



MONROE COUNTY CENTRAL DISPATCH

9-1-1 District Board

987 S. Raisinville Rd. • Monroe Michigan 48161-2164

(734) 243-7070

Agenda

Regular Meeting

July 25, 2023

9:00 A.M.

- 1. Roll Call**
- 2. Pledge of Allegiance**
- 3. Approval of Agenda**
- 4. Approval of Minutes from:**
 - May 23, 2023
- 5. Correspondence:**
 - Email from Chief Wright dated June 7, 2023 that the Municipal Chiefs Association has elected Chief Tim Aimes from Erie PD as the Alternate 911 Board Member.
 - June 27, 2023 update letter from PFN regarding PFN's infrastructure upgrades.
 - July 17, 2023 email from Monroe Township Fire Chief Cherney requesting the topic of future supplemental radio, pagers, and battery purchases be placed on the Agenda.
- 6. Old Business:** None.
- 7. New Business:**
 - VHF tower use end date (Fire Siren and School Industrial Monitors considerations)
 - Future Fire Procurements for Supplemental Radio, Pager, and Battery Costs
- 8. Director's Report**
- 10. Citizen's Time**
- 11. Member's Time**
- 12. Next Meeting**
 - September 26, 2023
- 13. Adjournment**



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Minutes of the May 23, 2023 Monroe County 9-1-1 District Board Regular Meeting

Vice-Chairman, Director Tolstedt called the meeting to order at 9:00 a.m.

Members: Chairman Sheriff Goodnough, Undersheriff Jeff Pauli (alternate), Commander Derek Lindsay (alternate), **Township Supervisor Joanna Uhl**, Township Supervisor Metz (alternate), **Chief Nick Lucas, Commander Scott Smiley**, Chief Wendy Stevens (alternate), **Dr. Kemple, Mr. Dale Williams, Prosecutor Jeffery Yorkey**, Commissioner David Hoffman, Lt. Stephen Borello, Lt. Robert Bow (alternate), **Chief Darrin Wright, Lt. Randy Sehl (alternate)**, Chief Assistant Prosecutor Jahn Landis (alternate), **Arthur Bronson (alternate)**

Absent/Excused: Sheriff Goodnough, Lt. Stephen Borello, Lt. Robert Bow, Commissioner David Hoffman

County Executive Staff: Michael Bosanac

Citizens: Shane Anders

1. **Roll Call:** Quorum present
2. **Pledge of Allegiance:** Vice-Chairman Director Tolstedt
3. **Approval of the Agenda:** Dr. Kemple made a motion to approve the agenda; Mr. Williams supported. **Motion carried.**
4. **Approval of the March 28, 2023 regular meeting:** Motion to approve the minutes: Chief Wright; Commander Smiley supported. **Motion carried.**
5. **Correspondence:** None
6. **Old Business:** None
7. **New Business:** None
8. **Director's Report:**

Director Kuti recognized EMS week and Law Enforcement week.

She informed the Board that the 9-1-1 Surcharge Report was submitted to the State and that the Training Fund Application had been approved with our first installment payment received.

Director Kuti advised we are working out a scheduling issue with PACE and Online tutorial training has gone out to the staff. There is no go live date yet.



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Director Kuti welcomed Prosecutor Yorkey and Citizen-at-Large alternate Mr. Arthur Bronson to the 9-1-1 Board.

Director Kuti reported there are 5 dispatchers in training, one is background, and one position to fill.

Director Kuti reported call volumes from January to the end of April. There were approximately 23,000 9-1-1 calls and approximately 28,000 administrative calls. The 9-1-1 calls had increased by 3,300 from last year. Director Tolstedt asked if Director Kuti knew if there was any specific category in the up-tick in calls. Director Kuti did not look at specific call categories. Director Kuti informed the Board that our busiest time is 3:00 p.m. and days of the week fluctuate. Director Kuti reported Text-To-911 has doubled over last year. There were 76 Text-To 911 calls and 580 outgoing texts. Director Kuti explained that staff will self-initiate texts to abandoned callers and ADT has started reporting alarms through Text-To-911.

Director Kuti informed the Board that Motorola and the State have advised they are phasing out the MCC7500 radio system we are currently using and replacing them by 2026. If we need a new console or replacement we would receive the new version MCC7500e. The "e" version is not compatible with the current system. We do have a maintenance contract with Motorola which will cover a lot of the replacement costs. There will be some cost to us but Director Kuti did not have the breakdown of costs at this time. Looking at growth and expansion, Director Kuti would like to add more consoles in the room.

Director Kuti explained the UPS (Uninterruptable Power Supply) company has informed her they are no longer making parts. Director Kuti spoke to the maintenance provider and they assured her they have enough replacement parts if we need anything through 2024.

Director Kuti informed the Board she is still gathering information for an alternate solution for School Industrial Monitors to remove them from the VHF system. She is working with EMD for a solution since it is part of their plan.

- Mr. Bosanac asked for a ballpark cost for the new consoles.
 - Director Kuti stated she is looking at a total of 9 consoles. She stated the cost are between \$360,000-\$390,000.
- Mr. Bosanac asked what the timeframe was to replace the consoles.
 - Director Kuti stated the State is going to kick it over by 2026.
- Mr. Bosanac explained to the Board, the County is running new fiber optic line to all of the County facilities. He informed Director Kuti the County could advance this money. He informed Director Kuti to check the dates of her other loans. He stated the County could advance these funds. He stated even if Director Kuti wanted to start it 4th quarter of this year, they could start the repayment schedule to start sometime in 2024. Mr. Bosanac stated the same goes for replacing the UPS.
- Motion to accept the Director's Report made by Chief Wright; supported by Mr. Williams.
Motion carried.

9. **Citizen's Time:** None



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10. Member's Time:

- Prosecutor Yorkey informed the Board they just had another Prosecutor approved by the Board of Commissioners and that should help with their backlog. His office is hoping to take care of the backlog by the end of the summer.
- Chief Wright informed the Board that he will be retiring June 12, 2023 after 34 years of law enforcement. Acting Chief Sehl will take his place on the 9-1-1 District Board.
- Dr. Kemple explained the Medical Director's Award.
- Mr. Williams thanked Art Bronson for being the alternate for Citizen-at-Large.
- Director Tolstedt welcomed Art Bronson and Prosecutor Yorkey.

Adjournment: Motion to adjourn at 9:22 a.m. by Dr. Kemple; supported by Undersheriff Pauli.
Motion carried.

Next Meeting: July 25, 2023



Donna Kuti <donna_kuti@monroemi.org>

911 Board

Darrin Wright <srpdwright@villageofsouthrockwoodmi.com>

Wed, Jun 7, 2023 at 11:31 AM

To: Donna Kuti <donna_kuti@monroemi.org>, Leslie Clanton <leslie_clanton@monroemi.org>

Chief Tim Ames from Erie has been elected by the Municipal Chiefs Association as our Alternate 911 Board member.

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Chief Darrin Wright
South Rockwood Police Department
[5676 Carleton-Rockwood Road](#)
[South Rockwood MI 48179](#)
[734-379-3683](#) (Office)
[734-775-6925](#) (Cell)



June 27, 2023

Dear PSAP Customer:

Please find below an update to our letter to you dated May 22, 2023. We continue to make good progress across all fronts:

1. The out-of-band connections represent IP connections to the PSAP or the data center, not provided by or traversing the PFN network. This allows the route of last resort for any 911 call to be delivered outside of the PFN network if needed. Out-of-band connections are in place at Munising, Grand Rapids, and Southfield ESRPs. The connections have been tested and are in production. We have ordered a more robust out-of-band fiber connection to the Munising and Baraga ESRP locations. The anticipated delivery date for fiber into the Baraga ESRP is June 30, 2023, and Munising ESRP is August 11, 2023. Both connections require construction by a third party.

Out-of-band connections have been established at 111 PSAPs, with the remaining PSAPs scheduled to be completed each week through the week of July 21, 2023. We have an additional 23 PSAPs remaining that require the installation of equipment that has been ordered, and arrangements for installation with those PSAPs will be made as the equipment arrives.

2. Working with our partner INdigital, we identified the need to develop a MEVO solution to more reliably back up the EsiNet. That is, a method to deliver calls to the PSAP with ANI/ALI when PFN's transport network is unavailable. This was in the testing stage in the fall of 2022 and testing has revealed that this is a viable option. This project remains on track for completion by the end of July for most PSAPs apart from the 23 PSAPs mentioned above.
3. PSTN (Public Switched Telephone Network) services at the data center for last-resort call routing and delivery are being moved to off-net, third-party providers. The Grand Rapids, Southfield and Munising data centers are completed, and work is in progress at the Baraga data center.

PFN is also deploying new network transport equipment throughout the state. The consultants, engineers, and manufacturers are following recommended standards and best practices in the deployment. We are finishing testing of the initial fiber equipment deployment and will begin moving some PSAP connections to the new network within the next 30 days. This will involve a maintenance window for those PSAPs involved and notifications will be distributed.

Each of us at PFN are firmly committed to ensuring the integrity of Michigan's SNG911 network. We will continue to approach our responsibility to the PSAPs of Michigan, their staff and, ultimately, to the citizens of Michigan with the highest sense of duty.

Respectfully

A handwritten signature in blue ink, appearing to read 'Scott Randall', is written over a light blue horizontal line.

Scott Randall, General Manager
Peninsula Fiber Network, LLC



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Donna Kuti <donna_kuti@monroemi.org>

Fire Radios and Pagers

Mark A. Cherney <chief@monroechartertownship.org>

Mon, Jul 17, 2023 at 10:13 AM

To: Donna Kuti <donna_kuti@monroemi.org>

Hi Donna. I would like to have this put on the agenda for the 911 Board Meeting, on July 25, 2023. I would like to know if the county will still pay for more Fire radios, extra batteries for the radios and the fire pagers. From what I understand, the county surplus money the county gets comes in every year. I would like to see the language about this. I feel when a Fire Dept. needs more radios or pagers the county should pay for these. Thank you for your time in this matter.

--

Mark A. Cherney
Fire Chief
Monroe Charter Township
Station: 734-241-6061
Cell: 734-777-8705
Fax : 734 241-6475
chief@monroechartertownship.org



MONROE COUNTY CENTRAL DISPATCH

July 25, 2023 Regular 911 Board Meeting

Director's Report

Date: July 20, 2023

To: Chairman Goodnough,
911 Board Members

Staffing

I am pleased to announce that Supervisor Michael Cochran was promoted to the Quality Improvement Coordinator position and has started in his new role as of July 17th. To fill the vacancy left by Supervisor Cochran, Niki Bomia was promoted to Supervisor starting in her role on July 23d. She is a wonderful addition to our supervisor team.

Since our last meeting, Dispatcher Raegan Ingram successfully completed training and is a full time dispatcher as of July 17th. Regretfully, two of our trainees did not successfully complete the training program, however, we still have two additional employees in the training program with a potential hire in background status. We have just completed interviews for our two remaining dispatch openings. The required minimum 4 staffing has been reinstated utilizing overtime so we are no longer running with shortages.

Quality Improvement

Mike Cochran has already presented some great ideas regarding the new position. While the Quality Improvement position has primarily focused on medical call reviews, he will be adding random and focused reviews on all types of service calls as well and assisting with the revision of incident code call taking guidelines.

Training/Continuing Education

State Required Training: To date all employees have completed 373 total hours of State required training. This does not include continuing education training for Priority Medical Dispatch which requires 12 c.e.us per dispatcher per year.

Dispatch Training Curriculum: If time allows, part of our training curriculum has our trainees or new dispatchers complete a ride-along with law enforcement. Most recently we have added a fire department ride-along with the Frenchtown Fire Department. The ride-along provides our dispatchers with an opportunity to better understand the jobs of our first responders and what happens on the other side of the radio.



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Remedial Training: In the near future, an assessment will be going out to our dispatchers and supervisors to identify areas where internal remedial training is needed. Targeted and or focused training will then occur internally based on the individual needs of the dispatchers.

Technology Update

PACE: The PACE Scheduling program is live for Central Dispatch. To ensure all functionality is working as tested, we will be running both processes concurrently until September 1st where we will then transfer completely to PACE.

Computer Aided Dispatch: Network cabling for the CAD is in the process of being upgraded which should significantly improve speed and potentially remedy the CAD delay issues.

Dispatch Portable Radios: Ten dispatch radios have been purchased with budget funds thorough Motorola using MiDeal contract pricing to replace the current portables we are using on loan from EMD through the Wayne County Department of Homeland Security and Emergency Management. The cost of the radios is \$56,260.50 which includes encryption and additional discounts.

Dispatch/EMD Building Security: Updated security cameras have been purchased with budget funds through Access & Alarm, Inc. Three quotes were obtained with Access Coming in at the lowest bid of \$7,391.98.

Dispatch/Fire Communications

Internal policy redrafts regarding fire radio communications have been started. The next fire communications committee will be meeting this Saturday. Members are: Asst. Chief R.J. Schall, Summerfield Fire; Cpt. John DeBarr, Frenchtown Fire; Asst. Chief, Aaron Goldsmith, LaSalle Fire; and Chief Mark Cherney, Monroe Township Fire.

Call Statistics

911 Calls ending June 30th: Dispatch has received 39,490 911 calls. This is 21.7% higher than last year. There is no specific identifiable reason for the increase but as wireless device use increases there is the likelihood of increased calls. We have also seen a 72% increase in abandoned calls compared to this time last year. Abandoned calls include 911 hang-ups and dropped calls. In Europe and Countrywide centers have seen an increase in 911 hang-ups due to Google and Samsung boxed cell phones in transit accidentally dialing 911 due to their crash detection applications. Dispatch had only one reported incident where we received 73 calls in a 20 minute period.



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Non-Emergency Calls ending June 30th: Dispatch handled 46,082 non-emergency calls with only a .7 percent increase over last year.

Text-to-911: Texts have tripled (59 in 2022/148 in 2023) over 2022 to date. The increase is most likely due to the ADT alarm calls we are receiving through text.