

CENTRAL DISPATCH COMMITTEE MEETING MINUTES

Wednesday, April 19, 2023 - 1:30 p.m.

Howard Male Conference Room

The Alpena County Central Dispatch Policies & Procedures Committee met on Wednesday, April 19, 2023, at 1:30 p.m. in the Howard Male Conference Room.

MEMBERS PRESENT: CHAIR – Alpena County Board of Commissioners Burt Francisco  
Director of EM and E911 Services Kim Elkie  
Assistant Director of EM and E911 Services Al Rapson  
Alpena County Sheriff Erik Smith  
NE Michigan Medical Control Nick Harrison  
Michigan Township Association Dan Hibner  
Alpena City Fire Chief Rob Edmonds  
Alpena City Council Mike Nowak  
Private Citizen at Large Edna Sorenson  
Alpena County Fire Representative Tim Wade  
Alpena County 911 Lead Dispatcher Rory Sherwood

OTHERS PRESENT: Kim MacArthur, County Board Assistant

Commissioner Francisco called the meeting to order at 1:30 p.m.

APPROVE AGENDA: Motion to approve the agenda by Erik Smith with support by Dan Hibner. Motion carried.

APPROVE MINUTES: Motion by Nick Harrison with support by Rory Sherwood to approve minutes from the previous meeting dated March 6, 2023. Motion carried.

PUBLIC COMMENT: None.

Emergency Manager/E911 Director Kim Elkie was given the floor by the Chair.

POLICY REVIEW: Director Elkie thanked the Committee for making great progress between 2022 and 2023 for reviewing dispatch policies.

INFORMATION ITEM: Updates and corrections to Policy III-09 – Individual Department Unique Responses were discussed.

INFORMATION ITEM: Updates to Policy III-16 – DNR Fire Department Response were discussed.

INFORMATION ITEM: Updates and corrections to Policy IV-04 – Dispatch of Medical First Responders were discussed.

INFORMATION ITEM: Tim Wade reported at last month's Thunder Bay Fire Fighters meeting the fire chiefs discussed the handling of car/deer accidents with airbag deployment and no injuries. Commissioner Francisco asked that the fire chiefs send a letter in writing as to their recommendations. Tim reported that he will have Hanna Trelfa draft up a letter.

Motion was made by Dan Hibner and supported by Rob Edmonds to approve the Action Item below. Motion carried.

**ACTION ITEM #1: The Committee recommends to approve updates to the following policies as presented:**

**Policy III-09 – Individual Department Unique Responses;**  
**Policy III-16 – DNR Fire Department Response;**  
**Policy IV-04 – Dispatch of Medical First Responders**

**DIRECTOR'S UPDATE:**

Director Elkie updated the Committee that the Local Emergency Planning Committee (LEPC) needs to hold 4 meetings per year to hit the benchmark for Homeland Security funding and they will have met 6 times during this fiscal year.

The Hazmat Training in March went very well. Over 50 people were in attendance. There was also interest in making Alpena a training hub for their hazmat training programs.

The tower is expected to be delivered this week.

Director Elkie and Assistant Director Rapson attended cybersecurity training and received a lot of good information.

The Homeland Security Conference will be held in May in Grand Rapids.

Director Elkie and Assistant Director Rapson were invited by the Undersheriff to attend some active violence training and they also attended mental health training.

Weather spotter training is being held in the Howard Male Conference Room on Thursday evening with the National Weather Service out of Gaylord.

Director Elkie reported they are hoping to finish up the 911 addressing project.

Assistant Director Rapson and Rory Sherwood are working with Active 911 and they are making progress for the information to be more reliable. They appreciate feedback from the users as there have been several concerns from local responders.

The State 911 Office will be performing an audit for the last 3 years.



PUBLIC COMMENT:

None.

Nick asked for an audit to be done on the Active 911 list as many people on the list are no longer affiliated. Rory reported the fire chiefs give them rosters and they go through them to make sure they are accurate.

Tim Wade inquired about the time frame for the tower to be online. Kim reported they will be doing coverage testing which is scheduled in May.

Tim also inquired about dead spots with pagers and not receiving tone outs. Kim will reach out to Grand Traverse Mobile and bring back information to the next meeting.

The meeting adjourned at 2:18 p.m.

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Burt Francisco, Chairman

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Kim Elkie, Director of Emergency  
Management and E911 Services

kvm

**ALPENA COUNTY CENTRAL DISPATCH  
FIRE SERVICE POLICIES**

**III-9 INDIVIDUAL DEPARTMENT UNIQUE RESPONSES:**

Effective: 10/27/15

Supersedes: III-9 INDIVIDUAL DEPARTMENT UNIQUE RESPONSES (dated 06/30/15)

**9.1 CITY OF ALPENA FD:**

- a. The Fire Chief and Fire Marshall shall be notified of any working fire.
- b. When DPI advises of a controlled burn, advised City Fire immediately.

**9.2 ALPENA TOWNSHIP FD:**

- a. **Station 1 NORTH** - From the North County Line to the Thunder Bay River. This station also covers Presque Isle Township Fire District II.

• Bagley St, N	1100	to	2096	Even only
• Boilore Rd	2151	to	2999	
• County Line Rd	1221	to	2747	Odd only
• Grand Lake Rd	9721	to	10925	
• Haken Rd	4205	to	9897	Odd Only
• LaComb Rd, E	1160	to	2439	
• LaComb Rd, W	1120	to	2990	
• Long Lake Rd	2425	to	7241	
• Long Lake Rd, W	7401	to	10765	
• Long Rapids Rd	999	to	2928	
• Misery Bay Rd	5276	to	8555	
• US 23 North	1010	to	10990	
• Wessel Rd	3502	to	7353	
• Woodward Ave	3840	to	3900	

*Simplify  
this page*

- b. **Station 2 SOUTH** - From the Thunder Bay River to Just South of Timm Dr.

• Bagley St, S	1100, 1260, 1278			
• Curtis Dr	9116	to	9134	Even only
• Grant St	128	to	2550	
• Hobbs Dr	1280	to	2661	
• Lake Winyah/Thunder Bay Village (ALL)				
• Marek Rd	1880, 2990			
• M32 W	1000	to	2950	
• Piper Rd	3000	to	8020	
• Spruce Rd	6577	to	8991	
• Third St,S	3380	to	3654	
• Timm Dr	1628	to	1776	
• Werth Rd	2040	to	3981	
• US 23 South	1400	to	9024	
• Precord Rd	4056	to	4134	

**ALPENA COUNTY CENTRAL DISPATCH  
FIRE SERVICE POLICIES**

~~c.~~ **Station 3 WEST** - if staffed, will respond to assist North or South.

**d. Full Department Response:**

- Fires:
  - i. All Structures
  - ii. Appliances
  - iii. Equipment fires in a structure
- Smoke: In a structure or observed coming from a structure.
- Automatic fire alarms
- Bus or semi accidents
- Aviation accidents
- Building collapse
- Severe weather warning
- Commercial Buildings
- Chimney Fires
- Hazardous Materials Incident
- Water/Ice rescue
- City Stand-by for fires and County-Wide EMS.

**e. Single Station Response:**

- Smoke sighting – Smoke Smell
- Grass or trash fires
- Vehicle fire – roll overs
- PI accidents
- Power Pole/Line Down
- All other emergency rescues

~~f.~~ **Mutual Aid Request** - 1 station on initial response.

~~g.~~ **Automatic Mutual Aid** - Dispatch Alpena Township Station 1 North and Maple Ridge Township FD to all fire and EMS calls in Maple Ridge Township. *No longer in place*

~~h.~~ **Lift Assist** - Private residence locations only, no commercial care homes.

**9.3 MAPLE RIDGE TOWNSHIP FD:**

~~a.~~ **Automatic Mutual Aid** - Dispatch Maple Ridge Township FD and Alpena Township Station 1 to all Fire calls in Alpena Township North side coverage area. *No longer*

**9.4 WELLINGTON TOWNSHIP FD:**

~~a.~~ **Medical Calls:**

- West of Avery road - Hillman Ambulance. *Refer to Dispatch of EMS*
- East of Avery road - Long Rapids medical first responders and Alpena County Ambulance.

**b. Fire Calls:**

- West of Avery road - Hillman Fire Department.
- East of Avery road - Long Rapids Fire Department.



**ALPENA COUNTY CENTRAL DISPATCH  
FIRE SERVICE POLICIES**

**9.5 GREEN TOWNSHIP FD:**

**a. Medical Calls:**

*Refer to dispatch of Ems*

- West of the Upper-South Branch Thunder Bay River (just West of M32/Calcutt): Green first Responders and Hillman Ambulance
- East of the Upper-South Branch Thunder Bay River: Green First Responders and Alpena County Ambulance

**b. Fire Calls:**

- West of the Upper-South Branch Thunder Bay River: Hillman Fire Department.
- East of the Upper-South Branch Thunder Bay River: Green Township Fire Department.

*Add CRITC Coverage*



# III-09 INDIVIDUAL DEPARTMENT UNIQUE RESPONSES

## Policy and Procedures

### Alpena Township Fire Dept

#### Full Department Response

- Fires:
  1. All Structures
  2. Appliances
  3. Equipment fires in a structure
  4. Chimneys
- Smoke: In a structure or observed coming from a structure
- Automatic fire alarms
- Bus or semi accidents
- Aviation accidents
- Building collapse
- Severe weather warning
- Commercial buildings
- Hazardous materials incident
- Water/Ice rescue
- City Stand-by for fires and County-wide EMS

#### Single Station Response

- Smoke sighting – smoke smell
- Grass or trash fires
- Vehicle fire – roll overs
- PI accidents
- Power pole/line down
- All other emergency rescue

### Wellington Township

- Long Rapids Fire Department handles all fire calls that are East of Avery Rd.
- Hillman Fire Department handles all fire calls that are West of Avery Rd. (Contact Montmorency and request Hillman Fire)

### Green Township

- Green Township Fire Department handles all fire calls that are East of the Upper-South Branch of the Thunder Bay River (M-32 W/near Calcut Rd)
- Hillman Fire Department handles all fire calls that are West of the Upper-South Branch of the Thunder Bay River (M-32 W/near Calcut Rd.) Contact Montmorency and request Hillman Fire.



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# III-09 INDIVIDUAL DEPARTMENT UNIQUE RESPONSES

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## Policy and Procedures

### Alpena CRTC

- CRTC and Wilson Township Fire will immediately be dispatched for all fire emergencies at the Airport properties and the Alpena County Jail. CRTC would be primary for the Alpena County Airport Terminal and the Alpena County Jail.
- CRTC should be called out to assist Wilson Township on the 2<sup>nd</sup> page if no Wilson personnel are in route. A map depicting the coverage area for this mutual aid is attached and can be found on the bulletin board in Dispatch as well as the bind at each station.





# ALPENA COUNTY CENTRAL DISPATCH FIRE SERVICE POLICIES

Effective: 04/17/13

## 16. DNR FIRE DEPARTMENT RESPONSE:

### 16.1 Policy:

The Michigan DNR Fire Department will be dispatched when any request for fire, or suspected fire, response is made for:

- State owned land
- Wooded or brush lands
- Planted fields
- Ditches

If there is any question on whether the DNR Fire Department should be included in the callout, the dispatcher will include them in the response.

### 16.2 Procedure:

When a dispatcher receives a report of a fire, smoke smell or sighting, arcing or downed power line in one of the above mentioned areas they will:

#### 16.2.1 Normal Business Hours:

- Page the closest jurisdictional Fire Department and DNR Fire.
- Attempt to contact on-duty DNR fire personnel on the ~~800MHz radio talkgroup~~ **FMATLAN.**
- If no DNR Fire response is received by the time the jurisdictional Fire Department has received ~~three~~ **two** pages, perform the After Hours steps below.

Dispatch  
DNR station  
in CAD

#### 16.2.2 After Hours:

Attempt to contact a person on the DNR Fire After-hours Contacts list. This list is kept updated and can be found:

- On a memo attached to this procedure.
- On a memo posted on the on-call board in Alpena County Central Dispatch.
- In the Contacts data base under ~~DNR Fire After-hours Contact List~~

CAD Phone Directory

DNR Fire & Burn



# III-16 DNR FIRE DEPARTMENT RESPONSE

## Policy and Procedures

### 16.1 Policy

The Michigan DNR Fire Department will be dispatched when any request for fire, or suspected fire, response is made for:

- State owned land
- Wooded or brush lands
- Planted fields
- Ditches

If there is any question on whether the DNR Fire Department should be included in the callout, the dispatcher will include them in the response.

### 16.2 Procedure

When a dispatcher receives a report of a fire, smoke smell, sighting, or arching/downed power line in one of the above mentioned areas they will:

#### NORMAL BUSINESS HOURS:

- Page the closest jurisdictional fire department, being sure to “drop” the **DNRFD** station on the CAD.
- Attempt to contact on-duty DNR fire personnel on **FMATLAN**.
- If no DNR Fire response is received by the time the jurisdictional fire department has received 2 pages, perform the After Hours steps below.

#### AFTER HOURS

Attempt to contact a person on the DNR Fire After-hours Contact List. This list is kept updated and can be found:

- On a memo attached to this procedure.
- On a memo posted on the on-call board in Alpena County Central Dispatch.
- In the Contacts/Phone Directory under **DNR FIRE AND BURN**.





## ALPENA COUNTY CENTRAL DISPATCH MEDICAL SERVICES POLICIES

Effective: 10/27/15

Revised: 7/28/21

### IV- 4. DISPATCH OF MEDICAL FIRST RESPONSE (MFR) UNITS

*Responders*

#### 4.1 Policy:

MFR is routinely dispatched to all EMS/rescue responses.

*explanation of policy*

#### 4.2 Procedures:

##### 4.2.1 Paging:

4.2.1.1 MFR units are paged 2 times at a 45 to 60 second interval.

*between end of 1st page  
& beginning of 2nd*

4.2.1.2 The first page is done simultaneously with the ambulance page in accordance with policy **IV-06 Dispatch of Ambulances**.

4.2.1.3 If no jurisdictional responder has contacted dispatch by approximately one minute following the second page, dispatch the next closest department with an additional two pages, based upon the responses outlined in section 4.2.2 (below).

4.2.1.4 Ensure that the **IV-08 Scene Safety** policy is adhered to.

##### 4.2.2 MFR Response Exceptions by Jurisdiction:

4.2.2.1 City of Alpena: MFR units are not dispatched within Alpena City. The Alpena City FD shift commander deploys any additional city units to assist an ambulance.

# Change in response to Medilodge,  
Alcona Health & WellNow

**4.2.2.2 Alpena Township:** If no, or inadequate, response is received, page out the alternate Alpena Township FD station prior to requesting aid from another department.

**4.2.2.3 Wellington Township:** West of Avery road – Hillman Ambulance. East of Avery Road – LR Medical First Responders and Alpena County Ambulance.

**4.2.2.4 Green Township:** West of the Upper-South Branch Thunder Bay River (just West of M32/Calcut): Green First Responders and Hillman Ambulance. East of the Upper-South Branch Thunder Bay River: Green First Responders and Alpena County Ambulance.

**4.2.2.5 ECHO UNIT – Maple Ridge, Long Rapids, Wilson, and Green Townships:** During certain days and times an ALS “Echo” Unit is on duty and responds to all EMS calls in these four townships. If no jurisdictional MFR has responded after the second page, but the ECHO Unit has responded to the call no additional pages are required. If the Echo Unit is not available or responding, page out the next closest department.

**4.2.2.6 CRTC FD:** Notify CRTC Dispatch via O4 Comm or ~~telephone of~~ any EMS response dispatched to the Air Base. They will dispatch CRTC FD MFR units. CRTC Fire Department will respond to all incidents from Bob’s Gun shop on M-32 to Bean Creed Road and extend south to Werth Road.

**4.2.2.7 Wilson Township:** CRTC should be called out to assist Wilson Township on the second page if no Wilson personnel are in route. For the Alpena County Airport Terminal and Alpena County Jail, Wilson Township and CRTC should be paged simultaneously for all medical emergencies at the Airport properties and the Alpena County jail. The Alpena CRTC would be primary for the Alpena County Airport Terminal and the Alpena County Jail.





## IV-04 DISPATCH OF MEDICAL FIRST RESPONDERS

### Policy and Procedures

#### 4.1 Policy

Medical First Responders (MFR) are routinely dispatched to all EMS/rescue calls for service. This policy explains proper paging procedure and response exceptions for these calls.

#### 4.2 Procedures

##### PAGING

- MFRs are paged 2 times with 45 to 60 seconds between the end of the first page and beginning of the second page.
- The first page is done simultaneously with the ambulance page in accordance with policy **IV-06 Dispatch of Ambulances**.
- If no jurisdictional responder has contacted dispatch by approximately one minute following the second page, dispatch the next closest department with an additional two pages, keeping in mind the response exceptions for some jurisdictions which are outlined below.
- Ensure that the **IV-08 Scene Safety** policy is adhered to.

##### MFR RESPONSE EXCEPTIONS BY JURISDICTION

###### City of Alpena

- MFRs are not dispatched within the City of Alpena. The Alpena City Fire Department shift commander deploys additional city units to assist the ambulance as they deem appropriate.

###### Alpena Combat Readiness Training Center (CRTC)

- Notify CRTC Dispatch via 04COM of any EMS response dispatched to the Air Base. They will dispatch CRTC FD EMS.
- CRTC will immediately be dispatched with Alpena County EMS and Wilson Twp for all medical emergencies at the Alpena County Airport properties and the Alpena County Jail.





# IV-04 DISPATCH OF MEDICAL FIRST RESPONDERS

## Policy and Procedures

### Alpena Township

- If no response is received, page out the alternate Alpena Township station prior to requesting aid from another department.
- Alpena Township will only be dispatched to Medilodge of Greenview, Alcona Health Center, and WellNow Urgent Care in the event of a cardiac arrest or when requested by an alpha unit.

### Green Township

- Contact Montmorency Dispatch for Hillman Ambulance and immediately dispatch Green First Responders for medicals west of the Upper-South Branch of the Thunder Bay River (just West of M-32 W/Calcut Rd)
- Simultaneously page out Alpena County Ambulance and Green First Responders for all medicals east of the Upper-South Branch of the Thunder Bay River.

### Wellington Township

- Contact Montmorency Dispatch for Hillman Ambulance for all medicals West of Avery Rd.
- Long Rapids First Responders and Alpena County Ambulance for all medicals east of Avery Rd.

### Wilson Township

- CRTC should be immediately dispatched to assist Wilson Township after the second page if no Wilson personnel are in route. A Map depicting the coverage area for this mutual aid is attached and can be found on the bulletin board in Dispatch as well as the binder at each station. This area includes M-32 W from the East Twp Line to Bean Creek Rd and extends south to Werth Rd.
- CRTC will immediately be dispatched with Alpena County EMS and Wilson Twp for all medical emergencies at the Alpena County Airport properties and the Alpena County Jail.

### ECHO Unit

- During certain days and times an ALS "Echo" Unit is on duty and responds to all EMS calls within **Green Township, Long Rapids Township, Maple Ridge Township, and Wilson Township**. If no jurisdictional MFR has responded after the second page, but the ECHO unit is in route, no additional pages are needed. If the Echo Unit is not available or responding, page out the next closest department.

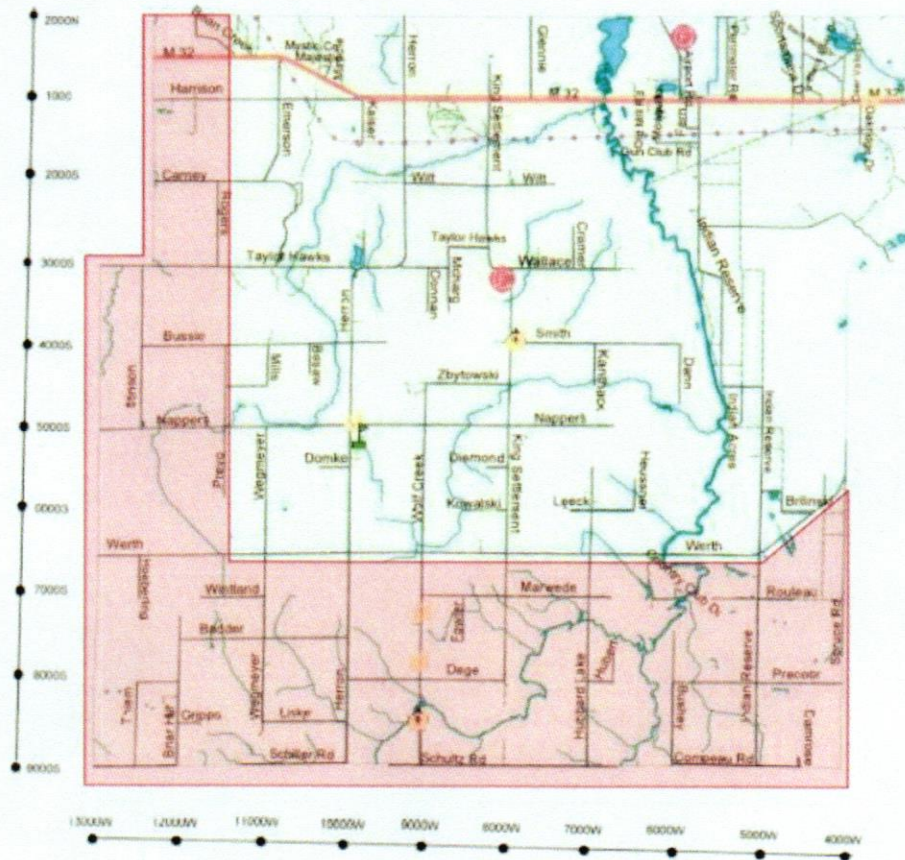




# IV-04 DISPATCH OF MEDICAL FIRST RESPONDERS

## Policy and Procedures

### Alpena CRTC Fire Department Wilson Township Mutual-Aid Response Area



CRTC Fire Department will respond to all incidents in the township except for the areas shaded in **RED**.

All addresses:

**EAST** of Bean Creek Road  
and  
**NORTH** of Werth Road

IMPLEMENTED: 10/27/2015  
REVISED: 07/28/2021; 04/13/2023; 04/27/2023