



MONROE COUNTY CENTRAL DISPATCH

9-1-1 District Board

Agenda – Amended

Regular Meeting

September 24, 2024

9:00 A.M.

Meeting Location:

Monroe County Central Dispatch

987 S. Raisinville Rd., Monroe, MI 48161

- 1. Roll Call**
- 2. Pledge of Allegiance**
- 3. Approval of Agenda**
- 4. Approval of Minutes from:**
 - July 23, 2024
- 5. Presentation by:** Monroe Community Mental Health Authority Mobile Crisis Unit
- 6. Correspondence**
- 7. Old Business**
- 8. New Business:**
 - Flock Safety Falcon license plate recognition (LPR) camera
 - MPSCS Integration Agreement renewal
- 9. Director's Report**
- 10. Citizen's Time**
- 11. Member's Time**
- 12. Next Meeting: November 26, 2024**
- 13. Adjournment**



MONROE COUNTY CENTRAL DISPATCH

9-1-1 District Board

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

9-1-1 • Police • Fire / Rescue • EMS

Minutes of the July 23, 2024 Monroe County 9-1-1 District Board Regular Meeting

Location: Monroe City Hall, 120 E. First St. Monroe, MI 48161

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

Members: Vice-Chairman Director Tolstedt, Undersheriff Hammond (alternate), Commander Lindsay (alternate), Township Supervisor Uhl, Township Supervisor Metz (alternate), **Chief Lucas, Commander Smiley, Chief Stevens (alternate), Dr. Kemple, Mr. Williams, Mr. Bronson, Prosecutor Yorkey, Chief Assistant Prosecutor Landis (alternate), Commissioner Hoffman, Lt. Borello, Lt. Bow (alternate), Deputy Chief Sehl, Chief Aimes (alternate)**

Absent/Excused: Supervisor Uhl/absent, Lt. Borello/excused, Lt. Bow/excused, Dr. Kemple/excused

County Executive Staff:

Citizens: Malachi Miller, Michael E. Miller

- **Roll Call:** Quorum present.
- **Pledge of Allegiance:** Led by Sheriff Goodnough.
- **Approval of the Agenda:** Prosecutor Yorkey made a motion to approve the Agenda; Commissioner Hoffman supported. **Motion carried.**
- **Approval of the May 28, 2024 regular meeting minutes:** Mr. Williams made a motion to approve the minutes; Director Tolstedt supported. **Motion carried.**
- **Dispatcher Retirement Tribute**
 - Director Kuti presented a retirement plaque to Dispatch Supervisor Crissy Miller after retiring with 25 years of service.
- **Correspondence:** None
- **Old Business:** None
- **New Business:** None

MISSION STATEMENT

“To coordinate Law-Enforcement, Fire, and EMS emergency service requests in Monroe County for the safety and protection of our citizens and public safety providers. Through our actions, we help save lives, protect property, assist the public in their time of need and proudly know that we made a difference.”



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- **Director's Report:**

- General discussion about the open positions within Central Dispatch.

Deputy Chief Sehl made a motion to accept the Director's Report as presented; supported by Commissioner Hoffman. **Motion carried.**

- **Citizen's Time:**

- Arthur Bronson asked for clarification in the definition of Emergent in medical protocols.

- **Member's Time:**

- Deputy Chief Sehl apologized for missing the last meeting.
- Director Tolstedt congratulated Supervisor Crissy Miller on her retirement.
- Sheriff Goodnough asked Director Kuti to put together a 10 minute presentation on the Mental Health Crisis Unit.

- **Next Meeting:** September 24, 2024

- **Adjournment:** 9:16 a.m.

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MONROE COUNTY CENTRAL DISPATCH

July 23, 2024 Regular 911 Board Meeting

Director's Report

Date: September 17, 2024
To: Chairman Goodnough,
911 Board Members

Operations

Staff: Our 3rd phase trainee made the decision to discontinue her training with dispatch. We have one applicant currently in the background phase. We maintain 16 full-time supervisors and dispatchers and one part-time dispatcher. Our last round of candidates produced 7 applicants to move to the second phase of testing. Additionally, to expedite the testing process we are scheduling the second computer-based multitasking test ahead of the written test when possible.

GIS: GIS continues to add new addresses within the county and cleanup existing addressing in the CAD system. Additionally, Mr. Boudrie is working on different projects including updating dispatch physical reference maps for fire department jurisdictions and working to develop map links within the CAD for various countywide resources. He is also investigating the option of having direct access to CAD GIS to expedite the process of updating CAD related map files.

Quality Improvement:

Reinstating the Dispatch Review and Steering Committees are underway. Membership is awaiting a recommendation from the fire agencies which will take place at their next meeting on September 18th. Interviews for the dispatch representative were completed and Dispatcher Parker and Supervisor Roberts were selected as the dispatch representatives. Meetings will be held bi-monthly.

Quality Improvement Progress Reports for July and August are attached for your reference and information. In July dispatchers had an 87% Compliant or High Compliant with 74% of call takers dispatching medicals at the Send Point. In August, Compliant calls or higher was at 74% with 77% of call takers dispatching medicals at the Send Point. Moving forward we will be looking at ways to bring this number up.



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July 23, 2024 Regular 911 Board Meeting

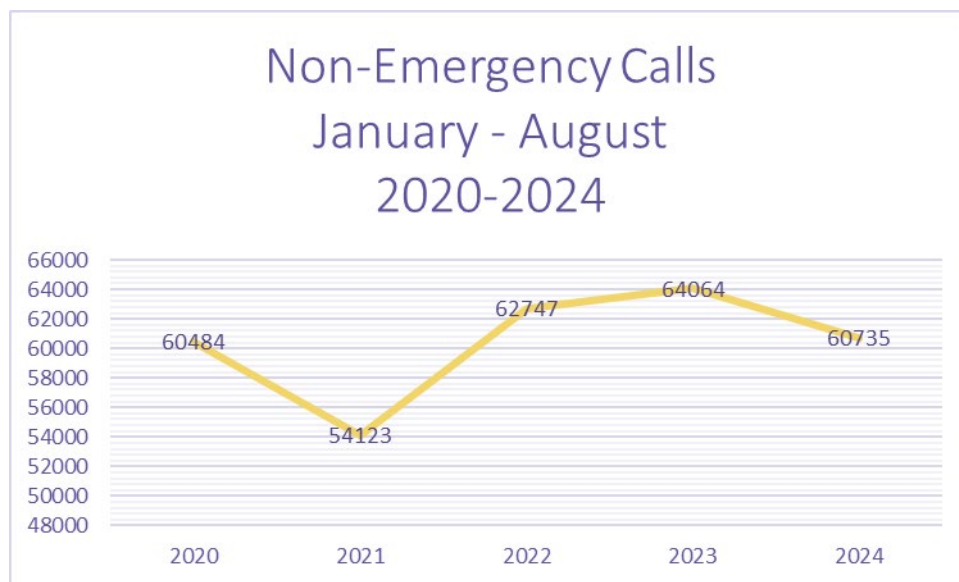
Director's Report

Records Retention – The State Records Retention Committee for 911 continues progress on the current review of the State's adopted General Retention Schedule #34 for Local 911 Centers.

Other Current Activities – Dispatch has temporarily retained Priority Dispatch Corporation Quality Performance Review (QPR) to spot check our quality assurance process to ensure we are on point with the guidelines of the Emergency Medical Dispatch Protocol.

Statistics:

Non-Emergency Calls Year to date we have received 60,735 non-emergency calls to date. The average calls per month is 7553. The following graph shows a comparison of January through August totals from 2020-2024.



911 Calls: Year to date we have received 44,326 911 calls with 87.67% coming from wireless devices and 2.61% from landlines. The following graph shows a comparison of January through August totals for years 2020 – 2024.



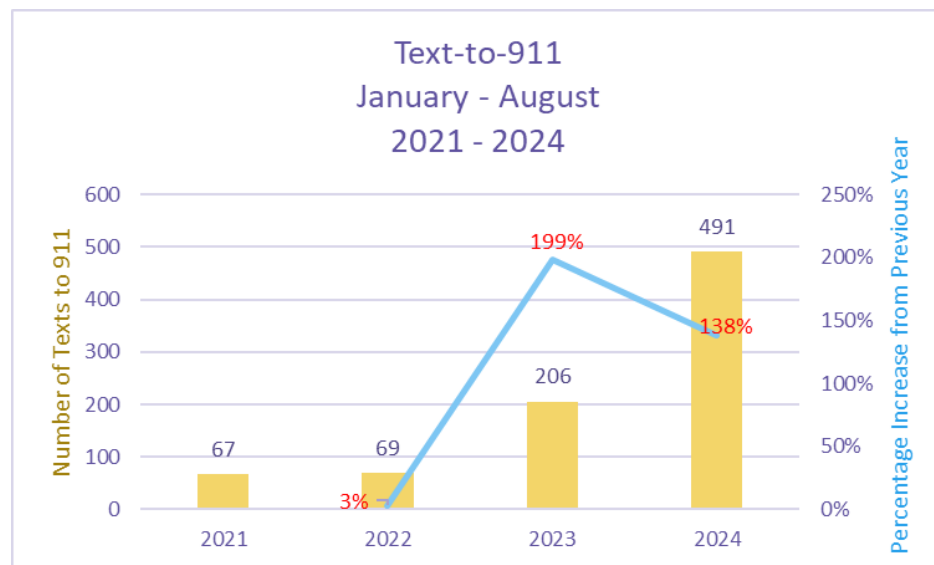
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July 23, 2024 Regular 911 Board Meeting

Director's Report



Text-to-911: Year to date we have received 491 text-to-911 calls. The following graph shows a comparison of January through August totals for years 2021 – 2024. The percentages show an increase in text over the previous year.



Dispatched Calls for Service: Year to date Dispatch has handled 70,157 calls for service. These include self-initiated calls for service. The charts below represent the number of calls each fire department responded.



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July 23, 2024 Regular 911 Board Meeting

Director's Report

Total CFS Responded by Department (Fire)	
2024 YTD through August	
Ash Fire	366
Bedford Fire	2589
Berlin Fire	581
Dundee Fire	714
Erie Fire	346
Estral Beach Fire	31
Exeter Fire	164
Frenchtown Fire	2812
Ida Fire	436
LaSalle Fire	332
LMR Fire	279
Luna Pier Fire	186
Milan FD*	231
Monroe City Fire	3136
Monroe Twp Fire	1770
Morin Pointe	107
Ottawa Lake Whiteford	353
Summerfield Fire	315
TOTAL	14748
Milan Fire* Calls received - transferred to MCA for Dispatch	

Total CFS Responded by Dept. (Police)	
2024 - YTD through August	
Carleton PD	392
Dundee PD	3370
Erie PD	1507
Luna Pier PD	477
Monroe City PD	12908
Monroe County Sheriff	29438
MSP	9227
S Rockwood PD	2169
DNR	133
MANTIS	3
MCCD/Misc/Other	1719
TOTAL	61343

FOIA: As of September 12th, we have had 191 FOIA and/or audio requests from various agencies and the public. This is a 5% increase of requests over this time last year.

Technology

911 Telephony – Installation on the new server is scheduled for the week of November 4th. During this installation we will be adding an additional 3 phone stations and connecting the call status lighting.

911 Partners and Stakeholders:

Medical Control/Fire Agencies - A priority 3 protocol review was completed with the Medical Director, Dispatch, and respective fire agency representatives to determine which protocols would require only a MCA response. The final recommendations will be presented at the September 18th fire chiefs meeting for approval. Once approved, the changes will be made in the EMS Protocol.

ALS Mutual Aid – MCA/Frenchtown/Bedford Fire – Dispatch procedure has been modified to adapt to the mutual aid agreements between MCA, and respectively, the Bedford Fire Department and the Frenchtown Fire Department. We are currently looking at options in



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Director's Report

the CAD that will assist our dispatchers in selecting the most appropriate mutual aid department based on geographic location.

Urban Areas Security Initiative (UASI)/Monroe County – TIC Plan update remains a task list item with no current update.

MPSCS – Currently working with the DTMB-MPSCS to renew countywide Integration Agreements for continued use of the MPSCS system.