



MONROE COUNTY CENTRAL DISPATCH

9-1-1 District Board

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

(734) 234-7070

Minutes of the May 24, 2022 Monroe County 9-1-1 District Board Regular Meeting held at 987 S. Raisinville Rd., Monroe, MI 48161

Chairman Sheriff Goodnough called the meeting to order at 9:00 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, Chief Darrin Wright, Lt. Randy Sehl (alternate), Chief Assistant Prosecutor Jahn Landis (alternate)

Absent/Excused: Captain Scott Smiley

County Executive Staff: Michael Bosanac

Citizens: Doug Steinman, Shane Anders, Chief Mark Cherney, J. Pitock

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 Dr. Kemple. **Motion carried.**
4. **Approval of the March 22, 2022 regular meeting minutes:** Motion to approve the minutes by Commissioner Hoffman; supported by Chief Stevens. **Motion carried.**
5. **Correspondence:** None
6. **Old Business:**
 - **Box Alarms**
 - Director Kuti thanked Chief Stevens for getting the box alarms updated; waiting on one department. Director Kuti explained the process for getting our system updated. Director Kuti informed the Board the paper copies will be used during the transition from the current set of data to the updated data.
 - **Scheduling Software**
 - Director Kuti stated a demo did take place for Pacer. Director Kuti has a follow up meeting with Pacer on May 27, 2022 regarding specific questions to Central Dispatch's scheduling. Sheriff Goodnough stated Captain Raymond has reached out to the other vendors and hopes to hear back from them by the end of the week to schedule a demonstration. Director Kuti asked to table the discussion for scheduling software until the next meeting.



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- **Surcharge for 2022-2023**

- Director Kuti explained the application for the annual report for the surcharge was submitted on April 28, 2022. The deadline was May 15, 2022. The status has not been updated. It was submitted and accepted.

7. **New Business:** None.

8. **Director's Report:**

- Director Kuti recognized all the agencies that recognized our first responders for 9-1-1 Dispatch Week. Director Kuti stated her and Assistant Director, Leslie Clanton purchased a candy machine for the staff.
- **Staffing** - Director Kuti reported we are still down staff. We have been testing. Director Kuti stated she has recruitment fliers in the back of the room if anyone in attendance wanted to take them and help get the word out. Director Kuti stated we had an employee post the flyer on his Facebook page and within a day there were over 50 applications. That has helped a little bit with the recruitment.
- **Calls For Service** – Director Kuti stated we received approximately 5,000 9-1-1 calls for March and for April of this year which was down approximately 400 calls each month. Administrative Calls were at approximately 7,500 for March and for April. The administrative calls were up about 1,000 calls for each month. Director Kuti stated the call difference may be due to different ads informing the public when to call 9-1-1. Director Kuti stated her CAD reports show there were 6,571 total call for service for fire year to date. Calls for service to date are 38,815. Director Kuti stated those are the number of calls that we've put into CAD. There is a margin of error. Director Kuti stated she didn't have law enforcement numbers.
- **Follow Up** – Director Kuti wanted to follow up with Mr. Bosanac's question about comparables or if the State has put out what other counties are reporting. Director Kuti stated the State does put out an annual report. The last was published August 2021. They do post the financials of each county and what each PSAP is receiving as far as surcharge funds locally and from the State. They also post the 9-1-1 and administrative calls for the year. They don't put anything in the report about demographics or what the agency itself is doing for technology upgrades. Director Kuti stated that out of all the PSAPs in the state, 10% receive their funding through the state 9-1-1 state fee distribution; 36% of counties receive through their local 9-1-1 surcharge funding; 17% receive millage receipts; 30% receive general fund money; 8% comes from other. Primarily the majority is either local 9-1-1 surcharge or general funding.
- **LEIN Audit** – Director Kuti stated our LEIN Audit was May 11th. Director Kuti thanked Assistant Director Leslie Clanton for taking care of the audit. Everything went very smoothly and the LEIN Audit was successful. We had one minor issue that was an IT issue and has since been resolved. The next LEIN Audit should be in three years.
- **Response to Supervisor VanWashenova** – Director Kuti stated Supervisor VanWashenova had mentioned a call from September 2021. He had commented our dispatchers need more training. Director Kuti explained the dispatchers are on probation for the first year. Our training program is approximately 5-6 months long. That amount of time is usually



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sufficient. There is always a lot of on-the-job training where our senior dispatchers help them. Director Kuti stated in this call there was concern that the dispatcher was argumentative. Director Kuti reviewed the call and found that not to be the case. The dispatcher did follow the ProQA protocol. Director Kuti explained it was a Newport South address and the dispatcher heard it as Newport Rd. The dispatcher put the caller on hold, dispatched Berlin Fire Department, went back to the caller to confirm the cross streets. The dispatcher then dispatched Frenchtown Fire Department. There was a two minute difference in dispatch time. Then there was a re-tone for Frenchtown Fire for their other station. Chief Stevens stated the boundaries are different in the map Frenchtown is using verses the map the county is using.

- Discussion of the problems with the mapping. Director Kuti stated she was waiting for the map file from GIS Coordinator Jeff Boudrie. Mr. Bosanac stated he will speak to Mr. Boudrie and update the board when he has more information. Sheriff Goodnough suggested moving this to Old Business to keep it on the radar.
- Sheriff Goodnough stated he spoke to Director Kuti earlier this month about Central Dispatch rolling out a PSA outlining and reminding the citizens to call the non-emergency number. Director Tolstedt stated his department would put that out for Central Dispatch on their Facebook page.

9. Quality Improvement Report:

- Reviewed the process for the Steering Committee and Review Committee
- Reviewed the Field Feedback Form for receiving information from field responders. The form will be added to Zuercher.

10. Citizen's Time:

- **Doug Steinman** – He'd like to be copied in Field Feedback Forms if they're from Bedford. Mr. Steinman w also like to review his Fire map.
 - Sheriff Goodnough suggested having each fire department review their maps and sign off on them themselves and take Central Dispatch out of it. Chief Stevens agreed with Sheriff Goodnough.
- **Mark Cherney** – Had concerns regarding staffing and receiving no response from dispatch when he calls over the fire radio. He stated the county needs to look into a better system, maybe more dispatchers.

11. Member's Time:

- Commissioner Hoffman thanked Isaiah Turner for his presentation on Quality Improvement. He also commented on not being able to find employees in his field even with higher pay.
- Director Tolstedt asked for administrative access to our recording system to allow them to listen to calls. Director Kuti stated she would look into that.
- Mr. Bosanac recommended adding Monroe County Central Dispatch address to the top of the agenda and meeting minutes to show the location meetings take place.
- Chief Stevens voiced concern about their run numbers not lining up. This is most commonly found when the initial call begins as a police call and fire is added afterward. Director Kuti stated she made changes a couple weeks ago. Chief Stevens stated she will watch more closely to when it happens. Chief Stevens also stated they



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are not receiving mutual assist call numbers. Dispatch is supposed to add the initial fire department along with the mutual aid department. Director Kuti stated it's a new CAD system that does different things and we're still working out the bugs and we're learning things as we go along. Sometimes it takes time to figure out if it's a dispatching error or is it a programming error. Chief Stevens stated they are still using paper and pen because they know it is working.

Adjournment: Sheriff Goodnough at 10:24 a.m.

Chairman Sheriff Goodnough – Next meeting is July 26, 2022.