



EATON
COUNTY
9-1-1



2021
ANNUAL REPORT



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RAVE
MOBILE SAFETY

Emergency Alerts & Notifications via
Phone Call, Text Message, Email & Social Media



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To Register for RAVE Alert via Text Message, Text
EATON to 67283



Mission Statement:

ECCD is dedicated to providing the vital communications link between our community and public safety responders in a prompt and professional manner.

Values:

We are committed to:

- Providing services in the most efficient and accurate manner possible.
- Maintaining a professional and respectful workplace that provides an atmosphere of trust and teamwork.
- Being proactive and progressive in the field of emergency communications in order to provide the citizens and responders of Eaton County with the best service available.

We will work hard to fulfill our mission in a manner that inspires faith and confidence from the public and all of the agencies we serve.

Executive Summary

It is with great pleasure that I present the Eaton County Central Dispatch (ECCD) 2021 annual report for your information and review.

Former ECCD Director Michael Armitage accepted a 9-1-1 leadership role in a neighboring county. In Mr. Armitage's five (5) years at ECCD, he implemented numerous technological improvements such as a new public safety radio system, a Next-Generation 911 system, a county-wide emergency alert and notification system, county-wide school panic button, and much more. Thank you, Mr. Armitage, and we wish you the best in your future endeavors!

In October of 2021, I accepted the position of ECCD Director. My goals for 2022 are to keep ECCD moving forward technologically, focus on creating a positive and engaging environment for my staff, continue to build relationships with the agencies we serve, and ensure we provide Eaton County citizens with the best service available.

I am grateful for the professional and dedicated ECCD staff who carry out our critical public safety mission 24 hours a day, 365 days a year. We want to take this opportunity to thank our Board of Commissioners, the agencies we serve, and the citizens of Eaton County for their continued support.

Yours Truly,



Kelley Cunningham
Director

Kelley Cunningham, Director



Mrs. Kelley Cunningham, E.N.P., was named Director of Eaton County Central Dispatch in 2021. She has been with Eaton County for over 15 years and has previously held positions of Public Safety Telecommunicator, Communications Training Officer, Supervisor, and Deputy Director. Additionally, Mrs. Cunningham has an M.P.A. with a concentration in Emergency Management from Jacksonville State University and a B.S. in Education from Ferris State University.

Mrs. Cunningham is married to Christopher, and together, they have four children: Andrew, Addison, Luella, and Landon.

Years of Service Awards



Francis D'Huyvetter Kelley Cunningham



Kyla Carranco Libby Howland

2021



Calls for Service
89,284

64,500



16,318



8,466



Total Calls Answered
138,922



Calls on Emergency Lines
51,061



Calls on Non-Emergency Lines
87,861

911 
CALL IF YOU CAN
TEXT IF YOU CAN'T

147 text-to-911 sessions.

2020 VS. 2021



Calls for Service
2020: 80,922 vs.
2021: 89,284
10% Increase



TOTAL CALLS ANSWERED
2020: 131,575 vs.
2021: 138,922
6% Increase



Law Enforcement
2020: 59,494 vs.
2021: 64,500
8% Increase



Emergency Lines
2020: 48,718 vs.
2021: 51,061
5% Increase



EMS
2020: 14,546 vs.
2021: 16,318
12% Increase



Non-Emergency Lines
2020: 82,857 vs.
2021: 87,861
6% Increase



Fire
2020: 6,882 vs.
2021: 8,466
23% Increase



Text-to-911
2020: 139 vs.
2021: 147
6% Increase



Law Enforcement Calls for Service

Agency	Calls	Percentage
Bellevue Police	709	1.0%
Charlotte Police	8,692	13.0%
Eaton County Sheriff: Delta Patrol	20,090	29.7%
Eaton County Sheriff: County Patrol	13,936	21.7%
Eaton County Sheriff: Animal Control	1,854	3.1%
Eaton Rapids Police	4,208	6.3%
Grand Ledge Police	4,767	7.8%
Michigan State Police	7,027	13.3%
Olivet police	387	0.9%
Potterville Police	2,707	2.9%
Other Agencies	125	0.3%
Total	64,500	100%





Fire Calls for Service

Agency	Calls	Percentage
Bellevue Fire	324	4.1%
Benton Township Fire	308	3.2%
Charlotte Fire	1,073	12%
Delta Township Fire	3,000	36.6%
Eaton Rapids Fire	738	8.2%
Eaton Rapids Township Fire	748	8.4%
Grand Ledge Fire	673	8.2%
Hamlin Township Fire	194	2.7%
Olivet Fire	270	3.6%
Roxand Township Fire	158	2.5%
Sunfield Township Fire	287	3.3%
Vermontville Township Fire	179	2.0%
Windsor Township Fire	398	4.3%
Other Agencies	116	1.0%
Total	8,466	100%





EMS Calls for Service

Agency	Calls	Percentage
Benton Township EMS	1,066	6.4%
Delta Township EMS	5,589	34.5%
Eaton Area EMS	5,974	37.7%
Grand Ledge EMS	1,970	11.7%
Vermontville EMS	192	1.2%
Windsor EMS	1,204	6.9%
Other Agencies	323	1.6%
Total	16,318	100%



Administrative

ECCD enters warrants, conditional bonds, and other orders in the Law Enforcement Information Network (LEIN) for law enforcement agencies in Eaton County.



Warrants Entered in 2021
6,819



ECCD responds to requests for audio recordings, dispatch incident logs, and other documents under the Freedom of Information Act.

FOIA Requests in 2021
184

ECCD is responsible for the issuance of addresses in the county. We are seeing an increase in residential and road development over the last several years.



Addresses Issued in 2021
123

Training

1,345.75
Hours of
Training in
2021

Eaton County Central Dispatch exceeds state requirements when it comes to training. Training is vital to keep staff prepared and well-equipped to handle emergency situations. This is one way that ECCD is a leader in providing exceptional service to the public and first responders. This year, we have attended training programs virtually and in person.

Quality Assurance

Eaton County Central Dispatch's quality assurance program is in place to recognize telecommunicators' strengths and identify performance areas that need improvement. This helps ECCD ensure call-taking and dispatching actions are delivered at the highest possible standard.

2021 Quality Assurance Averages

Law Enforcement Dispatch 98.55%

Fire & EMS Dispatch 99.15%

Law Enforcement Call Intake 98.55%

Fire Call Intake 98.71%

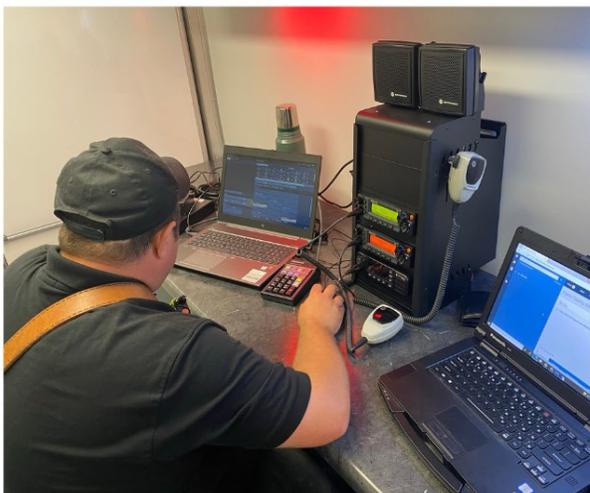
Community Outreach

Eaton County Central Dispatch staff attended many events to educate community members about 911 and other related services.



In the Field

Eaton County Central Dispatch Tactical Team was deployed for emergency communications support at several incidents and events throughout the year.



RAVE Alerts

Always Be Notified.



Eaton County 911 uses RAVE Alert to send official, real-time alerts to the public with information about potentially life-saving actions they may need to take to keep themselves and their families safe.

Eaton County has a total of 15,292 RAVE Alert subscribers

Smart 911

Smart 911 is a service that allows residents to create a free safety profile for their household that includes any information they want 9-1-1 and first responders to have in the event of an emergency.



Smart911[®]

Download the Smart911[®] App
It Could Save Your Life

In 2021 there was a 51% Increase in Smart911 Enrollments

Download the App Today.



Smart911.com[™]



RAVE Panic Button



RAVE Panic Button is deployed county-wide in Eaton County School Districts and throughout the Eaton County Government Complex. This enhanced technology instantly dials 9-1-1 while simultaneously immediately alerting on-site personnel of the emergency and opening up a communication channel between responders and others involved in the incident.

This technology is used in emergencies and for annual safety drills.



In 2021, RAVE Panic Button was utilized 184 times.

Eaton County Central Dispatch

911 Courthouse Dr.
Charlotte, MI 48813

EMERGENCY: 9-1-1

CALL IF YOU CAN, TEXT IF YOU CAN'T

Non-Emergency: 517-543-3510

Email: dispatch@eatoncounty.org

Emergency Alerts: Text EATON to 67283 or Register at Smart911.com or Download the App



**Seconds Matter
in an Emergency**



Download the App Today.



Smart911.com

