



MONROE COUNTY CENTRAL DISPATCH

9-1-1 District Board

AGENDA

Regular Meeting

Tuesday, March 18, 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:
 - January 28, 2025
5. Correspondence
6. Old Business:
 - MPSCS Integration Agreement renewal
 - Staffing
 - Request to add 2 permanent full-time dispatchers and 2 permanent part-time dispatchers.
 - Agency CAD Use Agreement
 - Radio Encryption
7. New Business:
 - 2024 Annual Report overview
 - 2025-2026 9-1-1 surcharge recommendation
 - Street Naming and Numbering Ordinance – Monroe County
8. Director's Report
9. Quality Improvement Report
10. Citizen's Time
11. Member's Time
12. Next Meeting: May 20, 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 January 28, 2025 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 Paul Metz, Township Supervisor (alternate), Chief Lucas, Commander Smiley, Chief Stevens (alternate), Dr. Kemple, Mr. Williams, Mr. Bronson (alternate), Prosecutor Yorkey, Chief Assistant Prosecutor Landis (alternate), Lt. Bow, Deputy Chief Sehl, Chief Aimes (alternate)

Absent/Excused:

County Executive Staff: Mr. Bosanac

Citizens: Shane Anders

1. **Roll Call:** Quorum present.
2. **Pledge of Allegiance:** Led by Sheriff Goodnough.
3. **Approval of the Agenda:** Dr. Kemple made a motion to approve the Agenda; Lt. Bow supported. **Motion carried.**
4. **Approval of the November 26, 2024 regular meeting minutes:** Sheriff Goodnough had a correction in #7 in the third bullet note. Director Tolstedt made a motion to approve the minutes with the amendment Sheriff Goodnough mentioned; Commissioner Hoffman supported. **Motion carried.**
5. **Correspondence:** Letter from Township Supervisor Al VanWashenova representing the Township Supervisors Association dated January 24, 2025 advising Supervisor Paul Metz will be the Township Representative for the 9-1-1 Board Meeting until any additional changes are made. Sheriff Goodnough stated Mr. VanWashenova said that at the next MTA Board Meeting they'll make a final decision whether Mr. Metz wants to remain on and appoint an alternate. Motion made to accept the correspondence made by Mr. Williams; Deputy Chief Sehl supported. **Motion carried.**

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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6. Old Business:

- Monroe County Township Representative to the 911 Board.
 - Already discussed in Correspondence.
- MPSCS Integration Agreement renewal
 - Director Kuti stated there has been no movement on the second phase of the integration agreement regarding preventative maintenance on the system.
- Staffing
 - Director Kuti stated she had nothing further to report at this time.

Mr. Williams made a motion to accept the Director's Report as presented; supported by Dr. Kemple.
Motion carried.

7. New Business:

- Agency CAD Use Agreement
 - Sheriff Goodnough stated through an audit, they found that fire personnel were looking at police calls for service, which is a gray area for CJIS violation. The recommendation is that Director Kuti roll out a Memorandum of Understanding to each fire chief with the understanding that no one in their organization can look at law enforcement related calls for service. Sheriff Goodnough's suggestion to Director Kuti is, if they find through audit or other means that a fire station has violated that Memorandum of Understanding, their access be denied until the issue can be resolved. Sheriff Goodnough stated this is a very serious situation. Sheriff Goodnough stated we were told initially it was isolated; fire could only see fire calls but we have found that is not the case. Sheriff Goodnough stated there has to be a measure in place that Sheriff Goodnough, Director Kuti and the user or users are not subjecting themselves to criminal prosecution. Depending on the level of what they look at can go anywhere from a misdemeanor to a felony. The State of Michigan could suspend our service to LEIN and that would be detrimental to our operation.
 - General discussion
 - Deputy Chief Sehl made a motion to authorize Director Kuti to draft a Memorandum of Understanding, consult with County CFO and legal to make sure everything is correct and then roll it out to the chiefs of fire; supported by Chief Lucas. **Motion carried.**
- Radio Encryption
 - Monroe Public Safety Commander JD Wall introduced himself. He explained that there is a Federal mandate that states on all law enforcement radios, LEIN channel is to be encrypted. He further explained the costs associated with this task.
 - General discussion

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8. Director's Report:

- Sheriff Goodnough suggested on Page 2, changing the wording from "Year to date" to "Calendar Year 2024". He stated on Page 4, the stats report, there are more calls for service than calls into 911. He stated officer initiated activity were the reason for this.
 - Director Tolstedt made a motion to accept the Director's Report with the Sheriff's recommended amendments; supported by Supervisor Metz. **Motion carried.**

9. Quality Improvement Report:

- Quality Improvement Coordinator, Michael Cochran explained the 76% compliance level.
 - Director Tolstedt recommended putting this report on the County Website.
 - Prosecutor Yorkey made a motion to accept the Quality Improvement Report; Dr. Kemple supported. **Motion carried.**

10. Citizen Time:

- None

11. Members Time:

- Director Tolstedt wanted to thank Commander Wall and Director Kuti for communicating back and forth in regards to the law enforcement radio encryption.
- Deputy Chief Sehl informed the 911 Board that Dundee will be installing the Flock camera system.
- Dr. Kemple stated they just gave out Medical Director Awards to four Monroe City firefighters. He asked everyone to send their recommendations for future awards.
- Mr. Williams complimented Commander Wall for taking a complex subject and simplifying it.
- Director Kuti informed the 911 Board that House Bill 4002 passed on January 25, 2025. She explained the bill addresses the earned sick time bill that was amended. Director Kuti explained briefly what the act is asking for changes. It did pass the House and will move on to the Senate in February.

12. Next Meeting:

- March 18, 2025

13. Adjournment:

- 9:53 a.m.

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MONROE COUNTY CENTRAL DISPATCH

March 18, 2025 Regular 911 Board Meeting
Director's Report

Date: March 11, 2025
To: Chairman Goodnough,
911 Board Members

Operations

Staff: To date we are currently staffed with 14 full-time supervisors and dispatchers and two temporary part-time dispatchers. One dispatch trainee did not successfully complete the program. However, we currently have four dispatch trainees in various phases of training and a fifth trainee scheduled to start on March 30th. A background has been completed on one applicant who is now in the pre-hire examination phase. Callback interviews have been scheduled for the two remaining positions.

Training/Continuing Education: The SNC Training Fund Application was submitted on January 27 with preliminary approval received by the 911 Training Subcommittee on February 6th. We are awaiting final approval from the State 911 Committee.

Dispatch trainees are receiving their Emergency Medical Dispatch Training which is a requirement to answer 911 phones. We are also focusing on completing the State required 40 hour dispatch schools.

Quality Performance Review (QPR) – After some technical issues, the virtual connectivity has been resolved and the “Q the Q” began the week of March 3rd. As of this writing I have not received any updates.

GIS: Nothing noteworthy to report. GIS continues to work through mapping errors and address corrections.

Records Retention – The Records Retention Committee has a tentative meeting scheduled for March 13th to review the comments received back from the State regarding the proposed General Retention Schedule #34 for Local 911 Centers.



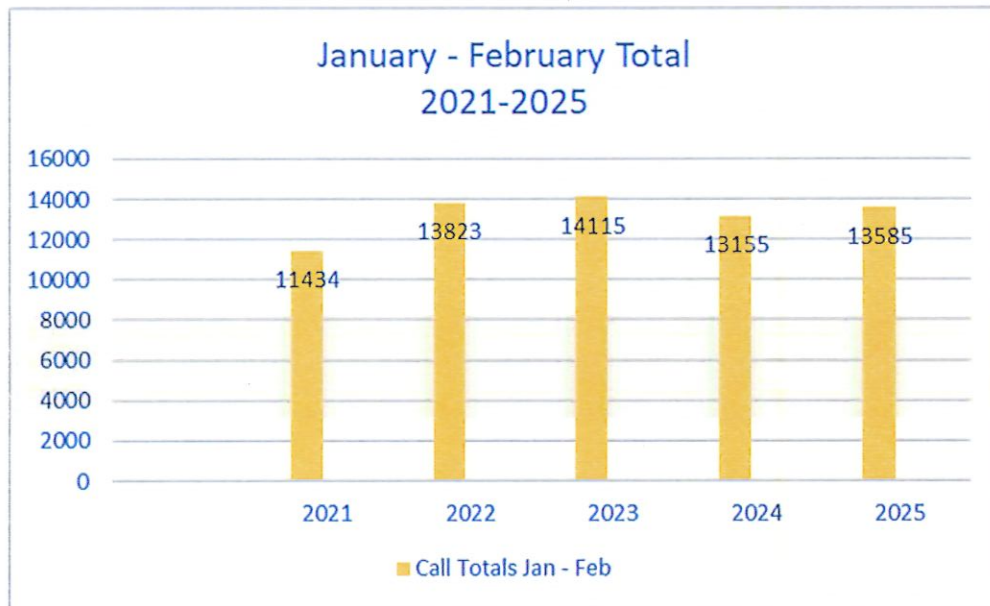
MONROE COUNTY CENTRAL DISPATCH

March 18, 2025 Regular 911 Board Meeting

Director's Report

Statistics (January and February 2025):

Non-Emergency Calls: Dispatch received 13,585 total non-emergency calls for January and February. A 3.2% increase over 2024 and an 18.8% increase from 2021.



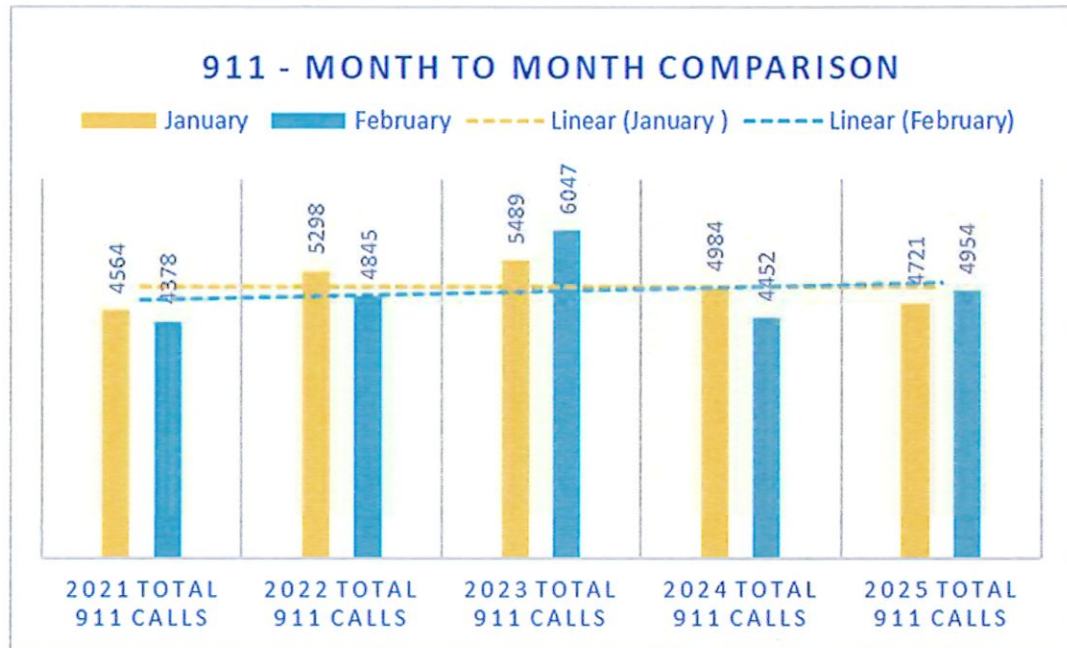
911 Calls: In January and February, dispatch received 9,975 911 calls which is up 2.5% from the same period last year. Of 911 calls received (excluding text to 911), 87.09% are from wireless devices, 8.26% from VOIP, and 3.31% from landlines. The following shows January and February calls over the last 5 years.



MONROE COUNTY CENTRAL DISPATCH

March 18, 2025 Regular 911 Board Meeting

Director's Report



Text-to-911: Texts received for the months of January and February this year are **140**. Nearly the same as compared to 2024 which had **136**.

Dispatched Calls for Service: Dispatch has handled approximately 16,305 calls for January and February. These include self-initiated calls for service. The charts below represent the number of calls each fire department and police department responded.

**CFS Responded to by Agency
January and February
2025**

	Ash	Bedford	Bella	Dundee	Erie	Fair Beach	Foster	Frenchtown	Ida	LaSalle	LMB	Luna Plac	Milan	Monroe Ctr	Monroe Twp	Monroe Pte	Ottawa	Lake Whitford	Summerfield	Total All
January	57	376	97	89	36	4	14	405	53	37	32	20	22	352	236	14	36	40		1920
February	52	297	87	100	27	2	18	382	68	44	40	9	32	326	234	19	51	49		1837
	109	673	184	189	63	6	32	787	121	81	72	29	54	678	470	33	87	89		3757

	Carlton PD	Dundee PD	Erie PD	Luna Plac PD	Monroe City PD	Monroe Co Sheriff	MSP	South Rochester	DNR	MARTS	Total All
January	36	307	143	37	1262	4089	1121	155	8	0	7158
February	55	288	153	34	1115	3565	1065	147	3	0	6425
	91	595	296	71	2377	7654	2186	302	11	0	13583

	MCA	MCCOL	Ottawa	Total All
January	1570	226		1796
February	1565	207		1772
	3135	433		3568

All Agencies Total 20,908



MONROE COUNTY CENTRAL DISPATCH

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Director's Report

Technology

911 Call Processing Equipment – As a correction to last meetings update, I was informed by Central Square that the cutover was not successful requiring them to back out. I am waiting to hear back with an update on when this will be completed.

Fire Dispatch Protocol- The kickoff meeting for Emergency Fire Dispatch (EFD) onboarding occurred March 4th. The meeting included a fire representatives from Monroe City Fire and Summerfield Fire. Moving forward representatives will participate to discuss any issues related to the protocol usage, suggestions for change, etc.

SmartBoot/Lockout – For anyone not familiar, the SmartBoot Tablet is a device linked to Airport and Whiteford School District specialized notifications systems. When the SmartBoot is activated within the schools, an alarm activates and a notification is sent to the tablet which will be housed in Dispatch. The Lockout tablet was delivered to Dispatch but has not yet been deployed. I am keeping it in my office for a few weeks to get familiar with the functionality and to assist me in determining how dispatch will most appropriately handle in coming alerts. I have found that the tablet is not loaded with all the maps provided to us. At minimum it will need to be returned for an update.

911 Partners and Stakeholders:

Medical Control/Fire Agencies - The Emergency Medical Dispatch Protocol 41: Caller in Crisis, which centers around first party mental health distress/suicidal patients, has been opened up for training to our dispatchers. The protocol will be reviewed and response codes discussed at the next Review Committee meeting March 11th. Recommendations will be provided to the Steering Committee who will approve the protocol changes. Dr. Kemple, as the Medical Control Director, will need to sign off the final response codes before the Protocol can go live.

MPSCS – A draft of the Phase II MPSCS Integration Agreement has been received with a proposed Preventative Maintenance (PM) Schedule. I am in the process of reviewing and editing the schedule. Following up on the PM schedule, it was determined that a tower site agreement with Lucas County will also need to be renewed. I have already been in contact with the Communications Director in Lucas County and have started the process.



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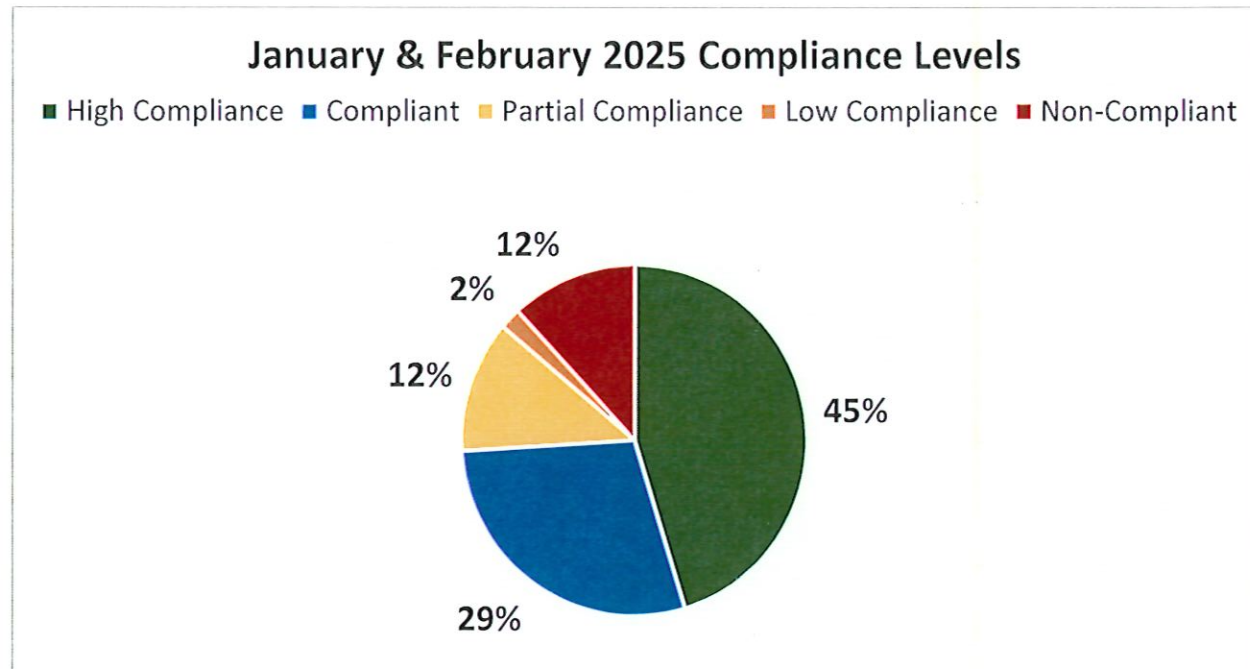
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Local Planning Team – Radio Encryption Committee discussions on hold pending funding discussions at 911 Board and/or County level. Commander Wall, Monroe PD, obtained two quotes from Motorola regarding the radio encryption. To be discussed in further detail.

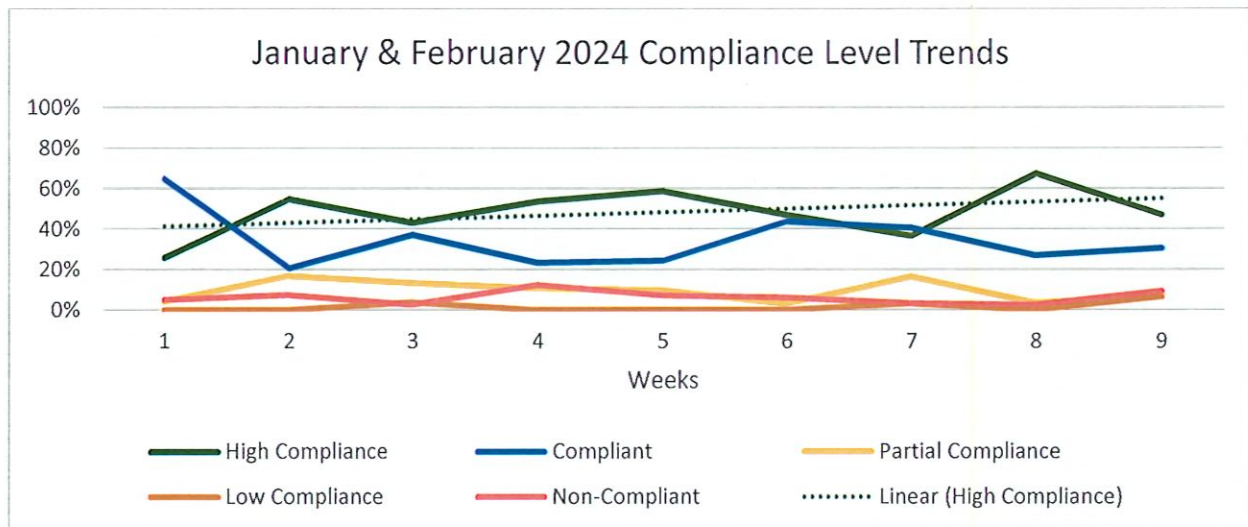
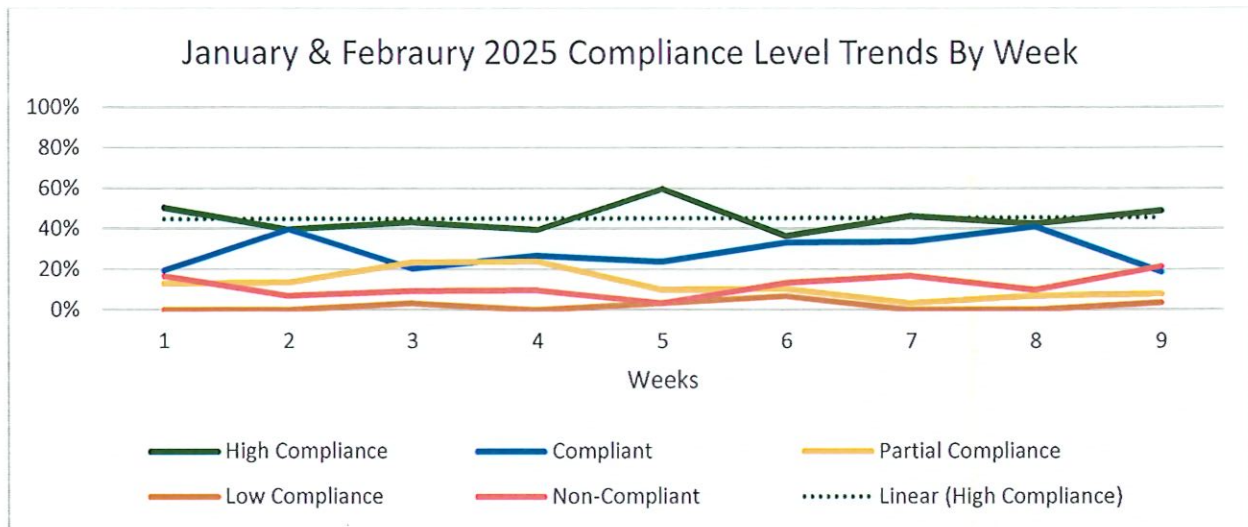
For January and February of 2025, Two hundred and Fifty-Four (254) calls were randomly reviewed. This is how this week's calls broke down by compliance level:

High Compliance: 115 – Compliant: 73 – Partial Compliant: 31 – Low Compliant: 5 – Non Compliant: 30

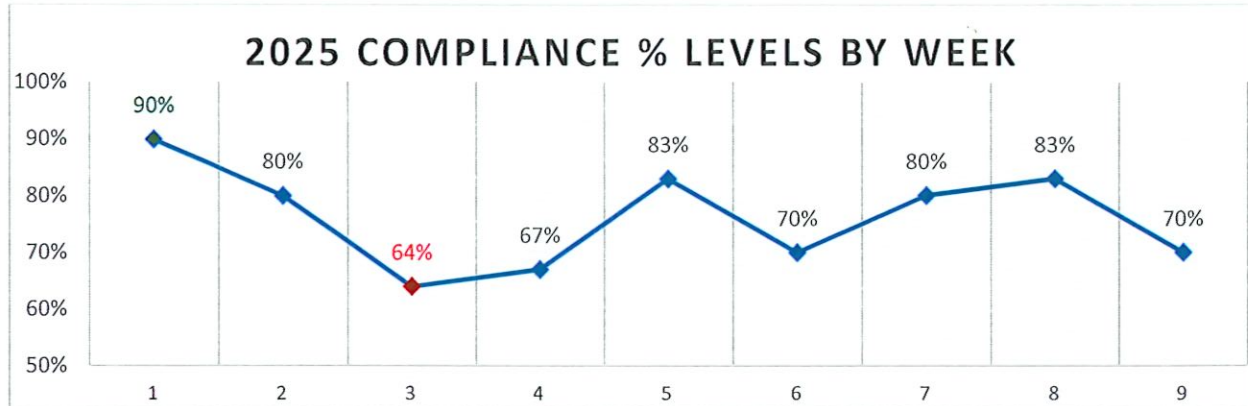
For these two months, we were **74% Compliant (High Compliant & Compliant)**



Each employee receives a comprehensive and detailed report of every call reviewed. In this report I not only point out what the deviations are, but also provide coaching and input on what to do in the future to help them improve on the next call. At the end of the review week, I also send out an email highlighting the trends in the center causing the under-compliant reviews. Quarterly I create and send out a QI Newsletter doing the same, focused on coaching for improvement.



It is difficult to find a general trend in where the center is heading. The time of day, the business of the center, and the familiarity of the protocol used all determine this. Looking at where the center was at the same period in 2024, the reviews of 2025 it is showing a temporary dip in the compliant calls and a small rise in the Partial Compliant calls. The reason for this is from the Quality Improvement position as I learn more about how to apply the standards to the calls reviewed (through training and speaking with other agency QI personnel). Small deviations are now being identified where as previously they were not.

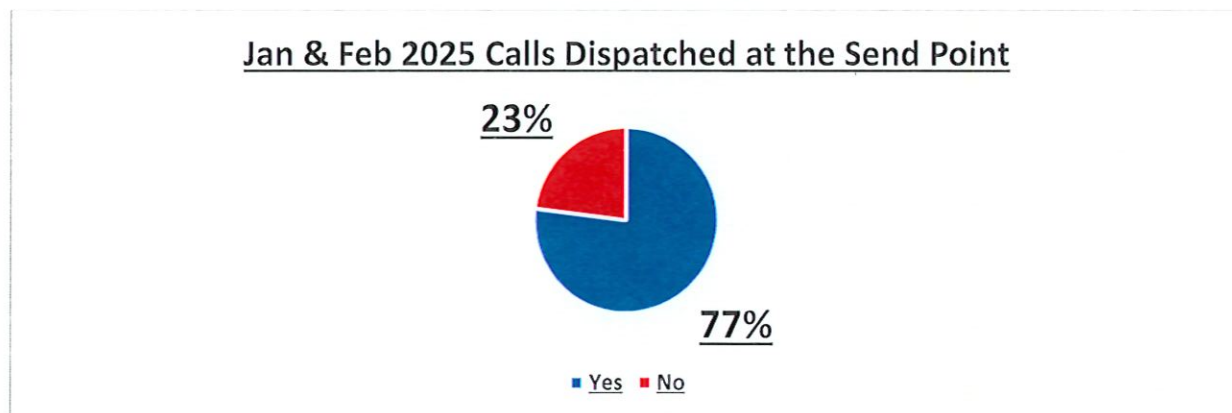


This Period's Top 5 deviations

1. The Case Entry question, "Are you with the patient?" was not asked.
2. The Post-Dispatch Instruction "I'm sending the paramedics (ambulance) to help you now. Stay on the line and I'll tell you exactly what to do next." was not given.
3. Inappropriate clarifiers were used. (Statements were used instead of complete questions.)
4. The correct Chief Complaint was not selected in Case Entry.
5. The protocol questions were not asked in the appropriate area.

Most of the data I am collecting is from a negative reporting standpoint. Many of the reports are geared towards what is being done wrong and the areas where we are excelling are often overlooked. I am going to work on this. While it is important to identify the faults, it is just as important to praise what is being done right to help build moral and buy in by the employee beyond just the attitude of malicious compliance because policy says so.

Looking at when an employee, who was working the Fire Desk and taking a medical call, if they followed the policy and dispatched Fire and EMS at the send point of the call. One hundred thirty-Five (135) calls fit these criteria, One hundred and four (104) calls followed policy.

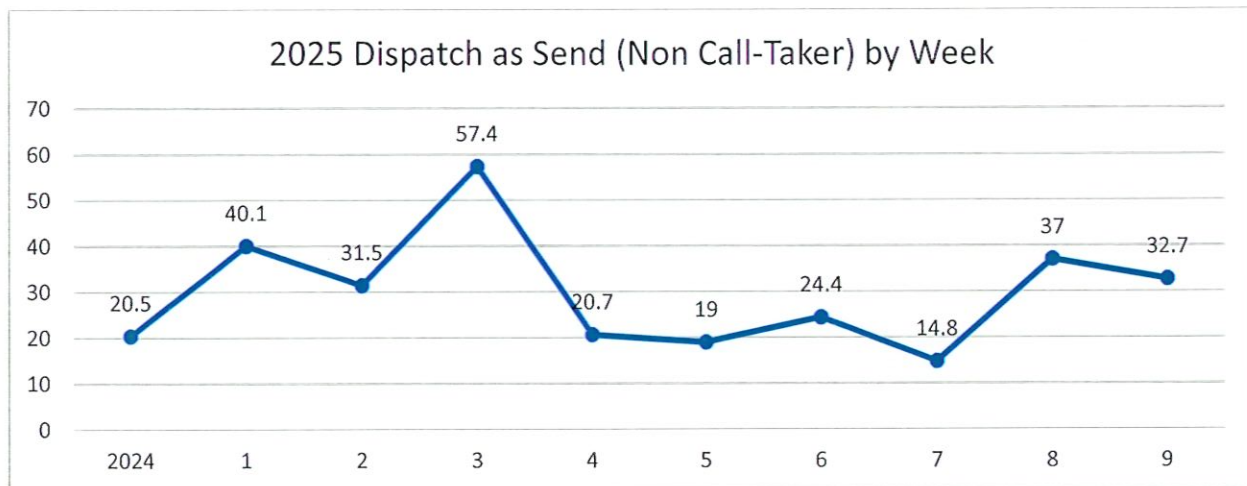


Looking at those 23% of calls that are not following the policy of dispatching Fire and EMS at the designated Send Point of a medical call, the two largest contributors to this are:

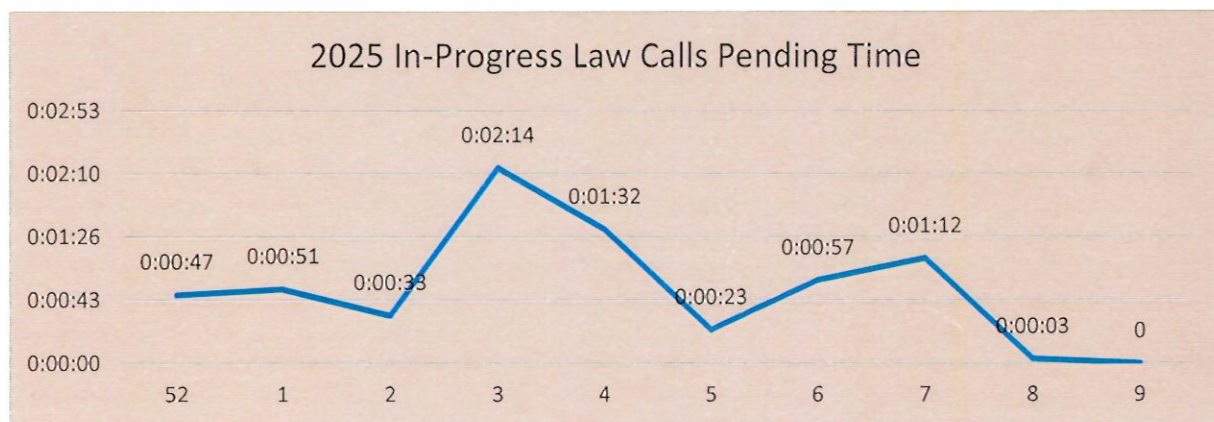
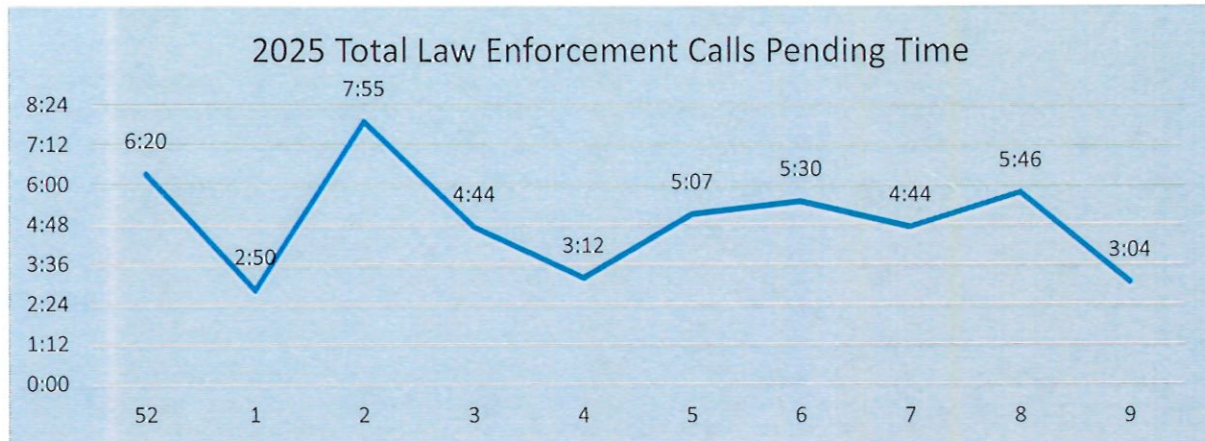
1. When another employee assists the Fire Dispatcher by calling MCA. When this happens the Fire Desk dispatcher finishes the call by giving the Case Exit Instructions. Then disconnects and tones off the Fire Department.
2. When the Fire Desk dispatcher knows there is only a very few Case Exit instructions for the call, so they power through them, and then dispatch Fire and EMS.

While I do not have an exact times (something I am going to start looking at) the approximant time delaying the dispatch is roughly 20-30 seconds.

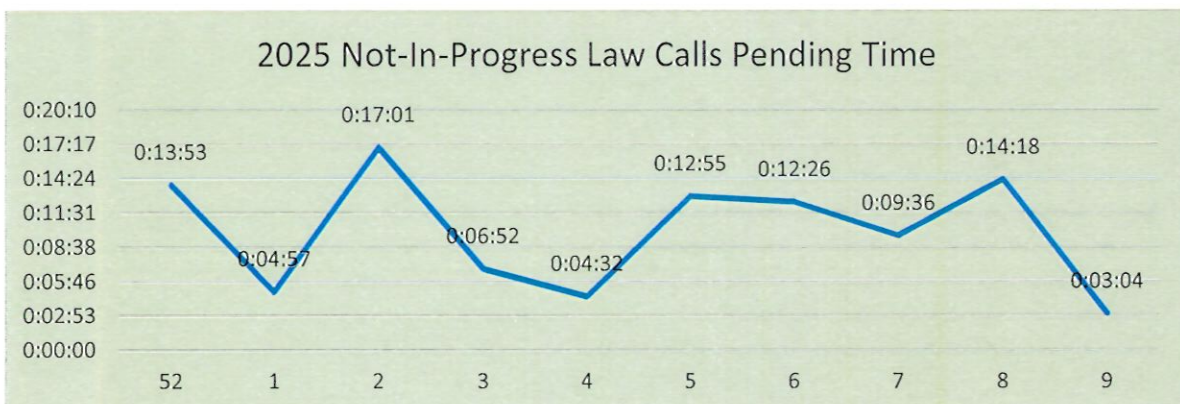
Looking at how long the Fire Desk Dispatcher, who was not the call-taker, took to dispatch the call after another call-taker had reached the send point in a medical call. One hundred sixty-nine (169) calls, as part of the weekly thirty (30) randomly pulled for review fit this criteria. The average time between when the call-taker reached the send point and the fire dispatcher sending Fire and EMS units was 30.8 seconds. Of those 169 calls, thirty-two (32) were dispatched before the send point was reached.



Reviewing how long a law enforcement Call for Service (CFS) pended before dispatched. I looked at the time the call started, to the time the call was finished, and the time dispatched. I also marked if the CFS was In-Progress or Not-In Progress. Three hundred (300) calls were reviewed at random. The average time for all CFS pended before dispatched was 4 minutes and 55 seconds. The average time an **In-Progress** call pended was 50 seconds. The average time a **Not-In-Progress** call pended was 9 Minutes and 31 seconds.



(Negative numbers cannot be displayed correctly on this graph)



The week of February 23rd to March 1st a program was started to review law-enforcement calls. One call for each employee is randomly pulled a week for review. The review has to score above 80% to be compliant. I will include the statistics for this program in the next report.