



Grand Traverse County 911 Board of Directors
February 20th, 2025 @ 10:00am
Commission Chambers, Governmental Center

AGENDA

1. Approval of Agenda
2. Approval of Minutes (January 16th, 2025)
3. Director Report
4. Committee Reports
 - a. Technical
 - b. Law Enforcement
 - i. CCH Storage
 - c. Fire/EMS
 - i. Discussion Pending EMS calls
5. Old Business
 - a. Project Alpha Update
 - b. Cybersecurity Recovery
 - a. NCIC
 - b. MSP
 - c. City & County IT Separation
6. New Business
 - a. Dispatch Leadership Changes
7. Roundtable
8. Adjournment

GRAND TRAVERSE COUNTY 911 BOARD OF DIRECTORS

MEETING MINUTES OF January 16th, 2025

COMMISSION CHAMBERS – GOVERNMENTAL CENTER

PRESENT:

Gregg Bird
Nick Lemcool
Brandon Brinks
Adam Gray
Chief Paul Mackin
Chief Jim Tuller
Jason Darling

AGENCY:

GT County Emergency Management
East Bay Ambulance
GT County Sheriff's Department
Traverse City Police Department
GT Metro Emergency Services
Traverse City Fire Department
Michigan State Police

ABSENT:

Jason Torrey
Andy Down

GT 911/Central Dispatch
Long Lake Township Emergency Services

OTHERS IN ATTENDANCE:

Corey LeCureux
Tony Posey
Daryl Case
Amy Fairchild
Bill Parker

GT 911/Central Dispatch
GT Metro Emergency Services
Green Lake Township Emergency Services
MMR
Blair Township Emergency Services

CALL TO ORDER

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

APPROVAL OF AGENDA:

Motion by Gray. Support by Brinks. Motion passed.

ELECTION OF OFFICERS:

Chairman: Gregg Bird nominated by Lemcool and Brinks (Unanimous)

Vice Chair: Chief Jim Teller nominated by Bird and Brinks (Unanimous)

Secretary: Captain Brinks (Elected 3-2 over Captain Gray)

APPROVAL OF MINUTES:

Motion by Gray. Support by Brinks. Motion passed.

DIRECTORS REPORT:

- 2024 Year-End Statistics:
 - Total Events: ~92,000
 - Law Enforcement Calls: ~55,500
 - Fire/EMS Calls: ~23,490
 - 911 Calls: ~40,000
 - Total Phone Calls (Admin & 911): ~115,000
 - Call Response Times:
 - 99.3% of 911 calls answered within 15 seconds (exceeding NENA standard).
 - Average answer time: 4.15 seconds, ranking among top-performing centers.
- Community Engagement:
 - Social media reach: ~4 million interactions.
 - Continued participation in public education events; agencies are encouraged to invite 9-1-1 to community events.

SUBCOMMITTEE REPORTS:

Technical

- No Updates.

Law Enforcement

- No Updates.

Fire and EMS

- Working with Dr. Smith on possible protocol changes for non-emergent calls and facilities.

OLD BUSINESS:

- Cybersecurity Recovery:

- Ongoing issues with LEIN connection and MSP Mobile CAD integration remain unresolved.
- Tyler Technologies, Michigan State Police, and IT staff held a two-hour meeting with no progress.
- Discussion on creating a separate network for resolution is ongoing.
- Project Alpha (New ECC/EOC Facility):
 - Facility expanded to 14,000 sq. ft. (up from initial 9,000 sq. ft.) due to FEMA construction requirements.
 - Facility placement adjusted due to easement issues.
 - Design includes an Emergency Operations Center, Dispatch Center, Training Room, and Wellness Spaces.
 - Construction expected to begin mid-to-late summer 2025, with occupancy by late 2026.

NEW BUSINESS:

- City & County IT Separation:
 - Concerns raised about ensuring continued CAD access for city law enforcement post-separation.
 - Further discussions planned with city officials to address integration challenges.

ROUND TABLE:

- LEIN/Tyler CAD Issues:
 - Continued problems with system reliability and lost connectivity.
 - IT is working to upgrade NetMotion licensing and servers to resolve recurring crashes.
- Emergency Operations Plan (EOP) Update:
 - Grand Traverse County became the first in Michigan to adopt a 2025-compliant EOP.
 - Individual support plans for local townships will be reviewed and updated in the coming months.

Meeting adjourned 10:28 AM