

**Monroe County Central Dispatch
Monroe, Michigan
Annual Report 2019**



Donna L. Kuti, Director
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MONROE COUNTY CENTRAL DISPATCH

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MONROE COUNTY CENTRAL DISPATCH

9-1-1 District Board

*Chief Charles McCormick, **Chairman***

Alternate: Captain Chad Tolstedt
100 East Second Street
Monroe, Michigan 48161
734-243-7500

Prosecutor Michael Roehrig

Alternate: Jahn Landis
106 East First Street
Monroe, Michigan 48161
734-240-7600

*F/Lt. Gregory Morenko, **Vice-Chairman***

Alternate: Lt. Jim Jarrett
300 Jones Ave.
Monroe, Michigan 48161
734-242-3500

David C. Hoffman, Commissioner

125 East Second Street
Monroe, Michigan 48161
734-240-7003

*Chief Dean Ansel, **Secretary***

Alternate: Chief Darrin Wright
Townships/Village/City Police Depts.
2065 Erie Road #1
Erie, MI 48133
734-848-4082

*Greg Moore Jr, Commissioner
(Jan.-March)*

125 East Second Street
Monroe, Michigan 48161
734-240-7003

Sheriff Dale A. Malone

Alternate: Major Jeff Kemp
100 East Second Street
Monroe, Michigan 48161
734-240-7401

Jerry A. Oley, Commissioner

125 East Second Street
Monroe, Michigan 48161
734-240-7003

Chief Larry Merkle

Alternate: Aaron Goldsmith
Monroe County Fire Assoc. (Jan.-March)
15331 South Dixie
Monroe, Michigan 48161
734-241-6061

James T. McDevitt

Alternate: William Frey
Townships/Village/ City Government
2744 Vivian Road
Monroe, Michigan 48162
734 242-3282

Chief Robert Wight

Alternate: Aaron Goldsmith
Monroe County Fire Assoc. (July-Dec.)
911 E. Third Street
Monroe, Michigan 48161
734-241*-1626

Dr. Richard M. Cousino II

Alternate: Dr. Jeff Trager
Medical Control Authority
718 North Macomb Street
Monroe, Michigan 48162
734-240-8734

Charles F. McCormick III

Alternate: Dale Williams
Citizen-at-large



MONROE COUNTY CENTRAL DISPATCH

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.

HISTORICAL

The Emergency Telephone District Board was created in December 1997 by the Monroe County Board of Commissioners pursuant to Michigan Public Act 32 of 1986 as part of the 9-1-1 Service Plan and is presently known as the Monroe County 9-1-1 District Board. The Board oversees Monroe County Central Dispatch, which is the single Public Safety Answering Point (PSAP) for Monroe County, Michigan.

The 9-1-1 District Board consists of eleven members:

- The Monroe County Sheriff
- The Monroe City Police Chief
- The Michigan State Police representative
- The Chiefs of Police Association representative
- The Monroe County Prosecutor’s Office representative
- The Monroe County Fire Chiefs Association representative
- The Monroe County Medical Control Board representative
- A representative of Townships, Cities, Villages (1 representative)
- Two (2) appointees from the Monroe County Board of Commissioners
- One (1) Citizen at large representative

By statute only the Sheriff of a County, a Michigan State Police representative, and a firefighter are required members of an Emergency Telephone Service Board.

In 2001, the County commissioned a space planning study to develop a conceptual plan to move the Central Dispatch Center from its former location on the second floor of the Monroe County Jail to a new site. The new site would be outside of the 10-Mile Emergency Planning Zone (EPZ) of the Enrico Fermi II Nuclear Power Plant and eliminate the need for a redundant 9-1-1 call center within the Emergency Management Division facility. This new site would move the 9-1-1 operation from where it had operated since



MONROE COUNTY CENTRAL DISPATCH

1981. In June 2006, the County Board of Commissioners authorized the project to proceed and modified the concept to include space within the new facility for the Emergency Management Division and create an emergency operations facility. *Landmark Design Architects* were employed and charged with the task of designing a state of the art Emergency Services Facility, to serve the operations of Monroe County Central Dispatch and Emergency Management Division.

Construction began in October 2006 and substantial completion achieved in January 2008. Emergency Management began operations in the facility January 17, 2008 and Central Dispatch began operations on March 8, 2008.



FACILITY INFORMATION

FACILITY OCCUPANTS: MONROE COUNTY CENTRAL DISPATCH
MONROE COUNTY EMERGENCY MANAGEMENT

FACILITY SITE AREA: 3.87 ACRES

FACILITY SIZE: 14,984 SQUARE FEET

ORIGINAL CONSTRUCTION COST: \$3,360,000

ORIGINAL TECHNOLOGY, FIXTURES, FURNITURE & EQUIPMENT: \$730,000

CONSTRUCTION DESIGN: Masonry steel reinforced structure w/precast concrete roof deck



MONROE COUNTY CENTRAL DISPATCH

FACILITY FEATURES:

- FULL REDUNDANT POWER SYSTEM
- DUAL ROOF SYSTEM
- LIGHTNING SUPPRESSION/HALO GROUNDING SYSTEM
- FIRE SUPPRESSION BUILDING WIDE
- DATA ROOM FM-200 FIRE SUPPRESSION
- 7 MILES OF STRUCTURED DATA CABLING FOR BUILDING TECHNOLOGY
- VOIP-VOICE OVER INTERNET PROTOCOL
- VOICE SYSTEMS
- ZUERCHER 911 CALL SERVER
- HIGH EFFICIENCY ENERGY SYSTEMS
FOR HVAC & ELECTRICAL POWER
- FULLY AUTOMATIC FACILITY MANAGEMENT SYSTEM
- BUILDING DISTRIBUTED ANTENNA FOR IN-BUILDING COMMUNICATIONS
- DUAL WIRELESS COMMUNICATIONS FOR 911 AND EOC OPERATIONS
- CCTV AND BUILDING SECURITY CONTROL SYSTEMS

Data information supporting the operations of this facility and other County technology applications are housed in a separate, secure, and climate controlled computer/data center within the facility. Raised flooring in 40% of the facility's floor space allows for future enhancements of the technology infrastructure in a cost effective and expedient manner. Data storage, voice & data infrastructure, CCTV security, and computer aided dispatching are just some of the platforms supported in this center. Uninterruptable power supply, lightning suppression, public safety radio equipment and other supporting technology all work together to make this facility a truly state of the art operation for 9-1-1 and emergency operations centers.

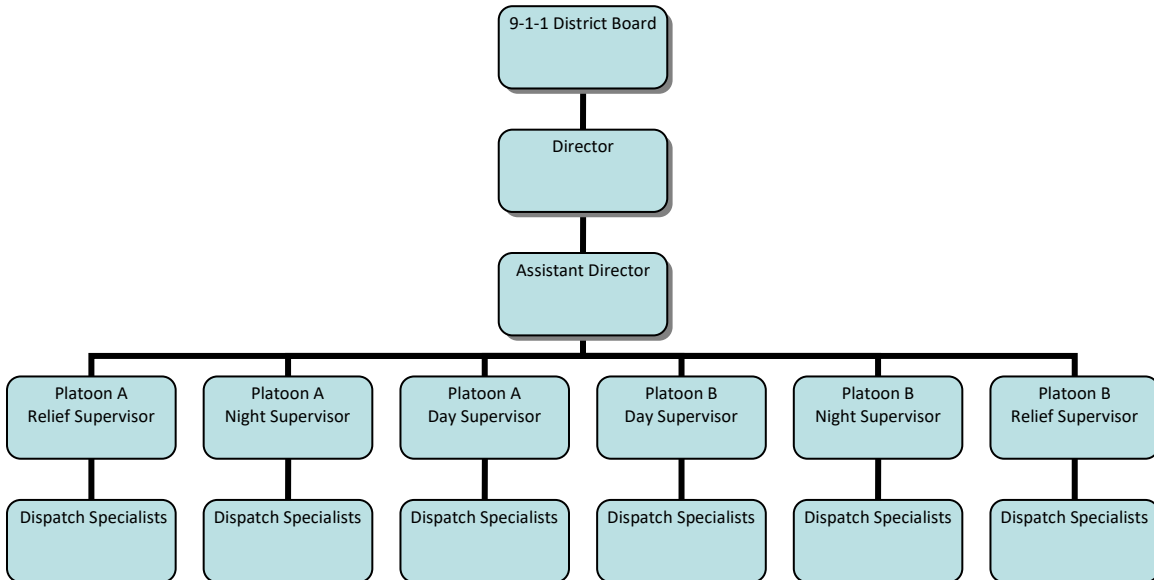
STAFF

The Monroe County Central Dispatch administrative staff is comprised of the Director and the Assistant Director. There are 16 Communication Specialist positions and 6 Communications Supervisor positions. The communications employees are divided into two platoons serving 3 twelve hour shifts consisting of a day, night, and relief shift providing 24/7 service 365 days a year.



MONROE COUNTY CENTRAL DISPATCH

CENTRAL DISPATCH ORGANIZATIONAL CHART



In the 2016 budget, staffing was increased by two positions. Additional workload was added in 2010, as staff took on the afterhours records function for the Sheriff’s Department. The records function has added administrative LEIN responsibility for confirming and cancelling warrants, vehicles, missing persons, etc. With the increase of two staff members, the after-hours records function is more manageable for the staff as well as keeping Central Dispatch on the front lines with ever changing technology.

BUDGET

OPERATING BUDGET			
YEAR	OPERATING BUDGET	YEAR	OPERATING BUDGET
2021	\$3,838,068.00 (projected)	2016	\$2,392,066.00
2020	\$3,838,068.00 (approved 11/5/2019)	2015	\$2,268,999.00
2019	\$3,066,090.00	2014	\$2,173,558.00
2018	\$2,362,161.00	2013	\$2,157,695.00
2017	\$2,400,517.00	2012	\$2,210.699.00

Note: In 2018, 50% of the operating budget was funded from the General Fund. 47% was funded from the per-device State & local telephone surcharge. The remaining 3% from the Capital Improvement Fund and RAP Grant. In 2019, 33% was projected to come from the General Fund with remaining 67% coming from the per-device State & local telephone surcharge. The local surcharge increase from forth-two (42) cents to \$2.00 per device passed in the August 7, 2018 election primary and became effective July of 2019. No General Fund monies will fund the 2020 operating budget.



MONROE COUNTY CENTRAL DISPATCH

SERVICE

The service of Monroe County Central Dispatch covers the entire 680 square miles in the County of Monroe.

Monroe County Central Dispatch provides the emergency services contact answering point for 152,021 (2010 census) residents.

The Dispatch Center provides service for the following enforcement agencies:

<u>Agency:</u>	<u>Staffing:</u>
The Monroe County Sheriff's Office	76 Sworn Deputies
The Monroe City Police Department	40 Sworn Officers
The Michigan State Police	40 Sworn Troopers
The Michigan State Police Commercial Vehicle Division	18 Sworn Officers
The Michigan Department of Natural Resources	3 Sworn Officer
The Carleton Police Department	13 Sworn Officers
The South Rockwood Police Department	9 Sworn Officers
The Luna Pier Police Department	11 Sworn Officers
The Erie Township Police Department	5 Sworn Officers
The Dundee Police Department	<u>20 Sworn Officers</u>
Total	235 Sworn Officers

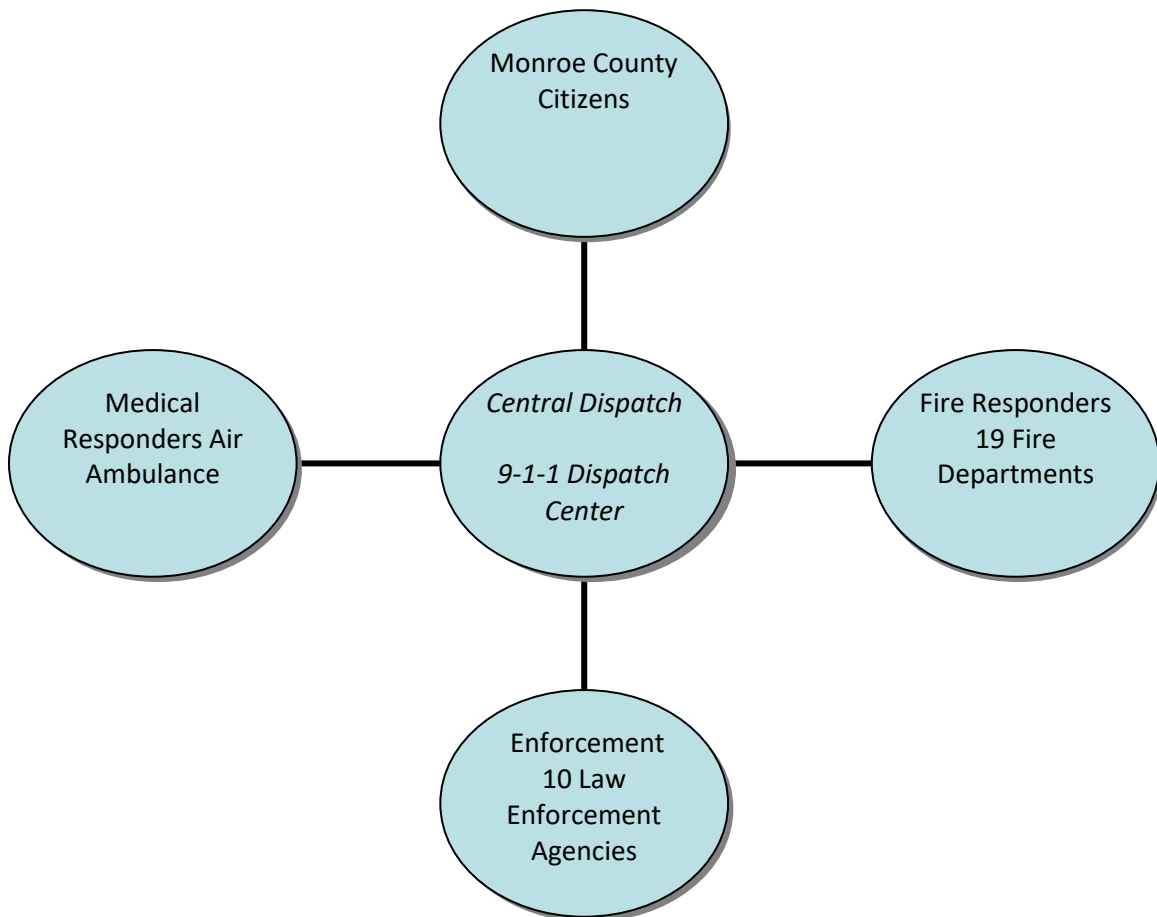
Central Dispatch also serves 19 County Fire Departments (28 stations) including both full-time and paid-on-call type fire services.

Central Dispatch also interfaces with:

- Monroe County Courthouse Security Operations
- Monroe Community Ambulance and their mutual aid partners
- Four Air Ambulance services (Life Flight, ProMedica, Survival Flight, MedStar)
- The Milan Police Department
- The Whiteford Constable
- The Railroad Police
- The Sterling State Park Rangers
- The US Border Patrol
- The Lucas County Sheriff Department (Ohio)
 - Provides interoperability communications with the Toledo Police Department and the Toledo Fire Departments



MONROE COUNTY CENTRAL DISPATCH



ADDRESSING

Monroe County Central Dispatch also corrects addressing errors by name or number working closely with the County Geographic Information Systems (GIS) Specialist. Management of the automatic telephone number (**ANI**) and automatic location identification systems (**ALI**) is provided as follows:

First, the public telephone system already identifies the **telephone number** for every call placed on the network in order to properly bill the subscriber each month. When a 9-1-1 call is placed, this phone number is identified through what is known as Automatic Number Identification (**ANI**) and passed to the 9-1-1 network.

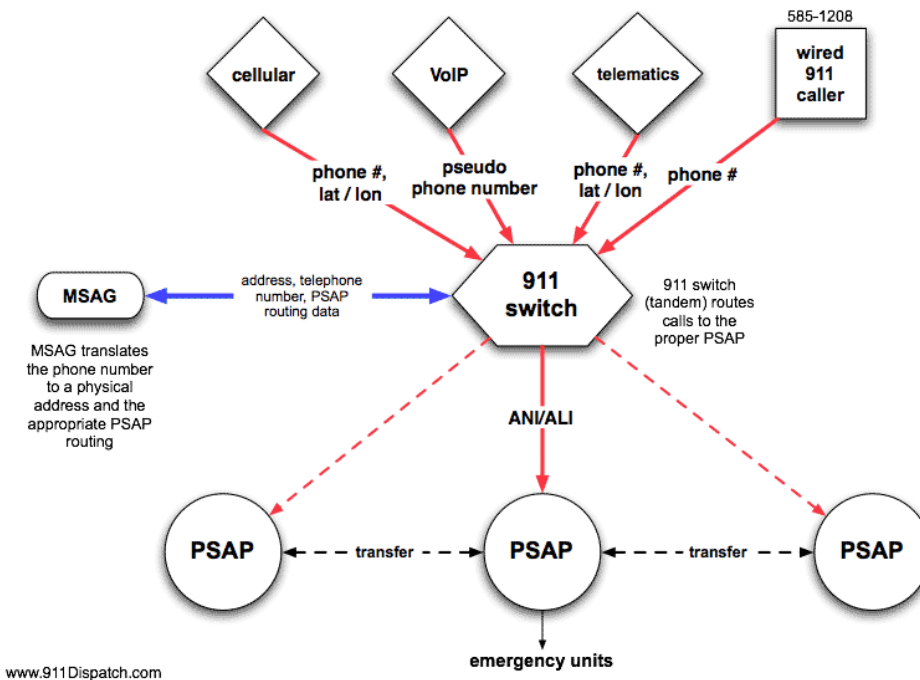
Second, telephone companies maintain a **subscriber database** for every assigned telephone number, the subscriber's name, **physical** address for a wired phone account, and billing information. The **address** is identified through what is known as Automatic Location Identification (**ALI**).



MONROE COUNTY CENTRAL DISPATCH

Third, the telecom provider and the public safety agencies collaborate to create an E911 Master Street Address Guide (MSAG), a database that cross-references every assigned telephone number, subscriber's address and the block number ranges for every street, in every jurisdiction served by the telephone company. This allows the phone company's computer to match the caller's location with its public safety jurisdiction, and then route the call to the appropriate communications center.

Typical 9-1-1 System



OPERATIONAL

All calls for emergency first responders are received and dispatched from the Monroe County Central Dispatch center, also known as the 9-1-1 Center. The center has the capacity for eight call taker positions and capacity to expand call taker positions in the future.

Central Dispatch is the County's sole Public Safety Answering Point for receiving and processing all Enhanced 9-1-1 Emergency Calls, Wireless (Cellular) Phase I and Phase II 9-1-1 Calls, Voice-over Internet Protocol 9-1-1 calls, Non-Emergency Calls for service and general information.



MONROE COUNTY CENTRAL DISPATCH

The dispatch center is an Enhanced 9-1-1 center, which means it is capable of receiving 9-1-1 calls with the name and address of the location of where the call originates.

Additional information includes whether the call is from a residence, business, or coin operated telephone.

Central Dispatch is Phase II compliant with four wireless companies that provide a tower location or location coordinates for wireless calls received depending on the telephone company.

Monroe County Central Dispatch is part of the Michigan Public Safety Communication System (MPSCS). Within Monroe County, the County operates and supports a five-tower site, microwave simulcast system. The system supports multiple talk groups with statewide talks groups available for multi-jurisdictional events. Additionally an ACU1000 system provides for inter-state connectivity and other UHF/VHF radio systems.

Every emergency phone, non-emergency phone, and primary radio talk groups are recorded 24 hours a day. Administrative lines are not recorded. Recordings are kept in the dispatch center for one year. The recordings allow access to telephone calls and radio traffic for investigations and court appearances. The recording device is in digital format and archival storage of the information is on hard drive and backups.

Central Dispatch capabilities for service include six radio dispatching consoles, a total of eight call-taking stations, a telephone and radio audio recording system, a weather warning system, a nuclear plant/County warning system, and back up radio equipment.

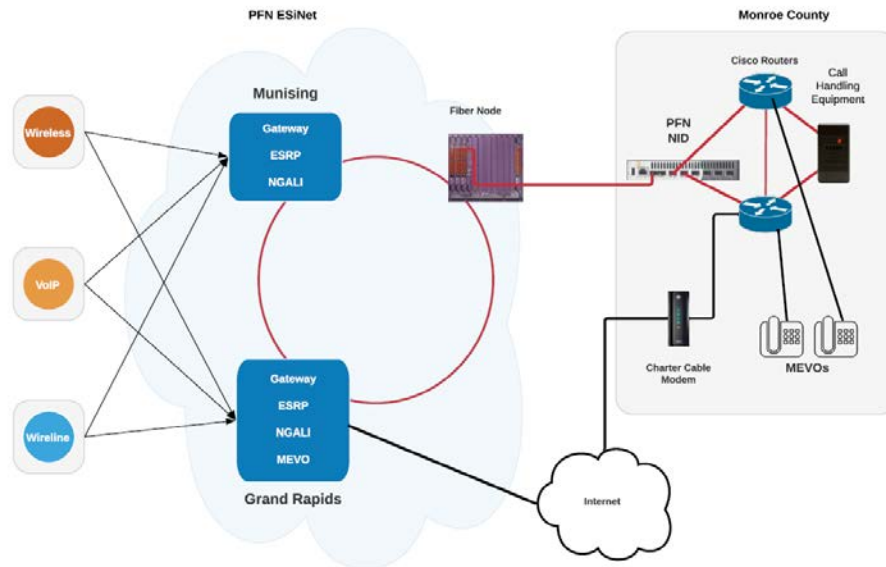
The telephone system is equipped to handle 8 incoming 9-1-1 lines. There is also a pool of 11 existing non-emergency lines for incoming and outgoing calls. A speed dial directory is also used for contacts of other public safety agencies and tow services. Satellite and MEVO telephones back up direct connect telephones in the event of failure.

Mid-October began the conversion of 9-1-1 lines from analog trunks to Internet Protocol via the Peninsula Fiber Network. The PFN 911 network is designed as an Emergency Services IP Network. The 9-1-1 telephone lines are backed up with alternative line routing to Washtenaw and Lenawee counties. Monroe County Central Dispatch also serves as the 9-1-1 backup for Lenawee County and Washtenaw County should an emergency arise.



MONROE COUNTY CENTRAL DISPATCH

Monroe County Network (PFN)



Central Dispatch has mobile computer communications with the law enforcement public safety agencies, including Automatic Vehicle Location (AVL), which provides for officer safety as well as assists with the closest car concept by jurisdiction.

Central Dispatch has a direct telephone line with the Fermi II Nuclear Power Plant control room. In addition, there is a direct telephone line with the Wayne County Communication Center. Central Dispatch has the ability to activate the warning sirens in the ten-mile radius for a Fermi II Emergency/Evacuation and the County Severe Weather Warning Siren System.

After normal business hours and weekends, Central Dispatch is responsible for contacting the following agencies for emergencies:

- Monroe County Emergency Management Division
- Monroe Community Mental Health
- Monroe County Road Commission
- Water and Sewer Departments in Monroe County
- Monroe County Animal Control
- Monroe County Parks
- Monroe County Sheriff Office Administrative Records
- Monroe County Administration
- Monroe County Department of Human Services



MONROE COUNTY CENTRAL DISPATCH

Central Dispatch uses electronic Emergency Medical Dispatch protocols authorized by the Monroe County Medical Control Board. The system provides questions to specific chief complaints that allow the call taker to provide pre-arrival instructions and determine the priority of the call for service.

Medical calls are dispatched with priority codes –

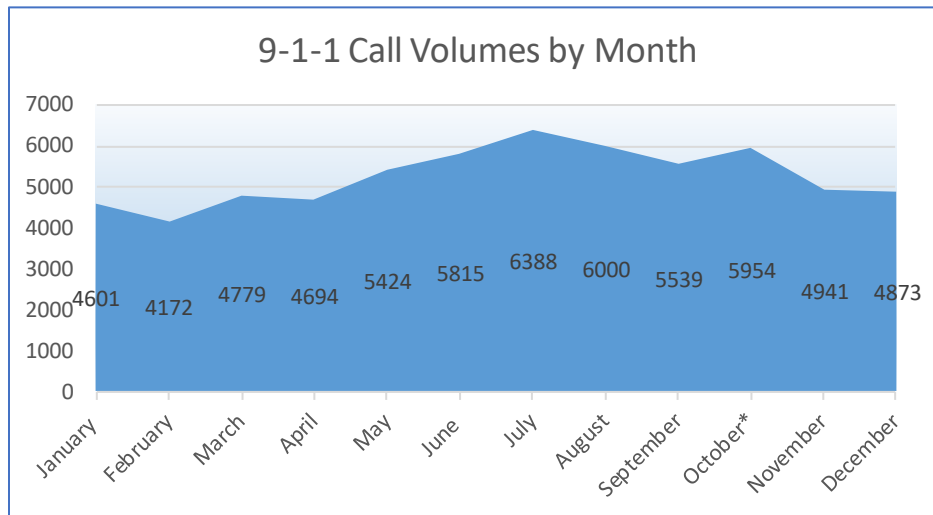
Priority 1 - means First Responders Fire/Rescue and Ambulance service responds with lights and siren.

Priority 2 - means the ambulance runs posted speed but the responding fire department responds lights and siren activated and should upgrade or downgrade the situation upon arrival.

Priority 3 - means the ambulance and the responding fire/rescue is to respond “no code” which is posted speeds and no lights or siren.

STATISTICS

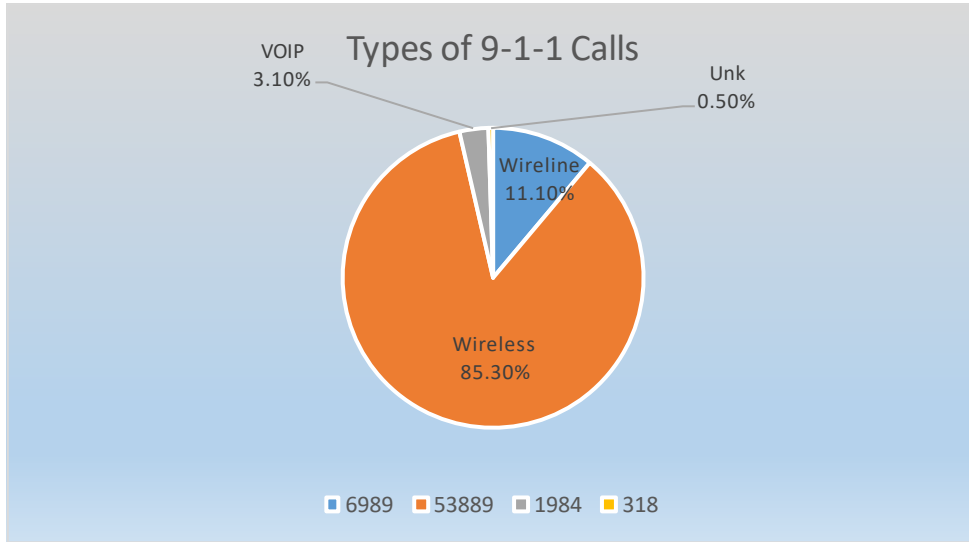
Monroe County Central Dispatch received a total of 63,180 emergency 9-1-1 telephone calls in 2019; that is an average of 173 emergency 9-1-1 telephone calls per day and 7.2 calls per hour (24 hour time period). July proved to be the busiest month for 9-1-1 calls with 6,388 answered.



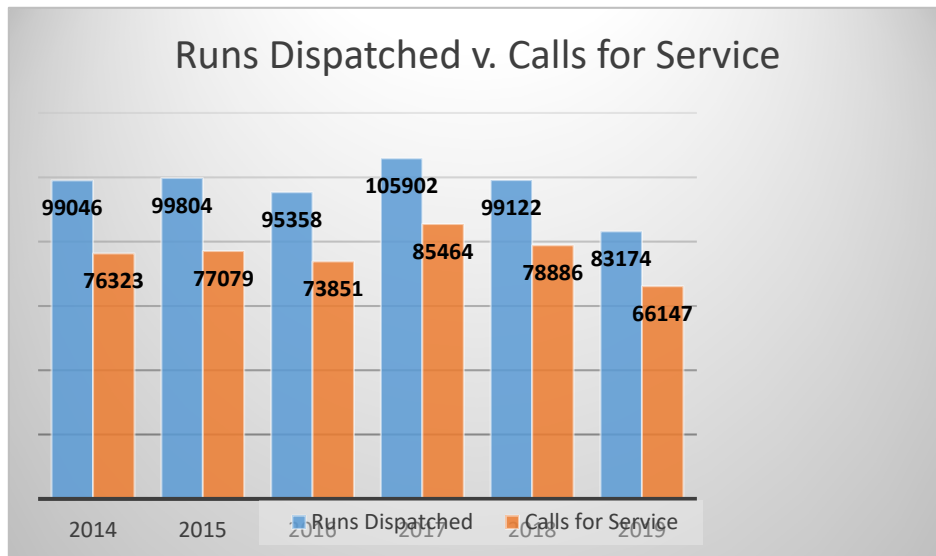


MONROE COUNTY CENTRAL DISPATCH

Of the total 9-1-1 calls received, wireless devices accounted for 85.3 percent. Additionally, approximately 239 non-emergency line calls were answered per day; a total of 87,262 calls for the year.



The center approximated 66,147 calls for service with 83,174 runs dispatched. Runs dispatched include those calls self-initiated by Emergency Responders.





MONROE COUNTY CENTRAL DISPATCH

- Freedom of information requests were marginally higher than the year before at 144 total requests.

Freedom of Information Act Requests

Year	Requests
2019	144
2018	132
2017	134
2016	115
2015	90

Basic requests average 1.5 hours to compile totaling 216 staff hours per year to respond.

HISTORY OF CENTRAL DISPATCH CALLS BY TYPE 2014-2019

9-1-1 Calls by Type						
YEAR	2014	2015	2016	2017	2018	2019
Wireline	10,445	9,798	8,887	8,170	8,092	6,989
Wireless	70,741	98,259	101,400	103,795	104,774	53,889
VoIP	2,093	2,054	2,085	2,106	1,939	1,984
Unknown	134	281	279	359	323	318
TOTAL	83,413	110,392	112,651	114,430	115,128	63,180*

Note: *Call data prior to 2019 was misinterpreted. Additionally, non-emergency and administrative telephone calls were not tracked. In addition to 9-1-1 calls in 2019, approximately 87,262 non-emergency calls were received.



MONROE COUNTY CENTRAL DISPATCH



MONROE COUNTY CENTRAL DISPATCH-911 CENTER

TECHNOLOGY

The Central Dispatch center operates with the latest technology including: computer aided dispatching, voice over internet protocol 9-1-1 call server and a digitally trunked, microwave simulcast 800mhz public safety radio communications system. All of these resources are at the fingertips of dispatchers who send the closest public safety resource to aid in providing the quickest response time for the community.

2019 ACCOMPLISHMENTS

- Emergency Medical Dispatch Quality Assurance Unit
 - Expanded on the purchase of AQUA Medical Quality Assurance Software by implementing the use of a Quality Assurance Unit, which includes a Dispatch Review Committee and Dispatch Steering Committee. These committees help address areas of improvement in protocol use, protocol responses, and protocol discrepancies.
- Implementation of Public Safety Radios
 - 800 MHz public safety radios contracted in 2018 received, inventoried, assigned, programmed, installed or distributed to our local public safety agencies through our radio partner Herkimer Radio Service.
 - Subscriber Agreements with each municipality regarding the acceptance, repair, and maintenance of such radios.



MONROE COUNTY CENTRAL DISPATCH

- Peninsula Fiber Network
 - Uses Internet Protocol
 - 9-1-1 line conversion to fully redundant call routing network
 - Allows for pre-determined call routing for back-up and or overflow of 9-1-1 call delivery.
 - More call routing control.
 - No impact installation of hardware in preparation of cutover.
 - Majority of carrier conversions completed. AT&T and Frontier estimated conversion in 2020.
- CPE upgrade to Zuercher 911 (Tritech)
 - End of life CPE replaced with a Next-Gen compliant system that is IP based, accepts Text-to-911, is ESInet ready, and integrates with the newly purchased Zuercher Computer Aided Dispatch.
- NICE Recording System to replace out of date equipment
 - Installed in collaboration with PFN conversion and CPE upgrade
 - Next-Gen compliant.
- Computer Aided Dispatch (Zuercher) upgrade/purchase as part of the Monroe County Law Enforcement Records Management System
 - Integrates directly with CPE
 - Some features include NCIC Automation, Paging, Customizable Reports, and data sharing with RMS

PREVIOUS YEARS ACCOMPLISHMENTS

- Public Safety Radio Purchase – **2018**
 - Contract in the total amount of \$4.075 million secured for 800 MHz mobile and portable radios for local public safety municipalities to replace aging and end of life equipment.
- 9-1-1 Telephone Surcharge Campaign – **2018**
 - Approved by voters in the August 7th primary, the allowable surcharge was increased from \$0.42 up to \$2.00 per device.
- Priority Dispatch Pro-QA/AQUA– Electronic Emergency Medical Protocol and Medical Quality Assurance Software – **2018**



MONROE COUNTY CENTRAL DISPATCH

- Replaced manual card set improving accuracy and efficiency in protocol selection and pre-arrival instruction.
- 9-1-1 VIPER Telephone upgrade –**2014**
 - Replaced aging system, vendor termed "end-of-life" with the latest version & technology. Proposed cost \$177,047 net cost \$137,047
- Uninterruptable Power Supply –**2015**
 - Added a by-pass unit to the existing uninterruptable power supply (UPS) to allow for proper servicing under current MI-OSHA standards.
- CAD New World upgrade project –**2015**
- WEB CAD Viewer –**2014**
 - New World enhancement – Implemented a CAD enhancement to provide administrative view-only access to CAD from any web-accessing device. Worked with IT to insure network security. \$19,000.00 enhancement (UASI grant funded project).
 - Project enhances area Fire Departments to access calls for service data not previously available.
- Radios
 - MCC7500 Project Console Upgrade Project –**2013**
 - In 2014, a seventh MCC7500 Console was added into the EOC operations center. The added console provides a dedicated radio workstation during EOC activation. A net cost of \$63,295 (UASI grant funded)
 - Talk Groups updated and improved inter-operability with Washtenaw County, Wayne County, and Lenawee County
 - Radios licenses - Oversee and maintained County's 24 radio licenses. Administrative control to the FCC improving span and control / renewal notifications.
- Staffing
 - Increased staffing by two Communication Specialists with approval from the Board of Commissioners on May 1, 2016
 - Began 2017 with fresh collective bargaining agreements for both Communication Supervisors and Specialists.

FUTURE OBJECTIVES

- Staffing (as a minimum standard):
 - Restore staffing levels to the 6-budgeted Supervisor and 16 budgeted Dispatcher positions in order to minimize overtime and maintain operational efficiency.



MONROE COUNTY CENTRAL DISPATCH

- Assess the need for multi-purpose Quality Assurance and Administrative Support Staff.
- Review options to maintain mental health and wellness.

- Training
 - Maintain State Training Standards
 - Regularly assess internal CTO training guidelines to ensure they meet the needs of our organization, trainers and trainees.
 - Provide focused individualized continuing education for staff.

- Quality Assurance
 - Improve Quality Assurance Unit processes by expanding the Quality Assurance Unit to include regular and structured review of all Calls for Service in addition to requests for Emergency Medical Services.
 - Maintain regular QA review and feedback to our Specialists.

- Technology
 - Maintain/upgrade operational software as needed.
 - Complete the transition to the new Computer Aided Dispatch system as part of the Countywide Records Management project.

- Next-Gen 911
 - Continue to move toward a complete transition to Next-Gen 911 by adding Text-to-911.
 - Complete transition to Peninsula Fiber Network as our 911 Service Provider.
 - Review options for future fire-paging.
 - MDOT camera accessibility within Dispatch Center.
 - Direct accessibility to school camera systems.

- Building Maintenance
 - Maintain appliances and wellness equipment to improve the quality of work life for a 24/7 operation.
 - Revitalize dispatch console furniture for effective work performance. Provided for in 2020 budget.
 - Includes much needed phone status light bars.
 - Multi-positional ergonomic desks to improve dispatcher health.



MONROE COUNTY CENTRAL DISPATCH

CORE VALUES

Service

Providing excellent quality service to the community is our primary duty. We are committed to faithfully and selflessly performing our duties while striving to be responsive, effective, and dependable. We are dedicated to enhancing public safety.

Integrity

Integrity is our standard. We are proud of our profession and will conduct ourselves in a manner that merits the respect of all people. We commit ourselves to elevated standards of trust, responsibility, and discipline. We believe in conducting ourselves ethically and professionally, with the highest degree of honesty and accountability and pledge to hold ourselves to the highest ethical standards. We value our integrity and commit ourselves to strive for personal and professional excellence. We will endeavor to make the right decisions for the right reasons and to ensure that our actions match our words. In the face of difficulty, we must always choose the harder right over the easier wrong. We recognize that each of us represents not only Central Dispatch but also the public safety profession and government in general. We acknowledge and accept that our individual conduct must be of the highest standard.

Professionalism

Professional service is embodied in our commitment to proficiency, competency, reliability, and excellence in all aspects of our conduct and performance. We believe in the social value of our work, considering it a noble vocation, deriving personal satisfaction from the effective performance of our work. We reject complacency and are dedicated to continually pursuing the highest levels of knowledge, skills, and expertise. Our Code of Conduct guides our actions. We value the diversity of people in our community and will serve all with equal dedication, respect, fairness, and compassion. We proudly pledge to fulfill our mission by being accountable to our community, our organization, and to each other.

Value Statement

Central Dispatch will provide an ethical and welcome, people-oriented work environment with professional public safety services. Our emphasis is on service, integrity, and professionalism where our members may enjoy their jobs, utilize their talents, respect one another, and grow as individuals.