



Grand Traverse County 911 Board of Directors
January 16th, 2025 @ 10:00am
Commission Chambers, Governmental Center

AGENDA

1. Approval of Agenda
2. Election of Officers
3. Approval of Minutes (December 19th, 2024)
4. Bylaw Review/Membership appointments
5. Director Report
6. Committee Reports
 - a. Technical
 - b. Law Enforcement
 - c. Fire/EMS
7. Old Business
Cybersecurity Recovery
8. New Business
9. Roundtable
10. Adjournment

GRAND TRAVERSE COUNTY 911 BOARD OF DIRECTORS

MEETING MINUTES OF December 12th, 2024

COMMISSION CHAMBERS – GOVERNMENTAL CENTER

PRESENT:

Gregg Bird
Nick Lemcool
Brad Jewett
Andy Down
Adam Gray
Chief Paul Mackin
Chief Jim Tuller
Jason Torrey
Roger Craig

AGENCY:

GT County Emergency Management
East Bay Ambulance
GT County Board of Commissioners
Long Lake Township Emergency Services
Traverse City Police Department
GT Metro Emergency Services
Traverse City Fire Department
GT 911/Central Dispatch
Michigan State Police

ABSENT:

Brandon Brinks

GT County Sheriff's Department

OTHERS IN ATTENDANCE:

Corey LeCureux
Nick Carpenter
Bill Parker
Chris Wilkes
Keith Tampa
Amy Fairchild
Fred Gilstorff

GT 911/Central Dispatch
GT 911/Central Dispatch
Blair/Paradise Township Emergency Services
GT County Emergency Management
Elmwood Township Fire Department
MMR
Peninsula Township Fire Department

CALL TO ORDER:

Meeting was called to order at 10:00 am. A quorum was present.

APPROVAL OF AGENDA:

Motion by Down. Support by Lemcool. Motion passed.

APPROVAL OF MINUTES:

Motion by Jewett. Support by Gray. Motion passed.

DIRECTORS REPORT:

- Two trainees progressing through CTO program; completion expected within 60 days.
- Recruitment ongoing to fill two positions after recent departures.
- Staff completed ICS 300/400 and are attending peer support training in January.
- Staff will attend the NENA Standards and Best Practices Conference, with a focus on AI in dispatch centers.
- Meeting scheduled in January to address city IT services transition and CAD system interactions.
- Basic year-end statistics available due to quarantine environment limitations.
- Crisis center soft opening in January 2025; discussions on improving 911 interaction with clinicians are ongoing.
- Strong performance by staff with a 97.39% compliance rate in QA evaluations.

SUBCOMMITTEE REPORTS:

Technical

- No updates

Law Enforcement

- Crisis center requested prior notification for arrivals.
- Lt Craig - Two new MSP troopers assigned to Benzie County, with one supporting Grand Traverse County.

Fire and EMS

- No updates

OLD BUSINESS:

- Progress on resolving issues with NCIC interface and MSP connections; updates expected in January.
- Migration out of quarantine environment to begin in January, allowing for improved functionality and statistical reporting.
- Facilities master plan conceptual design nearing completion; detailed design phase to follow.
- Facility to be built to ICC 5500 standards, with an estimated size of 12,000 sq. ft.

NEW BUSINESS:

- Policy updates for review/approval:
 - 15. Severe Weather
 - 24.0 Smat911
 - 25.0 CHEMPACK/MEDDRUN
 - 27.0 Code Red
 - 30.0 Emergency Management Notifications

Motion to approve all updates by Jewett. Support by Lemcool. Vote was unanimously approved.

- 2025 Meeting Schedule: Approved as presented, with meetings on the third Thursday of each month (excluding July).

Motion by Down. Support by Gray. Vote was unanimously approved.

ROUND TABLE:

- Chair extended holiday greetings and gratitude to the board for a successful year.

Meeting adjourned 10:24 AM

Grand Traverse County 911 Central Dispatch

Board of Directors

Adopted: March 7, 2018

Section I: Authority

These By-laws are adopted pursuant to Emergency Telephone Service Enabling Act, MCLA 484.1301 et seq.

Section II: Purpose

The Participating Public Safety Agencies desire to centralize the dispatch of emergency service responders including all public service entities. The intent is to create a Central Dispatch Board of Directors to benefit the public and the safety, health, and welfare of the citizens of Grand Traverse County.

Section III: Definitions

As used in these By-laws, the following terms shall have the following meanings:

- 3.1 **Board** means refers to the Board of Directors as described in this Agreement
- 3.2 **Budget** means the annual fiscal plan regarding anticipated expenditures and revenue adopted by the Board of Commissioners.
- 3.3 **County** means Grand Traverse County Board of Commissioners
- 3.4 **Direct Dispatch Method** means a method of responding to a request for service whereby a PSAP, in accordance with established operating standards and policies, decides on the proper action to be taken and dispatches the appropriate available emergency service unit(s).
- 3.5 **Emergency Telephone Service Enabling Act** means 1986 P.A. No. 32, as amended, MCLA 484.1101 *et seq.*
- 3.6 **Executive Committee** means the chairperson, vice-chairperson and secretary of the Board.
- 3.7 **Fiscal year** shall be the same as the County of Grand Traverse.
- 3.8 **Participating Public Safety Agency (ies)** means a public agency that participates in the Grand Traverse County Central Dispatch system through either the direct dispatch method or transfer method.
- 3.9 **Public Safety Answering Point (PSAP)** means a communications facility operated on a 24-hour basis, assigned responsibility to receive both emergency and non-emergency requests by means of the direct dispatch method, the relay method or the transfer method.

3.10 **Relay method** means a method of responding to a request for service whereby a PSAP notes pertinent information and, in accordance with established operating standards and policies, relays it by telephone, radio, or private line to the appropriate public safety agency or other provider of emergency services that has an available emergency service unit in response to the request for service.

3.11 **Transfer method** means a method of responding to a request for service whereby a PSAP, in accordance with established operating standards and policies, transfers the call directly to the appropriate public safety agency or other provider of emergency service that has an available emergency service unit in response to the request for service.

3.12 **9-1-1 Plan** means the Plan adopted by the County Board of Commissioners pursuant to the Emergency Telephone Service Enabling Act.

Section IV: Governance

4.1 Board of Directors.

(A) Composition

For the purpose of developing and implementing dispatch policy and procedure, the Grand Traverse County 911 Central Dispatch shall be governed by a Board of Directors. The Board of Directors shall be comprised of 10 members, who shall be appointed by the County, and shall be comprised of a representative from the following departments or local units of government:

1. Grand Traverse County Board of Commissioners
2. Grand Traverse County Sheriff's Office
3. Traverse City Police Department
4. Michigan State Police
5. Traverse City Fire Department
6. Grand Traverse Metro Fire Department
7. Township Fire Services Representative (as recommended by the Fire/EMS committee)
8. Emergency Management
9. Central Dispatch Director
10. Emergency Medical Services

(B) Meetings

(1) Organizational Meeting

The Board shall hold an Organizational meeting in January of every year. At the Organizational Meeting, the Central Dispatch Director shall preside until a Chairperson is chosen. As to the first item of business, the Board shall elect a Chairperson from its members. As to the second item of business, the newly elected Chairperson shall assume the chair and proceed with the elections of the Vice-Chairperson and Secretary.

As to the third item of business, the Board shall set the schedule of its regular meetings. The schedule shall include the date, time and place of the regular meetings for the calendar year. The schedule of its regular meetings shall be posted in accordance with the Open Meetings Act, MCLA 15.261, et seq. The Board shall meet at least quarterly, but may meet more frequently as decided by the board. The Board may also consider other items of business at the Organizational Meeting.

(2) Place of Meetings

Meetings of the Board shall be held in the Governmental Center located at 400 Boardman Avenue, Traverse City, Michigan, unless public notice of the meeting states a different location.

(3) Notice of meetings

All notices of the dates, times, and places of regular and special meetings shall be given in accordance with the Open Meetings Act, MCLA 15.261, et seq, as amended.

(4) Change in Meeting Schedule

By a majority vote of the board members appointed and serving, changes may be made to the meeting schedule including time and place or to recess any meeting to a later date. A special meeting of the board shall be held when requested by at least $\frac{1}{2}$ (5) of the members of the Board.

(5) Conduct of Meeting

All meetings of the Board shall be conducted in accordance with all the requirements of the Open Meetings Act, MCLA 15.261, et seq, included but not limited allowing public comment, approving and publishing minutes, and meeting in closed session. The Board shall also follow the latest edition of Robert's Rules of Order Newly Revised unless they are inconsistent with these By-laws or statutes.

(6) Quorum

Five members of the Board shall constitute a quorum to conduct business.

(7) Voting

Each member shall be entitled to one vote. Voice voting shall be the normal method of voting unless a statute requires a roll call vote be taken, or the matter being voted upon requires a 2/3 or greater vote.

(C) Officers

The Board shall consist of the following officers:

Chairperson:

The Chairperson shall preside over meetings and will coordinate activities of the Grand Traverse County Central Dispatch.

Vice Chairperson:

The Vice Chairperson will act as the Chairperson in the Chairperson's absence and can conduct all business that the Chairperson would normally conduct.

Secretary:

The Secretary shall serve as the recording secretary at the meetings of the Board, prepare minutes, and perform other duties assigned by the Board. The Board may appoint someone else other than the Secretary to serve as the recording secretary and prepare the minutes.

(D) Term of Office

The Central Dispatch Board of Directors shall be appointed for a period of two (2) years commencing January 1 of odd years, with the exception of the Grand Traverse County Sheriff, or designee, and the representative of the Michigan State Police who serve as defined by statute. The officers shall serve for a period of one year with their term commencing with their election at the Organizational Meeting.

Section V: Operations**5.1 Personnel:**

The civilian director of Grand Traverse Central Dispatch is its chief executive officer and is directly responsible to the County Administrator for maintenance of communications equipment, developing work assignments within the Center, carrying out all policies set forth by the Board of Directors and other duties as may be assigned by the County Administrator. The Director and all such personnel shall be County employees and shall adhere to all rules, regulations, policies and procedures as set forth by the Grand Traverse County Board of Commissioners. Upon vacancy of the Director's position, the Central Dispatch Board of Directors shall appoint up to two members to participate in the hiring process conducted by the County Administrator. The County Administrator retains the final authority on all matters involving Grand Traverse County 911 Central Dispatch.

5.2 Director:

The Dispatch Director will:

- Address all personnel issues
- Develop a budget and handle all budgetary issues
- Develop, revise and enforce Policy and Procedures
- Adopt or develop a disciplinary policy and practice
- Develop and interface with Technical Sub-committee when needed
- Provide reports to the Grand Traverse County Board of Commissioners as needed
- Maintain 9-1-1 Plan as required by law
- Any and all other duties deemed necessary by Grand Traverse County

Central Dispatch:

Grand Traverse County Central Dispatch is charged with the responsibility of operating an E-9-1-1 Public Safety Answering Point (PSAP) and Central Dispatch System for participating public service agencies and participating private public safety entities in Grand Traverse County in compliance with Emergency Telephone Service Enabling Act, P.A. No. 32 as amended, MCLA 484.1101 *et seq.*

Section VI: Fiscal Administration**6.1 Budget:**

In June of each year, the Director shall prepare a budget for the upcoming calendar year and submit it to the Grand Traverse County 911 Central Dispatch Board of Directors for review. Upon approval, but no later than August 15 of each year, the Director shall submit the budget request to the County Administrator for inclusion in the annual budget process. The Director shall represent the department in subsequent budget discussions and notify the Central Dispatch Board of Directors of any significant changes to the budget request during the budget process.

The Director shall ensure compliance with the county's fiscal and purchasing policies and procedures.

6.2 Audit:

In accordance with state statutes and Board of Commissioners policies, funds of the Grand Traverse County 911 Central Dispatch shall be audited on an annual basis.

Section VII: Miscellaneous**7.1 Amendment:**

This agreement may be amended upon recommendation of the Grand Traverse County Central Dispatch Board of Directors and approval of Grand Traverse County Board of Commissioners.

7.2 Effective Date:

These By-laws shall become effective immediately following their adoption by the Grand Traverse County Board of Commissioners and by the Central Dispatch Board of Directors which shall be signified by member signatures affixed hereto.



GRAND TRAVERSE COUNTY

CENTRAL DISPATCH

400 Boardman Ave, Suite 306, Traverse City Michigan 49684
Dispatch: (231) 922-4550 | Fax: (231) 922-6877

January 16th, 2025

To: Grand Traverse County Board of Commissioners
From: Gregg Bird, 911 Board of Directors - Chair
Ref: 2025 Grand Traverse 911 Board of Directors membership appointments
Commissioners,

Pursuant to the Central Dispatch Board of Directors by-laws, the Central Dispatch Board of Directors shall be appointed for a period of two (2) years commencing January 1 of odd years, except for the Grand Traverse County Sheriff, or designee, and the representative of the Michigan State Police who serve as defined by statute.

The following members are recommended to be approved by the Grand Traverse County Board of Commissioners.

Member	Department
Commissioner X	Grand Traverse County Board of Commissioners
Captain Brandon Brinks	Grand Traverse County Sheriff's Office
Captain Adam Gray	Traverse City Police Department
LT Roger Craig	Michigan State Police
Chief Jim Tuller	Traverse City Fire Department
Chief Paul Mackin	Grand Traverse Metro Fire Department
Chief Andy Down	Township Fire Services Representative
EM Gregg Bird	Emergency Management
Director Jason Torrey	Central Dispatch Director
East Bay EMS Director Nick Lemcool	Emergency Medical Services

Gregg Bird, 911 Board of Directors Chair