



Grand Traverse County 911 Board of Directors
April 17th, 2025 @ 10:00am
Commission Chambers, Governmental Center

AGENDA

1. Approval of Agenda
2. Approval of Minutes (March 20th, 2025)
3. Director Report
4. Committee Reports
 - a. Technical
 - b. Law Enforcement
 - i. City & County IT Separation
 - c. Fire/EMS
5. Old Business
 - a. Project Alpha Update
 - b. Cybersecurity Recovery
 - a. NCIC
 - b. MSP
 - c. Dispatch Leadership change report
6. New Business
 - a. National Public Safety Telecommunicator Week
7. Roundtable
8. Adjournment



Board Resolution

RESOLUTION RECOGNIZING THE CONTRIBUTIONS OF EMERGENCY TELECOMMUNICATORS DURING NATIONAL PUBLIC SAFETY TELECOMMUNICATORS WEEK

WHEREAS, emergencies can occur at any time that require law enforcement, fire, or emergency medical services; and,

WHEREAS, when an emergency occurs the prompt response of law enforcement officers, firefighters, and EMS providers is critical to the protection of life and preservation of property; and,

WHEREAS, the safety of our law enforcement officers, firefighters, and EMS providers is dependent upon the quality and accuracy of information obtained from citizens who contact Grand Traverse 911 and,

WHEREAS, Public Safety Telecommunicators are the first and most critical contact our citizens have with emergency services; and,

WHEREAS, Public Safety Telecommunicators are the single vital link for our law enforcement officers, firefighters, and EMS providers by monitoring their activities by radio, providing them information, and ensuring their safety; and,

WHEREAS, Public Safety Telecommunicators are critical in improving the chance of survival for patients who experience sudden cardiac arrest by recognizing the need for cardiopulmonary resuscitation and other lifesaving interventions prior to arrival of EMS; and,

WHEREAS, Public Safety Telecommunicators of Grand Traverse Central Dispatch has contributed substantially to the apprehension of criminals, suppression of fires, and treatment of patients; and,

WHEREAS, each telecommunicator has exhibited compassion, understanding, and professionalism during the performance of their job in the past year.

NOW, THEREFORE, BE IT RESOLVED that the Grand Traverse Central Dispatch Board of Directors recognizes National Public Safety Telecommunicators Week in the Grand Traverse County in honor of the individuals whose diligence and professionalism keep our community and citizens safe.



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GRAND TRAVERSE COUNTY 911 BOARD OF DIRECTORS

MEETING MINUTES OF March 20th, 2025

COMMISSION CHAMBERS – GOVERNMENTAL CENTER

PRESENT:

Gregg Bird
Nick Lemcool
Brandon Brinks
Chief Paul Mackin
Fern Spence
Jason Torrey
Andy Down
Chief Jim Tuller

AGENCY:

GT County Emergency Management
East Bay Ambulance
GT County Sheriff's Department
GT Metro Emergency Services
GT County Board of Commissioners
GT 911/Central Dispatch
Long Lake Township Emergency Services
Traverse City Fire Department

ABSENT:

Adam Gray
Roger Craig

Traverse City Police Department
Michigan State Police

OTHERS IN ATTENDANCE:

Corey LeCureux
Chris Wilkes
Joshua Way
Bill Parker

GT 911/Central Dispatch
GT County Emergency Management
GT 911/Central Dispatch
Blair Township Emergency Services

CALL TO ORDER

Meeting was called to order at 10:03 am. A quorum was present.

APPROVAL OF AGENDA:

Motion by Tuller. Support by Brinks. Motion passed.

APPROVAL OF MINUTES:

Motion by Mackin. Support by Lemcool. Motion passed.

DIRECTORS REPORT:

Leadership Transition:

- Director Jason Torrey preparing for retirement; Deputy Director Corey handling board meetings and operations.
- Acknowledgment of the increased workload on staff, particularly Nick and Jway.

Upcoming Internet & CAD Outages:

- March 25-27: Potential full internet and CAD outage (six-hour window each night).
- Charter Communications is unresponsive regarding specifics.
- Mitigation efforts in place to maintain CAD access in dispatch; mobile access will be down.
- Discussion on lack of redundant ISP and need for backup internet solutions.
- Tyler Technologies requires a static IP for CAD system access, limiting backup options.

911 System & Staffing Updates:

- Cherry Festival & Bayshore Marathon Planning: Testing location-based 911 call routing.
- 911 Phone System: Current system outdated; exploring new options.
- Training Updates:
 - Homicide Call Analysis Course: Two dispatchers attended.
 - Interoperability Conference Presentation: Delivered by Corey and Nick.
 - Upcoming CPR & Mental Health Training.
- Staffing: Stable, but retention post-training remains an issue.

Traffic & Public Safety Trends:

- Personal injury accidents (PIAs) up 20% from 2024.
- Fatal crashes increasing, with incidents across M-37, Whitewater, and Wexford County.

3. Annual Report Presentation

- 2024 Call Volume Slightly Decreased.
 - Reduction due to fewer accidental calls (potentially due to Android/Apple software updates) and decline in landline use.

- Quality Assurance Compliance: 97% adherence to policies.
- Training Graduation Rate: 87% (above 30% national average).
- 911 Answer Time: Exceeds national standards, 99.3% of calls answered in 15 seconds.
- **Project Alpha:**
 - New 911 Center & EOC in Design Phase.
 - Exploring construction of a radio tower at the new site.
- **Financial Updates:**
 - Small decrease in surcharge revenue (possibly due to declining landlines).
 - Expenditures reduced, allowing funds for special projects (e.g., radio replacement).

SUBCOMMITTEE REPORTS:

Technical

- **28Rescue Talk Group:** Law enforcement agencies need to fully adopt it use in order for it to be effective in multiagency incidents. MSP is unable to utilize the talk-group, follow-up planned to determine the core problem.

Law Enforcement

- Personal injury accident trends concerning; increased enforcement planned.
- Sheriff's Directed Patrol Unit (DPU) adding two full-time summer officers to focus on traffic enforcement.
- MSP & Sheriff's Office coordinating on high-visibility patrols.

Fire and EMS

- **Pending EMS Policy:** Investigation into making the process align with dispatches current procedures. Discussed need for the policy to address potential summer EMS resource shortages.
- Whitewater Township Fire: Starting Medical First Responder (MFR) service on April 1.

OLD BUSINESS:

- Project Alpha (New ECC/EOC Facility):
 - Commissioners requesting a study session to clarify project details.
 - Construction delayed until at least October 2025.
- Cybersecurity Recovery:
 - NCIC Integration Issues:
 - Construction delayed until at least October 2025.
 - Midland County successfully connected; outreach planned for troubleshooting.
 - MSP CAD Access:
 - MSP remains disconnected from CAD.

- City & County IT Separation:
 - City nearing completion of independent LEIN server setup.
- Dispatch Leadership Change:
 - New director search ongoing.
 - Cory & Jway managing administrative responsibilities in the interim.

NEW BUSINESS:

- Mental Health Diversion Program:
 - CMH unable to fund embedded social worker at dispatch.
 - Potential for opioid task force or marijuana tax funds as alternative funding sources.

ROUND TABLE:

- Recognition of Director Jason Torrey's 27 years of service.
- Staff presented Jason with a commemorative award.
- Final comments from board members thanking Jason for his leadership and impact on 911 operations.

Meeting adjourned 11:14 AM