



MONROE COUNTY CENTRAL DISPATCH

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

March 22, 2022

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

Members: Director Chad Tolstedt, Commander Derek Lindsay (alternate), Township Supervisor Joanna Uhl, Chief Nick Lucas, Acting Captain Scott Smiley, Chief Wendy Stevens (alternate), Dr. Dan Kemple, Mr. Dale Williams, Prosecutor Michael Roehrig, Commissioner David Hoffman, Lt. Stephen Borello (alternate), Chief Darrin Wright, Lt. Randy Sehl (alternate), A/Chief Aaron Goldsmith (alternate), Chief Assistant Prosecutor Jahn Landis (alternate)

Absent/Excused: Lt. Stephen Borello, Prosecutor Roehrig

County Executive Staff: Michael Bosanac

Citizens: Supervisor Al VanWashenova, Doug Steinman, Shane Anders, Jami LaRocca, Matt LaRocca

1. **Roll Call:** Quorum present.
2. **Pledge of Allegiance:** Chairman Sheriff Goodnough.
3. **Approval of the Agenda:** Mr. Williams made a motion to approve the agenda; supported by Dr. Kemple. **Motion carried.**
4. **Approval of the January 25, 2022 regular meeting minutes:** Motion to approve the minutes by Chief Wright; supported by Chief Lucas. **Motion carried.**
5. **Correspondence:** Director Kuti stated she received an email from Chief Wright naming Dundee Lt. Randy Sehl the alternate representative to the 9-1-1 board. The second email was from Supervisor Uhl regarding her appointment as the Township Representative. Director Kuti received a third email also from Supervisor Uhl naming her alternate. Director Kuti stated the board will discuss this under Old Business. Director Tolstedt made a motion to accept the correspondence and place them on file and discuss the third email under old business; supported by Commissioner Hoffman. **Motion carried.**
6. **Old Business:**
 - **Township Representative**
 - Director Kuti informed the 9-1-1 Board that Supervisor Uhl sent an email informing her that her alternate will be Supervisor Paul Metz (Ida Township).
 - **Box Alarms**
 - Director Kuti stated she had approximately five departments that submitted changes to their box alarms. Director Kuti gave Chief Stevens her copies. Chief Stevens is currently comparing Director Kuti's copies of the box alarms to her own copies. Director Kuti explained it's a time consuming process. Once there is a final copy, it will get distributed out to the fire departments.
 - Sheriff Goodnough asked if the changes will be updated into CAD. Director Kuti confirmed that CAD would be updated when the final copy is complete.

- **Scheduling Software**
 - Director Kuti explained she received 3 quotes for scheduling software from Pace, Image Trend and Aladtec. She provided three quotes to the 9-1-1 Board. Director Kuti gave a brief description of what each company provides. Director Kuti asked for approval to go with Aladtec for the yearly amount of \$2,995.00.
 - Sheriff Goodnough asked several questions about Aladtec in reference to the Sheriff's Office and whether it would be better to use one provider for the County.
 - Director Tolstedt explained the City of Monroe uses Pace and they're happy with it but it takes a long time to get to where you want to be with it.
 - Mr. Bosanac talked about the benefits of having all of Monroe County on the same software.
 - Motion to table the scheduling software quotes decision made by Commissioner Hoffman; supported by Dr. Kemple. **Motion carried.**

7. New Business:

- **Surcharge for 2022-2023**
 - Director Kuti explained the surcharge application to the State of Michigan for the 2022-2023 year is due May 15, 2022. Director Kuti went over the budget for 2022-2023. Director Kuti recommended continuing the surcharge at \$2.00. A motion to recommend the surcharge continue at \$2.00 and send it to the Monroe County Board of Commissioners was made by Dr. Kemple; supported by Mr. Williams. **Motion carried.**
 - **Sheriff Goodnough asked for a roll call due to the fact this entailed finances. All members voted "Yes".**
- **2021 Annual Report**
 - Director Kuti discussed a few minor changes to the 2021 Annual Report. Director Kuti went through the report briefly.
 - Mr. Bosanac asked if Director Kuti had a comparative benchmark for comparable 9-1-1 centers. He asked what our call volume looked like compared to their centers. Director Kuti stated she could reach out to other counties but there is nothing the MCDA puts out to compare. Sheriff Goodnough stated it would be difficult to find a comparable county that also has three freeways. Mr. Bosanac asked if this data is submitted to the State. Director Kuti stated the data is provided in the application. Director Kuti stated she could look into the State posting other county information.
 - Director Kuti introduced Quality Improvement Coordinator, Isaiah Turner to the 9-1-1 Board.
 - The 9-1-1 board members discussed changes they'd like made to the 2021 Annual Report.
 - Motion made to accept the 2021 Annual Report made by Chief Lucas; supported by Director Tolstedt. **Motion carried.**

8. Director's Report:

- **Staffing** - Director Kuti reported we have four openings in the dispatch room. Director Kuti explained there are currently 5 Supervisors, 12 Dispatchers, 1 trainee and we are in the process of the background check with one.
- **Dispatcher Appreciation Week** – Director Kuti told the board that Dispatcher Appreciation Week begins Sunday April 10th.

9. Citizen's Time:

- Chief Lucas asked to be recognized as a citizen when asking about how tow companies are selected for calls in CAD. Director Kuti offered to show him the process when the location is on a border.
- Shane Anders stated his disapproval of other tow companies turning down tows if they are unprofitable.
- Jamie LaRocca questioned how dispatch chooses a tow company.
 - Sheriff Goodnough instructed the tow companies to contact the police agencies that request a tow instead of Central Dispatch when they have a complaint.
- Frenchtown Supervisor Al VanWashenova stated his complaint about how dispatch handled a medical call.
- Director Kuti told the 9-1-1 Board and citizens that we are creating a fillable complaint sheet for everyone to use.

10. Member's Time: None.

Adjournment: Motion by Chief Lucas; supported by Commissioner Hoffman. **Motion carried.**

10:34 a.m.

Chairman Sheriff Goodnough – Next meeting is May 24, 2022.