



MONROE COUNTY CENTRAL DISPATCH

9-1-1 District Board

Amended Agenda

Regular Meeting

January 28, 2025

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:
 - November 26, 2024
5. Correspondence
6. Old Business:
 - Monroe County Township Representative to the 911 Board
 - MPSCS Integration Agreement renewal
 - Staffing
7. New Business:
 - Agency CAD Use Agreements
 - Radio Encryption
8. Director's Report
9. Quality Improvement Report
10. Citizen's Time
11. Member's Time
12. Next Meeting: March 18, 2025
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 November 26, 2024 Monroe County 9-1-1 District Board Regular Meeting

Location: Monroe County Central Dispatch, 987 S. Raisinville Rd.. 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 Metz (alternate), Chief Lucas, Commander Smiley, Chief Stevens (alternate), Dr. Kemple, Mr. Williams, Mr. Bronson (alternate), Prosecutor Yorkey, Chief Assistant Prosecutor Landis (alternate), Commissioner Hoffman, Lt. Bow (alternate), Deputy Chief Sehl, Chief Aimes (alternate)

Absent/Excused: Dr. Kemple

County Executive Staff: Mr. Bosanac

Citizens: Bob VanKlingeren, Shane Anders, RJ Schall, Bill Ander

1. Roll Call: Quorum present.

2. Pledge of Allegiance: Led by Sheriff Goodnough.

3. Approval of the Agenda:

- Sheriff Goodnough requested to add to the agenda under New Business discussion of the Monroe County Township Representative to the 9-1-1 Board.

Chief Lucas made a motion to approve the Agenda; Deputy Chief Sehl supported. **Motion carried.**

4. Approval of the September 24, 2024 regular meeting minutes: Prosecutor Yorkey made a motion to approve the minutes; Mr. Williams supported. **Motion carried.**

5. Correspondence: None

6. Old Business:

- Flock Safety Falcon license plate recognition (LPR) camera
 - Director Kuti stated the system was added into dispatch and a policy was created. Director Kuti requested to remove this item from old business. Sheriff Goodnough agreed.

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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- MPSCS Integration Agreement renewal
 - Phase I of the agreement was completed and approved by the Board of Commissioners.
 - Phase 2 – awaiting the preventative maintenance. Director Kuti would like to keep this under Old Business and she'll share updates as needed.

7. New Business:

- Approval of 2025 9-1-1 District Board Meeting Calendar
 - Director Tolstedt made a motion to accept the 2025 calendar with the change of the year from 2024 to 2025; supported by Prosecutor Yorkey. **Motion carried.**
- Addition of Dispatch personnel positions
 - Director Kuti stated she'd like to staff our current openings first. She'd like to open the discussion to add additional support personnel.
 - General discussion from the board.
- Township Supervisor
 - Sheriff Goodnough stated Supervisor Uhl did not get re-elected. Her alternate is Paul Metz. He did get re-elected. Sheriff Goodnough stated he'd contact the Chair of the Township, Al VanWashenova to see what direction they want to go in. In the meantime, Mr. Metz is to attend the meetings in the absence of Ms. Uhl. Sheriff Goodnough stated the Township board can decide if they want him to assume the role moving forward, appoint an alternate or get a primary.

8. Director's Report:

- Sheriff Goodnough stated Director Kuti wants to suspend the job posting. His opinion is to keep the job posting up and solicit as many people as you can to create a hiring list.
- Sheriff Goodnough asked for a list of what schools have not provided their building layouts.
- Sheriff Goodnough asked for a list of concerns about Central Square not being compatible with GIS. He stated they meet with Central Square every 4 weeks to ensure our needs are being met. He stated they meet with Billy Thomas, who is 3rd in command with Central Square. Sheriff Goodnough stated to get issues to him so he can get them to his team at the Sheriff's Office.
- Sheriff Goodnough asked for the national standard for QI.
 - Director Kuti stated APCO and NENA do not follow a national standard because of all the variables.
- Sheriff Goodnough had general questions about Quality Improvement Coordinator Michael Cochran's report.

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Mr. Williams made a motion to accept the Director's Report: supported by Commissioner Hoffman. **Motion carried.**

9. Citizen's Time: None

10. Member's Time:

- Bedford Fire Chief Bob VanKlingeren thanked the board and commended them for looking into different things with Director Kuti and what she's suggesting. Chief VanKlingeren thanked the board for looking at dispatching time. He also suggested the board members try to get into the dispatch center during a busy time to see what's going on and what they're dealing with on a daily basis.
- Summerfield Fire Chief Lucas stated his department was covering for Dundee Fire on Dec. 16, 2024. The first call they were dispatched 2 minutes after Dundee was dispatched. MCA arrived on scene and cancelled them. The second call Ida Fire was dispatched but not Summerfield.
 - Director Kuti stated she has Assistant Director Clanton looking into this complaint.
 - Sheriff Goodnough stated there was an ability to put a cad note in to divert you to the 2nd station.
 - Mike Cochran stated that was true however every run card would need to be changed for that short amount of time and then changed back when the time expired.
 - General discussion about this topic.
- Mr. Bosanac suggested members of the board go into dispatch and put a face to the name; ask if the dispatchers have any questions about what their department does. Sometimes that personal connection can be more powerful.
- Sheriff Goodnough announced January 5th, they are have the ribbon cutting at the Frenchtown substation.

11. Next Meeting: January 28, 2025

12. Adjournment: 10:02 a.m.

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MONROE COUNTY CENTRAL DISPATCH

January 28, 2025 Regular 911 Board Meeting

Director's Report - Amended

Date: January 23, 2025
To: Chairman Goodnough,
911 Board Members

Operations

Staff: We are currently staffed with 14 full-time supervisors and dispatchers and one temporary part-time dispatcher. In addition, four dispatch trainees are in various phases of training. We have two additional applicants that are finishing their pre-hire examinations with their start date tentatively the first week of March, pending trainer availability. Our two remaining open positions have started the background process. Additionally, a hire list has been established.

Training/Continuing Education: Central Dispatch expended \$12,493 of State Training Funds in 2024. The training focus was on new hire Emergency Medical Dispatch, Basic Dispatch School, Advanced 40 hour Dispatch School, and Certified Training Officer School.

The 2025 Training Fund Application accounting is under final review before submission to the State by January 31st. I anticipate the filing to be completed by the end of this week.

Quality Performance Review (QPR) – County IT is assisting with the VPN connectivity issue regarding the QPR access.

GIS: It was determined that our CAD version of Central Square does not allow direct access to the mapping/GIS piece within Central Square which means map update requests cannot be expedited and will need to go through the regular ticketing process. In regards to the GIS incompatibility issue between GIS software and Central Square, a work around has been established and is pending County IT assistance for implementation.

Mr. Boudrie continues to revise school map files as they are provided to us to be uploaded into the CAD and hard copy maps created.



MONROE COUNTY CENTRAL DISPATCH

January 28, 2025 Regular 911 Board Meeting

Director's Report - Amended

Records Retention – The State Records Retention Committee for 911 has completed its review and amendments of the General Retention Schedule #34 for Local 911 Centers. It has been submitted to the State and is pending final approval. Respective departments will be notified of any significant changes that may impact their requests for information.

Statistics:

Non-Emergency Calls: Dispatch received a total of 89,951 non-emergency calls in 2024. The average calls per month is 7,496. There was a decrease of 4,069 (4.3%) calls from 2023 to 2024. The following graph shows a comparison of yearly call totals from 2020-2024.



911 Calls: For the 2024 year, dispatch received a total of 64,888 911 calls with 87.64% coming from wireless devices and 2.94% from landlines. There was a significant decrease of 14.3 percent 2023 to 2024. The following graph shows a comparison of yearly totals from 2020 – 2024.



MONROE COUNTY CENTRAL DISPATCH

January 28, 2025 Regular 911 Board Meeting

Director's Report - Amended



Text-to-911: For the 2024 year, dispatch also received a total of 757 text-to-911 calls. The following graph shows a comparison of January through December totals for years **2021 – 2024**. The percentages show an increase in text over the previous year.





MONROE COUNTY CENTRAL DISPATCH

January 28, 2025 Regular 911 Board Meeting

Director's Report - Amended

Dispatched Calls for Service: Dispatch has handled approximately 105,455 calls for service in 2024. These include self-initiated calls for service. The charts below represent the number of calls each fire department and police department responded separately.

Total CFS Responded by Department (Fire)	
2024 Yearly Total	
Ash Fire	548
Bedford Fire	3806
Berlin Fire	895
Dundee Fire	1097
Erie Fire	519
Estral Beach Fire	43
Exeter Fire	245
Frenchtown Fire	4152
Ida Fire	660
LaSalle Fire	486
LMR Fire	421
Luna Pier Fire	267
Milan FD*	321
Monroe City Fire	4572
Monroe Twp Fire	2599
Morin Pointe	165
Ottawa Lake Whiteford	553
Summerfield Fire	462
TOTAL	21811

Total CFS Responded by Dept. (Police)	
2024 - Yearly Total	
Carleton PD	585
Dundee PD	4934
Erie PD	2167
Luna Pier PD	659
Monroe City PD	19216
Monroe County Sheriff	45611
MSP	13524
S Rockwood PD	3025
DNR	172
MANTIS	4
MCCD/Misc/Other	2395
TOTAL	92292

Although the number of calls received have decreased, calls for service continue to increase.

FOIA: For year 2024, there have been 260 FOIA and/or audio requests. This is down from 273 in 2023.

Building Upgrades: The cooling system in the Emergency Services computer room was replaced with a more efficient unit which sends alarm notifications directly to designated personnel.

Technology

Backup 911 Phones – Our 911 service provider, Peninsula Fiber Network (PFN), installed new MEVO phones with two-factor authentication. These are used as a backup to our main call processing equipment. The new features allow a 911 supervisor or dispatcher to listen or conference in on another call, allows a transfer of a call from one dispatch station to another, and also provides map location on a wireless call.

911 Call Processing Equipment – Cutover of the new phone server has been completed in full.



MONROE COUNTY CENTRAL DISPATCH

January 28, 2025 Regular 911 Board Meeting

Director's Report - Amended

Fire Dispatch Protocol- Dispatch has added the Emergency Fire Dispatch Protocol (EFD). The Fire Dispatch Protocol is part of the Priority Dispatch software which we already use for Emergency Medical Dispatch. The EFD is a pre-determined set of questions that the dispatcher will ask the caller based on the type of complaint being reported.

Unlike the Medical Protocol, the current intent is not to define priority response codes but rather leave it up to each individual agency to determine their individual response level based on the information initially provided from Dispatch and adjust their response as needed based on updated/additional information.

There is no intent to delay dispatch using these guides. Basic call information will be obtained (location, type of incident, callback number) and the incident dispatched as we are currently doing. The protocols intended use is to gather additional information to supplement and/or update the initial dispatch, addressing such issues as scene safety, accuracy in what was originally reported, and providing proper instructions to the caller for their safety.

This protocol is in the beginning stages of implementation and is expected to be rolled out within the next six months.

911 Partners and Stakeholders:

Medical Control/Fire Agencies - Medical protocol 26-A-1 (Sick person, no priority symptoms) was updated to an EMS Only Response.

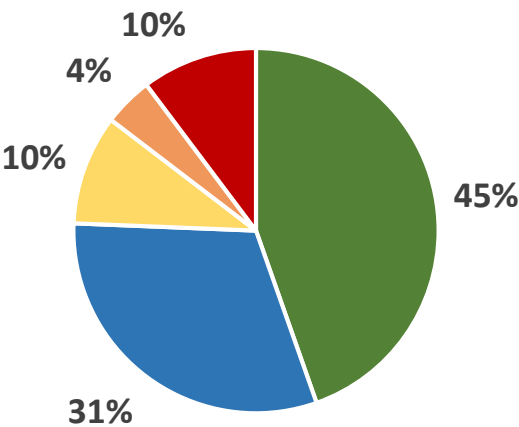
All First Responders/EGLE – The Michigan Department of Environment, Great Lakes, and Energy (EGLE) under Sections 311 and 312 of SARA Title III require Tier II reporting by companies holding Hazardous Materials meeting specific criteria. The hazardous materials list has been downloaded from the EGLE website and is in the process of being added to the CAD location alerts. This list will be reviewed and updated annually in CAD.

MPSCS – There has been no further movement regarding Phase II of the countywide Integration Agreement which addresses the preventative maintenance schedule.

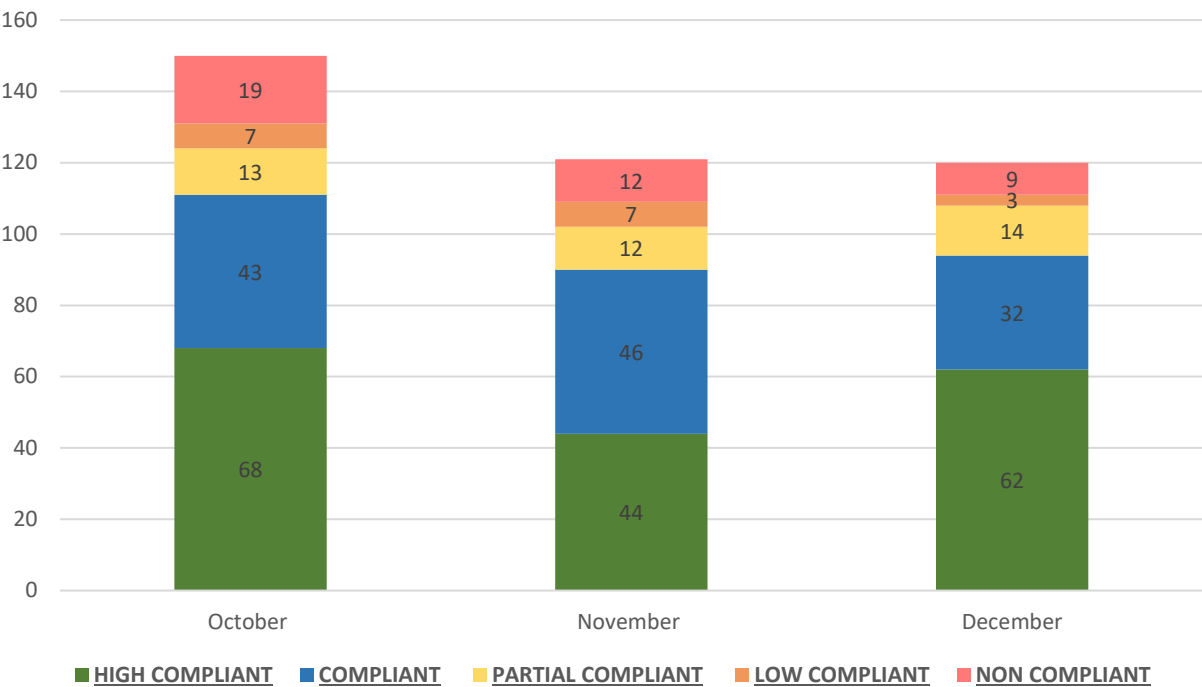
Local Planning Team – A Radio Encryption Committee, through Commander Wall, Monroe PD, continues to research and gather information regarding the utilization of grants as one means to assist in funding radio encryption for CJIC and LEIN compliance.

4th Quarter 2024 Compliance Levels

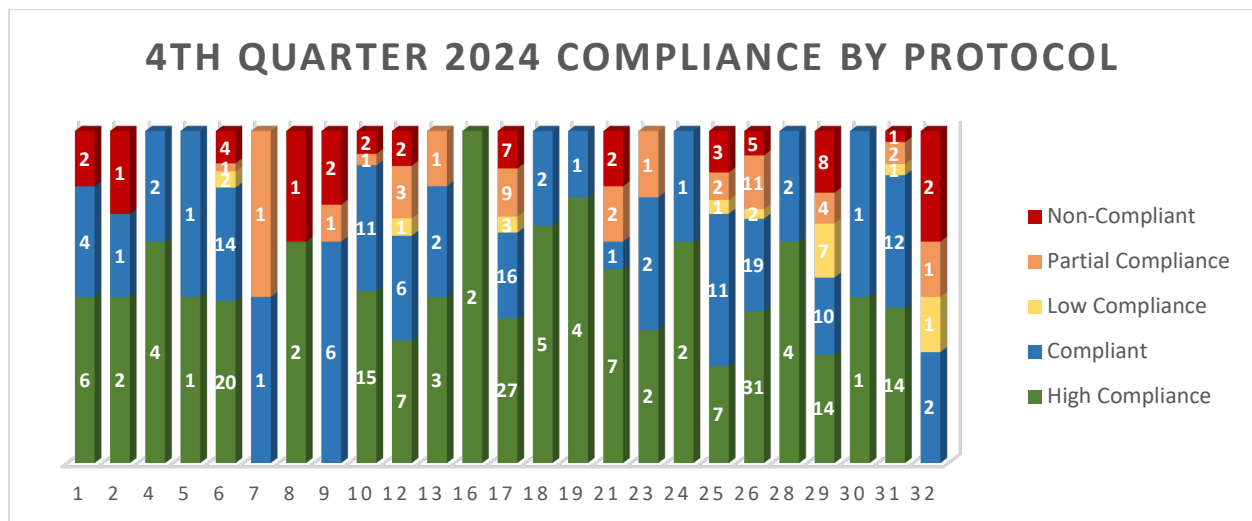
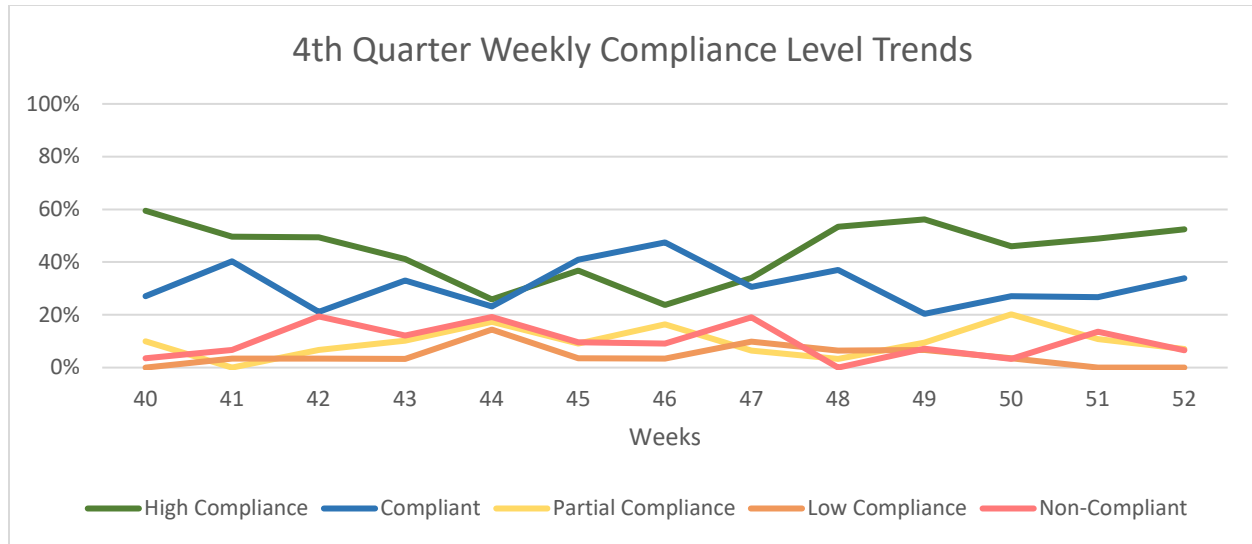
■ High Compliance ■ Compliant ■ Partial Compliance ■ Low Compliance ■ Non-Compliant



2024 Quarter 4 Compliance Level by Month



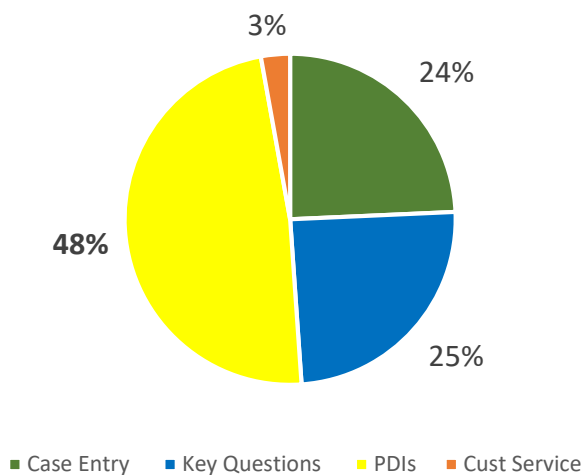
4th Quarter 2024 Dispatch Progress Report



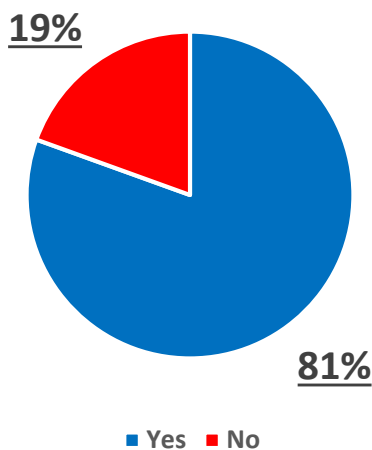
4th Quarter 2024 Top Deviations

1. Questions were not asked in order
2. Patient count question was not asked
3. Freelance questions were asked
4. Inappropriate clarifiers were used
5. All questions/instructions given in the appropriate area

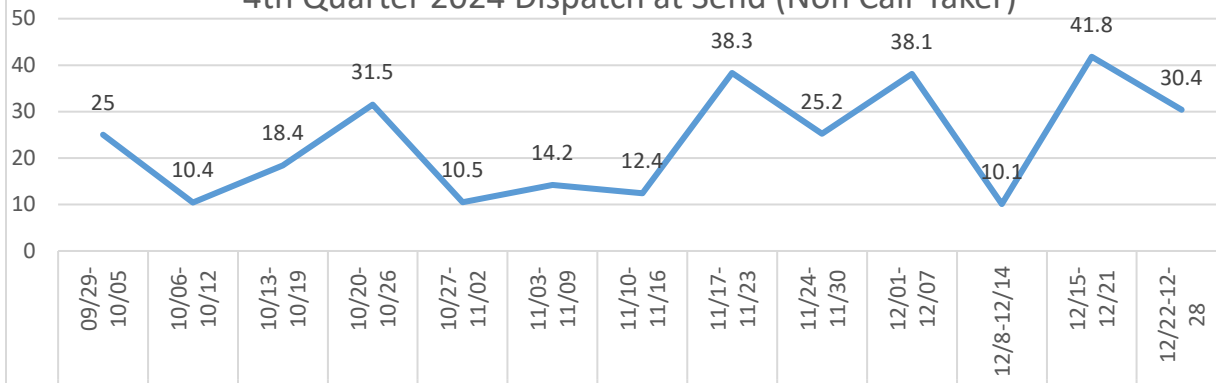
4th Quarter 2024 Deviations by Section



4th Quarter 2025 Dispatched at Send Point

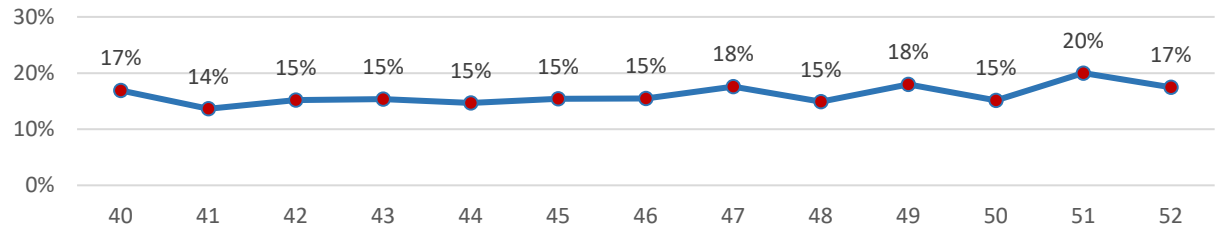


4th Quarter 2024 Dispatch at Send (Non Call-Taker)

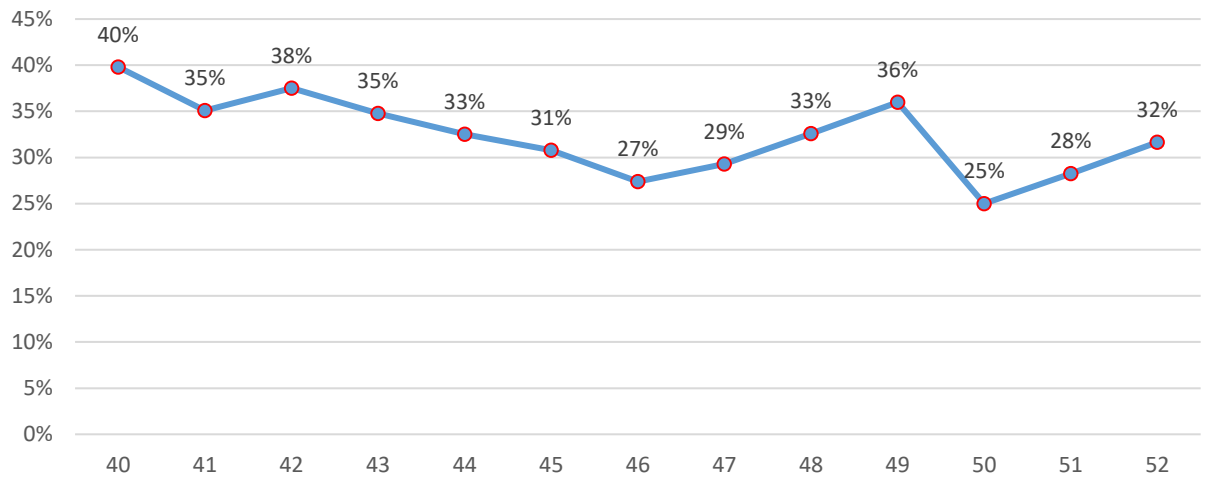


4th Quarter 2024 Dispatch Progress Report

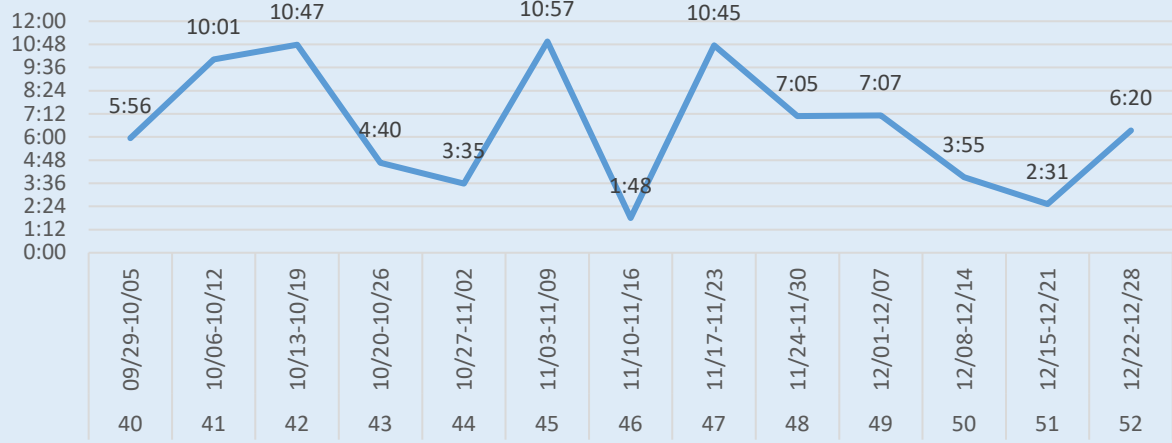
4th Quarter 2024 Protocol 26 Usage by Week

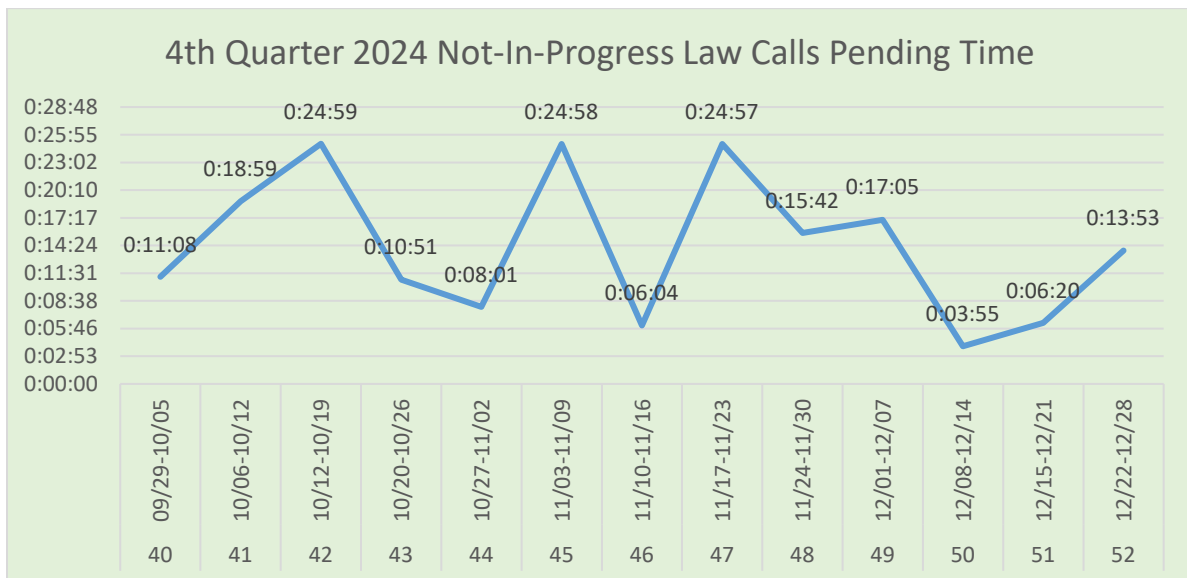
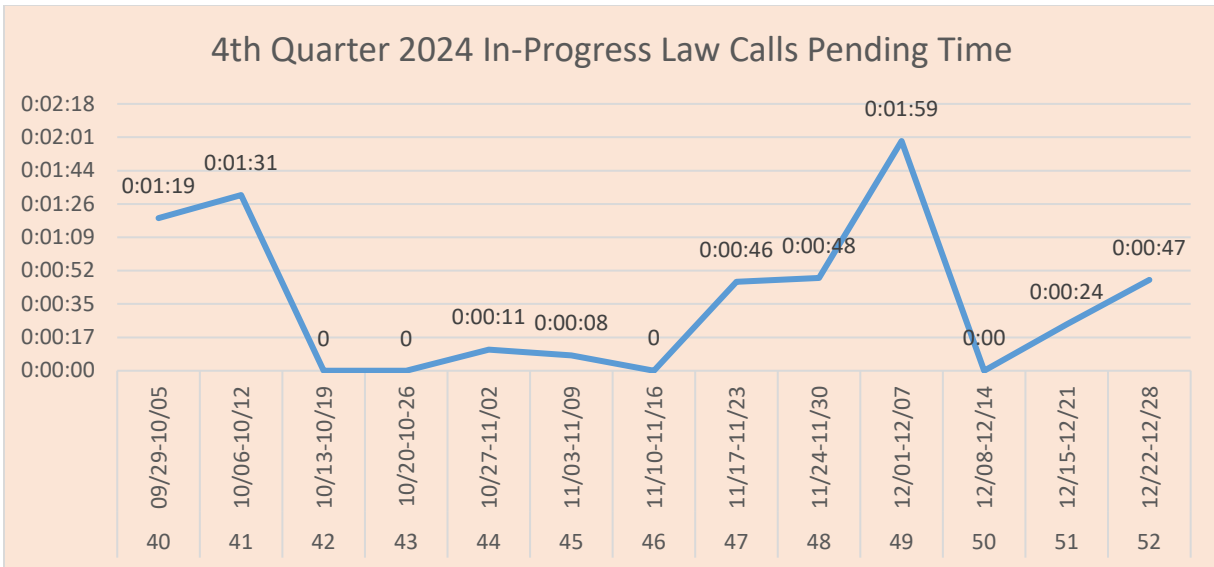


4th Quarter 2024 Protocol 29 Usage by Week



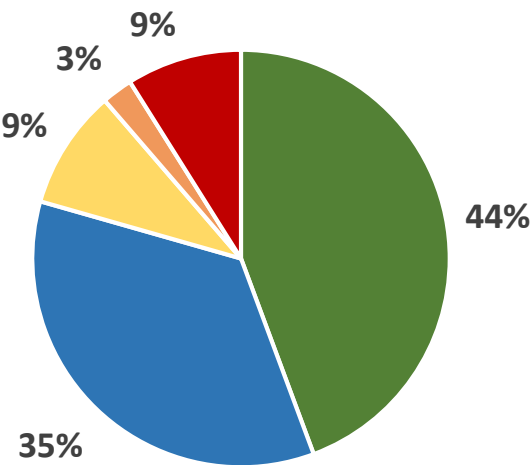
4th Quarter 2024 Total Law Enforcement Calls Pending Time



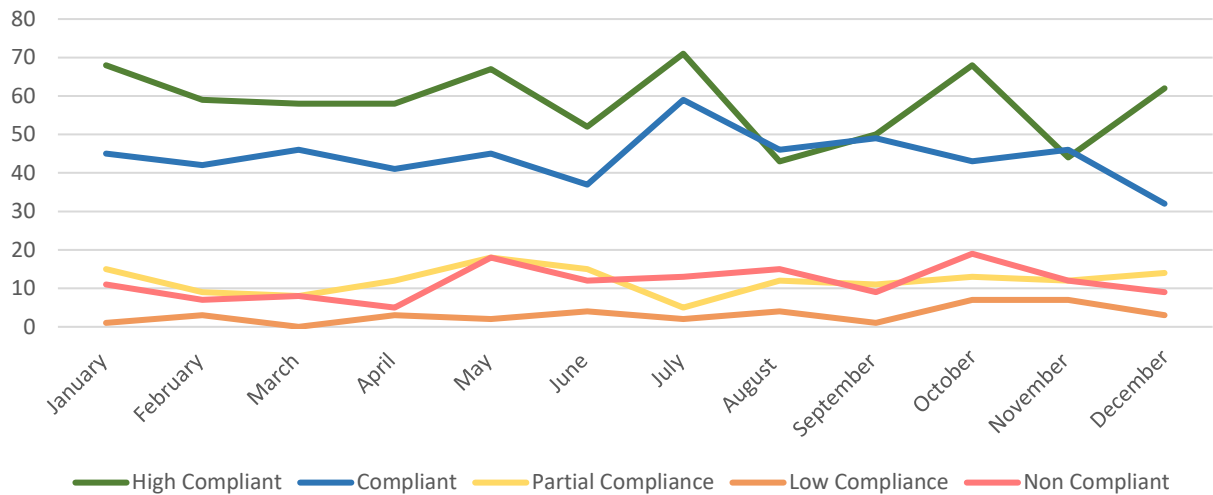
4th Quarter 2024 Dispatch Progress Report

2024 Compliance Levels

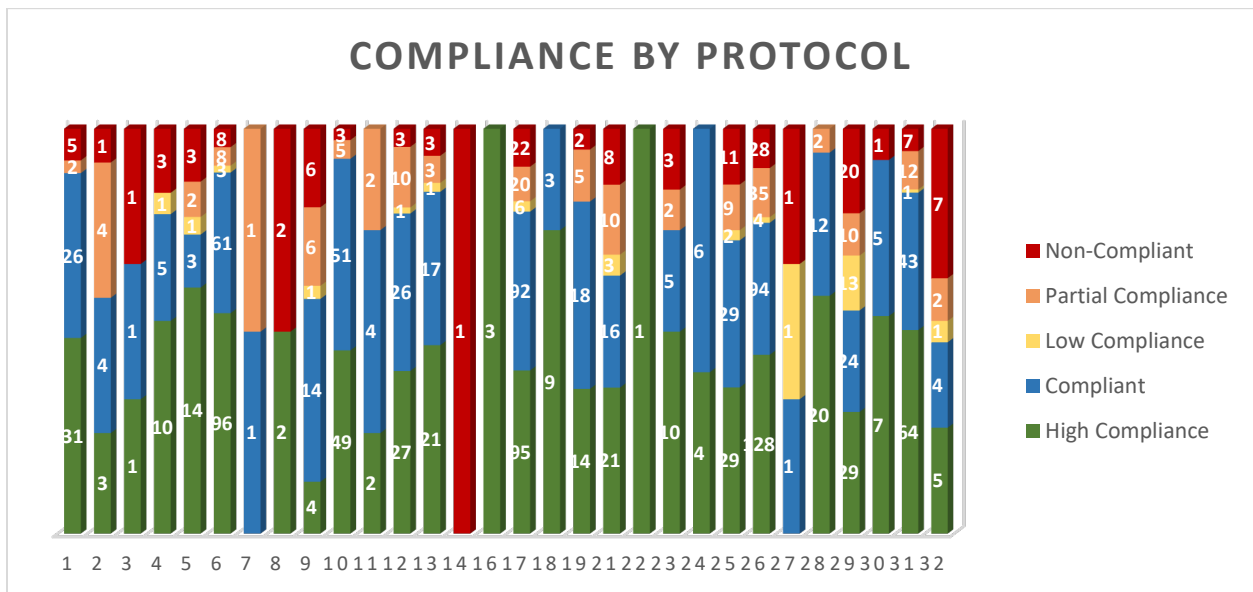
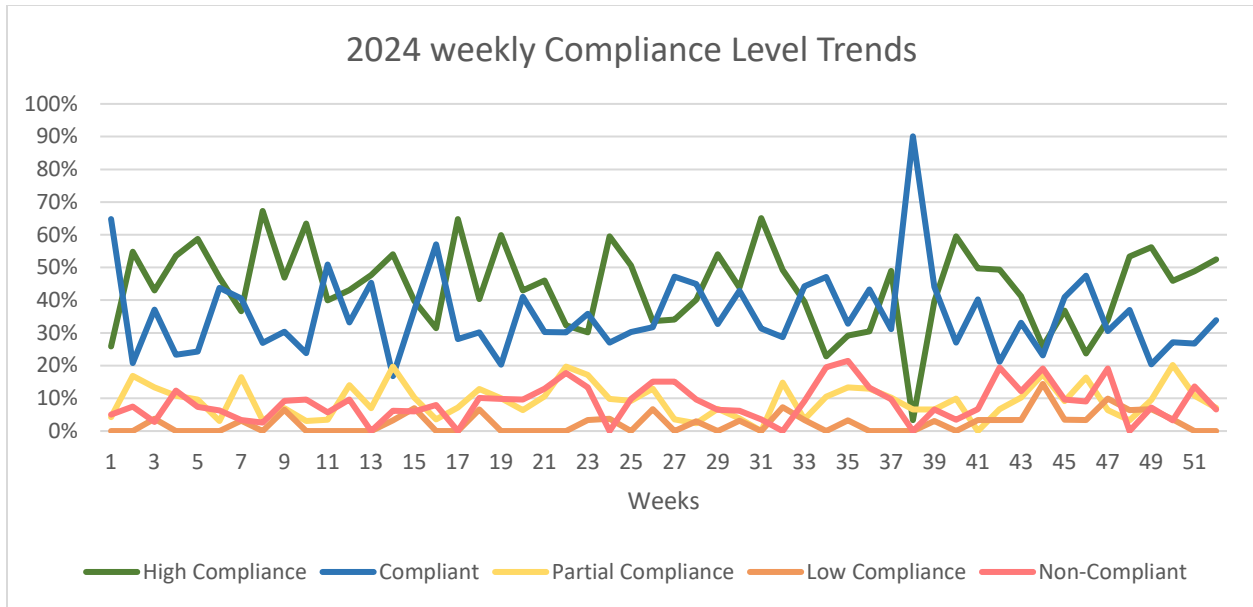
■ High Compliance ■ Compliant ■ Partial Compliance ■ Low Compliance ■ Non-Compliant



2024 Monthly Compliance Change



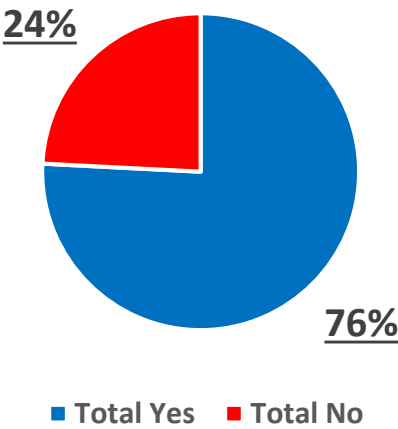
2024 Dispatch Progress Report



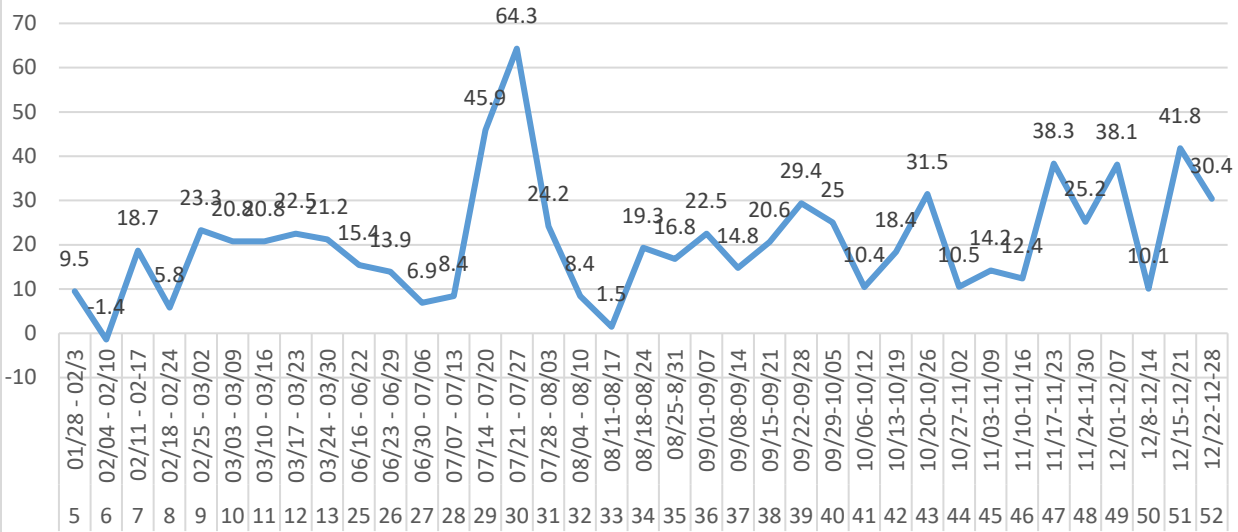
2024 To Deviations

1. Did not ask or asked incorrectly, "Tell me exactly what happened."
2. Did not ask the questions in order
3. Aske freelance questions
4. Used inappropriate Clarifiers
5. All questions/instructions given in the appropriate area

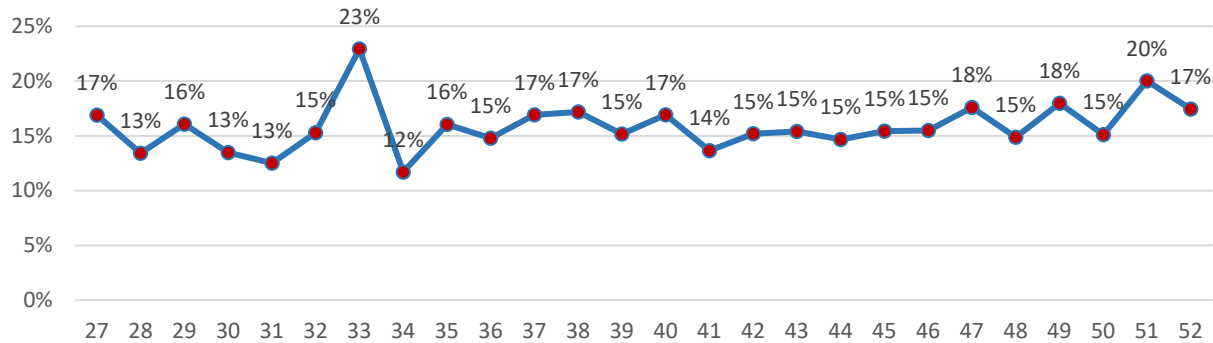
2024 Dispatch at the Send Point

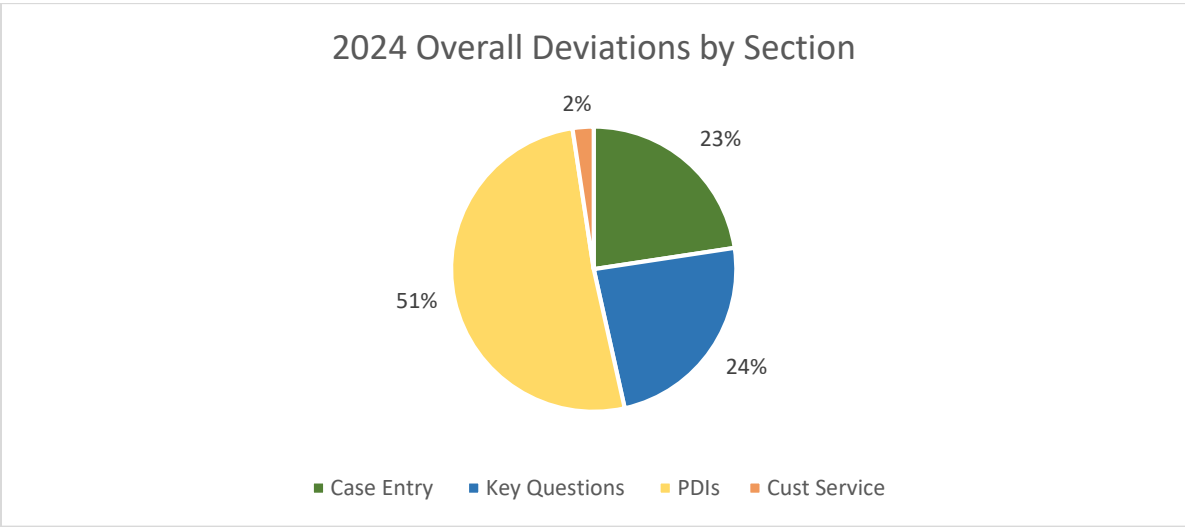
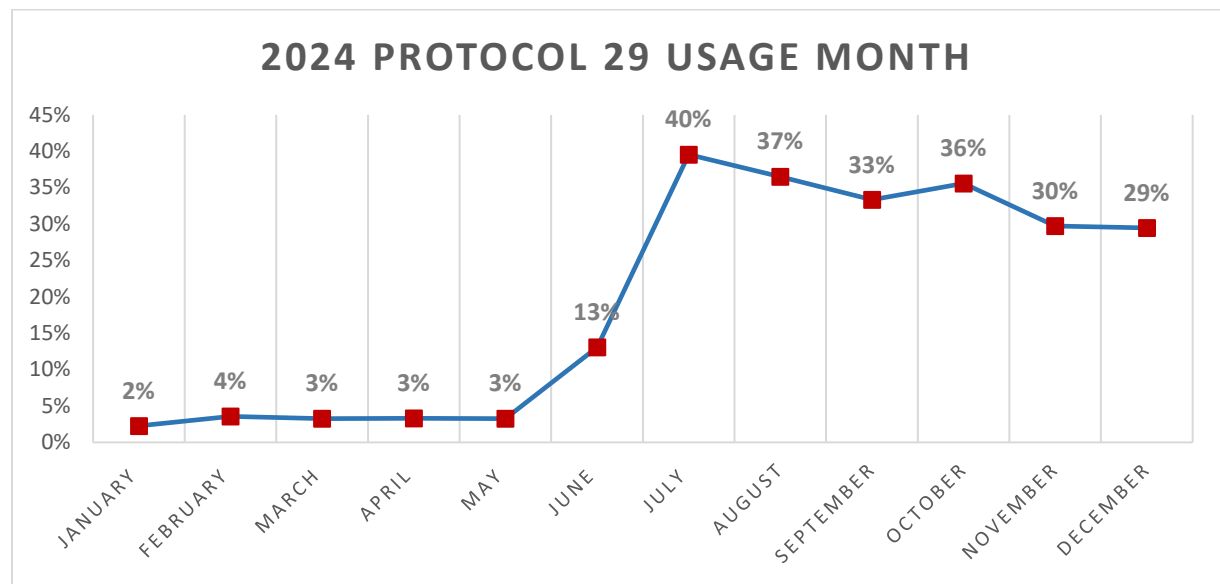


2024 Dispatch at Send (Non Call-Taker)



2024 Protocol 26 Usage by Week





2024 Dispatch Progress Report

