

South East Regional Emergency Services Authority

ANNUAL REPORT 2025



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Director's Letter

To: Residents, business owners, and those served in the cities of Roseville, Eastpointe, St. Clair Shores and Fraser

SERESA Authority Board and Advisory Members

On behalf of the South East Regional Emergency Services Authority, I am pleased to present our 2025 Annual Report, providing an update on operations and accomplishments over the past year. Calendar year 2025 was a productive year, marked by the initiation and completion of projects aimed at enhancing our service and employee work environment.

Increasing SERESA staffing is a top priority. We currently have several new employees in training and will continue hiring in 2026 to reach full staffing levels. We are implementing creative solutions for recruitment and retention of our employees and see them as our most important asset.

On behalf of all SERESA employees, I sincerely thank the citizens and public safety agencies of southeast Macomb County for their ongoing trust and support. We look forward to working with all of you to continue to enhance and improve our services.

Respectfully,

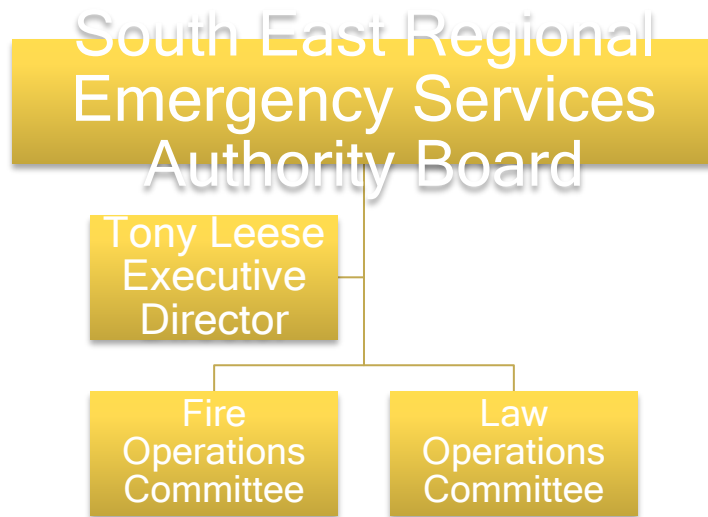
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Tony Leese
SERESA Executive Director

Tony Leese was appointed Interim Director of SERESA in June of 2021 and was promoted by the Authority Board to the Executive Director role in January of 2022. He previously served as Deputy Director since 2018. Prior to SERESA, Tony has 19 years of public safety experience working with the Kent and Ottawa County Sheriff's Office, Ionia County Central Dispatch and the Grand Rapids Police Department's Communication Center. Tony holds a Bachelor's of Science in Public Administration from Ferris State University and a Masters of Public Administration from Grand Valley University.

Tony is married to Nicole, and together, have two sons: Case and Sawyer.

Governance Structure



Authority Board of Directors - Officers

Chairman and Roseville Representative: Roseville City Manager/ Police Commissioner Ryan Monroe

Vice Chairman and Eastpointe Representative: Eastpointe Police Department Deputy Chief Matthew Hambright

Finance Chair and Law Representative: St. Clair Shores Police Chief Jason Allen

Authority Board of Directors - Members:

St. Clair Shores Representative: Fire Chief James Piper

Fire Representative: Roseville Fire Chief Keith Jacobs

Technical Advisory Committee Chair: Roseville Police Chief Mitch Berlin

Fire Operations Committee Chair: Roseville Fire Chief Keith Jacobs

Operational Staffing Overview (budgeted)

- 19 Full-Time Emergency Dispatchers
- 4 Dispatch Shift Supervisors
- 1 Training Manager
- 1 Quality Assurance Manager
- 1 Executive Director

Annual Overview

2025 represented a year of internal focus and accomplishment at SERESA. SERESA is founded on the strength of the employees, the support of our public safety customers, and those we serve every day.

2025 Accomplishments

SERESA 15-Year Anniversary

2025 marked the celebration of SERESA's 15-year anniversary. Established in 2010, SERESA received its first live 9-1-1 and non-emergency calls for service and dispatch on December 13, 2010 for the City of St. Clair Shores. On December 19, 2010 all calls and dispatching services for Roseville and Eastpointe were transitioned to SERESA.

In 2025, there were three (3) SERESA employees who started with SERESA at its inception. One of those three retired in July of 2025 with nearly 15 years of service with SERESA, and another 10 years of service with the St. Clair Shores Police Department, Dispatcher Melinda Obodzinski.

These employees listed have seen tremendous change in the organization as it has evolved over the past 15 years. With growth in stability, technology, and the strength of the staff, SERESA has earned many accolades both at a State and National level throughout the first 15 years.

15 - Year SERESA Employees

Dispatcher Melinda Obodzinski (retired in July of 2025)
Quality Assurance Manager Justin Hoslet
Training Manager Mark Johnson

Became a Re-Accredited Center of Excellence (ACE) for Emergency Medical Dispatch (EMD).

- A successful emergency response begins with effective, efficient dispatch. Our time tested, scientifically validated protocols provide SERESA staff with a structured Emergency Dispatch methodology to quickly field calls and calmly direct resources no matter what is unfolding at the

other end of the line. Alongside strict training, certification, and quality assurance, SERESA staff maintain standards that are among the best in the 9-1-1 profession. This commitment to providing the highest level of patient care allowed SERESA to be recognized by The International Academies of Emergency Dispatch (IAED) as a Re-Accredited Center of Excellence for emergency medical dispatching.

What it takes...

- IAED Accreditation is the culmination of A lengthy, arduous documentation process*
- Completion of the 20 Points of Accreditation.*
- Consistent high performance on EMD calls.*
- Ongoing commitment to providing the Highest standard of emergency medical Dispatch services to our communities.*
- Detailed evaluation of performance by Industry experts.*
- Final review a ruling by IAED*

Exceptional work in delivering
Lifesaving emergency medical
Dispatch services every day.



What it means...

- Stronger Community Trust:** Validates agency excellence, builds public confidence, and ensures best practices.*
- Better Recruitment & Retention:** Signals commitment to employees, improving hiring and reducing turnover.*
- Liability Protection:** Helps in litigation by proving adherence to industry standards.*
- Commitment to Excellence:** Drives accountability, continuous improvement, And top-tier performance.*

SERESA continues to be recognized
for providing the highest standards of
patient care.



The Macomb County Medical Control currently requires all EMS life support agencies within Macomb County to be dispatched using an emergency medical dispatch (EMD) protocol as it relates to managing 9-1-1 calls for EMS requests.

2025 Training Overview

During calendar year 2025, SERESA remained committed to keeping staff fully trained and ready to handle any incident that may occur. SERESA was able to utilize state grant funds for the following training:

- Over 1,000 hours of State certified training spread out amongst all telecommunicators.
- Staff attended 36 different classes throughout the year. Up from 26 in 2025.
- All dispatch personnel meet or exceed the minimum training standards set by the State of Michigan. Some examples of training attended during 2025:
 - EMD (Emergency Medical Dispatch) and EMD-Q (Quality assurance reviewer)
 - EFD (Emergency Fire Dispatch) and EFD-Q
 - 40 Hour Basic and Advanced 40 Hour School
 - Annual North American Active Assailant Conference (NAAC)
 - Communications Training Officer
 - Critical Incident Considerations for Dispatch Supervisors and Dispatchers
 - Discipline and Disciplinary Interviews
 - Foundations of Emergency Mental Health Dispatching
 - Team Building
 - Grit & the Value of Critical Thinking: Emotional Intelligence in the Dispatch Center
 - Leadership and Coaching
 - Mutual Aid Box Alarm System (MABAS) training for Dispatch
 - Performance and Accountability for 9-1-1 Trainers, Supervisors, and Managers
 - Social Media and the Mass Shooter
 - Power of 9-1-1 Peer Support
 - The Rookie: Grit and Resiliency for the New First Responder
 - Call-Handling Workshops
 - Basic LEIN, LEIN TAC

Looking Ahead

- SERESA remains committed to the mission the founding leaders of our organization set. To continuously provide exceptional service, be leaders within the 9-1-1 profession, and save member communities from the over expenditure of maintaining an individual public safety answering point. Meeting these priorities is a continual process, accomplished through focused steps:
 - **Priority 1:** Grow in-house training that prepares staff to assist callers and responders.
 - **Priority 2:** Macomb County transitions to an Emergency Services Internet Protocol Network (ESInet) this year. This allows SERESA to enhance our emergency response by improving call location accuracy, better share data with our public safety neighbors, and mitigate 9-1-1 overloads through system redundancy.

Statistical Overview

Total phone call volume remained consistent with recent trends showing no significant changes over the last three calendar years. Text to 9-1-1 appears to grow slightly as public education grows.

Phone Call volume

Comparative Phone Calls for Service Overview

	2023	2024	2025
10-Digit Administrative Line:	95,556	95,231	90,083
Out-Going Calls	67,404	68,367	67,227
9-1-1 - Landline	3,024	3,102	2,795
9-1-1 - Wireless	72,024	69,236	68,145
9-1-1 - VoIP	5,578	5,715	5,701
Text to 9-1-1	190	247	273

Emergency Call Ring Time

SERESA leadership is proud to report that our average 9-1-1 answering time continues to improve each year. We remain well within industry standards which state ninety (90%) percent of all 9-1-1 calls shall be answered within fifteen seconds - ninety-five (95%) of all 9-1-1 calls should be answered within twenty (20) seconds.

<https://www.nena.org/page/911callanswerstnd>

As this chart is reviewed, keep in mind that each second represents a full ring-back tone for the caller.

		2023	2024	2025
9-1-1 Average Answer		4.5 seconds	4.4 seconds	3.9 seconds
Percent answered within fifteen seconds		98.54%	98.64%	98.92%
9-1-1 Average Call Duration		01:52.07 minutes	01:54:04 minutes	01:56:70 minutes

Calls for Service volume

Calls for service are measured by the number of calls that the public safety responders (Police/Fire/EMS) respond to. These calls can range in priority levels from serious to minor. Each agency served by SERESA produces measurable, individual statistics, which add to the total volume at SERESA. The total volume is then put in categories of billable and non-billable calls for service.

Total Calls for Service decreased approximately 1.7% below 2025 numbers. Law calls decreased by 3.7%, and Fire and EMS calls experienced an increase of 4.8%.

These categories are used by SERESA to invoice the member cities each fiscal year. Canceled, Test, and Fire Alarm Test calls are examples of the types of incidents that SERESA categorizes as non-billable. All other incident types are included in the billable calls.

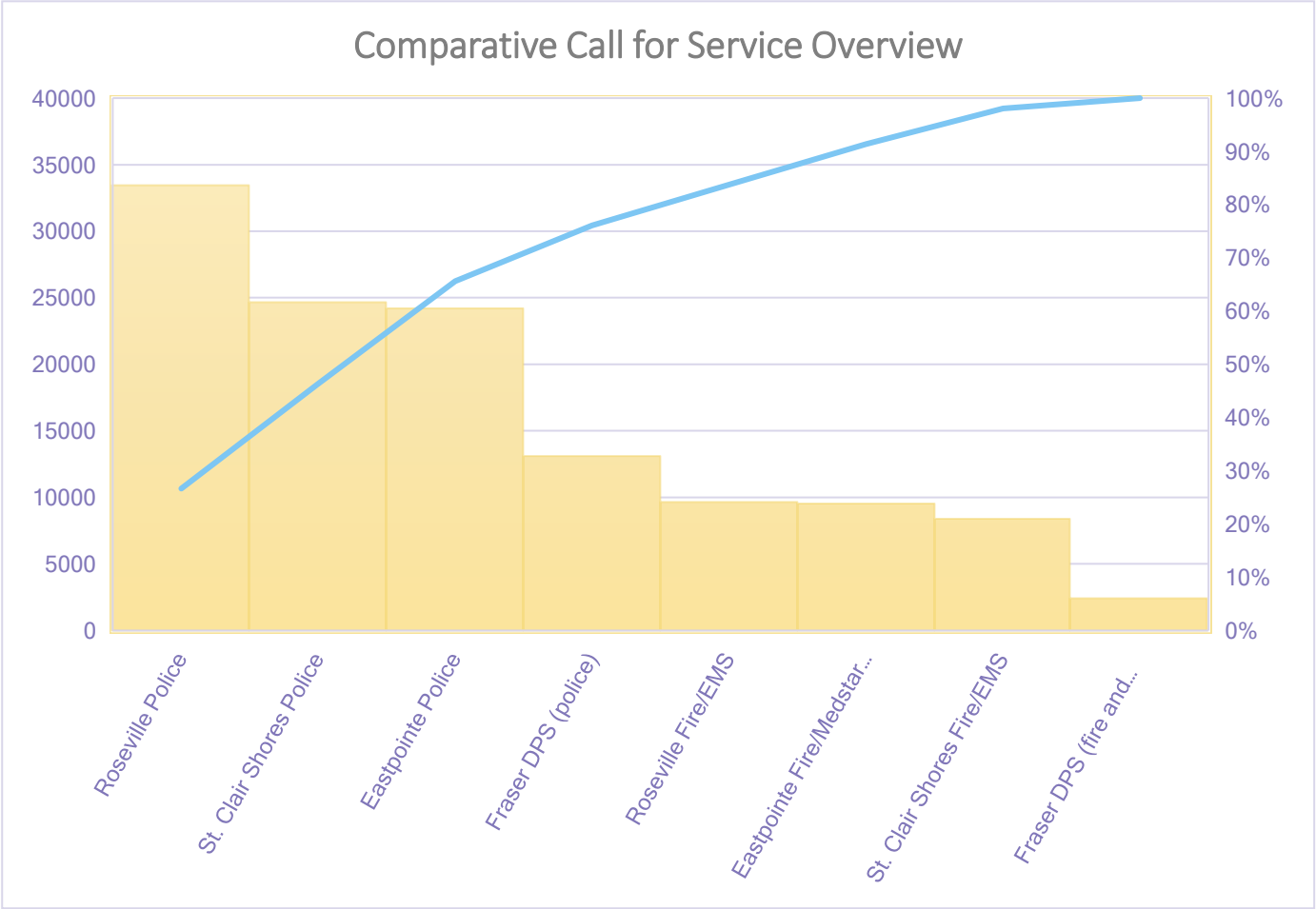
Total Call for Service Overview

Total Calls for Service:

2025	125,434
2024	127,684
2023	124,456

Comparative Call for Service Overview

The graph below demonstrates an analysis comparing served entities and their call for service volume for calendar year 2025, respective to each other and SERESA’s total calls for service.



Closing Remarks

On behalf of all employees of SERESA, I want to thank the citizens and public safety customers for their continued support. We will continue to strive toward providing the best possible service. We look forward to accomplishing our 2026 goals, allowing us to strengthen the vital link between the public and emergency services.

Respectfully submitted,

A handwritten signature in black ink, appearing to be 'A. Leese', written in a cursive style.

Anthony S. Leese
SERESA Executive Director