



MONROE COUNTY CENTRAL DISPATCH

9-1-1 District Board

987 S. Raisinville Rd. • Monroe Michigan 48161-2164
(734) 234-7070

Minutes of the September 27, 2022 Monroe County 9-1-1 District Board Regular Meeting

Chairman Sheriff Goodnough called the meeting to order at 9:00 a.m.

Members: Director Chad Tolstedt, Commander Derek Lindsay (alternate), Township Supervisor Joanna Uhl, Township Supervisor Metz (alternate), Chief Nick Lucas, Acting Commander Scott Smiley, Chief Wendy Stevens (alternate), Dr. Dan Kemple, Mr. Dale Williams, Prosecutor Michael Roehrig, Commissioner David Hoffman, Lt. Stephen Borello, Lt. Robert Bow (alternate), Chief Darrin Wright, Lt. Randy Sehl (alternate), Chief Assistant Prosecutor Jahn Landis (alternate)

Absent/Excused: None

County Executive Staff: Michael Bosanac, Aundrea Armstrong

Citizens: Shane Anders, Doug Steinman

1. **Roll Call:** Quorum present.
2. **Pledge of Allegiance:** Chairman Sheriff Goodnough
3. **Approval of the Agenda:** Prosecutor Roehrig made a motion to approve the agenda; supported by Lt. Borello. **Motion carried.**
4. **Approval of the July 26, 2022 regular meeting minutes:** Motion to approve the minutes by Prosecutor Roehrig; supported by Commissioner Hoffman. **Motion carried.**
5. **Correspondence:** None.
6. **Old Business:**
 - **Box Alarms**
 - Director Kuti informed the board that the Box Alarms have been manually updated.
 - **Scheduling Software**
 - Director Kuti informed the board that Central Dispatch will go with PACE due to cost.
 - **CAD Mapping**
 - Director Kuti informed the board that mapping is up to date. She will address addressing issues as they happen. Director Kuti informed the board that Central Dispatch had intermittent problems with CAD not verifying addresses or only verifying common names. The problem has since been fixed by Central Square.



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7. New Business:

- **Data Presentation**
- Sheriff Goodnough asked Director Kuti to give a Meeting Data Presentation during board meetings. There was general discussion as to what information should be shared with the board in a spreadsheet format.

8. Director's Report:

- **Staffing** - Director Kuti reported having 3 new hires that are currently in the training process. We are looking to hire more employees.
- **Motorola** - Director Kuti stated Motorola has replaced the radio PC's.
- **Backup Fire Consulate** – Director Kuti stated it will take approximately 3 months to program.
- **LEIN Gateway** – Director Kuti stated Sentinel is actively working with IT and there is no timeline for completion.
- **Building Exterior** – Director Kuti stated the exterior lighting and landscaping have been upgraded. Director Kuti thanked Sheriff Goodnough for his assistance with the landscaping.
- **Cooling System** – Director Kuti stated we had maintenance working on it.
- **Refrigerator** – Director Kuti told the board we had maintenance on the old refrigerator. The costs were building up so she decided to buy a new one.
- **Upcoming** – Director Kuti informed the board that she would like to upgrade the building security system and find an employee performance tracking software.
 - Sheriff Goodnough suggested getting ahold of Captain Raymond and/or Lt Bender in regards to buying other software. They are using Zuercher for tracking equipment.
 - Aundrea Armstrong also suggested looking at the capabilities of ADP for tracking purposes.

9. Quality Improvement Report:

- Isaiah Turner explained he is pulling random calls and reviewing them with the dispatch staff. He is continuing to train the staff. He stated there is a lot of improvement.

10. Citizen's Time:

- None

11. Member's Time:

- Director Tolstedt asked for access to NICE recording software to listen to calls.
 - Director Kuti stated she has training in the near future and she'd like to see what the software can do before determining who has access.
- Director Tolstedt announced Scott Smiley has been promoted to Acting Commander for Fire Services and operational questions for fire can be directed to him.
- Isaiah Turner stated he is just finishing up his 1st quarter of random calls. So far, he's looking at about a 10% increase of compliance or high compliance calls. He will put it into an excel spreadsheet moving forward to track it.
- Commissioner Hoffman stated he was asked if Central Dispatch will replace the dog.
 - Director Kuti stated that she is not currently considering replacing the dog.
 - Chief Stevens stated she knew the dog had a positive impact on our staff.



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- Mr. Bosanac stated his concerns with having a dog in Central Dispatch. He must be mindful of other operating units of the county. He stated moving forward he has to look at it from an organizational overall approach.
- Sheriff Goodnough stated A-1 towing has requested to be removed from the tow rotation log.
- Sheriff Goodnough stated the ISD purchased hand radios for each school district. He explained the purpose of the radios is merely for an emergency situation. Sgt. Hammond is the new SRO Sergeant and is coordinating all training.

Adjournment: Sheriff Goodnough at 9:54 a.m.

Chairman Sheriff Goodnough – Next meeting is November 22, 2022.