



Grand Traverse County 911 Board of Directors
May 15th, 2025 @ 10:00am
Commission Chambers, Governmental Center

AGENDA

1. Approval of Agenda
2. Approval of Minutes (April 17th, 2025)
3. Director Report
4. Committee Reports
 - a. Technical
 - b. Law Enforcement
 - c. Fire/EMS
5. Old Business
 - a. Project Alpha Update
 - b. Cybersecurity Recovery
 - a. NCIC
 - b. MSP
 - c. City & County IT Separation
 - a. Background check process
 - d. Dispatch Leadership change process report
 - a. Administrative Supervisor appointment
 - b. Shift Supervisor appointment
6. New Business
 - a. Upcoming Special Event Planning
 - b. Policy 22.4 Medical Facilities EMS Response (Doctor/Nurse Request)
 - c. Discussion adding technical staff
7. Roundtable
8. Adjournment

GRAND TRAVERSE COUNTY 911 BOARD OF DIRECTORS

MEETING MINUTES OF April 17th, 2025

COMMISSION CHAMBERS – GOVERNMENTAL CENTER

PRESENT:

Gregg Bird
Nick Lemcool
Chief Paul Mackin
Fern Spence
Corey LeCureux
Adam Gray

AGENCY:

GT County Emergency Management
East Bay Ambulance
GT Metro Emergency Services
GT County Board of Commissioners
GT 911/Central Dispatch
Traverse City Police Department

ABSENT:

Brandon Brinks
Chief Jim Tuller
Roger Craig
Andy Down

GT County Sheriff's Department
Traverse City Fire Department
Michigan State Police
Long Lake Township Emergency Services

OTHERS IN ATTENDANCE:

Nicholas Carpenter
Chris Wilkes
Joshua Way
Jason Darling
Bill Parker
Joshua Morgan
Daryl Case

GT 911/Central Dispatch
GT County Emergency Management
GT 911/Central Dispatch
Michigan State Police
Blair Township Emergency Services
Whitewater Fire Department
Green Lake Township Emergency Services

CALL TO ORDER

Meeting was called to order at 10:02 am. A quorum was present.

APPROVAL OF AGENDA:

Motion by Lemcool. Support by Mackin. Motion passed.

APPROVAL OF MINUTES:

Motion by Lemcool. Support by Mackin. Motion passed.

DIRECTORS REPORT:

Leadership Transition:

- Corey LeCureux was promoted to the 9-1-1 Director position following Jason Torrey's retirement.
- Jway promoted to Deputy Director.

Intergovernmental Agreement Termination:

- Grand Traverse County is exiting the shared 9-1-1 phone system agreement due to unreliable technology and lack of vendor support.
- The formal one-year termination notice has been submitted.
- RFP for a replacement system is underway.

Emergency Response Update:

- Ten wildfire incidents occurred over the weekend, requiring significant dispatch resources.

Staffing Update:

- Net loss of one trainee (three down, two graduated).
- Hiring paused until after Cherry Festival unless exceptional candidates emerge.
- Internal recruitment initiated to backfill the supervisor position vacated by Jway.

Project & Technology Updates:

- Radio Encryption: Exploring cost-saving alternatives to the previously estimated replacement.
- Geo-routing for Cherry Festival: Working with PFN to re-route 9-1-1 calls within the festival zone directly to the command center.
- Alarm Integration: Investigating direct CAD integration with alarm companies to reduce call volume and improve response time.
- AI for Call Diversion: Reviewing AI solutions to handle non-emergency administrative calls, potentially reducing up to 80,000 calls annually.

- Legislation Monitoring:
 - Watching pending school panic alarm legislation.
 - Monitoring 9-1-1 enabling act revisions and potential increase in surcharge cap.

SUBCOMITTEE REPORTS:

Technical

- No report.

Law Enforcement

- TCPD LEIN responsibilities from Dispatch to TCPD. Dispatch will continue to support TCPD with education and assistance throughout the transition.

Fire and EMS

- Ongoing development of the EMS call pending policy/procedure; goal for May or June implementation.
- ISO inspection issues identified related to dispatch data and redundant systems; further investigation pending on full results.

OLD BUSINESS:

- Project Alpha (New ECC/EOC Facility):
 - Design and budget planning continues.
 - Commissioners responded positively to recent weather-driven justifications for robust facility needs.
 - Working with MPSCS to define realistic microwave link requirements and avoid unnecessary high costs.
 - Study session with the Board of Commissioners scheduled for April 23, with possible transition to formal meeting.
 - Facility features discussed:
 - Resilient layout with showers, wellness room, and ADA/nursing accommodations.
 - Security-focused design with expansion potential for training and incident management.
- Cybersecurity Recovery:
 - Ongoing failure to restore NCIC and MSP CAD integrations with Tyler Technologies.
 - Target date set for transitioning from the quarantined servers into the GovCloud servers which will come with restored CAD WebViewer capabilities.

NEW BUSINESS:

- National Public Safety Telecommunicators Week:

- Resolution presented to recognize the contributions of 9-1-1 staff during National Public Safety Telecommunicators Week (April 13–20, 2025).
- Motion by Brinks, supported by multiple members, to adopt the resolution.
- Motion carried unanimously.
- Copies will be distributed to all dispatchers in recognition of their essential service.

ROUND TABLE:

- No additional discussion presented.

Meeting adjourned 10:41 AM



Medical Facilities EMS Response (Doctor/Nurse Request)

22.4

| | |
|------------------------|---------|
| Policy Board Approved: | Pending |
| Review Period: | Annual |

PROCEDURE:

When receiving a request for EMS services in Grand Traverse County from an urgent care facility, medical clinic, NRMCA approved nursing facility, or a doctor's office, the following will apply:

1. If the caller/requestor is determined to be a doctor or a nurse, the emergency telecommunicator (ET) will:
 - a. Confirm Location and Phone Number.
 - b. Gather the following information:
 - i. Age
 - ii. Gender
 - iii. Priority Symptom(s)
 - iv. Level of Consciousness
 - v. Breathing Status
 - c. Ask if EMS needs to respond "Lights and Sirens" (Emergent) or "Following the Rules of the Road" (Non-Emergent).
 - d. Confirm entrance location if appropriate.
2. Response Priority:
 - a. For emergent responses:
 - i. The ET will mark the call as "In Progress".

DRAFT

- ii. The ET will dispatch the unit recommendations from CAD as "Emergent per" Doctor/Nurse as appropriate.
 - iii. The ET will accept the unit recommendations in order to attach the units to the call.
 - b. For non-emergent responses:
 - i. The ET will mark the call as "Not In Progress".
 - ii. The ET will dispatch the unit recommendations in CAD as "Non-Emergent per" Doctor/Nurse as appropriate.
 - iii. The ET will accept the unit recommendations in order to attach the units to the call.
- 3. Pending EMS:
 - a. The primary EMS agency may choose to pend their response to a call if **ALL** of the following parameters are met:
 - i. The request was made by a Nurse or Doctor on scene.
 - ii. The request is for non-emergent response.
 - iii. The location of the response is a facility pre-approved by Medical Control. (This will be annotated as "EMS PENDING APPROVED" within the unfulfilled resources in the unit recommendations.)
 - b. Once the primary EMS agency tells Dispatch via radio communications that they acknowledge the dispatch and that they are pending the call, the ET will:
 - i. Arrive the primary EMS agency's placeholder on the call (i.e. 501, EB-EMS, etc) to start the status timer of the unit.
 - ii. Once the 20-minute status timer expires and the primary agency is unable to respond, the Emergency Telecommunicator (ET) will upgrade the call recommendations to a 2nd Alarm. The next closest EMS unit,



along with an assisting fire department unit (if applicable),
will be dispatched in accordance with CAD recommendations.

Note: Medical calls that qualify for a pending status will **not** include a fire department unit in the initial CAD dispatch recommendations. If the call is upgraded for the next closest EMS unit, a fire department unit will then be added to the dispatch—if applicable based on protocol.