



County Communicator

Kalamazoo County Government

In the Pursuit of Extraordinary Governance...

March 2020

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Kalamazoo County Board of Commissioners Extends County Administrator's Contract

The **Kalamazoo County Board of Commissioners** on Tuesday voted to extend County Administrator **Tracie Moored**'s contract for an additional three years. Moored first began working in Kalamazoo County Government in 2008 and has served as County Administrator since 2016.

"I want to thank the Board of Commissioners for their support and I look forward to continuing the important work of serving the residents of Kalamazoo County for another three years," Moored said. "I'm proud to work with the dedicated and passionate county employees committed to making Kalamazoo County extraordinary."

Prior to serving as administrator, Moored was the County's Administrative Services Director. For eight years, she addressed organizational issues and priorities and worked closely with county agency directors to provide critical training, education and mentoring. Utilizing visionary strategies, Moored affected change from the inside, which included restructuring several agencies to streamline operations and improve efficiencies.

Since taking over as Administrator for the past four years, Moored has increased transparency in county government by soliciting direct feedback from residents on budget priorities and devising an online portal for residents to review county



spending. She has worked to keep residents engaged and informed on what is happening in county government through a monthly newsletter and social media updates.

Last year, Moored spearheaded the completion of a new animal services facility — which replaced a more than 30-year-old building that was cramped and overcrowded. She is currently overseeing plans for the county's new justice facility.

"With so many complex projects evolving in Kalamazoo County, leadership continuity is important," stated Board Chair **Julie Rogers**. "I look forward to continuing to serve with Administrator Moored in Kalamazoo County Government."

"Tracie Moored has been at the helm of Kalamazoo County's extraordinary governance since first taking over as Administrator in late 2016 and hasn't looked back," said Board Vice-Chair **Tracy Hall**. "Moored has taken several tough projects head-on and her leadership has proven invaluable to the County Board, the County's almost 1,000 employees, and the residents of Kalamazoo County."

911 Call Center Experiences Network Outage

On January 31, 2020, in the early hours of the morning, Kalamazoo County Consolidated Dispatch Authority's (KCCDA) 911 and the emergency service IP network provider, Peninsula Fiber Network (PFN), experienced a network outage that resulted in the loss of all incoming voice calls, including 911 and non-emergency calls for nearly three hours over half the state of Michigan. The network is vast and has a significant amount of redundancy built in to offset such a calamity, however the outage was massive. Despite the lack of phone service, no emergencies went unanswered.

KCCDA has in place backup plans for an isolation or outage in the county that routes calls to Calhoun County, and if that fails, to Barry County. KCCDA reciprocates that support to those counties. In this instance, due to the enormity of the outage in the state, the only way for residents to contact 911 was actually via **Text to 911**. Text-to-911 is the ability to send a text message to reach 911 emergency call takers from your mobile phone or device. To do that simply open a new text message in your phone's messaging app, enter **911** as the recipient, type your message and hit "send."



It is important for all residents in Kalamazoo County to be aware that they have the ability to Text to 911. This service is a tool for accessing emergency services if you are unable to place a voice call. KCCDA encourages you to "Call if you can, text if you can't". If the only measure, or the situation that you are in at that time prohibits a phone call, know that text is always an option.

If you attempt to send a text to 911 where the service is not yet available (outside of Kalamazoo County), FCC rules require all wireless carriers and other text messaging providers to send an automatic "bounce-back" message that will advise you to contact emergency services by another means, such as making a voice call or using telecommunications relay service. Bounce-back messages are intended to minimize your risk of mistakenly believing that a text to 911 has been transmitted to an emergency call center when it has not.

KCCDA is working closely with 911 centers throughout the State and PFN to mitigate the chances of this happening again.

Tips & Guidelines for Calling or Texting to 9-1-1

Is A Person Hurt Or In Danger? - Do You Need The Police, Fire Or Ambulance? Have you ever wondered whether to call 9-1-1? Since 9-1-1 is for emergencies only, it helps to understand when to call and when not to call. An emergency is any serious situation where a law enforcement officer, fire fighter, or emergency medical help is needed right away. If you are unsure of whether your situation is an emergency, go ahead and call 9-1-1. The 9-1-1 call taker can determine if you need emergency assistance and can route you to the correct location.

If You Do Call 9-1-1, Even By Mistake, Do Not Hang Up The Phone. 9-1-1 call takers are trained to get the most important information as quickly as possible to get help on the way to an emergency situation. In an emergency situation, allow the call taker to ask you all the questions they need in order to get help there in the timeliest manner before you hang up or leave the phone. If you happen to call by accident, stay on the line until you can tell the call taker that you called by accident and there is no emergency. This saves the call taker from having to call you back and confirm there is no emergency or possibly sending police with lights and sirens to check your address for an emergency.

When Calling 9-1-1 Do Your Best To Stay Calm And Answer All Questions. Staying calm can be one of the most difficult, yet most important, things you do when calling 9-1-1. It is very important that you stay as calm as possible and answer all the questions the 9-1-1 call taker asks. The questions 9-1-1 call takers ask, no matter how relevant they seem, are important in helping get the first responders to you as fast as possible.

Tips & Guidelines for Using 911 (cont'd)

Help The 9-1-1 Call Taker Help You. Listen and answer the questions asked. By doing this, it helps the call taker understand your situation and will assist you with your emergency until the appropriate police, fire or medical units arrive.



Know The Location Of The Emergency. The wireless 9-1-1 caller must be aware that the 9-1-1 center that answers the call may not be the 9-1-1 center that services the area that the wireless caller is calling from. Look for landmarks, cross street signs and buildings. Know the name of the city or county you are in. Knowing the location is vital to getting the appropriate police, fire or EMS units to respond. Providing an accurate address is critically important when making a wireless 9-1-1 call.

Teach Your Children How To Call 9-1-1. Be sure they know what 9-1-1 is, how to dial from your home and cell phone, and to trust the 9-1-1 call taker. Make sure your child is physically able to reach at least one phone in your home. When calling 9-1-1 your child needs to know their name, parent's name, telephone number, and most importantly their address. Tell them to answer all the call takers questions and to stay on the phone until instructed to hang up.

Plan Ahead For Any Emergency. Give 9-1-1 the information they need to help you fast. Register with Smart911.com With Smart911, you can provide 9-1-1 call takers and first responders critical information you want them to know in any kind of emergency. Your data is safe and you choose what information to provide.

“One of the things we fail to think about is the fact that when a person is dialing 9-1-1, it can be a very chaotic environment and there could be a lot of panic involved. If they have preloaded a profile that automatically populates for our responders, we have useful information, even if the person cannot relay all needed information to us.”

A photograph of a young girl with long, light brown hair, looking down with a sad expression. She is wearing a grey jacket over a yellow shirt and holding a large, fluffy stuffed animal. The background is dark.

Help End Homelessness in Kalamazoo County.
The only cure for homelessness is *housing*.
Housing Resources Inc.
Walk to End Homelessness
March 28, 2020

Saturday, March 28, 2020 - 251 Mills Street-Homer Stryker Field
9:00 am — Event Day Registration, 10:00 am — Walk Begins!

A 5K Walk to End Homelessness benefiting Housing Resources, Inc. You can walk, run, or jog! Family friendly! Crowd friendly dogs are welcome too! Register here: <https://secure.qgiv.com/event/hri2020/>

PFAs Testing at Former Landfill in Portage



South Westnedge Park (9010 South Westnedge Avenue) was previously used as a municipal landfill. The City of Portage conducted groundwater clean-up activities at the property until 1999. Since then the City has voluntarily conducted extensive testing in and around the landfill site to identify any contamination that may be present to ensure that no adverse environmental impacts are occurring in the community. All testing has been performed by a highly-qualified environmental consulting firm retained by the City of Portage.

At the present time, there are no test results showing PFAs exceeding recommended health levels in private drinking water wells near the investigation testing site. The residents within the potentially affected area who rely on private wells for their potable water needs have been contacted by the City of Portage, EGLE and Kalamazoo County Health & Community Services Department. PFAs sampling of twenty-two residential water wells near the site of contamination has been completed and the results show that all of these wells are within the recommended health levels. Most of the homes and businesses near the contamination site are serviced by the Portage municipal water supply and their water meets clean drinking standards.

The City of Portage, in collaboration with the Kalamazoo County Health and Community Services Department, the Michigan Department of Environment, Great Lakes, and Energy (EGLE) and the Michigan Department of Health and Human Services (DHHS), held an informational meeting on Thursday, February 13th at Portage City. The meeting included testing results and an informational presentation by all the partner agencies.

For additional information visit: <http://www.portage.mi.gov/720/PFAs-Testing-at-Former-Landfill>

Commissioner Engagement Opportunities



Board Chair Julie Rogers

Kalamazoo County Board Chair and District 5 Commissioner, Julie Rogers, along with District 2 Commissioner Zac Bauer and City of Kalamazoo Commissioner Chris Praedel are hosting a Community Coffee on **Saturday, March 7th** from 10:00am to 11:15am at Big Apple Bagels, 3811 S. Westnedge Avenue in Kalamazoo. The community is invited to come meet with them, ask questions about local government, and have some informal conversation.



Commissioner Zac Bauer

Community Coffee with Christine

Kalamazoo County District 9 Commissioner Christine Morse is hosting a Community Coffee on **Saturday, March 21st** from 10:00am to noon at the Bigby Coffee, 8016 Vineyard Pkwy in Texas Corners. The community is invited to attend, ask questions, be involved!



Commissioner Christine Morse

Emergency Preparedness - Do 1 Thing

Part 12 in the Series: **First Aid**

Do1Thing is a national program that has helped countless community members, families, and individuals prepare for emergencies and disasters. Do1Thing is a call to action. This is the last in a twelve-part series to assist you in organizing your family to formulate a plan for disaster and emergency preparedness. Visit www.do1thing.com for additional information.

First Aid

An emergency can happen at any time and any place. Many public places have a first aid kit, oxygen, or an AED (automated external defibrillator) to treat people. These items can only save lives if someone knows how to use them. Actions you take in the first few minutes after an injury or other medical incident may save someone's life.



do1thing
SMALL STEPS TOWARD BEING PREPARED FOR AN EMERGENCY

First Aid

THE GOAL: Be prepared to give first aid while waiting for an ambulance.

An emergency can happen at any time and any place. Many public places have a first aid kit, oxygen, or an AED (automated external defibrillator) to treat people. These items can only save lives if someone knows how to use them. Actions you take in the first few minutes after an injury or other medical incident may save someone's life.

CHOOSE ONE OF THE FOLLOWING THINGS TO DO THIS MONTH TO BECOME BETTER PREPARED:

Know what to do while waiting for an ambulance to arrive.

Call 911 instead of trying to take an injured or ill person to the hospital yourself. It seems like waiting for an ambulance will make it take longer to get help, but ambulance crews can start providing care as soon as they arrive. They can get the patient to hospital quickly, legally, and more safely.

1. Stay on the line with 911 and follow emergency instructions.
2. Stay calm and try to keep the patient calm.
3. Don't move a patient who was injured in an automobile accident or fall, or who was found unconscious.
4. If the patient is cold, cover them with a blanket.
5. Don't give an injured person anything to eat or drink (unless instructed by the 911 dispatcher).
6. Have someone watch for the ambulance and show the crew how to get to the patient. (This is especially important in an apartment or office building, or if your address is hard to see from the street).

THE MISSION OF DO 1 THING IS TO MOVE INDIVIDUALS, FAMILIES, BUSINESSES AND COMMUNITIES TO PREPARE FOR ALL HAZARDS AND BECOME DISASTER RESILIENT

do1thing.com

Make or buy first aid kits for your home and car.

Ready-made first aid kits are available at most department stores or your local American Red Cross chapter. These kits come in a variety of sizes and prices. You can also make your own kit from supplies you probably already have around the house.

Some items that should be included in a basic first aid kit are:

- Adhesive Tape
- Antiseptic Ointment
- Band-Aids (assorted sizes)
- Blanket
- Cold Pack
- Disposable Gloves
- Gauze Pads & Roller Gauze (assorted sizes)
- Hand Sanitizer (liquid or wipes)
- Plastic Bags
- Scissors and Tweezers
- Small Flashlight and Extra Batteries
- Triangular Bandage

Take training in first aid, CPR, AED, or pet first aid.

Helping others in a medical emergency isn't as hard to learn as you might think. Knowing how to apply a bandage, identify the signs and symptoms of shock, perform CPR or use an automatic external defibrillator (AED) can save a life.

First responders may not be on the scene for five minutes or more. It is up to individuals like you to be ready to help someone who is injured. The person whose life you save may be someone that you love.

Many American Red Cross chapters now offer training in pet first aid. Training may also be available through your local humane society, kennel club, or pet store. Check with your veterinarian to see what special items you may need to include in a first aid kit for your pets. If you travel with your pet, or if they are service or hunting animals, you may want to make a travel-sized pet first aid kit as well.

Contact your local fire department or American Red Cross chapter to learn what first aid classes are available in your area. Ask your employer if they will sponsor a class for your workplace, or take a class with your family or on your own. Many classes are offered free of charge. Courses may also be offered at your place of worship, school, or community organization. Community Emergency Response Team (CERT) training also includes first aid training.

Being prepared doesn't have to be hard or expensive. By doing one thing a month, you can make sure that you and the people who depend on you will be better prepared for whatever happens.

THE MISSION OF DO 1 THING IS TO MOVE INDIVIDUALS, FAMILIES, BUSINESSES AND COMMUNITIES TO PREPARE FOR ALL HAZARDS AND BECOME DISASTER RESILIENT

do1thing.com

- Tasks:** ~Know what to do while waiting for an ambulance to arrive
~Make or buy first aid kits for your home and car
~Take training in first aid, CPR, AED, or pet first aid

Goal for the month: Be prepared to give first aid while waiting for an ambulance.

Family Fun In Kalamazoo County

[Women's Lifestyle Expo](#)

Kalamazoo County Expo South, Main Expo, 2900 Lake St., Kalamazoo
Friday, March 6th, noon – 6:00pm, Saturday, March 7th, 9:00am-4:00pm

The Women's Lifestyle Expo is Kalamazoo County's premier event created for women by women. The Expo features businesses, communities, artists, workshops and celebrities from the greater Kalamazoo area including Portage, Mattawan, Schoolcraft, Richland, Vicksburg, Paw Paw, Plainwell, Otsego and Battle Creek. An annual two day extravaganza. Every minute is designed to be fun, educational, and entertaining! Admission: Adults \$5, Children under 12 free.



[Kalamazoo Home & Garden Expo](#)

Kalamazoo County Expo Center, 2900 Lake St., Kalamazoo
Friday, March 13th & Saturday, March 14th 9:00am - 9:00pm
Sunday, March 15th, 11:00am - 5:00pm

Southwest Michigan's premier home and garden event showcasing new building trends, products, ideas and inspiration! From outdoor living, landscaping, home automation, security, remodeling, design and more – you won't want to miss what's new in home improvement. Get new ideas and save money on your next project!



[20th Annual St. Patrick's Day Parade](#)

Join us for our 20th annual St. Patrick's Day parade on Saturday March 14th, 2020. The parade steps off at 11:00 a.m. on the Burdick street Mall, at Michigan Ave. marching south down Burdick street, turning right on to Cedar Street and ending in front of the Knights of Columbus hall. This year we will be honoring the Kalamazoo Bicycle Community. Biking Clubs from the Kalamazoo area will be honoring bikers who have been killed or injured while riding, as well as celebrating the community as a whole. Bikers will be riding at the beginning of the parade.



[Spring Craft Show](#)

Kalamazoo County Expo Center North & South, 2900 Lake St., Kalamazoo
Saturday, March 28, 9:00 a.m. - 3:00 p.m.

Join us for a great day of shopping unique crafts, artists, and vendors at this annual event. Admission is free.



[Kalamazoo Nature Center Maple Sugar Festival](#)

7000 N Westnedge Ave, Kalamazoo, MI 49009
Saturday, March 7th & Sunday, March 8th

Celebrate the sweetness of the season at KNC's 55th Annual Maple Sugar Festival, KNC's Maple Sugar Festival (MSF) has offered an opportunity to experience the maple sugaring process up close. This local tradition spans nearly six decades as a celebration of the coming spring. Join us for a delicious pancake breakfast, followed by a guided tour of the syrup-making process. Enjoy live animal programs, games at the Maple Midway, and visit vendors at the MapleMarket throughout the day.



**Kalamazoo County,
Michigan**

County Numbers To Know

Kalamazoo/Battle Creek Airport
269-388-3668

Administrative Services &
Board of Commissioners
269-384-8111

Animal Services & Enforcement
269-383-8775

County Clerk
269-383-8840

Drain Commissioner
269-384-8117

Equalization
269-383-8960

Friend of the Court
877-543-2660

Health & Community Services
Information & Assistance
269-373-5200

Office of Prosecuting Attorney
269-383-8900

Parks Department
269-383-8778

Planning & Development Dept.
269-384-8112

Probate Court
269-383-8666

Register of Deeds
(269) 383-8970

Road Commission
269-381-3171

Sheriff Department
269-385-6173

Treasurer
269-384-8124

Veterans Service Office
269-373-5361

Meeting Dates & Times:

Committee of the Whole @ 4:00pm
Board of Commissioners @ 7:00pm

-  March 4th
-  March 17th
-  April 7th
-  April 21st

[Meeting Agenda Packets & Minutes](#)

Board Meeting Location:

County Administration Bldg.
2nd Floor in Chambers
201 W. Kalamazoo Avenue
Kalamazoo MI 49007

Meetings can be viewed live or
on demand at:

<https://www.kalcounty.com/board/meetings>

Community Update Videos

View highlights for the upcoming
meetings at:

<https://www.kalcounty.com/board/communityupdates.php>

Kalamazoo County Closings:

No KCG closings in
March 2020

**Kalamazoo County
Board of Commissioners**

In the Pursuit of Extraordinary
Governance...



District 1
[Stephanie Moore](#)

District 2
[Zac Bauer](#)

District 3
[Tracy Hall, Vice Chair](#)

District 4
[Michael Seals](#)

District 5
[Julie Rogers, Chair](#)

District 6
[Jen Aniano](#)

District 7
[Roger Tuinier](#)

District 8
[John Gisler](#)

District 9
[Christine Morse](#)

District 10
[Mike Quinn](#)

District 11
[Meredith Place](#)

To better serve its residents and community, Kalamazoo County Government is committed to conducting business in an open, transparent and accountable manner. Visit the www.kalcounty.com website to view the [Citizens Guide](#) and the [County Incentive Program](#) communications on the financial health of Kalamazoo County.

Mark Your Calendar: Important 2020 Census Dates

- **March 12-20:** Initial invitations to respond online and by phone will be delivered by the U.S. Postal Service. Areas that are less likely to respond online will receive a paper questionnaire along with the invitation to respond online or over the phone.
- **March 16-24:** Reminder letters will be delivered.
- **March 26-April 3:** Reminder postcards will be delivered to households that have not responded.
- **April 8-16:** Reminder letters and paper questionnaires will be delivered to remaining households that have not responded.
- **April 20-27:** Final reminder postcards will be delivered to households that have not yet responded before census takers follow up in person.
- **May 13-July 31:** If a household does not respond to any of the invitations, a census taker will follow up in person.

www.census.gov

Kalamazoo County Communicator



At Kalamazoo County Government, we want to keep our residents informed of what's going on inside their local government. That's why we created the Kalamazoo County Communicator in 2017. It's a vehicle for information about county services and events, important messages from county officials and behind-the-scene glimpses at how government works. You can find the Kalamazoo County Communicator on our website at: <http://www.kalcounty.com/newsletters.php>

Or through our Facebook page at <https://www.facebook.com/KalamazooCountyGovernment>. If you'd rather have it delivered to your inbox, email communications@kalcounty.com with the subject line "send me the Communicator". That's also the place to send questions and comments about this newsletter and its content. We welcome your feedback and suggestions.

Office Hour Changes at County Clerk/RODs

The Kalamazoo County Clerk and Register of Deeds office at the County Administration Building, 201 W. Kalamazoo Avenue, is currently undergoing renovations. During the renovations, new office hours will be required, 8:00am to noon. Closed for the lunch hour. Business resumes from 1:00pm to 4:00pm. The office has moved just down the hall until renovations are complete. We apologize for any inconvenience!

Find Us Online!

Whether you're looking for jobs, the latest news and events at Kalamazoo County, or to contact a specific department, online is a great way to stay updated or get in touch with us.

Visit our website at www.kalcounty.com
You can also find us on Facebook, YouTube, & LinkedIn.

Follow Kalamazoo County Government



Interested in getting involved in county government? Join an Advisory Board or Commission!

The Kalamazoo County Government Board of Commissioners values residents who are interested in serving their community. There are more than [25 advisory boards and commissions](#) at Kalamazoo County Government.

Click here to view current [openings on KCG Advisory Boards and Commissions](#).