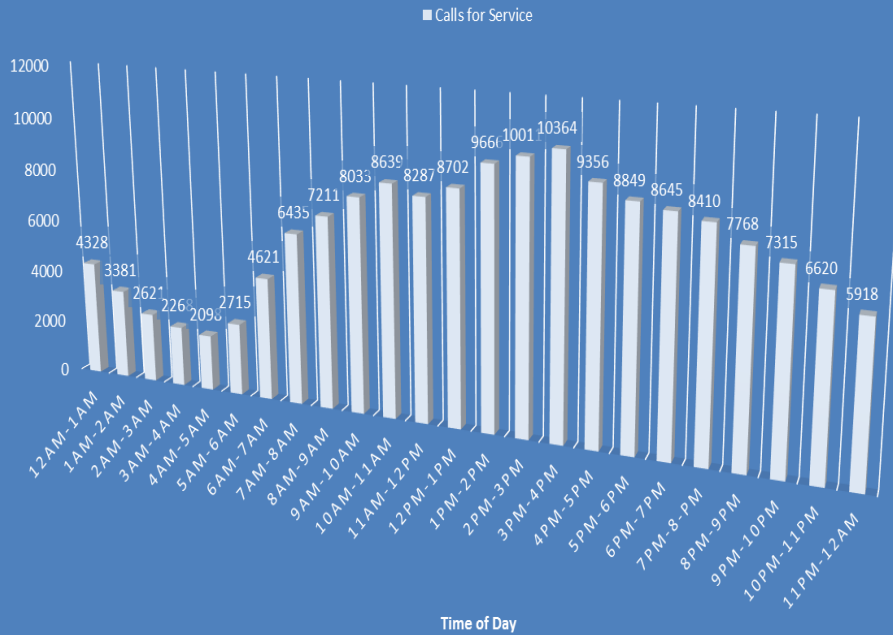


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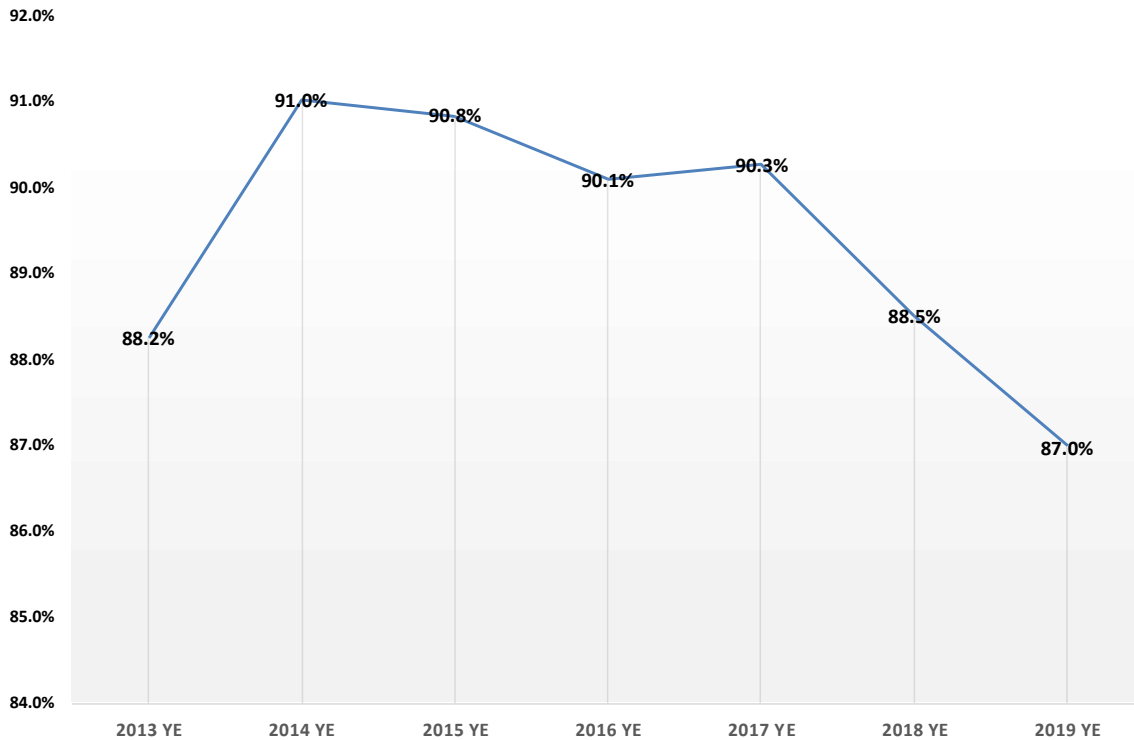
The Phone Call Statistical Data reports are based on available data collected from different 9-1-1 phone system, as well as the administrative phone system. Data collection methodology in some categories was different between systems.



CALLS FOR SERVICE BY TIME OF DAY



Percentage of 911 calls received wireless vs landline



Ottawa County Central Dispatch 2019 Dispatched Incidents by Venue

COMBINED POLICE & FIRE

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
01 - Allendale	529	484	438	541	503	516	529	540	637	629	539	483	6368
02 - Blendon	117	113	119	107	120	112	165	123	96	139	138	133	1482
03 - Chester	55	44	68	51	45	53	56	58	39	61	51	62	643
39 - Coopersville	195	163	206	222	250	244	227	238	238	228	208	257	2676
04 - Crockery	200	235	155	240	285	238	193	204	159	196	186	210	2501
40 - Ferrysburg	144	114	93	143	158	153	194	166	127	153	145	132	1722
05 - Georgetown	971	820	849	880	973	915	997	919	1011	973	864	971	11143
66 - Grand Haven City	696	691	690	745	843	923	1,263	1,290	874	821	697	705	10238
06 - Grand Haven Twp	502	499	468	506	494	552	577	621	550	569	546	515	6399
60 - Grand Valley St	377	390	278	319	148	160	173	336	414	367	344	206	3512
80 - Holland City	1,662	1,530	1,626	1,754	1,863	1,847	1,994	2,030	1,815	2,067	1,675	1,535	21398
07 - Holland Twp	1,657	1,460	1,457	1,527	1,716	1,657	1,817	1,748	1,616	1,652	1,555	1,521	19383
46 - Hudsonville	284	273	255	264	281	258	294	331	310	267	278	325	3420
08 - Jamestown	250	157	161	206	188	188	219	235	176	202	193	197	2372
09 - Olive Twp	243	238	252	229	203	214	253	260	261	230	234	232	2849
10 - Park	284	245	242	311	343	374	451	328	322	313	281	279	3773
11 - Polkton	152	107	137	118	146	137	166	111	87	116	141	88	1506
12 - Port Sheldon	87	156	135	126	113	121	155	139	92	130	109	116	1479
13 - Robinson	159	160	168	175	164	155	185	158	168	150	169	140	1951
14 - Spring Lake Twp	329	350	308	404	325	334	433	408	390	343	360	376	4360
47 - Spring Lake Vill	132	110	116	135	162	222	161	139	168	157	122	130	1754
15 - Tallmadge	313	251	235	255	242	254	312	226	260	258	281	247	3134
16 - Wright Twp	211	195	160	163	152	186	160	149	115	148	125	143	1907
48 - Zeeland City	206	210	217	212	213	256	252	248	222	278	250	255	2819
17 - Zeeland Twp	374	257	262	314	283	260	344	290	289	277	327	330	3607
99 - Out of County	7	11	11	11	9	6	20	9	11	20	22	17	154
TOTAL	10136	9263	9106	9958	10222	10335	11590	11304	10447	10744	9840	9605	122550

FIRE

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
01 - Allendale	94	85	80	110	91	108	87	87	120	102	100	91	1155
02 - Blendon	22	21	29	18	26	17	27	23	20	21	27	30	281
03 - Chester	18	15	14	9	11	10	11	13	9	13	13	17	153
39 - Coopersville	43	34	38	45	40	47	46	49	45	39	46	41	513
04 - Crockery	28	50	21	34	27	24	25	27	16	25	33	28	338
40 - Ferrysburg	16	9	13	27	22	13	20	17	23	14	16	13	203
05 - Georgetown	64	62	58	76	74	76	81	56	61	63	58	57	786
66 - Grand Haven City	132	137	134	136	147	139	208	161	139	170	140	135	1778
06 - Grand Haven Twp	114	119	101	110	101	101	112	119	113	108	116	107	1321
60 - Grand Valley St	18	14	24	10	2	12	5	12	22	16	13	3	151
80 - Holland City	290	291	325	323	333	329	334	346	308	369	292	331	3871
07 - Holland Twp	91	70	56	68	65	79	96	86	72	61	83	72	899
46 - Hudsonville	51	47	41	44	44	27	49	47	55	43	53	60	561
08 - Jamestown	43	19	30	42	36	27	45	30	31	38	41	33	415
09 - Olive Twp	23	25	25	32	21	26	26	36	29	21	26	22	312
10 - Park	20	29	17	15	24	18	46	27	25	25	27	23	296
11 - Polkton	24	13	14	5	23	16	32	17	12	20	14	7	197
12 - Port Sheldon	14	38	19	18	16	20	29	18	10	15	26	15	238
13 - Robinson	30	36	30	37	25	20	21	20	31	27	34	29	340
14 - Spring Lake Twp	68	78	69	88	62	65	90	92	64	61	84	84	905
47 - Spring Lake Vill	16	23	18	29	31	48	24	19	23	23	26	29	309
15 - Tallmadge	78	58	51	81	47	49	76	35	63	56	60	55	709
16 - Wright Twp	33	45	35	23	24	36	20	30	15	26	20	22	329
48 - Zeeland City	58	48	52	43	54	62	65	57	49	59	63	65	675
17 - Zeeland Twp	65	45	36	50	39	37	53	38	43	33	52	60	551
99 - Out of County	3	2	6	4	7	1	13	6	3	8	10	5	68
TOTAL	1456	1413	1336	1477	1392	1407	1641	1468	1401	1456	1473	1434	17354

POLICE

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
01 - Allendale	435	400	358	431	412	408	442	453	518	527	439	392	5215
02 - Blendon	95	92	90	89	94	95	138	100	76	118	111	103	1201
03 - Chester	37	29	54	42	34	43	45	45	30	48	38	45	490
39 - Coopersville	152	129	168	177	210	197	181	189	193	189	162	216	2163
04 - Crockery	172	185	134	206	258	214	168	177	143	171	153	182	2163
40 - Ferrysburg	128	105	80	116	136	140	174	149	104	139	129	119	1519
05 - Georgetown	908	758	791	805	900	839	916	863	950	910	806	914	10360
66 - Grand Haven City	564	554	556	609	696	784	1,055	1,129	735	651	558	570	8461
06 - Grand Haven Twp	388	380	367	396	393	451	465	502	437	462	430	408	5079
60 - Grand Valley St	359	376	254	309	146	148	168	324	392	351	331	203	3361
80 - Holland City	1,372	1,239	1,301	1,431	1,531	1,518	1,660	1,684	1,507	1,698	1,383	1,204	17528
07 - Holland Twp	1,566	1,390	1,401	1,459	1,651	1,578	1,721	1,662	1,544	1,591	1,472	1,449	18484
46 - Hudsonville	233	226	214	220	237	231	245	284	255	224	225	265	2859
08 - Jamestown	207	138	131	164	152	161	174	205	145	164	152	164	1957
09 - Olive Twp	220	213	227	197	182	188	227	224	232	209	208	210	2537
10 - Park	264	216	225	296	319	356	405	301	297	288	254	256	3477
11 - Polkton	128	94	123	113	123	121	134	94	75	96	127	81	1309
12 - Port Sheldon	73	118	116	108	97	101	126	121	82	115	83	101	1241
13 - Robinson	129	124	138	138	139	135	164	138	137	123	135	111	1611
14 - Spring Lake Twp	261	272	239	317	263	269	343	316	326	282	276	292	3456
47 - Spring Lake Vill	116	87	98	106	133	174	137	120	145	134	96	101	1447
15 - Tallmadge	235	193	184	174	195	205	236	191	197	202	221	192	2425
16 - Wright Twp	178	150	125	140	128	150	140	119	100	122	105	121	1578
48 - Zeeland City	148	162	165	169	159	194	187	191	173	219	187	190	2144
17 - Zeeland Twp	309	212	226	264	244	223	291	252	246	244	275	270	3056
99 - Out of County	4	9	5	7	2	5	7	3	8	12	13	12	87
TOTAL	8681	7851	7770	8483	8834	8928	9949	9836	9047	9289	8369	8171	105208

2019 Annual Report

Ottawa County Central Dispatch









