



# MONROE COUNTY CENTRAL DISPATCH

## 9-1-1 District Board

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

(734) 234-7070

### Minutes of the January 24, 2023 Monroe County 9-1-1 District Board Regular Meeting

**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, Township Supervisor Metz (alternate), Chief Nick Lucas, Commander Scott Smiley, Chief Wendy Stevens (alternate), Dr. Dan Kemple, Mr. Dale Williams, Prosecutor Michael Roehrig, Commissioner David Hoffman, Lt. Stephen Borello, Lt. Robert Bow (alternate), Chief Darrin Wright, Lt. Randy Sehl (alternate), Chief Assistant Prosecutor Jahn Landis (alternate)

**Absent/Excused:** None

**County Executive Staff:** Michael Bosanac, Aundrea Armstrong

**Citizens:** 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 Commissioner Hoffman. **Motion carried.**
4. **Approval of the November 22, 2022 regular meeting minutes:** Motion to approve the minutes by Dr. Kemple; supported by Mr. Williams. **Motion carried.**
5. **Correspondence:** None.
6. **Old Business:**
  - **Secondary Employment**
    - Director Kuti explained she changed the new policy and will send it to Human Resources for consult. Sheriff Goodnough advised Director Kuti to get the final edits made with Human Resources and bring it back to the board for final approval.
7. **New Business:**
  - **Active 911 for fire department trucks**
    - Director Kuti explained the need for Active 911 licenses for fire department trucks and extending them out to the fire departments trucks and/or a station tablet. Estimating 5 trucks per department at the current \$13.00 per license, the total additional cost will be approximately \$1,500.00 every year.
      - Director Tolstedt stated the Monroe Fire Department uses it and like it.
      - Director Kuti explained the process of sending out the CAD information.
      - Chief Lucas advised they do not receive CJIS information in Active 911.



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- Sheriff Goodnough asked for a motion to authorize the expenditure of \$1500 from the surcharge to cover the cost. Motion made by Dr. Kemple; supported by Director Tolstedt.  
**Motion carried.**

### 8. Director's Report:

- **January 10, 2023 9-1-1 outage** - Director Kuti sent out a specific email explaining exactly what happened. It was a statewide outage that was intermittent. Our staff utilized Rapid SOS and Text-To-911 applications during this time. PFN sent out a press release and will be investing six million dollars to their infrastructure to help improve their 9-1-1 system. PFN will also be merging with another communications company that will strengthen the network.
- **Training fund application** – Due at the end of this week and will be submitted shortly.
- **PACE Scheduler** – Director Kuti stated we're in the back end set up process. Director Kuti deferred to Sheriff Goodnough.
  - Sheriff Goodnough stated we are on schedule to go live in 3 weeks. He suggested Director Kuti reach out to Captain Raymond. He stated there are training videos out and asked if Director Kuti received them. Director Kuti did not receive them. Sheriff Goodnough stated he would have Captain Raymond forward the videos to Director Kuti.
- **Staffing** – Director Kuti stated we have 3 personnel lined up to start. Director Kuti advised we are receiving applicants, however we do not have enough trainers. We have one dispatcher in CTO school this week and 2 more dispatchers going to CTO school in February. Director Kuti explained we have 12 positions filled and one call taker. We need an additional 5 in order to promote a dispatcher to supervisor.
  - Director Tolstedt stated we had been struggling to hire people and now they're lining up at the door. He asked if something changed.
    - Director Kuti stated she doesn't know what has specifically caused the change however we did put out a part time dispatch position and have received interest.
  - Director Kuti advised Quality Improvement Coordinator, Isaiah Turner has been helping out with the training. He is doing the first week of onboarding with all the new hires. Our new call taker is working primarily Monday to Friday, 11:00 a.m. to 7:00 p.m.; during our highest call volume times.
- **Call Volumes for 2022** - Director Kuti briefly spoke about Text-to-911 and Rapid SOS and provided reference charts to the board.
  - Sheriff Goodnough commended Director Kuti and her staff for the charts.
    - Chief Lucas asked Director Kuti about staffing. He inquired why we're losing dispatchers and what we're doing to retain them. Director Kuti stated there are varying reasons. Sheriff Goodnough stated this is an employee relationship between the employee, Director Kuti and Human Resources. Sheriff Goodnough assured the board he is keeping his finger on it however he has full confidence in Director Kuti and the Human Resource Department. Director Kuti advised the board this is a nationwide shortage problem.
- **CAD Reports** - Director Kuti briefly spoke about pulling reports from Zuercher CAD. She spent a large amount of time working on it and speaking to Sergeant Sottile.



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- Sheriff Goodnough recommended Director Kuti put together a list of items for Sergeant Sottile. He will be going to days for a short time.

### 9. Citizens Time – None.

### 10. Member's Time:

- Lt. Borello– moved the MSP warrants out of dispatch. They are now housed in Station 10 in Lansing.
- Representative Uhl – thanked the Board for approving Active 911 for the fire trucks.
- Chief Lucas – gave Director Kuti a letter from Berlin Fire in regards to a call they were sent on January 23, 2023. Sheriff Goodnough stated he received a complaint and we're looking into the matter.
- Sheriff Goodnough – stated one of his big tasks is to remove warrants out of Central Dispatch as well. It is on their "to do list". He had a meeting with Mr. Bosanac and Human Resources to open their records department 24/7. In doing that, they would bring their warrants back to the Sheriff's Office.
- Sheriff Goodnough asked if anyone had anything else for the good of the order.
- Shane Anders (Star Towing) briefly spoke about his company creating a Traffic Control Division.

**Adjournment: Sheriff Goodnough at 9:41 a.m.**

**Next meeting: March 28, 2023.**