

**Monroe County Central Dispatch
Monroe, Michigan
Annual Report 2017**



Marc S. Gramlich, Director
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MONROE COUNTY CENTRAL DISPATCH

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MONROE COUNTY CENTRAL DISPATCH

9-1-1 District Board

F/Lt. Tony Cuevas, Chairman
Alternate: Lt. James Jarrett
300 Jones Avenue
Monroe, Michigan 48161
734-242-3500

Sheriff Dale A. Malone, Vice Chairman
Alternate: Chief Deputy Heath
Velliquette
100 East Second Street
Monroe, Michigan 48161
734-240-7401

Chief Dean Ansel, Secretary
Alternate: Chief Darrin Wright
Townships/Village/City Police
Departments
2065 Erie Road #1
Erie, MI 48133
734-848-4082

Prosecutor William P. Nichols
Alternate: Michael Roehrig
106 East First Street
Monroe, Michigan 48161
734-240-7619

Chief Charles F. McCormick IV
Alternate Chief: Capt. Chad Tolstedt
100 East Second Street
Monroe, Michigan 48161
734-243-7500

Chief Larry Merkle
Alternate: Assist Chief Aaron Goldsmith
Monroe County Fire Association
15331 South Dixie
Monroe, Michigan 48161
734-241-6061

David C. Hoffman, Commissioner
125 East Second Street
Monroe, Michigan 48161
734-240-7003

Greg Moore Jr, Commissioner
125 East Second Street
Monroe, Michigan 48161
734-240-7003

Charles F. McCormick III
Alternate: Dale Williams
Citizen-at-large

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

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



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.

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

- The Monroe County Sheriff
- The Monroe City Police Chief
- The Michigan State Police
- The Chiefs of Police Association representative
- The Prosecutor’s Office representative
- The Monroe County Fire Association representative
- The Monroe County Medical Control Board representative
- A representative of Townships, Cities, Villages
- Two appointees from the Monroe County Board of Commissioners
- 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 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.



MONROE COUNTY CENTRAL DISPATCH

Construction began in October 2006 and substantial completion was 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

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



MONROE COUNTY CENTRAL DISPATCH

AT&T VIPER 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

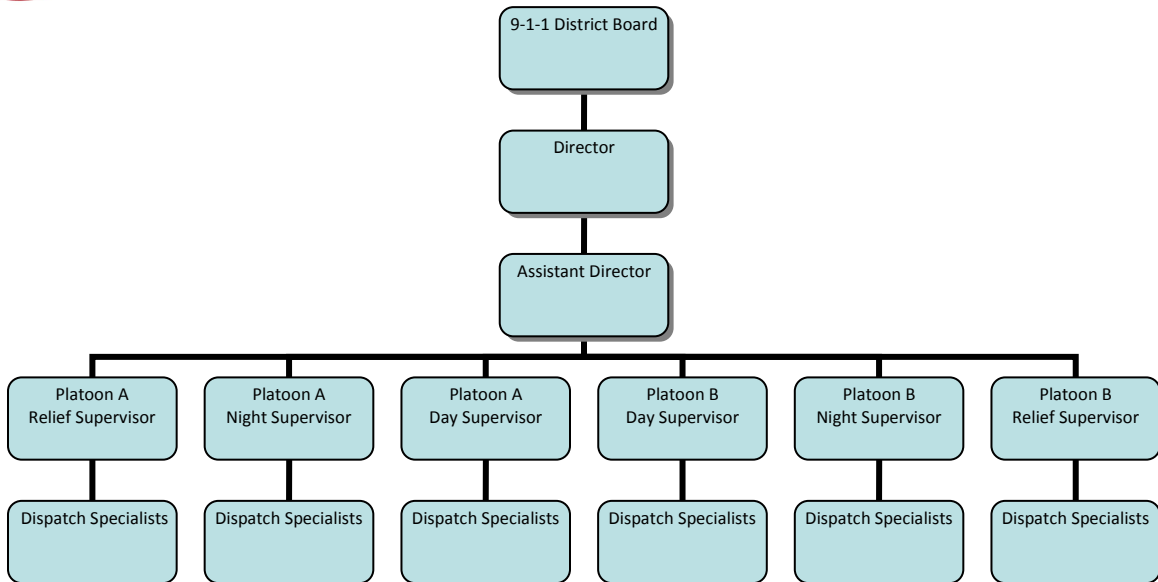
Data information support of the facilities and other County technology applications are housed in a separate, secure, and climate controlled computer/data center. Raised flooring in 40% of the facility's floor space allows for future enhancements of the technology infrastructure in a cost effective and 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.





MONROE COUNTY CENTRAL DISPATCH

CENTRAL DISPATCH ORGANIZATIONAL CHART

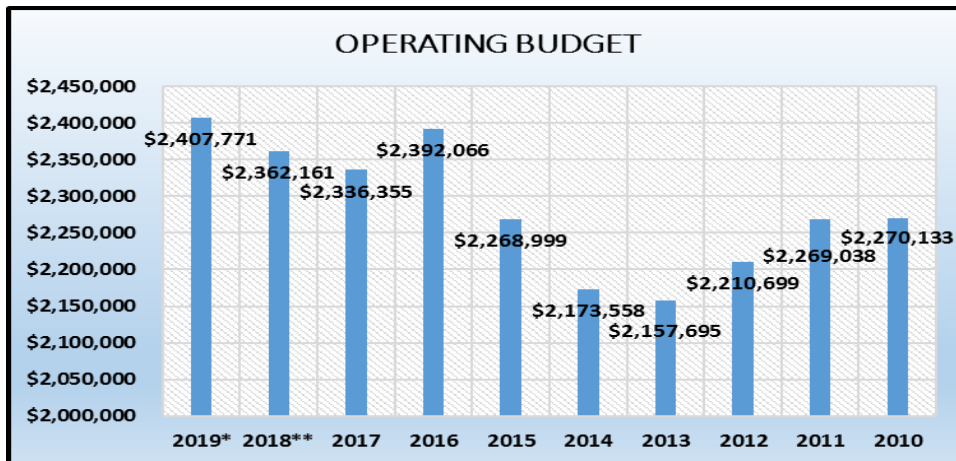


STAFF

The Monroe County Central Dispatch administrative staff is comprised of the Director and an Assistant Director. There are 16 Communication Specialists and 6 Communications Supervisors. 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.

In the 2016 budget, staffing was increased by two positions. An 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 afterhours records function is more manageable for the staff as well as keeping Central Dispatch on the front lines with ever changing technology.

BUDGETS



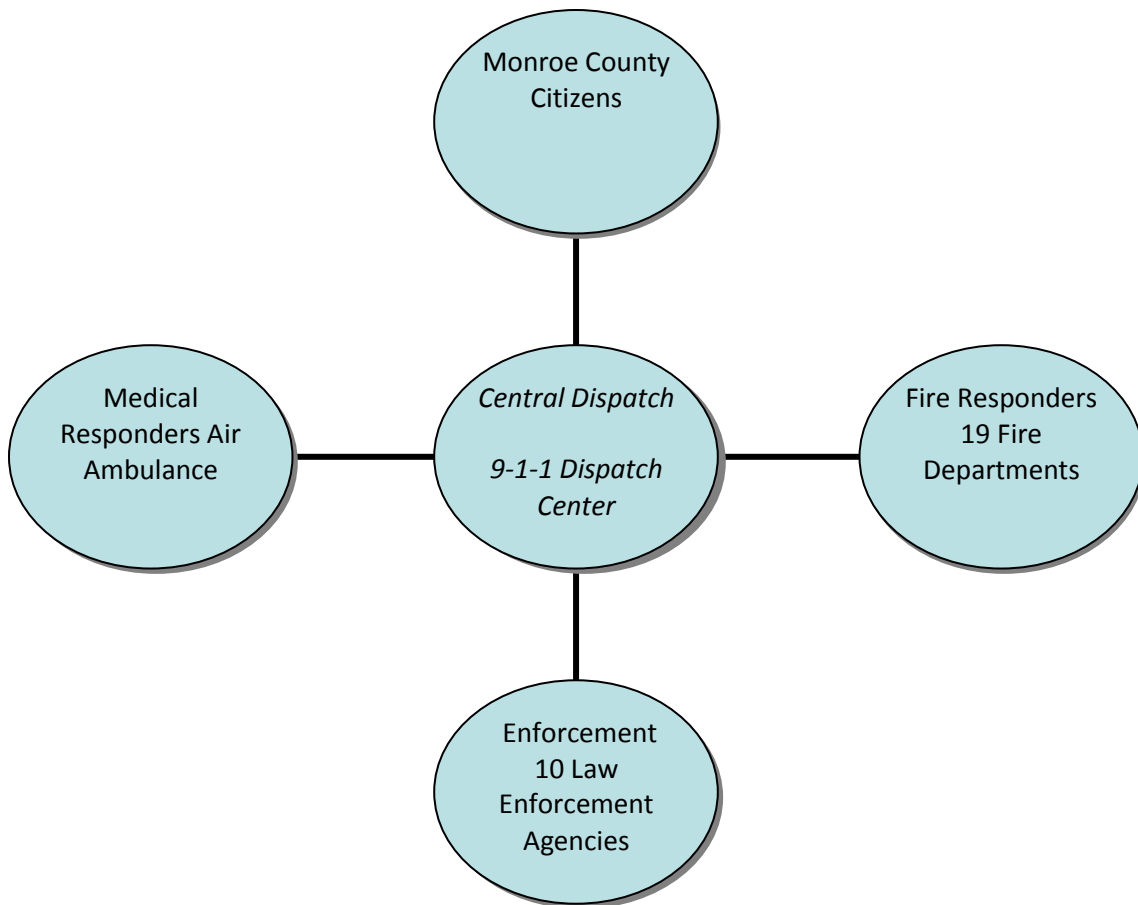
*projected

**approved 11/7/2017



MONROE COUNTY CENTRAL DISPATCH

Note: In 2016, 52% of the operating budget was funded from the General Fund. The balance funded from per-device State & local telephone surcharge. In 2017, 52% was also projected to come from the General Fund. **SB636** – Elimination of landline telephones, signed into law in 2014, provides for the elimination of certain landline telephones where alternative services are available. The legislation, opposed by the 9-1-1 community, prompts an increased vigilance to the impact of this legislation as it relates to local device surcharge revenue. The 9-1-1 community anticipates this revenue to decrease beginning in 2017 when the legislative target date takes effect.





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.

Monroe County Central Dispatch answers on average 314 9-1-1 telephone calls a day and over 103,659 wireless calls a year, with these numbers steadily growing. The Dispatch Center received 114,430 total 9-1-1 calls in 2017. Wireless devices accounted for ninety-one (91%) percent of these calls for service.

The Dispatch Center provides service for the following enforcement agencies:

<u>Agency:</u>	<u>Staffing:</u>
The Monroe County Sheriff's Office	75 Sworn Deputies
The Monroe City Police Department	40 Sworn Officers
The Michigan State Police	15 Sworn Troopers
The Michigan State Police Commercial Vehicle Division	16 Sworn Officers
The Michigan Department of Natural Resources	1 Sworn Officer
The Carleton Police Department	13 Sworn Officers
The South Rockwood Police Department	10 Sworn Officers
The Luna Pier Police Department	5 Sworn Officers
The Erie Township Police Department	5 Sworn Officers
<u>The Dundee Police Department</u>	<u>16 Sworn Officers</u>
Total	196

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, Beaumont)
- 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) who provide 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.

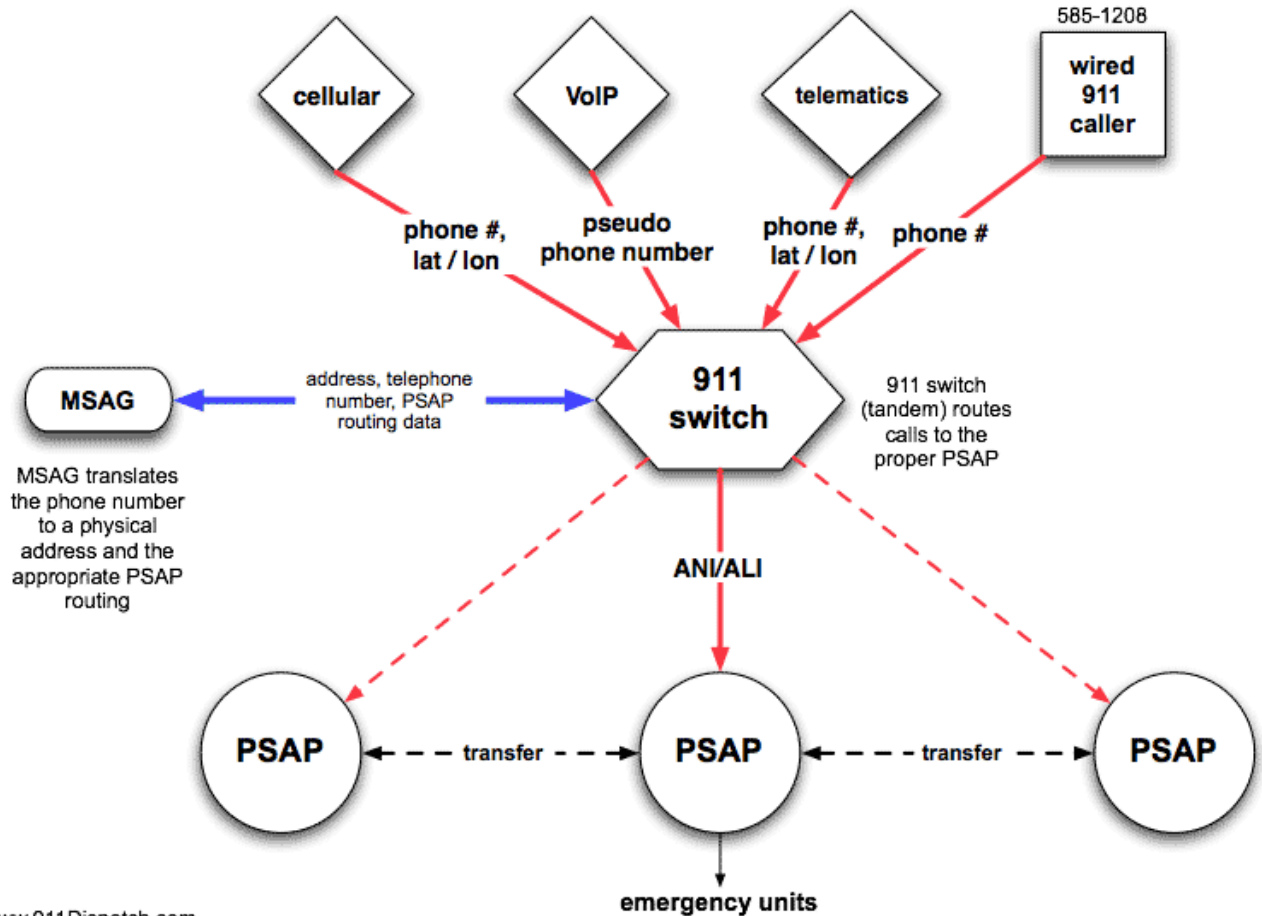
Second, telephone companies maintains a **subscriber database** for every assigned telephone number, the subscriber's name, **physical** address for a wired phone account, and billing information. The **address** is therefore identified through what is known as Automatic Location Identification (**ALI**).

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.



MONROE COUNTY CENTRAL DISPATCH

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. The center averages over 77,000 calls for service annually with an average of 99,000 runs dispatched annually.

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 group is 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. NICE and/or WAV files are sent to the prosecutor's office for efficient storage of information. This assures accuracy in the investigating an incident.

Central Dispatch capabilities for service include six radio/call-taking 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.

There are six telephones dedicated to receiving incoming calls. The positions are also radio-dispatching desks. The telephones are equipped with 12 9-1-1 lines and 13 seven digit emergency lines and four non-emergency lines and a 70-line speed dial for contacts of other public safety agencies and tow services. The 9-1-1 telephone lines are backed up with alternative line routing to either Lenawee or Washtenaw counties as sorted by the telephone companies. Monroe County Central Dispatch also serves as the 9-1-1 backup for Lenawee County and Washtenaw County should an emergency arise.

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.



MONROE COUNTY CENTRAL DISPATCH

Central Dispatch has a direct telephone line with the Fermi 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 Emergency/Evacuation and the County Severe Weather Warning Siren System. Satellite telephones back up direct connect telephones in the event of failure.

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

Central Dispatch uses 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.



MONROE COUNTY CENTRAL DISPATCH

STATISTICS

HISTORY OF CENTRAL DISPATCH RUNS/CALLS DISPATCHED 2012-2017

Runs/Calls Dispatched						
YEAR	2012	2013	2014	2015	2016	2017
Runs Dispatched	97,836	99,967	99,046	99,804	95,358	105,902
Calls for Service	76,511	77,618	76,323	77,079	73,851	85,464

HISTORY OF CENTRAL DISPATCH CALLS BY TYPE 2012-2017

9-1-1 Calls by Type						
YEAR	2012	2013	2014	2015	2016	2017
Wireline	11,505	11,027	10,445	9,798	8,887	8,170
Wireless	49,134	63,675	70,741	98,259	101,400	103,795
VoIP	2,281	2,056	2,093	2,054	2,085	2,106
Unknown	n/a	139	134	281	279	359
TOTAL	62,920	76,897	83,413	110,392	112,651	114,430

Note: Non-emergency and administrative telephone calls are not tracked but are estimated to equal or exceed 911 call totals

2017 Annual 9-1-1 Call Analysis

Class of Service	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Yearly total	% Of Total
Unknown	28	46	41	22	25	12	31	42	31	34	19	28	359	0.31%
Non 9-1-1	0	1	0	0	1	1	2	0	0	3	2	0	10	0.01%
Residence	431	362	390	365	449	390	430	343	330	374	364	401	4,629	4.05%
Business	240	218	295	241	259	287	274	286	289	261	269	233	3,152	3.04%
Business PBX	13	12	22	18	14	17	9	12	6	8	5	4	140	0.12%
Centrex/ESSX	27	18	16	20	15	13	20	19	16	18	17	15	214	0.19%
Outside Coin	0	0	0	0	1	0	1	0	0	0	1	0	3	0.00%
Two-way Coin	1	1	4	0	2	8	0	1	0	0	0	0	17	0.01%
DPA Residence	1	0	1	1	2	0	0	0	0	0	0	0	5	0.00%
Phase I Wireless	3,502	3,042	4,103	3,551	4,078	4,483	4,985	4,686	4,044	3,931	3,851	4,219	48,475	42.36%
Phase II Wireless	3,968	3,851	4,950	4,133	4,830	5,386	5,567	5,040	4,473	4,423	4,091	4,472	55,184	48.23%
VoIP	199	181	206	199	200	145	182	166	138	169	154	167	2,106	1.84%
Wireless	2	0	49	2	4	15	1	8	0	8	46	1	136	0.12%
Totals	8,412	7,732	10,077	8,552	9,880	10,757	11,502	10,603	9,327	9,229	8,819	9,540	114,430	100.00%

Freedom of Information Act Inquiries

Year	Requests
2017	134
2016	115
2015	90
2014	91
2013	113

Basic requests average 1.5 hours to compile.



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 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.

ACCOMPLISHMENTS

- 9-1-1 District Board
 - Operational oversight
 - Law Enforcement Information Network (LEIN) oversight
 - Managerial Control
 - Technical Advisory Committee (TAC)
 - Statutory/Administrative compliance
 - Surcharge Subcommittee
- 9-1-1 VIPER Telephone upgrade – **completed November 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 – **completed July 2015**
 - Added a by-pass unit to the existing uninterruptable power supply (UPS) to allow for proper servicing under current MI-OSHA standards.



MONROE COUNTY CENTRAL DISPATCH

- WEB CAD Viewer – **completed December 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 – **completed October 2013**
 - Continued to enhance the technology options provided within the MCC7500 radio consoles.
 - Grant funded project in part, for \$332,386 replacing of six (6) radio control workstations. Project net investment \$532,574.
 - Technology is current to the 800 MHz radio system
 - Allows for continuous upgrading with MPSCS
 - Enhances user inter-operability, flexibility, and backup.
 - Radio alias manager for improved officer safety.
 - New consoles enhance the NICE audio recording equipment with current technology and additional recording resources.
 - 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
 - Washtenaw County
 - Wayne County
 - Lenawee County
- Radios licenses
 - Oversee and maintained County's 24 radio licenses. Administrative control to the FCC improving span and control / renewal notifications.
- CAD New World upgrade project – **completed December 2015**
 - New World CAD upgrade - together with IT, upgraded CAD to version 10.2 (Server Migration Project) net investments \$15,000.00 (UASI grant funded project).



MONROE COUNTY CENTRAL DISPATCH

- Staffing
 - Increased staffing by two Communication Specialists with approval from the Board of Commissioners on May 1, 2016
 - Labor relations
 - Began 2017 with fresh collective bargaining agreements for both Communication Supervisors and Specialists.
 - Stable labor relations with current contracts set to expire at the end of 2020.

- Quality Assurance
 - Monthly Checklists
 - Supervisor accountability
 - Continuous education tool
 - Competency assurance
 - NAED Priority Dispatch protocols version 13

- Training
 - State 9-1-1 training funds
 - Utilization of State training funds

 - Attended Training by Course Title
 - MI Interoperability Communications Conference
 - Communication Training Officer - Update
 - Advanced 40 Hour Dispatch School
 - Homeland Security for the Telecommunicator
 - Stress Management
 - 9-1-1 Dispatch Liability
 - Suicide Calls: Helping the Caller
 - Domestic Violence
 - 2017 Emerging Technology Forum
 - Emergency Medical Dispatch Recertification
 - Emergency Medical Dispatch
 - Strengths Finder for 9-1-1 Professionals
 - MI National Emergency Number Association Conference
 - Human Trafficking Awareness
 - Assisting Individuals in Crisis
 - Achieving Supervisory Excellence
 - Not Just a Dispatcher
 - Basic 40 Hour Dispatch School
 - New Director School
 - Communication Training Officer
 - Emergency Medial Dispatch Quality Assurance



MONROE COUNTY CENTRAL DISPATCH

FUTURE OBJECTIVES

Maintain Current Staffing (as a minimum standard):

- 9-1-1 Calls received have started to level out comparatively, but there are increased levels of wireless callers compared to landline telephones. Five (5) person work teams normally handle telephone calls received, but when one team member is dedicated to a critical call emergency, call taking can become compromised. Adequate staffing is paramount.
- Objective:
 1. Be vigilant to State mandated training standards.
 2. Use industry standard CTO training guidelines.
 3. Use efficient organization scheduling.

Maintain and Upgrade - Operational Equipment:

- Next Generation 9-1-1
 - Text to 9-1-1
 1. In 2014, Legislation mandated the major wireless carriers to provide the ability to text to 9-1-1.
 2. It is incumbent upon the Dispatch Centers to provide a method of receiving such text.
 3. The initial response is to the deaf community but will soon be expected by all wireless users.
 4. The cost is dependent upon capability to existing technology, software and selected method of receipt.
 - Video to 9-1-1
 - Data to 9-1-1
- Peninsula Fiber Network (PFN)
 - June 20, 2017, the Monroe County Board of Commissioners approved PFN to be the fiber provider for 9-1-1 trunking into Central Dispatch and provide redundancy and failsafe measures related to 9-1-1 services.
 - The fiber conversion work will begin in early 2018 and be completed within the year.
- Sustaining Existing Technology
 1. Life expectancy of computerized voice-over-IP (VOIP) technology is less than 7 years.
 2. Over the past five years, all day-to-day technology has been upgraded.



MONROE COUNTY CENTRAL DISPATCH

3. The Board of Commissioners has approved funding for these technologies through a combination of grants and county funding.
 4. Upgraded were the radio consoles, Viper 9-1-1 telephone system, NICE audio recording systems, and the UPS power supply.
 5. To plan toward NG9-1-1, at minimum, the sustaining needs must be kept current.
 6. These sustaining costs do not further NG9-1-1's anticipated Enhancements, such as text and video, but prepare for future change and avoid compounding costs
- Enhanced Customer Service - Vigilance to accessing tools to improve effective customer service.
 - Pro QA - Computerized pre-arrival emergency medical protocols thus providing the most efficient service, consistency of service delivery and quality assurance evaluation tools not presently available.
 - Computerized EMD pre-arrival protocols
 1. Lifesaving protocols need to be computerized
 2. Computerized EMD integrates and computerizes pre-arrival lifesavings protocols into CAD
 3. Provides quality assurance with standardized industry accepted pre-arrival instruction practices
 4. Increasingly used throughout the industry
 5. Recognized by our risk carrier as an important risk reduction tool
 - Sustaining Maintenance
 - Sustaining/keeping current operational software and upgrades
 - Avoid compounding costs

Funding Options

Look toward future funding sources that provide for a contingency to ensure the reliability of critical infrastructure, staffing and Next Generation 9-1-1.

- 9-1-1 telephone surcharge
 - The device surcharge amount varies in Michigan Counties throughout the State from \$.42 to \$3.00.
 - Monroe County receives \$.42 per device.
- Millage



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.

Published: January 2016 M.S.G.