

BARRY COUNTY CENTRAL DISPATCH

ANNUAL REPORT

2024 & 2025

STRATEGIC PLAN

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MESSAGE FROM THE DIRECTOR



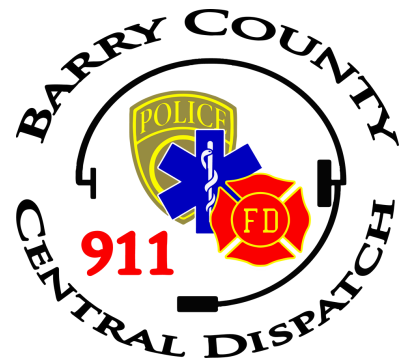
It is my honor to present the 2024 Annual Report and 2025 Strategic Plan for Barry County Central Dispatch. This report highlights our achievements, challenges, and unwavering commitment to serving our community with professionalism, dedication, and innovation.

This year, our team has continued to demonstrate resilience and adaptability in the face of evolving public safety needs. We have embraced new technologies, enhanced our training programs, and strengthened partnerships with law enforcement, fire, and EMS agencies. These efforts ensure that we remain at the forefront of emergency communications, providing the highest level of service to those who depend on us.

Our success would not be possible without the dedication of our emergency communications officers, supervisors, and support staff. Their hard work and commitment to excellence are the foundation of our operations. Every call they answer, every second they save, and every life they help protect makes a profound impact on our community. Looking ahead, we remain focused on continuous improvement—whether through upgrading our systems, expanding community outreach, or advocating for the resources necessary to support our mission.

The future of 911 is evolving, and we are committed to ensuring that Barry County Central Dispatch remains a leader in emergency communications. Thank you for your continued support and trust in our team. Together, we will continue to enhance public safety and make a difference in the lives of those we serve.

Sincerely,
Stephanie Lehman, ENP



9-1-1 AUTHORITY BOARD

Lt. Lani Forbes – Board Chair – Barry County Fire Association
Jon Smelker – Vice Chair - Barry County Board of Commission
F/Lt. Keith Disselkoen – Michigan State Police Wayland Post 52
Chief Dale Boulter – City of Hastings
Sheriff Dar Leaf – Barry County Sheriff's Office
Dana Yarger – EMS Advisory Council / Medical Control
Earl Wilson – Barry County Township (Castleton)
Doug Peck – Barry County Township (Hope)
Duane Weeks – Barry County Villages
Kristen Cove – General Public at Large
Cindy Vujea – General Public at Large

TECHNICAL ADVISORY COMMITTEE

Lt. Lani Forbes – Chair - 9-1-1 Administrative Board
Chief Dale Boulter – Hastings City Police Department
Deputy Chief Julissa Kelly - Hastings City Police Department
F/Lt. Keith Disselkoen – Michigan State Police Wayland Post 52
Sheriff Dar Leaf – Barry County Sheriff's Office
Deputy William Romph– Barry County Sheriff's Office
Jim Yarger - Barry County Emergency Management
Paramedic Joseph Huebner - Mercy Ambulance
Chief Craig Wyman - Hickory Corners Fire Department
Chief Wayne Gould - Nashville Fire Department
Chief Timothy Griffin - Woodland Township Police Department
Deputy Director Katlin Hall - Barry County Central Dispatch
Director Stephanie Lehman - Barry County Central Dispatch



Back rows from left: E. Krouse, E. Mulvaine, M. James, J. Longanbach, E. Hampton, K. Nevins, M. Green, A. Will, K. Worm, J. Gibson, E. Godbey, M. Farnum, E. Hall.
Front row from left: K. Mead, K. Hall, S. Lehman, V. Booth, D. Fletcher

Michelle James	Supervisor	25 Years
Kurt Worm	Emergency Communicaitons Officer	19 Years
Stephanie Lehman	Director	16 Years
Eric Mulvaine	Network & Systems Administrator	12 Years
Katlin Hall	Deputy Director	11 Years
Kristina Nevins	Supervisor	11 Years
Erik Godbey	Supervisor	10 Years
Jill Jackson	Supervisor	9 Years
Michael Farnum	Custodian/Maintenance	9 Years
Erica Krouse	Supervisor	6 Years
Jennifer Gibson	Emergency Communications Officer	5 Years
Megan Green	Emergency Communications Officer	5 Years
Alexander Will	Emergency Communications Officer	5 Years
Vanessa Booth	Office Manager	4 Years
Jacob Longanbach	Emergency Communications Officer	3 Years
Emily Hampton	Emergency Communications Officer	3 Years
Dayze Fletcher	Emergency Communications Officer	2 Years
Jenna Lapham	Emergency Communicaitons Officer	1 Year
Kambree Mead	Emergency Communications Officer	1 Year
Elizabeth Hall	Emergency Communications Officer	New Hire
Megan Alfini	Emergency Communications Officer	New Hire
Kaylee Ryan	Emergency Communications Officer	New Hire
Sara VanVelsen	Emergency Communications Officer	New Hire

2024 Year in Review



Stephanie Lehman

Michigan APCO Director of the Year



Kristina Nevins

APCO LEAD Scholarship Recipient



Michelle James

25 Year Service Award



Erik Godbey

10 Year Service Award



Jennifer Gibson

5 Year Service Award



Megan Green

5 Year Service Award

LEADERSHIP TEAM

Experience, Dedication and Heart



Stephanie Lehman

Director since 2018

Stephanie joined our team in June 2008 and was promoted to Supervisor in November 2013. She advanced to Interim Director in 2017 before officially stepping into the role of Director in 2018. Beyond her role as Director, Stephanie serves as the President of the Michigan Chapter of NENA, holds a seat on the State 911 Committee, and is the chairperson of the State 911 Training Committee. She is also an active member the Barry County Medical Control Authority, the Barry County United Way Allocations Committee, the Athena Committee, and various other community boards. Stephanie holds a Bachelor's Degree in Occupational Studies with a minor in Communications and is certified as an Emergency Number Professional (ENP).



Katlin Hall

Deputy Director since 2021

Katlin joined our team in July 2013 and quickly advanced to Supervisor in 2018. Her dedication led her to earn a Bachelor's Degree in Occupational Studies with a minor in Communications, along with Emergency Number Professional (ENP) certification. In 2021, she was appointed Deputy Director, a new role she has made essential to our operations. Katlin also leads the Public Relations Committee, strengthening our community engagement.



Eric Mulvaine

Network & Systems Administrator since 2020

Eric joined our team in October of 2012. Promoted to Supervisor in 2017. After earning his Associate's degree in computer engineering technology, Eric was promoted to Network & Systems Administrator in 2020. Eric is also a certified Emergency Number Professional (ENP).

SUPERVISORY TEAM

Dedicated, Dependable Leaders in Dispatch



Michelle James

Supervisor since 2010

Michelle joined our team in June 1999 and was promoted to Supervisor in 2010. She continues to lead with dedication and commitment, celebrating 25 years of service at BCCD this year. In addition to her supervisory role, Michelle is a key member of the Communications Training Officer program and actively contributes to the Public Relations Committee.



Kristina Nevins

Supervisor since 2019

Kristina joined our team in September 2013 and was promoted to Supervisor in 2019. She leads with a calm approach, always striving for the most effective and efficient ways to guide her team. In addition to her supervisory role, Kristina serves as the Communications Training Supervisor and is a certified Basic 40-Hour Dispatch Instructor. She continues to enhance her leadership skills through the Registered Public Safety Leadership (RPL) Program.



Erik Godbey

Supervisor since 2021

Erik joined our team in July 2014 and was promoted to Supervisor in 2021. A dedicated leader, he consistently goes above and beyond to support his team and the organization.

In addition to his supervisory role, Erik is a key member of the Communications Training Officer program and leads the Peer Support Team. He earned certification from the Operation Northern Exposure Leadership Forum in 2024, further strengthening his leadership and support skills.



Erica Krouse

Supervisor since 2024

Erica joined our team in July 2018 and was promoted to Supervisor in 2024. In addition to her supervisory role, Erica is an integral member of the Communications Training Officer program and actively contributes to the Public Relations Committee.

9-1-1 OPENHOUSE



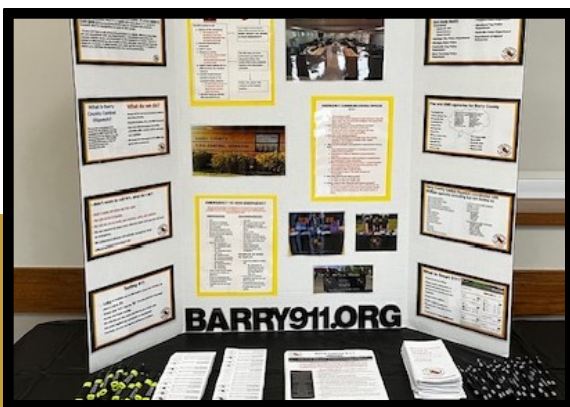
9-1-1 Professionals on site to answer questions

Several Barry County Central Dispatch staff members were onsite offering tours, answering questions and helping citizens create Smart911 profiles.



History of Barry County Central Dispatch

Statistics and information regarding the creation of Barry County Central Dispatch Authority that was founded in 1992.





NATIONAL TELECOMMUNICATOR WEEK

In honor of National Public Safety Telecommunicators week, our team shared a meal, a silent auction and many of laughs, which was followed by a presentation from our MERS representative.



MERS PRESENTATION

GIVEN BY: ANGELA SCHRAUBEN

SILENT AUCTION



PUBLIC RELATIONS

2024 Year in Review



Our Public Relations Committee attended the Annual Thornapple Kellogg High School Career Day, Hastings Summerfest and the DHHS Halloween Truck or Treat.



LEGISLATIVE OUTREACH

Congressman John Moolenar visits Barry County Central to learn about Next Generation 911 and the importance of the 911 Saves Act.



Advancements in the 9-1-1 Industry

Our partners from Eaton County 911 and Peninsula Fiber Network.

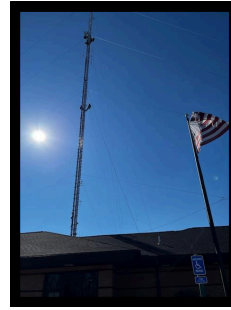


Advances in Technology

Deputy Director Hall demonstrates the importance of technology and how its advancements continue to increase productivity and accuracy.



800 MHz Radio Towers



2022

Funding

Barry County ARPA Grant
State of Michigan Legislative Appropriation

2022-2023

Research

Extensive research was conducted inside and outside of the State of Michigan to determine the best path forward for radio infrastructure. The best locations were scouted to provide for optimal coverage.

2023-2024

Building and Upgrading Infrastructure

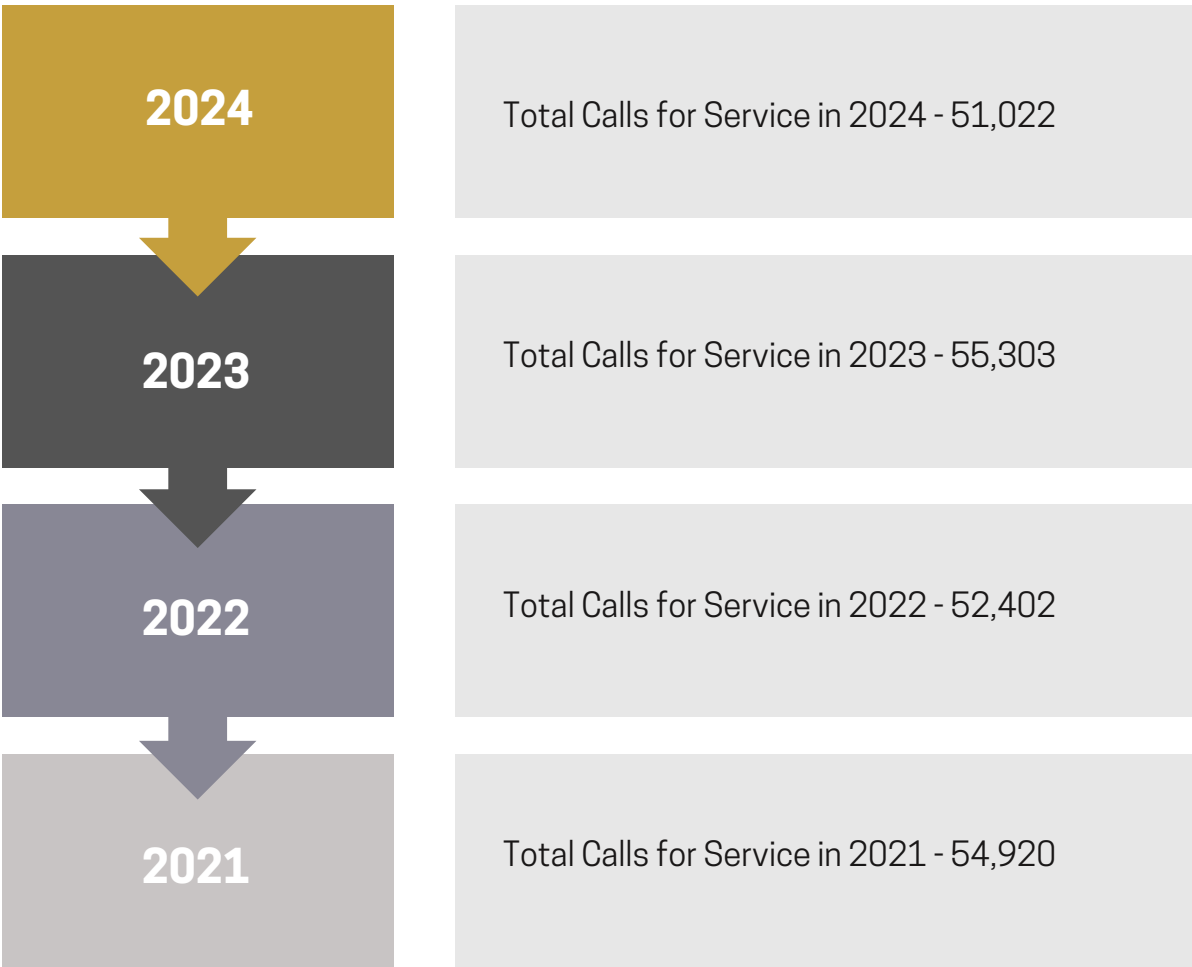
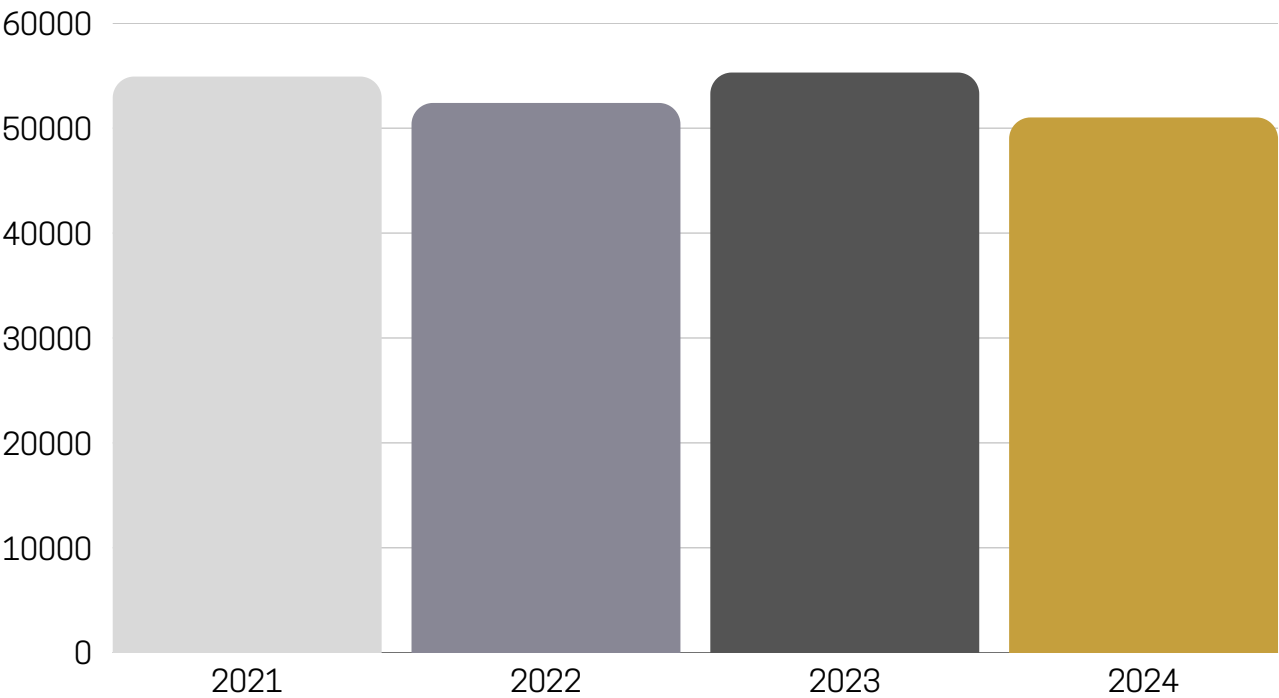
Towers were erected in the City of Hastings and the Village of Middleville. The tower at Central Dispatch underwent structural analysis and extensive upgrades.

NOV 2024

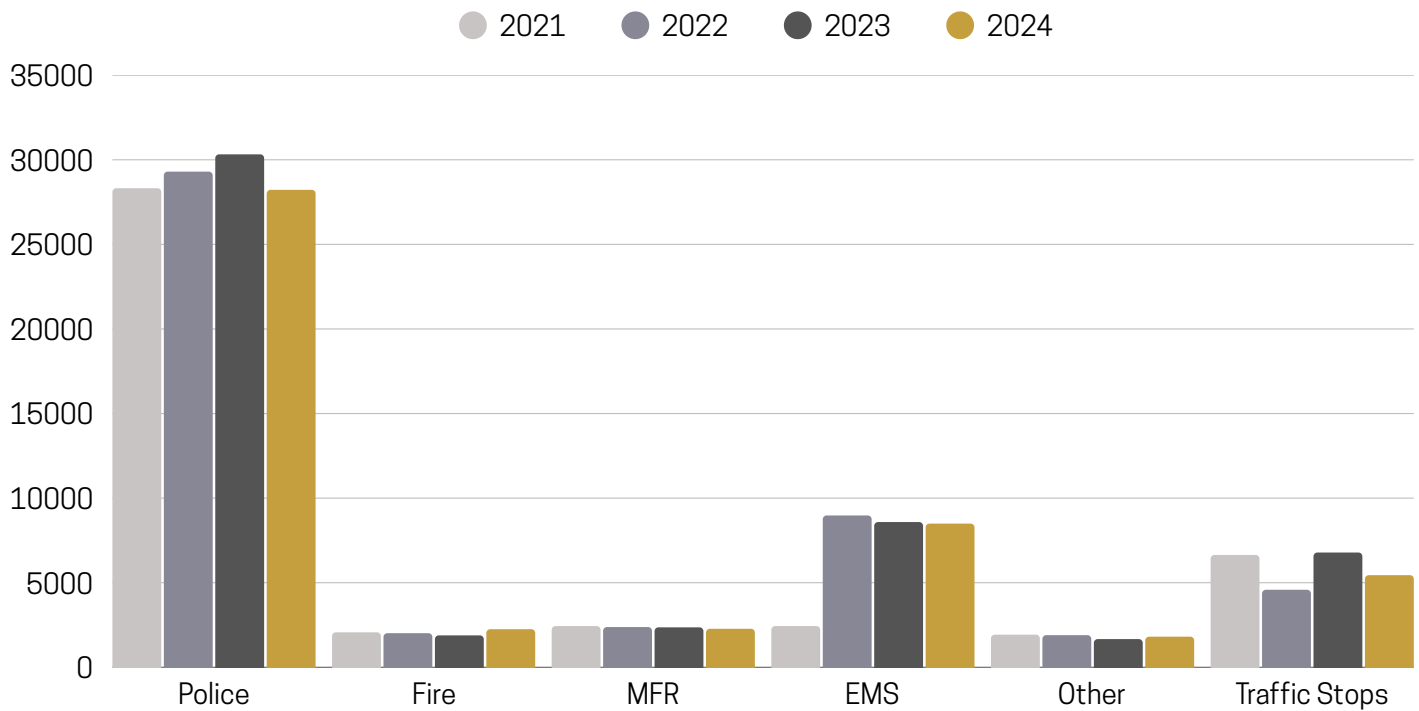
LIVE

Barry County went live on a “3 Site Simulcast” system on November 20, 2024

Dispatched Incidents Yearly Comparison



Calls for Service by Type Yearly Comparison



2024

Total Police Calls for Service - 28,225
 Total Fire Calls for Service - 2,251
 Total MFR Calls for Service - 2,276
 Total EMS Calls for Service - 8,494
 Total Other Calls for Service - 1,810
 Total Traffic Stops - 5,446

2023

Total Police Calls for Service - 30,322
 Total Fire Calls for Service - 1,885
 Total MFR Calls for Service - 2,361
 Total EMS Calls for Service - 8,586
 Total Other Calls for Service - 1,667
 Total Traffic Stops - 6,784

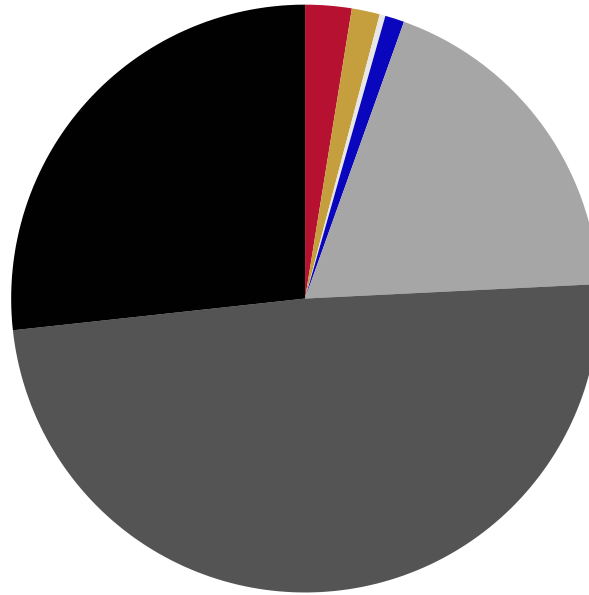
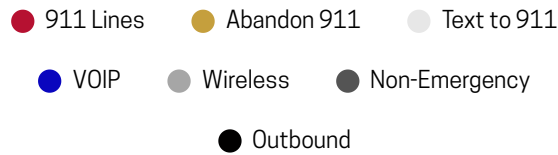
2022

Total Police Calls for Service - 29,301
 Total Fire Calls for Service - 2,016
 Total MFR Calls for Service - 2,378
 Total EMS Calls for Service - 8,975
 Total Other Calls for Service - 1,900
 Total Traffic Stops - 4,583

2021

Total Police Calls for Service - 28,319
 Total Fire Calls for Service - 2,067
 Total MFR Calls for Service - 2,437
 Total EMS Calls for Service - 9,289
 Total Other Calls for Service - 1,929
 Total Traffic Stops - 6,640

Total Call Summary Statistics



2024

Land Line 9-1-1 Calls -	1,853
Abandoned 9-1-1 Calls -	1,123
Wireless 9-1-1 Calls -	13,652
Non-Emergency Calls -	35,712
VOIP Calls -	768
Outbound Calls -	19,451

2023

Land Line 9-1-1 Calls -	1,998
Abandoned 9-1-1 Calls -	1,729
Wireless 9-1-1 Calls -	16,522
Non-Emergency Calls -	37,364
VOIP Calls -	705
Outbound Calls -	22,348

2022

Land Line 9-1-1 Calls -	2,557
Abandoned 9-1-1 Calls -	1,519
Wireless 9-1-1 Calls -	14,973
Non-Emergency Calls -	41,558
VOIP Calls -	722
Outbound Calls -	23,503

2021

Land Line 9-1-1 Calls -	2,908
Abandoned 9-1-1 Calls -	1,843
Wireless 9-1-1 Calls -	16,285
Non-Emergency Calls -	41,653
VOIP Calls -	894
Outbound Calls -	25,272

Mobile Data Network

Barry County Central Dispatch provides a robust Mobile Data Computer (MDC) network to law enforcement agencies to enhance responder safety and efficiency. This system ensures that officers have real-time access to Mobile Computer-Aided Dispatch (CAD) and Criminal Justice Information Services (CJIS), allowing for instant communication, situational awareness, and critical data retrieval while in the field. Additionally, this network enables Emergency Communications Officers to track law enforcement vehicles, improving coordination and response times. While predominately for law enforcement, certain components of the MDC network are also extended to EMS agencies for tracking purposes, ensuring efficient deployment and resource management during emergencies. See below tables for cost breakdowns.

Type of Equipment	Total Quantity	Cost Per Unit	Total Cost
MDC's Precision Data w/ Fingerprint Reader	46	\$ 2,717.75	\$ 125,016.50
OTM Cyber Protection License	46	\$ 44.00	\$ 2,024.00
Docking Station Handles	46	\$ 62.96	\$ 2,895.62
Verizon Wireless Private Network	46	\$ 46.97 per month	\$ 25,927.44
Core Technologies Licenses	24	\$ 241.38	\$ 5,793.00
Netmotion License	38	\$ 122.21	\$ 4,643.98
GPS Gate	46	\$ 29.74	\$ 1,368.00
Sierra Wireless RV55 LTE-A Pro Modem (Law Enforcement)	45	\$ 801.10	\$ 33,574.50
Sierra Wireless RV55 CAT 4 Modem (EMS)	6	\$ 612.10	\$ 3,342.60
Mobile CAD Licenses	38	\$ 295.96	\$ 11,246.48
Total Cost:			\$ 215,832.12

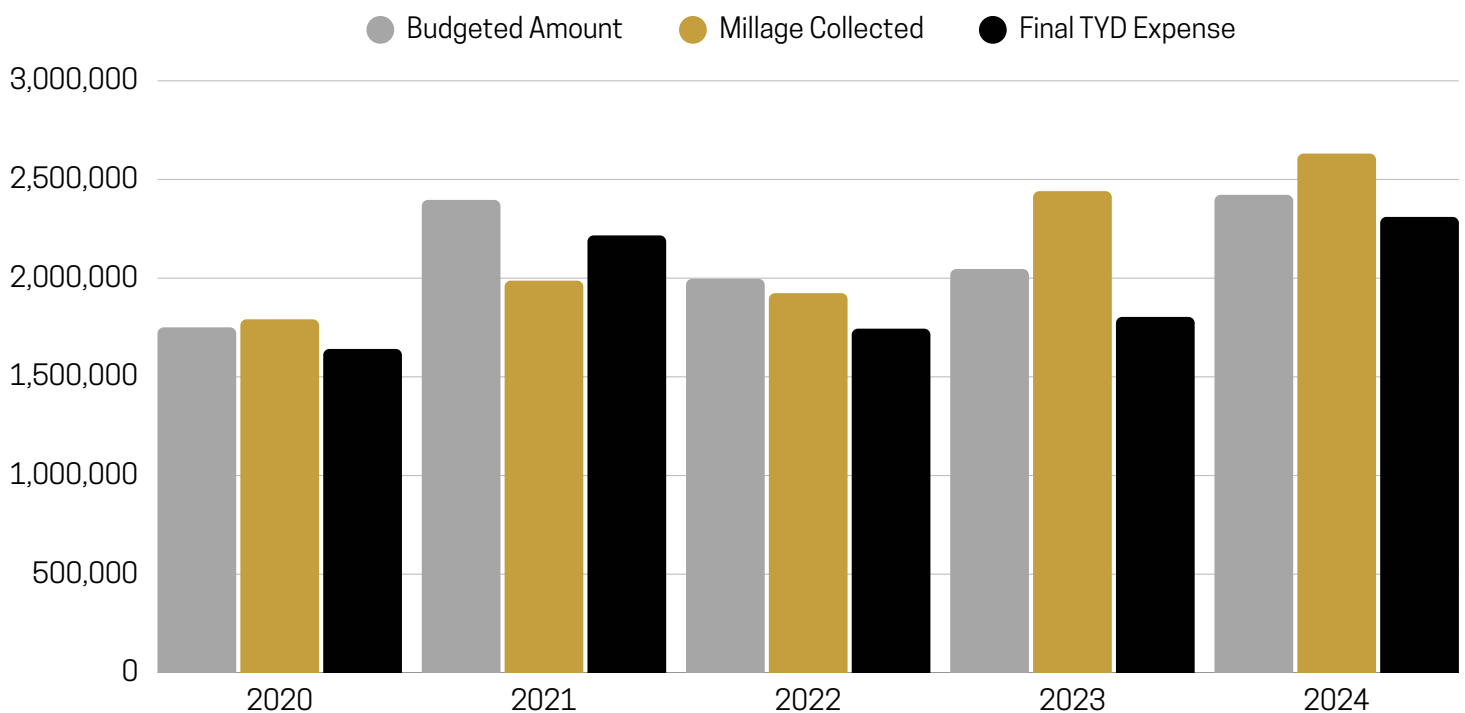
Mobile Data Network Cost Breakdown per Agency

Agency	Total MDC's Provided	Total Cost
Barry County SO	33	\$ 143,948.31
Barry Twp PD	2	\$ 8,724.14
Barry County Central Dispatch	4	\$ 17,448.28
Freeport PD	1	\$ 4,362.07
Hastings PD	4	\$ 17,448.28
Mercy EMS (Modem and Verizon Network)	2	\$ 1,318.14
Nashville PD	2	\$ 8,724.14
Nashville EMS (Modem and Verizon Network)	2	\$ 1,318.14
Thornapple EMS (Modem and Verizon Network)	2	\$ 1,318.14
Prairieville Twp PD	2	\$ 8,724.14
Woodland Twp PD	1	\$ 4,362.07

Operating Millage Comparison

Since 1992 Barry County Central Dispatch operates through a voter-approved millage, ensuring reliable emergency response. This funding supports critical operations, including staffing, technology upgrades, equipment maintenance, and infrastructure improvements. The millage allows Barry County Central Dispatch to process emergency calls, provide certified medical dispatching, and maintain advanced communication networks—ensuring fast, effective responses to keep the community safe.

Please take a look at the chart below for a five-year comparison and final 2024 Operating Budget on the following page.



Millage

2020= .800 Mills
2021= .850 Mills
2022= 1.00 Mills
2023= 1.00 Mills
2024= 1.00 Mills

2024 Operating Budget

Millage Operating	Budgeted Amount	Final Expenses	% Used
Salary Supervision	\$ 172,000.00	\$ 172,544.66	100.32%
Salary Permanent	\$ 925,000.00	\$ 927,862.68	100.31%
Longevity Pay	\$ 3,200.00	\$ 3,175.00	99.22%
OT & Holidays	\$ 95,000.00	\$ 93,995.61	98.94%
Shift Premium	\$ 17,500.00	\$ 13,858.67	79.19%
Per Diems	\$ 4,500.00	\$ 3,350.00	74.44%
Fringes	\$ 500,000.00	\$ 461,651.90	92.33%
Office Supplies	\$ 5,000.00	\$ 2,448.46	48.97%
Postage	\$ 500.00	\$ 207.37	41.47%
Printing	\$ 1,000.00	\$ -	0%
Janitorial Supply	\$ 4,500.00	\$ 2,526.55	56.15%
Labor Counsel	\$ 7,500.00	\$ 5,699.50	75.99%
Service Contracts	\$ 25,000.00	\$ 16,694.55	66.78%
Contractual	\$ 60,000.00	\$ 54,596.83	90.99%
MSP 800 System	\$ 1,000.00	\$ -	0%
Telephone	\$ 57,500.00	\$ 42,251.22	73.48%
Travel - Admin	\$ 3,000.00	\$ 1,617.11	53.90%
Advertising	\$ 1,000.00	\$ 567.57	56.76%
PR & Education	\$ 4,000.00	\$ 843.67	21.09%
Utilities	\$ 45,000.00	\$ 37,942.09	84.32%
Building Repairs	\$ 15,000.00	\$ 13,333.46	88.89%
Equipment Repairs	\$ 15,000.00	\$ 5,755.01	38.37%
Vehicle Repairs & Main	\$ 10,000.00	\$ 1,343.76	13.44%
Traving & Travel	\$ 12,500.00	\$ 2,319.75	18.56%
Misc.	\$ 12,500.00	\$ 12,436.91	99.50%
Tax Trib. Refund	\$ 3,000.00	\$ 1,113.15	37.11%
Capital	\$ 30,000.00	\$ 30,000.00	100%
Totals	\$ 2,030,300.00	\$ 1,908,135.48	93.98%

2024 State Operating Budget

Barry County Central Dispatch is eligible for State of Michigan 911 Surcharge funds, which are designated towards training and the direct delivery of 911 operations. These funds are distributed to Public Safety Answering Points (PSAPs) through out the State to support essential emergency communication services. Eligibility is based on compliance with State requirements, including maintaining a fully operational 911 system, adhering to Next Generation 911 (NG911) standards, and ensuring proper use of funds for dispatch operations, technology upgrades, and network maintenance. These surcharge funds help supplement local millage revenue, ensuring Barry County residents receive efficient, reliable emergency response services. These monies from the State of Michigan equate to approximately \$200,000 annually. Below, you will see the 2024 Budgeted Amount versus Final Expenses.

Account	Budgeted Amount	Final Expenses	% Used
Employee Awards	\$1,000.00	\$611.96	61.20%
Capital	\$149,500.00	\$53,723.37	35.94%
Training/Travel	\$25,000.00	\$20,225.15	80.90%
Uniforms	\$4,500.00	\$4,303.12	95.62%
Dues	\$2,500.00	\$2,462.00	98.48%
Service Contracts	\$105,000.00	\$93,969.57	89.49%
Contractual	\$12,500.00	\$10,591.00	84.73%
Totals	\$300,000.00	\$185,886.17	61.96%

2025 Strategic Plan

Organization Goals:

To have a positive impact on the safety and quality of life for the citizens, visitors and public safety partners of Barry County. Our goals will be met by:

- Taking calls for service and documenting crucial and relevant information from callers in a caring and courteous manner.
- Dispatching the closest appropriate public safety agency in a timely manner.
- Providing the highest quality of safety, service, and support to our EMS, fire, law enforcement and other emergency response agencies.
- Anticipating and reacting quickly to the needs of the citizens and public safety partners we serve, through the continual improvement of our agency.

Public/Community Awareness:

To continue to promote 9-1-1 and Central Dispatch to the public through community participation, public education and maintaining effective and efficient relationships with user agencies.

- Youth education/school presentations, targeting youths from 4-13 years of old.
- Actively participate in community and volunteer event opportunities to promote Central Dispatch.
- Public Education- enhance public education and awareness of Barry County Central Dispatch through newspaper and social media platforms. Highlight non-emergency numbers, emerging technologies, website, and accomplishments. Continue community outreach on Smart911, Smart911 Facility, Rave Alert and Text -to-9-1-1.
- Continue to use platforms to reach and educate the public ie: Facebook, website, Instagram & X.

2025 Strategic Plan Continued

Organizational Staffing Goals:

To provide the necessary organization and personnel to complete the 9-1-1 mission by enhancing the services to the citizens and user agencies of Barry County. Ensure that all employees receive positive/constructive feedback on a regular basis.

- Develop both short- and long-term staffing plans for growth and coverage
- Offer specific continuing education and training for all staff
- Present clear and well documented agenda materials while making clear and concise recommendations for the Barry County Central Dispatch Authority.
- Continually review the Barry County Central Dispatch operational policies and procedures while ensuring compliance with established policies.
- Publish monthly and year-to-date statistics to track call volumes by type of agency.

Funding

Develop a fiscally responsible strategy for present and future operational needs.

- Monitor State Funding expenditures according to the State 9-1-1 Allowable/Disallowable usage for surcharge funds and training funds while making sure that the spend down is within appropriate time frames the State 9-1-1 Allowable/Disallowable usage for surcharge funds and training funds while making sure that the spend down is within appropriate time frames.
- Apply for state grants as appropriate for funding of interoperable radio and homeland security issues through Region 5 and independently.
- Administer the approved 2025 budget to ensure compliance and conformity to anticipated revenues and expenditures. Make recommendations as needed based on revenue streams and expenses. Work with the county treasurer to determine appropriate investment strategies to maximize return on Barry County Central Dispatch Authority funds.

2025 Strategic Plan Continued

Technology/Infrastructure:

Provide technologically advanced equipment and facilities to meet the present and future public safety communication needs of Barry County.

- VOIP (Voice Over Internet Protocol) work with NENA (National Emergency Number Association), APCO (Association of Public Safety Communications Officials), and MCDA (Michigan Communication Directors Association), and the State 9-1-1 Administrator to address VOIP issues.
- Next Generation 9-1-1 -monitor State and Federal initiatives. Educate the public regarding text to 9-1-1. Be involved at the State and Federal level in order to take advantage of forthcoming initiatives from FirstNet and Verizon in regard to public safety grade – primarily ESiNets (broadband connectivity). Continue to work with Southern Michigan PSAP Alliance for regional solutions. Continue to learn and grow with the Central Square Professional platform. Actively work with all agencies on platform to increase efficiency for all of public safety.
- Radio – 1st phase of the 800 MHz tower infrastructure project was complete in the fall of 2024. Continue to search for funding sources for additional infrastructure such as grants. Work with BCFA and EMS Council on migration to 800MHz paging for Fire and EMS.
- Call Handling Equipment – On premise controller and hardware refresh completed in fall of 2024. Continue to monitor for increased efficiency and decreased workload from surrounding counties during hazardous weather.
- Mobile Data Computers (MDCs) – Hardware refresh completed in 2024. Continue to work with LE agencies to improve and enhance utilization in the field.
- Computer Aided Dispatch (CAD) – upgrade software to Central Square Technologies Professional/Zuercher. Produce monthly reports for user agencies giving incidents by agency and municipality.
- Geographic Information Systems (GIS) – work with users to ensure corrections are posted in a timely manner. Continue partnership with County GIS to provide accurate information for users. Continue to work with the State of Michigan on the Enhance 9-1-1 Grant GIS Repository. Use repository to access surrounding county GIS data when needed.
- As new 9-1-1 call routing is being delivered by PFN through redundant fiber connections, work with PFN to identify other ways to utilize the fiber connection.
- Recording/Logging – Completed project - installation and on boarding of new recording system and IP logger.

2025 Strategic Plan Continued

Facilities:

Primary PSAP (Public Safety Answering Point) – continue evaluation and monitoring of aging equipment. Public awareness of training/meeting room facility to meet community and public safety needs.

- Secondary PSAP – review agreements with secondary PSAP's (Calhoun County and the Barry County Sheriff Department). Start work on continuity of operations and back up dispatch program with Ionia County Central Dispatch. Ensure that all reference material is up to date.
- Tower sites - periodic inspections of tower sites and review of lease agreements. Closely monitor and make equipment changes and upgrades at VHF sites and new 800 MHz sites.



Barry County Central Dispatch
Your Emergency is our Priority!

MORE **ABOUT US**

Mission Statement

Commitment and Dedication to the delivery of courteous, efficient, dependable, and professional 9-1-1 / Public Safety communication services and support.



Phone
269-948-4825



Facebook
Barry County Central Dispatch



Website
www.barry911.org



Instagram
@barrycountycentralsdispatch911



Office Address
**2600 Nashville Road
Hastings, Michigan 49058**