



MONROE COUNTY CENTRAL DISPATCH

9-1-1 District Board

AGENDA

Regular Meeting

Tuesday, May 20, 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:
 - March 18, 2025
5. Correspondence
6. Old Business:
 - MPSCS Integration Agreement renewal
 - Staffing
 - Agency CAD Use Agreement
 - Radio Encryption
 - Street Naming and Numbering Ordinance – Monroe County
 - Huron Township Officer Radio Alert Monitoring through Monroe County
 - Active911
7. New Business
8. Director's Report
9. Quality Improvement Report
10. Citizen's Time
11. Member's Time
12. Next Meeting: July 22, 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 March 18, 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 9:03 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**, **Lt. Brice (alternate)**, **Deputy Chief Sehl**, Chief Aimes (alternate)

Absent/Excused:

County Executive Staff: Mr. Bosanac

Citizens: Ryan Simmons

- **Roll Call:** Quorum present.
- **Pledge of Allegiance:** Led by Sheriff Goodnough.
- **Approval of the Agenda:** Deputy Chief Sehl made a motion to approve the Agenda; Supervisor Metz supported. **Motion carried.**
- **Approval of the January 28, 2025 regular meeting minutes:** Dr. Kemple made a motion to approve the minutes; Commissioner Hoffman supported. **Motion carried.**
- **Correspondence:** None.
- **Old Business:**
 - MPSCS Integration Agreement renewal
 - Director Kuti stated the Agreement will go to legal for review.
 - Staffing
 - Director Kuti discussed the need and reasoning for two permanent full-time dispatchers and two permanent part-time dispatchers.

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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- General discussion.
- Mr. Bosanac recommended to the Board to proceed to fill the positions with two full-time dispatchers and two part-time positions.
- Mr. Bosanac also cautioned the 911 Board that the encryption is for the 911 Center and the local units who own and operate their own radios, it is their obligation.
- Sheriff Goodnough asked if the union was in agreement with the part-time positions.
 - Union Vice-President Alexis Bowman spoke to the Board. She stated it was in their contract that part-time positions are up to the employer. She stated the consensus with the dispatchers is they are in agreement and the contract allows for part-time employees.
- Commissioner Hoffman made a motion to authorize Director Kuti to send this to the Operations Committee; supported by Director Tolstedt. **Motion carried.**
- Agency CAD Use Agreement
 - Director Kuti explained the agreement for fire departments.
 - General discussion.
 - Chief Lucas made a motion to authorize to execute this agreement when it clears legal; supported by Lt. Bow.
- Radio Encryption
 - Director Kuti gave a brief review of LEIN radio encryption.
 - General discussion.
- Dr. Kemple made the motion to go with the AES and as quoted provide for all law enforcement radios paid for by the surcharge over a period of time; supported by Deputy Chief Sehl.
- **New Business:**
 - 2024 Annual Report overview
 - Director Kuti presented a slide show summarizing the Annual Report.
 - General discussion.
 - Chief Deputy Sehl made a motion to accept the 2024 Annual Report; supported by Mr. Williams. **Motion Carried.**
 - 2025-2026 9-1-1 surcharge recommendation
 - Director Kuti recommended maintaining the surcharge amount at \$2.00.
 - Supervisor Metz made the motion to accept the surcharge recommendation made by Director Kuti; supported by Commissioner Hoffman. **Motion carried.**

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- Street Naming and Numbering Ordinance-Monroe County
 - Director Kuti explained she is asking the County to establish a Street Naming and Numbering Ordinance. She briefly explained the current procedure.
 - Sheriff Goodnough stated there is already an ordinance. It was never rescinded. The ordinance should be amended.
 - General discussion.
 - Director Tolstedt made a motion to give her direction and research the current ordinance, to make edits to the drafts, send it to legal to their review, and then bring it back to this Board. Supported by Prosecutor Yorkey. **Motion carried.**
- Huron Township and officer Radios
 - Director Kuti stated Huron Township's Director reached out to ask if we would consider adding their radios to our Radio Control Manager to monitor emergency alerts.
 - General discussion.
 - Director Tolstedt suggested Huron supply a written proposal.
 - Sheriff Goodnough stated they'll move this to Old Business.
- Director's Report:
 - Deputy Chief Sehl made a motion to accept the Director's Report and place it on file; supported by Director Tolstedt. **Motion carried.**
- Quality Improvement Report:
 - Dr. Kemple made a motion to accept the Quality Improvement Report and place it on file; supported by Prosecutor Yorkey. **Motion carried.**
- Citizens Time:
 - None.
- Members Time:
 - Director Kuti stated she appreciates everybody's time and everybody's support.
 - Sheriff Goodnough told Director Kuti that we need to look at an alternative to Active 911 because it works off email and IT is concerned there could be a 15-minute delay. He recommended putting it on Old Business.
 - Director Kuti stated it's integrated with CAD. Central Square has one version of CAD that uses a different pathway which updates the call as notes are added.

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○ Sheriff Goodnough informed the 911 Board that they meet every 6 weeks with Central Square to move any projects or things that are not processing quickly. Director Kuti is now a part of that group.

- **Next Meeting: May 20, 2025**
- **Adjournment:**
 - 10:40 a.m.

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MONROE COUNTY CENTRAL DISPATCH

March 18, 2025 Regular 911 Board Meeting

Director's Report

Date: May 19, 2025

To: Chairman Goodnough,
911 Board Members

Operations

Staff: On April 15, 2025 the Board of Commissioners approved the addition of two full-time dispatchers and two part-time dispatchers. As of May 4th, the Supervisor positions are full staffed with 11 Dispatchers and 2 part time. We have one dispatch trainee progressing positively with one applicant proceeding through the last step of pre-orientation physicals.

Along with other community members and first responders, Supervisor Mindy Comment and Dispatcher Megan Shotwell will receive the Medical Director's Award for the 2nd Quarter of 2025 for their part in a medical emergency involving a referee who collapsed at the November 29, 2024 basketball game between the Jefferson Bears and Summerfield Bulldogs. Everyone's collective actions led to the full recovery of the referee. The Award Ceremony is to take place at the next Emergency Medical Authority Meeting on Wednesday, May 28th.

Training/Continuing Education: The SNC Training Fund Application was approved on March 17, 2025. The first disbursement is expected sometime in June or early July. These funds are required to be spent down by December 2027.

In addition to the regular continuing education, two dispatchers attended Basic and/or Advanced 40 Hour Dispatch training. In April, two dispatchers attended Tactical Dispatch Training specifically designed for dispatchers to provide special incident support directly at a scene or at a command post.

Quality Performance Review (QPR) – "Q the Q" reviews have been ongoing with positive feedback. QIC Cochran has been doing a good job in his reviews to date implementing the feedback received from the OPR reviewer. The process has been beneficial to improving the quality of our reviews which ultimately trickle back down to the dispatchers.

Records Retention – The final amended General Records Retention Schedule is still pending. Some recommendations were kicked back from the State to revisit. The Committee met on April 3rd to review comments and make adjustments were needed. The recommendations will be resubmitted to the State.



MONROE COUNTY CENTRAL DISPATCH

March 18, 2025 Regular 911 Board Meeting

Director's Report

Statistics (March and April 2025):

Non-Emergency Calls: Dispatch received 14,480 total non-emergency calls for March and April. This year ending April 30th, 28,065 non-emergency calls were received. Only a slight increase over the same period of time last year.

911 Calls: In March and April, dispatch received 10,588 911 calls which is up 5.5% for the same period last year (10,002). Of 911 calls received through April 30th this year, (excluding text to 911), 87.64% are from wireless devices, 8.26% from VOIP, and 2.29% from landlines. The following shows January and February calls over the last 5 years.

Text-to-911: Texts received for the months of March and April this year are **162**. We've received a total of **277** incoming text this year through April 30th (10% increase over the same time in 2024).

Dispatched Calls for Service: Dispatch has handled approximately 19,276 calls for March and April. These include self-initiated calls for service. This year through April 30th, approximately **35,082** calls for service were handled or responded to.

Technology

911 Call Processing Equipment – After several months the cutover for the new CPE equipment is complete.

Fire Dispatch Protocol- Implementation for the Emergency Fire Dispatch (EFD) protocol is well underway with a tentative Go-Live of July 8th.

911 Partners and Stakeholders:

Medical Control/Fire Agencies - Training has been completed by Dispatch for the Emergency Medical Dispatch Protocol 41: Caller in Crisis, which centers around first party mental health distress/suicidal patients. The protocol response levels were determined, approved by Medical Control, loaded into the software and is live for dispatch use.



MONROE COUNTY CENTRAL DISPATCH

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Director's Report

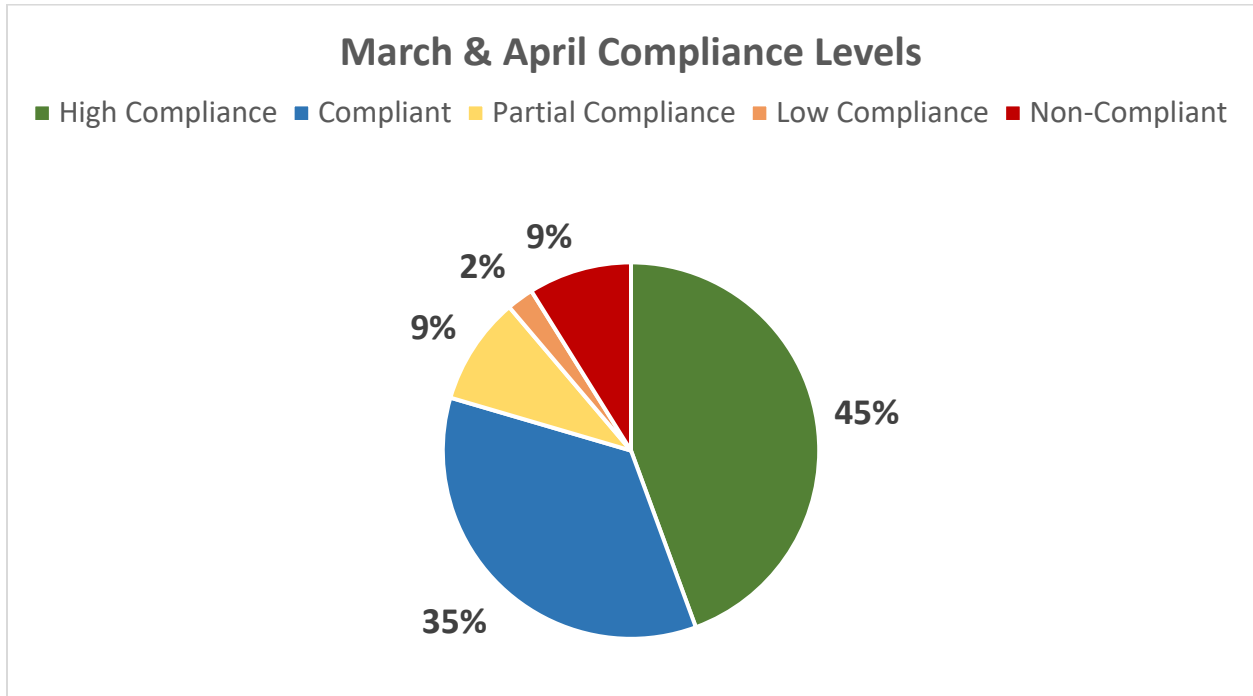
Fire Agencies: After some discussion with MSP CJIC Compliance regarding the Fire CAD use, it was determined that based on our configurations and set up, CJIC Training will not be required but instead they recommended each department employee sign the Basic User Security and Privacy Training. This will be provided to the Chief's at the next Chiefs meeting on May 21st.

MPSCS – The PM Agreement, which is an attachment to both the State Phase II Agreement and considered with the Lucas County Agreement, has been finalized which means the Phase II Agreement can now be presented to the Board of Commissioners for review. I am still working with Lucas County on the draft of the Lucas County Agreement.

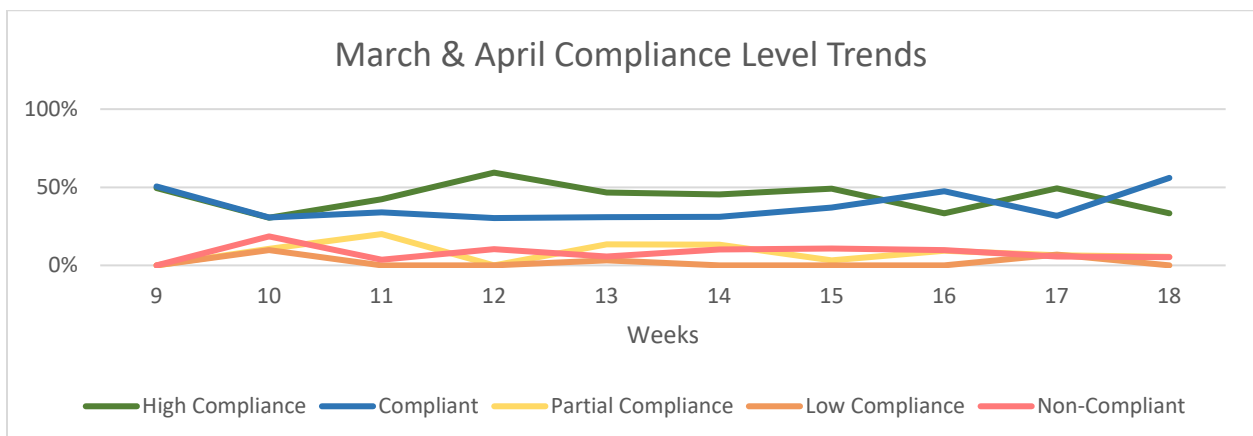
For March and April of 2025, Two hundred and Fifty-Nine (259) calls were randomly reviewed. This is how this week's calls broke down by compliance level:

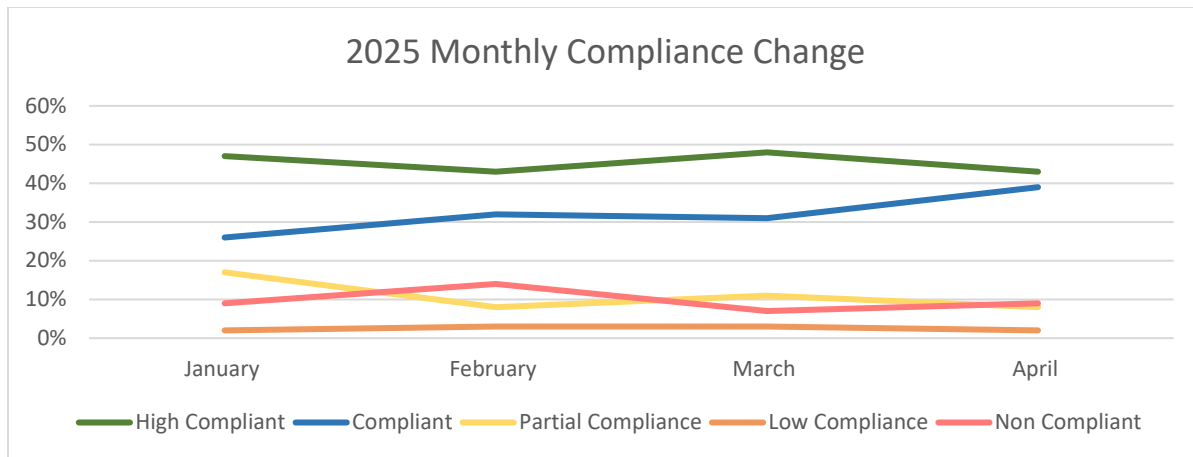
High Compliance: 115 – Compliant: 91 – Partial Compliant: 24 – Low Compliant: 6 – Non Compliant: 23

For these two months, we were **78% Compliant (High Compliant & Compliant)**

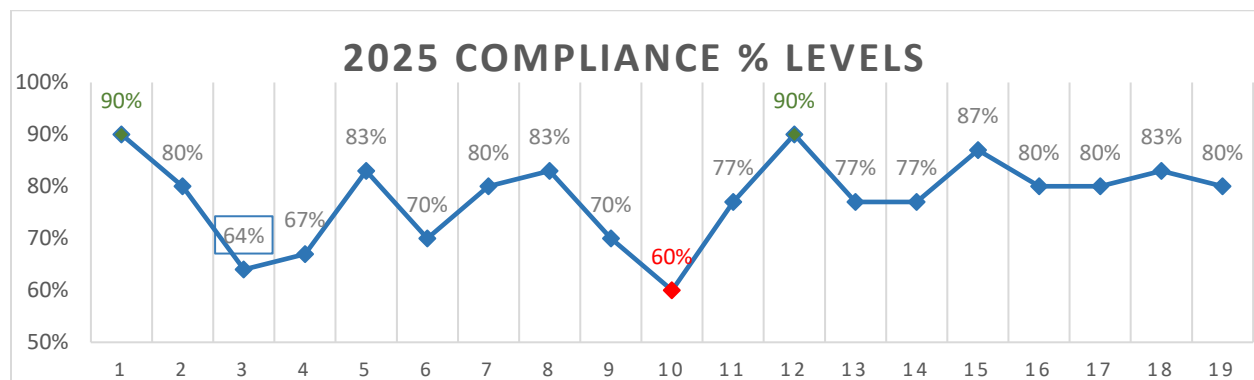


Each employee receives a comprehensive and detailed report of every call reviewed. In this report I not only point out what the deviations are, but also provide coaching and input on what to do in the future to help them improve on the next call. At the end of the review week, I also send out an email 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 busyness of the center, and the familiarity of the protocol used all determine this. Looking at where the center was at for the first two months, the reviews for this period are showing an increase in compliant as well as a drop in the non-compliant calls. I attribute this to identifying and addressing deviations and coaching on how to avoid them. During this period, I have also had my reviews reviewed by Priority Dispatch to help me to understand what I am doing right, as well as what I am not catching. The biggest positive to this was learning that how I was configuring grading Post-Dispatch Instructions was incorrect. This caused calls to be graded too harshly. This has since been remedied and has helped this uptick in compliance calls as well.

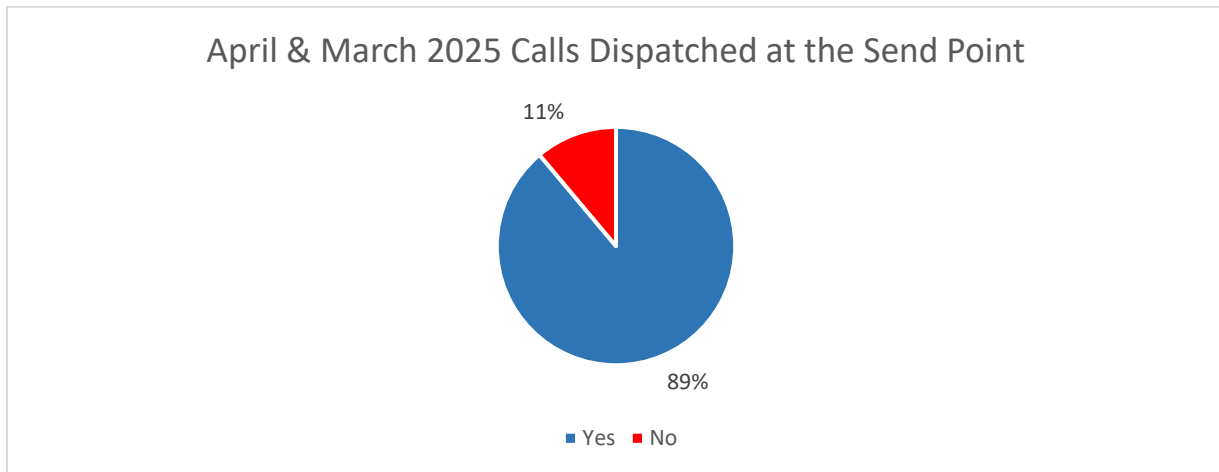


This Period's Top 5 deviations

1. The Case Entry question, "Are you with the patient?" was not asked.
2. Asking freelance questions that are not part of the scripted protocol.
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 twenty (120) calls followed policy.



We have improved compliance to this policy by 12%.

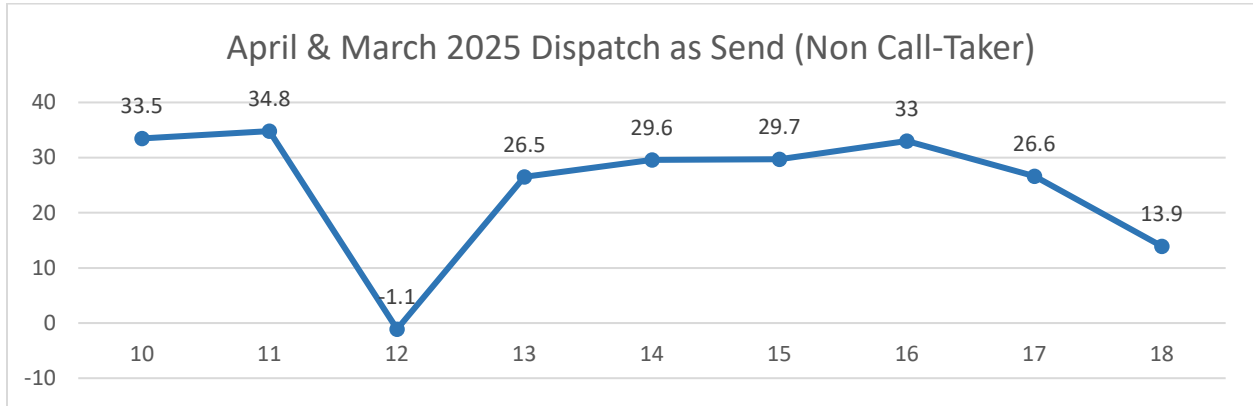
Looking at those 11% of calls that are not following the policy of dispatching Fire and EMS at the designated Send Point of a medical call, the two largest contributors to this are:

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.

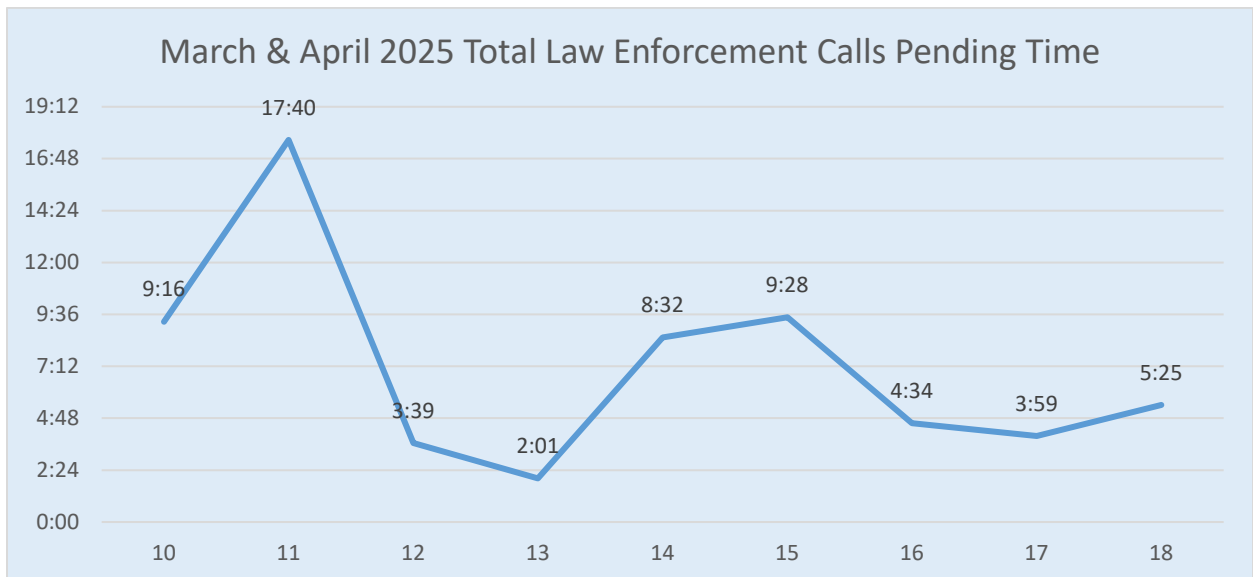
I started tracking the time difference from Dispatching Fire and EMS at the Send Point and when the policy was not followed. The average time delay when the call was not dispatched at the Send Point is 43.4 seconds.

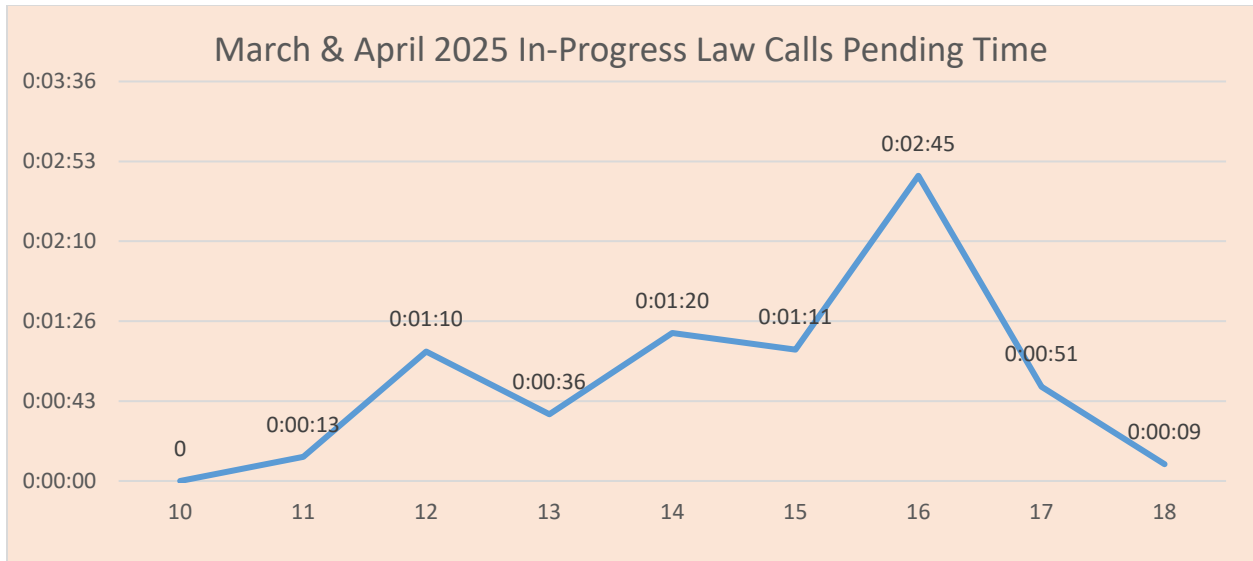
March & April Bi-Monthly 911 Board Report

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 25.17 seconds. Of those 169 calls, twenty-eight (28) calls were dispatched before the send point was reached.

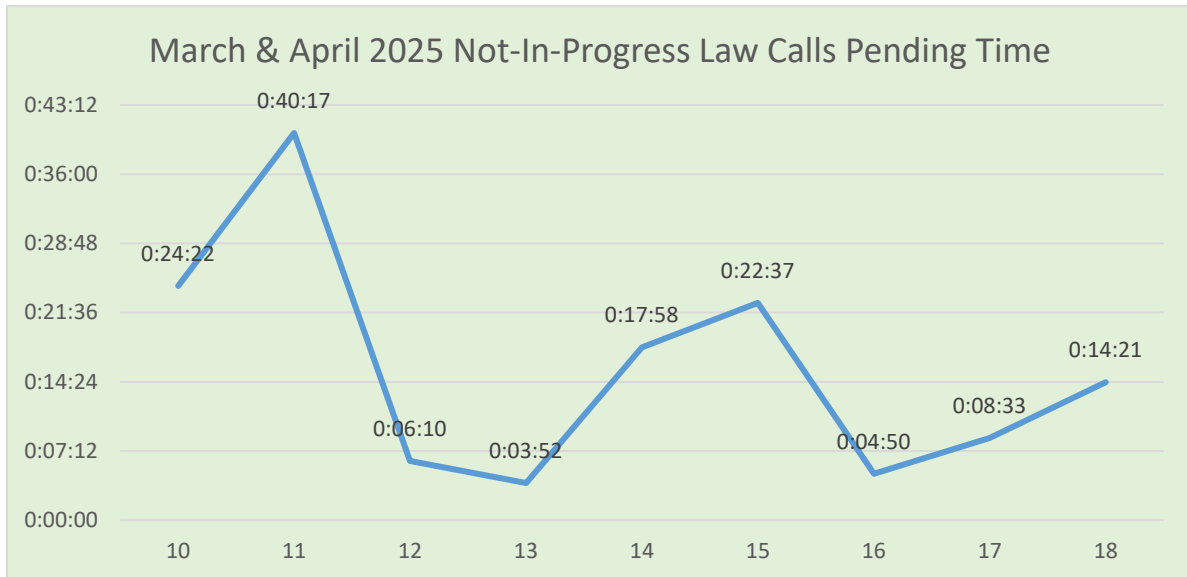


Reviewing how long a law enforcement Call for Service (CFS) pended before dispatched. I looked at the time the call started, to the time the call was finished, and the time dispatched. I also marked if the CFS was In-Progress or Not-In Progress. Two hundred seventy (270) calls were reviewed at random. The average time for all CFS pended before dispatched was 7 minutes and 10 seconds.. The average time an **In-Progress** call pended was 51 seconds. The average time a **Not-In-Progress** call pended was 15 Minutes and 53 seconds.





(Negative numbers cannot be displayed correctly on this graph)



March & April Bi-Monthly 911 Board Report

I started a Law Call review program. One call from each Supervisor and Dispatcher is randomly pulled weekly and reviewed. The call has to score over 80% to be considered passing. For the period of March and April the center is scoring at an average of 91%.

