



# **MONROE COUNTY CENTRAL DISPATCH**

## **9-1-1 District Board**

### **AGENDA**

#### **Regular Meeting**

**Tuesday, May 19, 2026**  
**9:00 a.m.**

Meeting Location:  
Monroe County Central Dispatch  
987 S. Raisinville Rd., Monroe, MI 48161

1. Call to Order
2. Roll Call
3. Pledge of Allegiance
4. Approval of Agenda
5. Approval of Minutes from:
  - March 24, 2026
6. Correspondence:
7. Old Business:
  - Surcharge
  - Staffing
    - Applicant Testing
    - Promotional Video
  - Radio Encryption
  - Street Naming and Numbering Ordinance – Monroe County
  - Dundee Tower – CCGW VHF paging base station replacement
  - AI Call-taking Presentation Scheduling
  - Emergency Management
8. New Business:
  - Active Shooter Drill – Bedford High School
  - Frontline Strong
9. Director's Report
10. Quality Improvement Report
11. Citizen's Time
12. Member's Time
13. Next Meeting: July 28, 2026
14. 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 24, 2026 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 Al Prieur, Township Supervisor, Michael Grodi (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. McDonald (alternate), Deputy Chief Sehl, Chief Gaynier (alternate), Commissioner Hoffman**

**Absent/Excused:** Dr. Kemple/Excused

**County Executive Staff:** Mr. Bosanac

**Emergency Management:** Brad Smith

**Citizens:** Bedford Fire Chief VanKlingeren, Monroe Township Fire Chief Hernandez, Damon Cecil, Bob

### **1. Call to Order**

- Sheriff Goodnough called the 9-1-1 Board meeting to order at 9:00 a.m.

### **2. Roll Call:** Quorum present.

### **3. Pledge of Allegiance:** Led by Sheriff Goodnough.

### **4. Approval of the Agenda:** Deputy Chief Sehl made a motion to approve the agenda; Prosecutor Yorkey supported. **Motion carried.**

### **5. Approval of the January 27, 2026 regular meeting minutes:** Director Tolstedt made a motion to approve the minutes; Mr. Williams supported. **Motion carried.**

### **6. Correspondence:** 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.”



# MONROE COUNTY CENTRAL DISPATCH

## 9-1-1 District Board

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

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### 7. Old Business:

- Staffing
  - Applicant Testing
    - Director referred to her Director's Report.
  - Promotional Video
    - Director Kuti provided a quote for two videos.
      - General discussion
      - Commissioner Hoffman made a motion to authorize Director Kuti to enter into an agreement with The Development Group, not to exceed \$2,000; supported by Lt. Bow. **Motion carried.**
- Radio Encryption
  - Director Kuti advised she did some preliminary patch tests. April 1<sup>st</sup>, everyone will switch to LAW2 as the temporary LEIN channel. She will send correspondence that will outline the expectations.
- Street Naming and Numbering Ordinance – Monroe County
  - Director Kuti stated they had a meeting in February and another meeting scheduled for April 7<sup>th</sup>. They will be reviewing a draft of the ordinance.
- Dundee Tower
  - Director Kuti provided an updated quote from Motorola.
    - Chief Lucas made a motion to authorize Director Kuti to enter into an agreement with Motorola Solutions in the amount of \$8,451.54 for needed repairs: supported by Director Tolstedt. **Motion carried.**
- Emergency Management
  - Interim Director, Brad Smith stated they have a Fermi table top drill April 16<sup>th</sup>.

### 8. New Business:

- 2025 Annual Report
  - Director Kuti notified the board of a few typographical errors in the report.
- 2025-2026 911 Surcharge
  - Director Kuti reviewed the Monroe County Central Dispatch Authority Estimate of Revenues/Expenditures from Monthly 911 Surcharge as of March 24, 2026.

## MISSION STATEMENT

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# MONROE COUNTY CENTRAL DISPATCH

## 9-1-1 District Board

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

9-1-1 • Police • Fire / Rescue • EMS

- Director Kuti recommended to reaffirm Monthly 911 Surcharge at \$2.00 per Month Effective July 1, 2026.
  - Commissioner Hoffman made a motion to recommend to the County Board of Commissioners in the form of a letter that they authorize the \$2.00 surcharge for 911; supported by Mr. Williams. **Motion carried.**

### 9. Director's Report:

- Director Tolstedt made a motion to accept the Director's Report; supported by Deputy Chief Sehl: **Motion carried.**

### 10. Quality Improvement

- Prosecutor Yorkey made a motion to accept the Quality Improvement report; supported by Director Tolstedt. **Motion carried.**

### 11. Citizens Time:

- None

### 12. Members Time:

- Lt. Bow introduced Lt. Sharon McDonald as the new Assistant Commander for the Monroe Post.
- Sheriff Goodnough informed the board that the Sheriff's Office in partnership with Monroe Police Department have been working on a Drone first responder project. They are entering a one-year pilot program through FLOCK.
- Sheriff Goodnough explained the BEHRI project for mental health calls.

### 13. Next Meeting: May 19, 2026

### 14. Adjournment: 9:40 a.m.

## MISSION STATEMENT

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# MONROE COUNTY CENTRAL DISPATCH

May 19, 2026 Regular 911 Board Meeting

## Director's Report

Date: May 13, 2026  
To: Chairman Goodnough,  
911 Board Members

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### **Operations**

**Staff:** We continue with the application and testing process. Our current staffing numbers:

Supervisors: 6  
Dispatchers: 9  
Part-Time Dispatchers: 2  
Dispatchers in Training: 4  
Recruitment Openings: 5\*

Dispatcher Lucy Cucinella retired after 23 years of service. We appreciate everyone who came out to her celebration.

\*Two applicants start training on June 15<sup>th</sup> and one is in the background phase. All applicants in the previous pool have been screened with the remaining two applicants are Critical testing later this week. We have 10 applicants that are scheduled for interviews next week.

### **Recruitment:**

**Job Posting:** Pending the status of interviews, we will assess the need and timing of reposting the 911 Dispatcher position. We have found that renaming the job title from Communication Specialist to 911 Dispatcher as not only provided us with more applications but more relevant applications to the actual position. As previously mentioned, "Communication Specialist" would net us applicants with journalism and communication degrees outside the scope of what we were intending. Additionally, suspending and then refreshing the job posting also gives us an influx of new applicants. This possibly may be due to pushing the posting to the top of the list or as seen as a "new" posting for job seekers.

**Promotional Video:** An agreement has been entered into with The DevOps Group for two promotional videos for recruitment. Staff interviews have begun and will continue over the next several weeks for video content.

### **Surcharge:**

The Board of Commissioners passed the \$2.00 per device surcharge on April 21, 2026. The notice of continuation of surcharge along with the State required reporting forms 500 and 301 were submitted on May 12<sup>th</sup>.



# MONROE COUNTY CENTRAL DISPATCH

May 19, 2026 Regular 911 Board Meeting

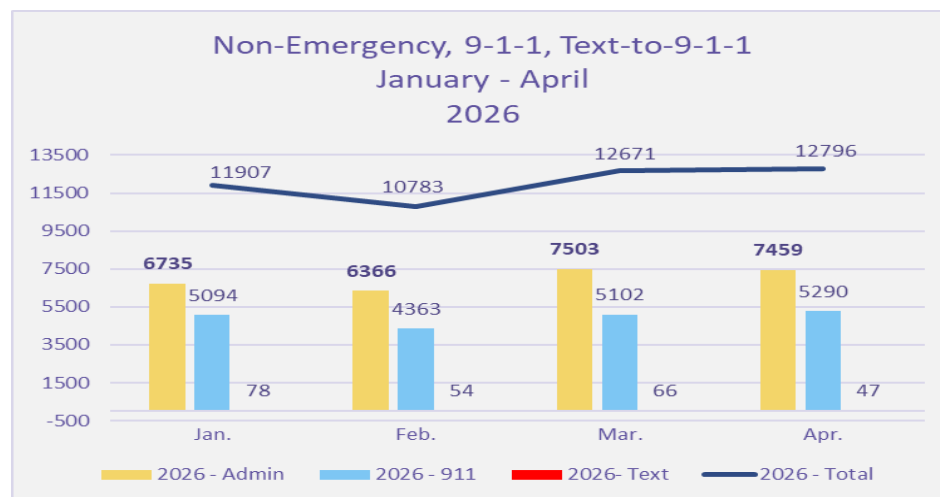
## Director's Report

### Protocol Use – Emergency Fire Dispatch:

Since early April we have been piloting a change in the use of the fire dispatch protocol by adding a pre-alert to emergent calls for service ahead of the “time to dispatch” or “dispatchable” code. Feedback has been requested from fire departments and dispatch personnel. No negative results have been reported back to us. A formal request for change will be reviewed at the next protocol review and steering committee meeting on May 15<sup>th</sup>. The change essentially allows a dispatcher to alert fire departments providing **basic call information** on the onset of the call, then processing the call through the priority dispatch system to gather additional information and address scene safety issues, and finally report any updates and additional information to responding fire personnel.

### Statistics:

Call volume: Total call volume through April 30<sup>th</sup> is 48,157. 58% of calls of non-emergency, and 41% are 911 calls. Less and 1 percent are received via text to 911.



Dispatched Calls for Service: Through April 30<sup>th</sup>, Dispatch has handled approximately 33,546 calls for service. These include self-initiated calls for service.

Fire Calls for Service: Fire Departments have been dispatched to approximately 7,521 Calls for Service through April 30<sup>th</sup>. These calls include mutual aid and/or multiple department response calls. Per agency, per month calls are shown below.



# MONROE COUNTY CENTRAL DISPATCH

May 19, 2026 Regular 911 Board Meeting

## Director's Report

| Total CFS by Primary Department (Fire) |      |      |      |      |       |
|----------------------------------------|------|------|------|------|-------|
| 2026                                   | Jan  | Feb  | Mar  | Apr  | Total |
| Ash Fire                               | 66   | 34   | 82   | 96   | 278   |
| Bedford Fire                           | 388  | 299  | 360  | 334  | 1381  |
| Berlin Fire                            | 74   | 77   | 87   | 82   | 320   |
| Dundee Fire                            | 115  | 85   | 113  | 74   | 387   |
| Erie Fire                              | 57   | 40   | 61   | 55   | 213   |
| Estral Beach Fire                      | 4    | 2    | 7    | 2    | 15    |
| Exeter Fire                            | 35   | 14   | 28   | 27   | 104   |
| Frenchtown Fire                        | 387  | 304  | 374  | 329  | 1394  |
| Ida Fire                               | 60   | 56   | 78   | 71   | 265   |
| LaSalle Fire                           | 43   | 37   | 42   | 49   | 171   |
| LMR Fire                               | 48   | 31   | 39   | 51   | 169   |
| Luna Pier Fire                         | 21   | 13   | 23   | 24   | 81    |
| Milan FD                               | 28   | 17   | 35   | 30   | 110   |
| Monroe City Fire                       | 362  | 278  | 367  | 308  | 1315  |
| Monroe Twp Fire                        | 227  | 166  | 231  | 232  | 856   |
| Morin Pointe                           | 19   | 9    | 11   | 6    | 45    |
| Ottawa Lake Whiteford                  | 74   | 50   | 66   | 59   | 249   |
| Summerfield Fire                       | 48   | 34   | 50   | 36   | 168   |
| All Agency Total                       | 2056 | 1546 | 2054 | 1865 | 7521  |

Police related Calls for Service: Police were dispatched to approximately 12,235 Calls for Service. These calls include mutual aid and/or multiple department response calls. Per agency, per month calls are shown below.

| Total CFS Responded by Dept. (Police) |      |      |      |      |       |
|---------------------------------------|------|------|------|------|-------|
| 2026                                  | Jan  | Feb  | Mar  | Apr  | Total |
| Carleton PD                           | 69   | 68   | 62   | 73   | 1474  |
| Dundee PD                             | 546  | 685  | 712  | 655  | 6087  |
| Erie PD                               | 117  | 175  | 257  | 258  | 2285  |
| Luna Pier PD                          | 59   | 53   | 68   | 113  | 1048  |
| Monroe City PD                        | 1193 | 1140 | 1441 | 1425 | 17757 |
| Monroe County Sheriff                 | 3419 | 3509 | 4083 | 3524 | 52420 |
| MSP                                   | 471  | 412  | 480  | 637  | 14977 |
| S Rockwood PD                         | 156  | 146  | 108  | 149  | 2512  |
| DNR                                   | 10   | 7    | 5    | 18   | 17    |
| MANTIS                                | 0    | 0    | 0    | 3    | 0     |
| TOTAL                                 | 6040 | 6195 | 7216 | 6855 | 12235 |

**LEIN Audit** – The LEIN Auditor responded with recommendations for new required policies for compliance. The policies were submitted to the Auditor. As expected, the final finding for our audit is non-compliance due to land mobile radio encryption not complete at the time of audit. A specific policy will be required by the next LEIN audit in three years ensuring CJI will not be transmitted over unencrypted talk groups and how these channels will be monitored and enforced.

### **Technology:**



# MONROE COUNTY CENTRAL DISPATCH

May 19, 2026 Regular 911 Board Meeting

## Director's Report

LEIN Encryption – The transition to encryption on the LEIN channel on county radios was completed on May 1<sup>st</sup>. The tentative completion date for MSP remains September 30<sup>th</sup>. With the completion of LEIN, discussions are beginning regarding the encryption of additional law enforcement channels in a phased approach. Information from the MPSCS is the estimated time to complete this is two years give or take.

Dundee Tower Conventional Gateway – In process of being ordered by the Vendor. No further update.

Critical Online – The tentative online test has been created. Trial testing has been completed by our staff for baseline scoring and feedback. The results and feedback will be reviewed this Friday with the Project Manager for any tweaking and weight assignments and will be ready for use shortly thereafter.

### **911 Partners and Stakeholders:**

County - Addressing Ordinance – The Ordinance Committee met on April 7<sup>th</sup> to discuss the redraft ordinance. The road commission presented a draft addressing manual which correlates to the ordinance. Members continue to review the draft manual and draft ordinance for additional comments and changes for the next meeting on May 26<sup>th</sup>.

BEHRi Project and Training – Monroe County Central Dispatch engaged with Wayne State University through its Behavioral Health Emergency Response (BEHR) Project. Project goals aim at training dispatchers regarding the identification and coding of mental health callers, developing protocols, triaging callers and dispatching responders, and coordinating with Community Mental Health in a dispatch environment. As information has developed from the two meetings held with our Quality Assurance Coordinator who oversees our medical protocols, many of the goals outlined in BEHRi's project are already accomplished through the use of the Priority Dispatch protocol for Mental Health in coordination with the use of the Crisis Mobile Team. As our project involvement moves forward, I look to see how the project goals of our interactions with the Crisis Mobile Team can be improved, if applicable.

Lucas County Interop Fire Talk Group– Secondary Talk Group for Fire Interoperability – Email discussion with Lucas County on the need for a secondary talk group and also with MPSCS RPU on requirements to obtain a secondary talk group.





# 911 BOARD QI REPORT

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**MPDS**

MARCH – APRIL 2026



**FPDS**



# Emergency Medical Dispatch

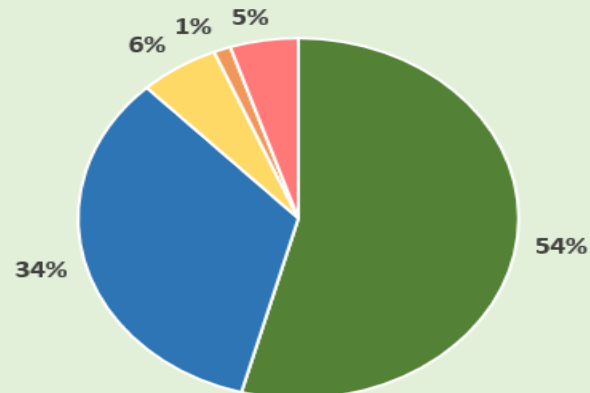
For these two months, 240 EMD Calls were randomly reviewed. This is how the call's broke down by compliance level:

High Compliance - 130   Compliant - 81   Partial Compliant - 14   Low Compliant - 3   Non-Compliant - 12

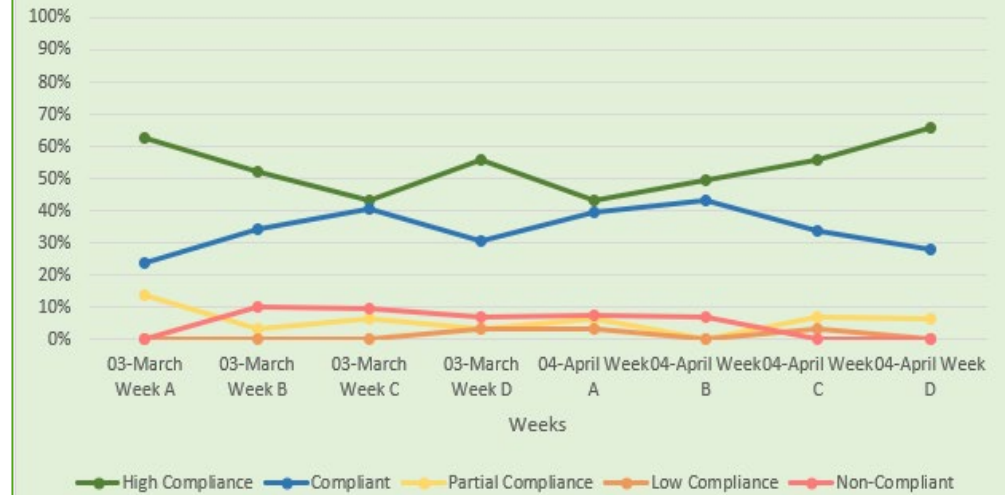
This period the center was 88% Compliant

2026 March / April EMD Compliance Levels

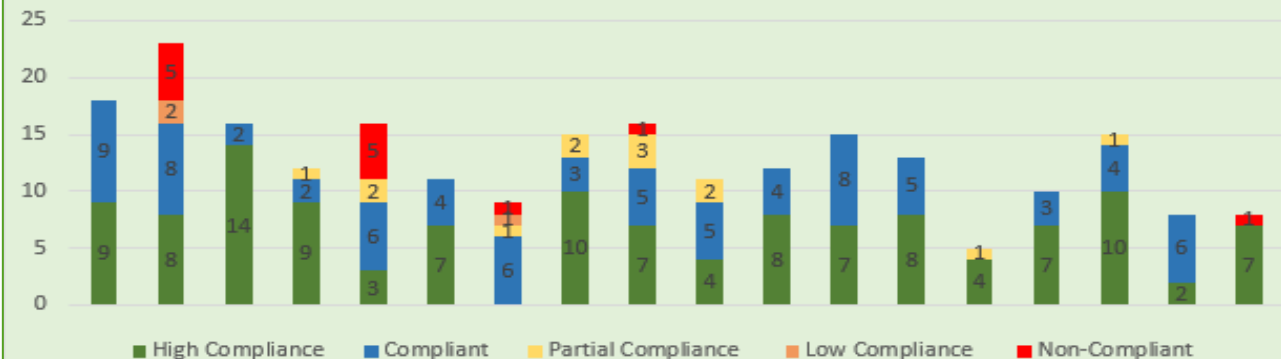
■ High Compliance ■ Compliant ■ Partial Compliance ■ Low Compliance ■ Non-Compliant



2026 March /April EMD Compliance Level Trends



2026 March / April EMD Individual Performance





# Emergency Fire Dispatch

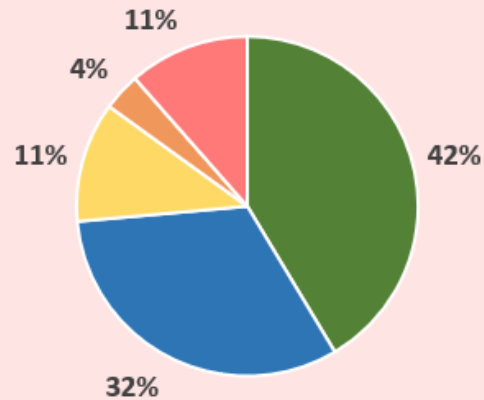
For these two months , 140 EMD Calls were randomly reviewed. This is how the call's broke down by compliance level:

High Compliance - 58   Compliant - 45   Partial Compliant - 16   Low Compliant - 5   Non-Compliant - 16

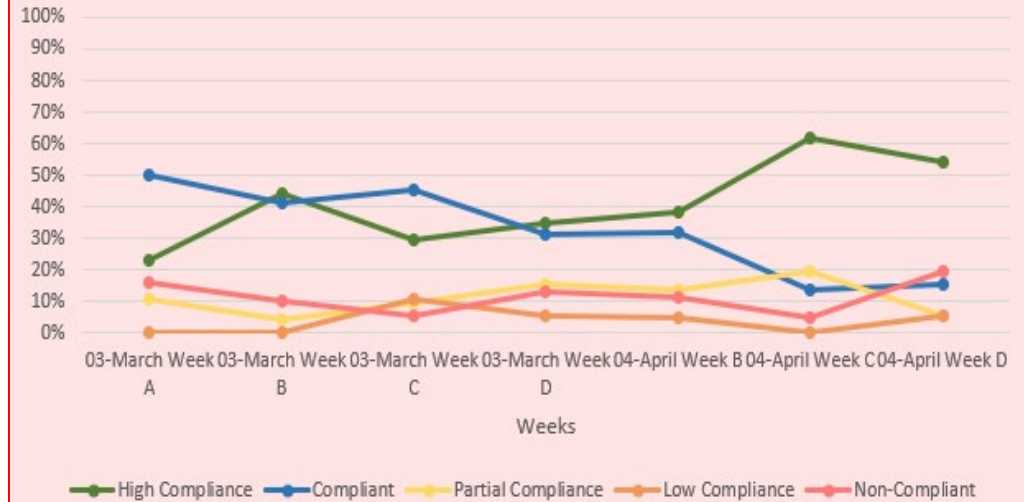
This period the center was 74% Compliant

2026 March / April EFD Compliance Levels

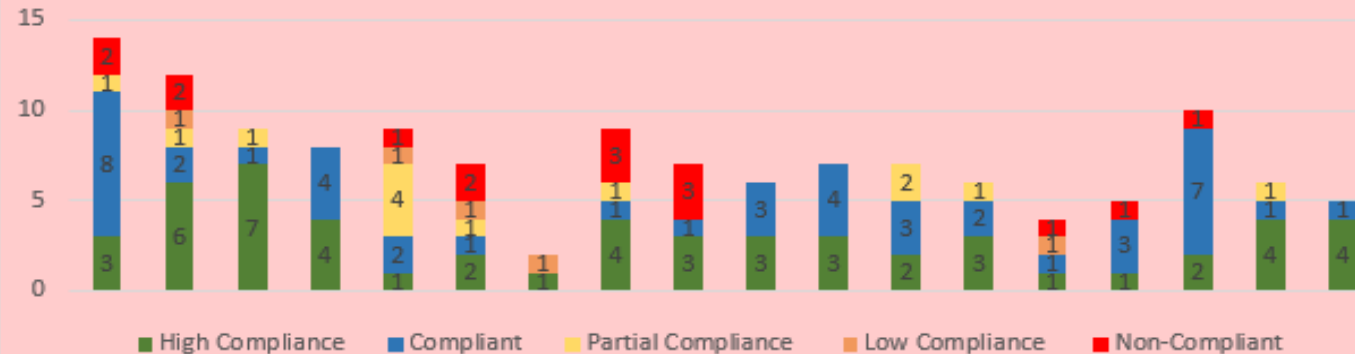
■ High Compliance ■ Compliant ■ Partial Compliance ■ Low Compliance ■ Non-Compliant



2026 March / April EFD Compliance Level Trends



2026 March / April EFD Individual Performance

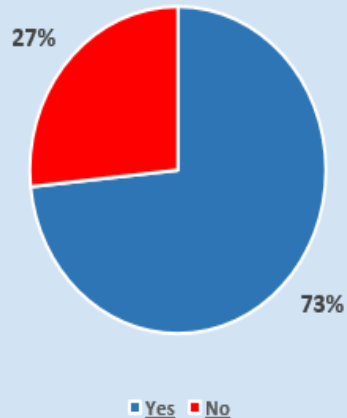


# Dispatching the Call

- ▶ Looking at when the call was dispatched in reference to the “Send Point” of the call while using EMD and EFD.

When an employee was working the Fire Desk and also the Call-Taker, did they follow the policy of pausing at the Send Point of the call and dispatching responders?

2026 March / April Dispatch at the Send Point



154 calls fit this criteria this week. 113 calls followed policy. The average of the delay by not following the policy this week was 51 seconds.

How long did the Fire Desk take to dispatch the call from the Send Point when they were not the Call-Taker?

2026 Dispatch at the Send Point (Non Call Taker)



This period the average time for EMD was 16.7 seconds. This was 1.8 seconds SLOWER than last periods average.

EFD 2026 Dispatch as Send (Non Call-Taker)



This period the average time for EFD was 28.8 seconds. This was 0.6 seconds QUICKER than last periods average.

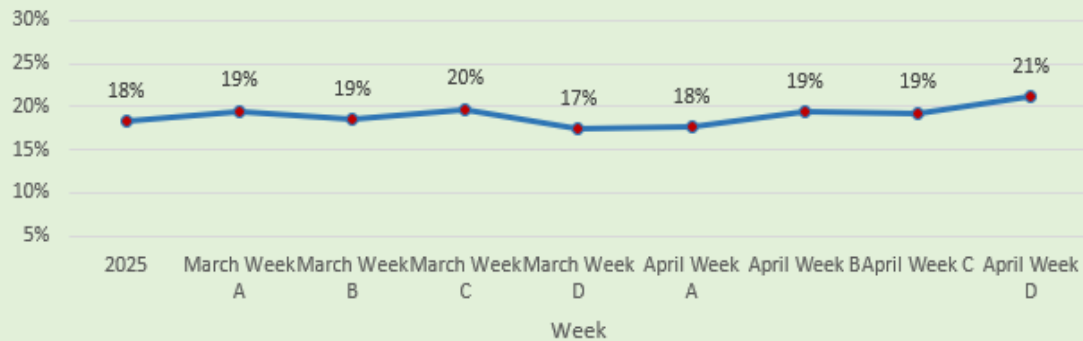
Starting April Week A the Center started testing pre-dispatching calls outside the EFD Protocol. The result was a dramatic drop in the time to dispatch. (April Week B had Windstorm)

# Protocol Usage

## Protocol 26

Sick Person

2026 Protocol 26 Usage by Week



This period there were 2062 medical calls entered into ProQA. 19% of them were coded as Protocol 26 – Sick Person.

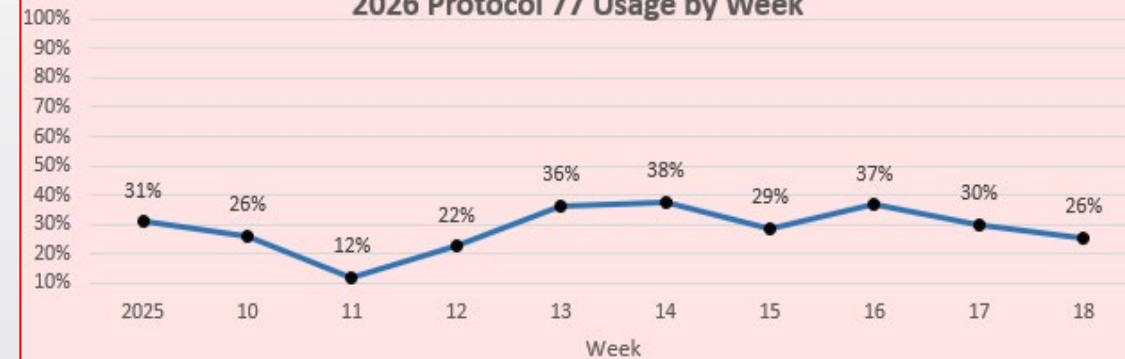
The Academy of Emergency Dispatch states the National Average of Protocol 26 usage varies between 10% to 15%

Protocol 26 calls are being focused reviewed to determine if it is being overused. Of 30 calls reviewed 93% of them were used correctly.

## Protocol 77

Traffic Collision / Transportation Incident

2026 Protocol 77 Usage by Week



This week there was 925 Traffic Incidents entered into CAD. Of those 925 calls, 27% of them were run through ProQA.

Since Protocol 77 is our most used Protocol, I wanted to see what our compliance levels are with and without Protocol 77

**WITH P-77**  
74%

**WITHOUT P-77**  
74%



# Compliance and Deviations

## 5 Things Done Right This Period

1. The Center was over 88% in EMD this period, improving by 6%.
2. The Center was over 75% in EFD this period, improving by 2%.
3. The Center scored 100% in Customer Service in EMD.
4. The Center scored over 99% in all areas in EMD.
5. The Center scored over 97% in all areas in EFD.

## This Weeks Top 5 EMD Deviations

1. Did not ask, or incorrectly asked, the Case Entry Question, “Are you with the patient now?”
2. Did not ask enough questions to assign a correct a Final Determinate Code.
3. Did not use complete questions when verifying information with the caller.
4. Did not choose the correct Chief complaint in Case Entry.
5. All questions were not asked in the appropriate area.

## This Weeks Top 5 EFD Deviations

1. Did not follow the appropriate DLS Links in Case Exit.
2. Did not ask enough questions to assign a correct a Final Determinate Code.
3. Did not ask, or incorrectly asked, the Key Question, “Is anyone injured?”
4. Did not ask, or incorrectly asked, the Key Question, “Are you at that location now?”
5. Did not give, or incorrectly gave, the Case Exit instruction, “If It is safe to do so:”

## Top 3 Protocols Reviewed this Period\*

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### EMD

1. Protocol 26 - Sick Person (52)
2. Protocol 17 - Falls (48)
3. Protocol 6 - Breathing Problems (25)

### EFD

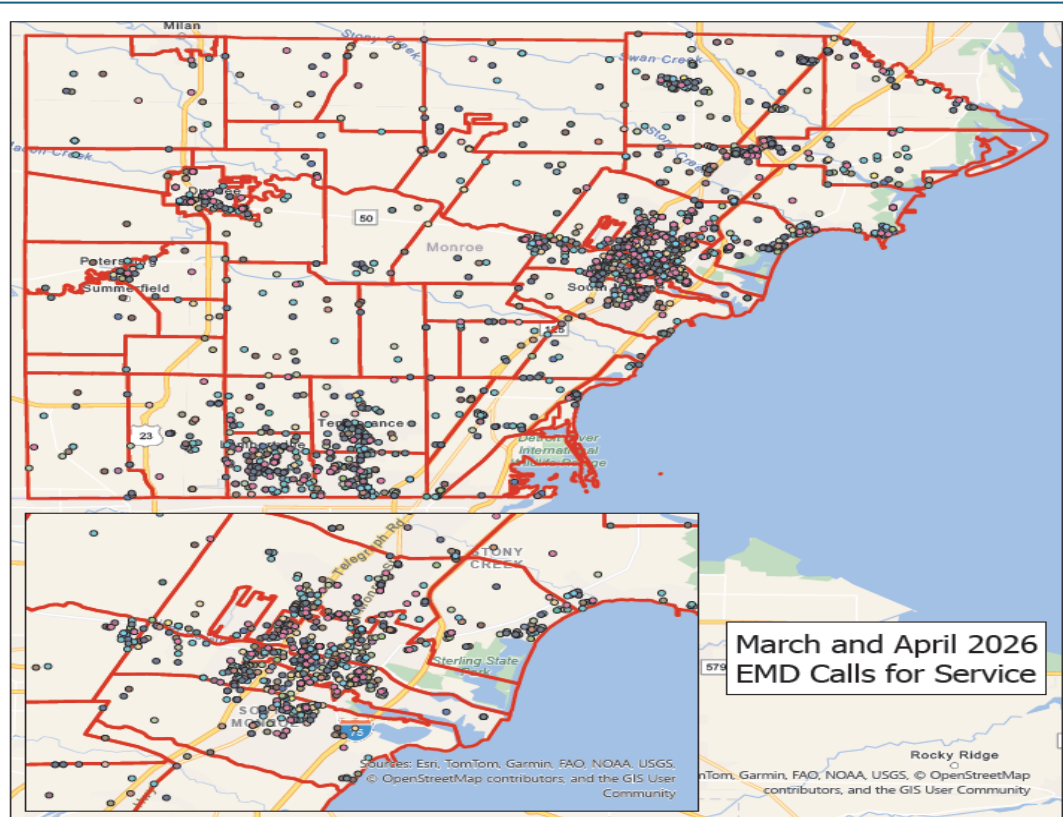
1. Protocol 77 - Traffic Collisions (51)
  2. Protocol 52 - Alarms (25)
  3. Protocol 53 - Service Call (19)
- 

\*Of the calls pulled for review

# EMD & EFD Call Heat Map

Working with GIS Specialist Jeff Boudrie, we were able to input the data from EMD and EFD to create heat maps showing where in the County the concentration of Medical and Fire calls are.

## EMD



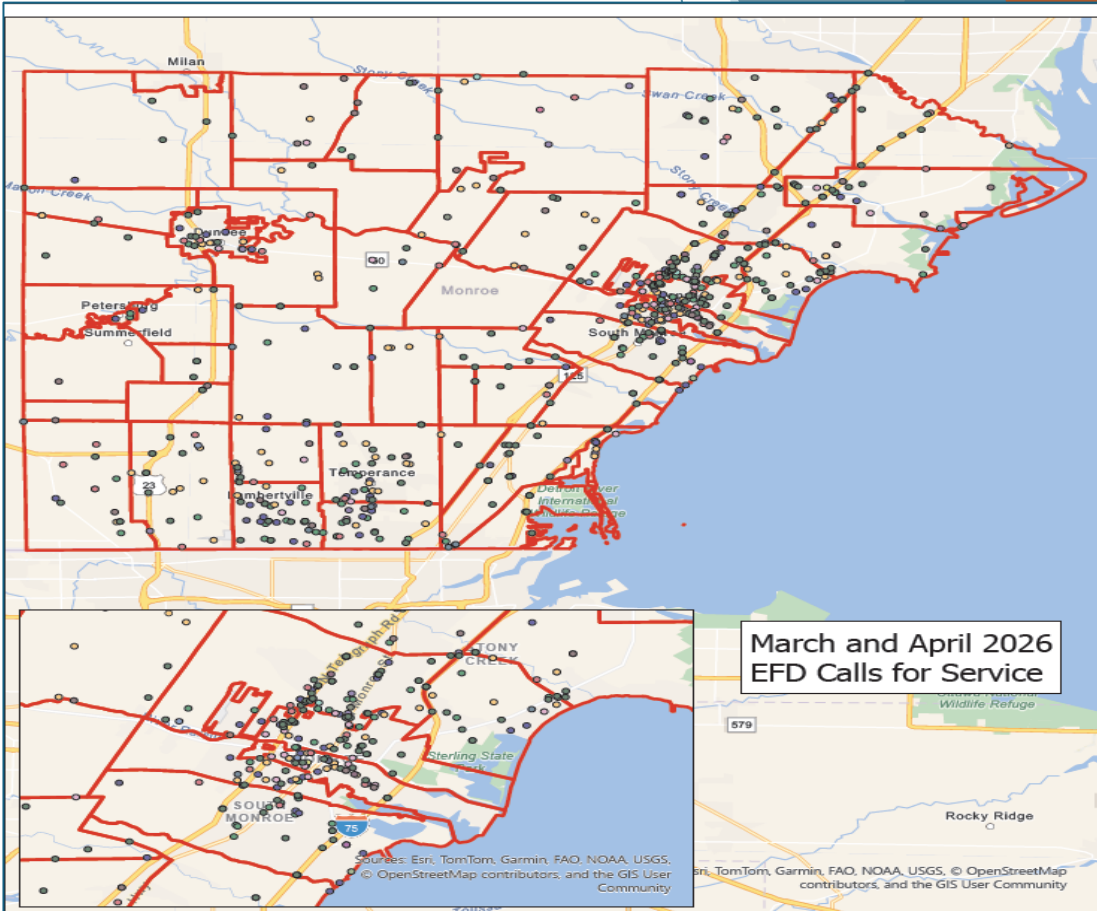
### Protocols

|                 |    |    |    |
|-----------------|----|----|----|
| Protocol Number | 8  | 18 | 28 |
| 1               | 9  | 19 | 29 |
| 2               | 10 | 20 | 30 |
| 3               | 11 | 21 | 31 |
| 4               | 12 | 23 | 32 |
| 5               | 13 | 24 | 41 |
| 6               | 14 | 25 |    |
| 7               | 16 | 26 |    |
|                 | 17 | 27 |    |

Monroe County Fire Districts

May 2026 ©

## EFD



### Protocols

|    |    |    |    |    |
|----|----|----|----|----|
| 51 | 56 | 61 | 68 | 74 |
| 52 | 57 | 63 | 69 | 77 |
| 53 | 58 | 64 | 71 | 82 |
| 54 | 59 | 66 | 72 |    |
| 55 | 60 | 67 | 73 |    |

Monroe County Fire Districts

May 2026 ©