



## *MONROE COUNTY CENTRAL DISPATCH*

### **Minutes of the Monroe County 9-1-1 District Board**

**January 25, 2022**

**Chairman Sheriff Goodnough called the meeting to order at 9:04 a.m.**

**Members:** F/Lt. Kevin Caldwell, Director Chad Tolstedt, Township Supervisor Joanna Uhl, Chief Nick Lucas, Dr. Dan Kemple, Mr. Charles McCormick III, Prosecutor Michael Roehrig, Commissioner David Hoffman, Lt. Stephen Borello (alternate), Chief Darrin Wright, A/Chief Aaron Goldsmith (alternate), Chief Assistant Prosecutor Jahn Landis (alternate), **Mr. Dale Williams (alternate).**

**Absent/Excused:** None.

**County Executive Staff:** Aundrea Armstrong.

**Citizens:** Assistant Chief R.J. Schall, Chief Wendy Stevens, Chief Adam Massingill, Captain Scott Smiley, Chief Ron Eby, Chief Dan Motylinski, Supervisor Al VanWashenova, Doug Steinman, Shane Anders

1. **Roll Call:** Quorum present.
2. **Pledge of Allegiance:** Chairman Sheriff Goodnough.
3. **Approval of the Agenda:** Prosecutor Roehrig made a motion to approve the agenda. Supported by Director Tolstedt. **Motion carried.**
4. **Approval of the November 23, 2021 Regular Meeting minutes and December 02, 2021 Special Meeting Minutes:** Motion by F/Lt. Caldwell; supported by Commissioner Hoffman. **Motion carried.**
5. **Correspondence:** Director Kuti stated she received a letter from R.J. Schall, President of the Monroe County Firefighters Association, dated January 14, 2022 naming the 9-1-1 Board Representative. Director Kuti also received a separate letter from Chief Roy Johnson for the Monroe County Municipal Chief's Association naming their 9-1-1 Board Representative. Director Kuti stated the letters reference topics that will be covered under New Business. Sheriff Goodnough asked for a motion to accept the letters and place them on file. Director Tolstedt made a motion to place both correspondence on file. Supported by Prosecutor Roehrig. **Motion carried.**
6. **Old Business:**
  - **Fire Paging/TAC Committee**
    - Director Kuti informed the 9-1-1 Board that the TAC Committee did meet last week. The main topic was the pager charging cord that came with the pagers. Director Kuti stated they have not received any feedback and the committee determined it was a dead issue. Director Kuti stated several departments were reaching out directly with Unication to resolve any issues they have. Director Kuti recommended taking the pager cord issue off old business. The committee also discussed issues with Active 9-1-1 and CAD in regards to how dispatch is paging out using the Active 9-1-1 software. Moving forward, Director Kuti would like to include anything involving Active 9-1-1 in her Director's Report.

- **CAD**
  - Director Kuti stated she did not have specific issues with CAD.
- **Scheduling**
  - Director Kuti would like to table scheduling software. One of the vendors she was looking at was recently bought out. She has additional questions for them.

## 7. New Business:

- **Process for selecting 9-1-1 Board Township Representative**
  - Sheriff Goodnough stated a township supervisor contacted Commissioner Brant concerned about the process as outlined in the bylaws. The supervisor was invited to attend the meeting today to seek clarification. Sheriff Goodnough discussed with Supervisor Uhl the process of choosing a 9-1-1 Board representative. Supervisor Uhl stated she has been holding the seat but it has not been done in a normal way. She also advised the supervisor's group has not met since the onset of COVID. Aundrea Armstrong advised the board really does not care how they decide, they just need to give us a recommendation. There was general discussion about the history of selecting a Township Representative.
    - Sheriff Goodnough advised this will be moved to old business and revisited during the March meeting.
- **9-1-1 Operations regarding fire services**
  - Director Kuti discussed an article in the Monroe News that reported a concern raised at a Board of Commissioner meeting regarding 9-1-1 operations and the dispatching of fire services.
    - Director Kuti advised one of the concerns reported was that dispatchers were not triaging calls and determining the appropriate fire department resources to send. Director Kuti stated Central Dispatch does use a very specific protocol that asks very detailed questions to determine the correct level of response that citizens should receive when they call 9-1-1. Director Kuti stated we do not dictate what resources the fire departments send. Director Kuti advised she is not going to put her staff in a position of liability by suggesting a citizen drive themselves or call a taxicab to get assistance as suggested in the article. Director Kuti explained that we have a responsibility to every citizen that calls 9-1-1 to send them an ambulance if that is what they're requesting. Director Kuti stated we error on the side of caution and will not down grade a response. Director Kuti further stated we are very proud of the ProQA program that we use to dispatch these calls.
      - Sheriff Goodnough stated fire chiefs determine what resources they want to take to a particular call; not Central Dispatch; not the 9-1-1 Board. He advised the individual that went to the commissioners meeting was invited to come here today. (Note: the individual was not present). He stated either she was educated on how the system works or it was not that important to her other than the comments she made. The Sheriff stated that was his opinion.
      - General discussion in regards to how the fire service responds to calls.
- **9-1-1 Board 2022-2024 Nominations/Appointments**
  - Director Kuti read the letter from the Firefighter's Association and Fire Chief's Association
    - Urban Fire Representative Primary: Captain Scott Smiley, Monroe Fire Department. Alternate: Chief Wendy Stevens, Frenchtown Fire Department.
    - Rural Fire Representative Primary: Chief Lucas, Summerfield Fire Department. Alternate: Chief Ron Eby, Ida Fire Department.
  - Director Kuti read the letter from the Municipal Chief's Association.
    - They have appointed South Rockwood Police Chief Darrin Wright. They will select an alternate by the March meeting.
  - Director Kuti and Sheriff Goodnough discussed how the Citizen-at-Large position is filled.

- Charles McCormick III nominated Dale Williams as Citizens-at-Large.
  - Dale Williams accepted the nomination
    - i. Motion to accept the nomination of Dale Williams as Citizen-at-Large made by Mr. McCormick, supported by Director Tolstedt. **Motion carried.**
- Sheriff Goodnough discussed taking a vote for the presented fire representatives.
  - Motion to accept the fire representatives as presented by the fire chiefs made by Dr. Kemple; supported by Director Tolstedt. **Motion carried.**
- Sheriff Goodnough discussed the Municipal Police Chief's representative.
  - Motion to accept Chief Wright as the Municipal Police Chief's Representative made by Chief Lucas; supported by Commissioner Hoffman. **Motion carried.**
- Sheriff Goodnough stated the township representative is tabled to the next meeting.
- Sheriff Goodnough asked for a nomination for Chairman of the 9-1-1 Board.
  - F/Lt. Caldwell nominated Sheriff Goodnough; supported by Chief Lucas.
- Sheriff Goodnough asked for a nomination for Vice-chairman of the 9-1-1 Board.
  - F/Lt. Caldwell nominated Director Tolstedt; supported by Dr. Kemple.
- Sheriff Goodnough asked for a nomination for Secretary of the 9-1-1 Board.
  - Director Tolstedt nominated Chief Wright; supported by Dr. Kemple.

## 8. Director's Report:

- **Staffing** - Director Kuti reported we are still testing applicants. We have three to hire. We lost one trainee for personal reasons. We currently have 17 regular full-time dispatchers and supervisor.
- **Call Statistics for 2021** – We received 67,725 9-1-1 calls. We also received just over 80,000 administrative calls. We are up approximately 7,500 calls for both 9-1-1 and administrative calls from 2020.
- **Governor Whitmer** did sign the legislation amending the Emergency 9-1-1 Service Enabling Act extending funding until December 31, 2027.
- **2022 State Training Funds** have been submitted to the state. These training funds are used only for state approved training costs, which are required by the state for continuing education.
- **Surcharge Rate** – Director Kuti is working on the application to set our surcharge rate. The application is due mid-May. Director Kuti will make a recommendation at the March Board meeting.
- **Technology Update** – A small antenna was added to the dispatch tower. This antenna is supporting a backup paging consolette that is supporting fire paging due to the upgrade. We are still waiting on the delivery of the consolette.
- **Quality Improvement Coordinator** – Director Kuti thanked everyone for supporting the position. She informed the 9-1-1 Board that the position was approved by the Board of Commissioners. We were waiting for trainees to get on their own before we implement the new position. Director Kuti informed the board that Dispatcher Isaiah Turner has been promoted to this position as Quality Improvement Coordinator which begins March 14<sup>th</sup>. He will be invited to the March meeting.
  - Chief Lucas asked Director Kuti how many dispatchers are working at a given time.
    - Director Kuti explained our minimum is four personnel; three dispatchers and one supervisor working a desk. She explained with staffing levels, we have gone down to

three personnel from 3:00 a.m. to 11:00 a.m. with an agreement from the unions. Director Kuti also stated we man all desks. However, dispatch may ask an officer to standby by when they switch their radio to the LEIN channel.

**9. Citizen's Time:** None.

**10. Member's Time:**

- Captain Tolstedt – Welcomed Captain Smiley to the Board. Director Tolstedt also announced he is naming Commander Derek Lindsay as his alternate for Vice Chairman.
- F/Lt Caldwell – None.
- Dr. Kemple – None.
- Chief Lucas – He has more questions for Donna after the meeting in reference to dispatchers having him call-in instead of using his radio. Chief Lucas also had questions about fire departments asking for a tow company. Chief Lucas informed Director Kuti that he requested a first box alarm and one of the departments listed was not dispatched.
  - General discussion about box alarms.
- Mr. McCormick – Thanked the Board and stated it was a pleasure working with everyone.
- Representative Uhl – None.
- Chief Wright – None.
- Prosecutor Roehrig – Asked Director Kuti if there is ever an officer safety problem when having an officer standby on LEIN. Director Kuti stated the desk is always monitored but an officer has to switch to that radio in order to run anything. We try to inform the officers on the road when we are short staffed. The officers can run LEIN in their cars also or we will run it when we are able to do so. Director Kuti explained that she has not received any complaints.
- Commissioner Hoffman – None.

**Adjournment: Motion by** Chief Lucas; supported by Commissioner Hoffman. **Motion carried.**  
**10:22 a.m.**

**Chairman Sheriff Goodnough – Next meeting is March 22nd.**

**\*\*Deputy Clerk/Administrative Assistant Lisa Sanders was present to swear in the members of the 9-1-1 Board after the meeting.**