



## **Grand Traverse County 911 Board of Directors**

June 19th, 2025 @ 10:00am

Commission Chambers, Governmental Center

### **AGENDA**

1. Approval of Agenda
2. Approval of Minutes (May 15th, 2025)
3. Director Report
4. Committee Reports
  - a. Technical
  - b. Law Enforcement
  - c. Fire/EMS
5. Old Business
  - a. Project Alpha Update
  - b. Cyberattack Recovery
    - i. MSP
  - c. City & County IT Separation
  - d. Upcoming Special Event Planning
  - e. Policy 22.4 Medical Facilities EMS Response (Doctor/Nurse Request)
  - f. Discussion adding technical staff
6. New Business
  - a. AI Calltaking Software Proposal
  - b. Policy Updates
    - i. Policy 10.0
    - ii. Policy 39.0
  - c. Updated Vision and Mission Statement Approval
7. Roundtable
8. Next Meeting – August 21<sup>st</sup>, 2025
9. Adjournment

# **GRAND TRAVERSE COUNTY 911 BOARD OF DIRECTORS**

## **MEETING MINUTES OF May 15<sup>th</sup>, 2025**

### **COMMISSION CHAMBERS – GOVERNMENTAL CENTER**

#### **PRESENT:**

Corey LeCureux  
Gregg Bird  
Nick Lemcool  
Brandon Brinks  
Fern Spence  
Andy Down  
Tony Posey  
Bill Parker  
Adam Gray

#### **AGENCY:**

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

#### **ABSENT:**

Paul Mackin  
Roger Craig  
Andy Down  
Jim Tuller

GT Metro Emergency Services  
Michigan State Police  
Long Lake Township Emergency Services  
Traverse City Fire Department

#### **OTHERS IN ATTENDANCE:**

Chris Wilkes  
Joshua Way  
Josh Morgan  
Amy Fairchild  
Nick Carpenter

GT County Emergency Management  
GT 911/Central Dispatch  
Whitewater Township Fire Department  
MMR  
GT911/Central Dispatch

#### **CALL TO ORDER**

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

### **APPROVAL OF AGENDA:**

Motion by Lemcool. Support by Brinks. Motion passed.

### **APPROVAL OF MINUTES:**

Motion by Gray. Support by Brinks. Motion passed.

### **DIRECTORS REPORT:**

Staffing:

- Dispatch currently operating four personnel short.
- Hiring paused until after Cherry Festival; tentative onboarding of two new hires in July.

Fire Box Alarms:

- Chiefs encouraged to meet annually with Nick Carpenter to review and update box alarms.

Radio Consoles & Tower:

- Current radio consoles at end of life. New models not yet approved by the state.
- Dispatch negotiating to purchase used, compatible consoles from a utility company.
- State confirmed it will upgrade these units under existing agreements.

New 9-1-1 System:

- RFP in progress.
- Purchase anticipated in 2026 budget year.
- Planned deployment at LaFranier campus.

Encryption Requirement (2026):

- State mandates updated encryption for law enforcement radio transmissions by 2026 lien audit.

EMS Calls to Medical Facilities:

- Significant increase in non-emergency calls to licensed care facilities (e.g., Grand Traverse Pavilions).
- MedControl is addressing education with facilities.

Training & Outreach:

- Staff attending Active Assailant Conference and state 9-1-1 conference.
- Director and Deputy Director presenting at State 9-1-1 Conference.

## **SUBCOMMITTEE REPORTS:**

### **Technical**

- No new report.

### **Law Enforcement**

- Dispatch updated the contact number for Munson Medical Center ED that can be used to request assistance with patient transports.

### **Fire and EMS**

- No new report.

## **OLD BUSINESS:**

### **Project Alpha (ECC/EOC Construction):**

- Awaiting Board of Commissioners' approval to proceed from schematic design (SD) to detailed design (DD).
- Detailed design process estimated at 16 weeks.
- Anticipated occupancy in late Q1 2027.
- Winter 2025 targeted construction start.
- Motorola tower quote deemed excessive; local alternative being pursued.

### **Cybersecurity Recovery:**

- **NCIC access restored** after major coordination effort (thanks to Nick Carpenter).
- **MSP CAD integration** still pending; work in progress.
- **CAD Web Viewer** expected to return on June 3, 2025.

### **City-County IT Separation:**

- Transition progressing cooperatively.
- City PD will manage its own LEIN Multibridge, Dispatch will continue to assist during the transition.

### **Dispatch Leadership Updates:**

- Cody Harmel promoted to Administrative Supervisor.
- Rudy Rakan promoted to Shift Supervisor.
- Full leadership team now in place.

## **NEW BUSINESS:**

### **Special Events Planning:**

- **Bayshore Marathon:**
  - Two dispatchers assigned to command post (one for law enforcement, one for fire/EMS).
- **Cherry Festival:**
  - Dispatchers at command post will also handle live 9-1-1 calls from within the festival footprint via geo-routing.
  - Testing scheduled for June.
  - Logistics, IAP, and communications planning underway.

### **Policy 22.4 – EMS Response to Medical Facilities:**

- New policy proposed to allow non-emergency EMS calls from medical facilities to be **pending** if the primary agency is out of units.
- Calls must originate from approved facilities with licensed providers on scene.
- Does not apply to field-based EMS calls or law enforcement presence.
- **Motion by Lemcool, supported by Parker, to approve the policy pending MedControl approval and clarification of relevant MFR and dispatch protocols.**
- **Amended motion:** Include a six-month trial period from implementation (targeted for June 1, 2025), with evaluation at end of trial.
- **Motion carried unanimously.**

### **Adding Technical Staff:**

- Director requested authorization to repurpose an FTE to hire a new technical position.
- Need driven by growing technical demands and radio system maintenance.

## **ROUND TABLE:**

- No additional items presented.

Meeting adjourned 10:42 AM



Policy Board Approved:	June 18 <sup>th</sup> , 2025
Review Period:	Annual

**10.0 COMMUNICATIONS CENTER****10.1 Work Areas to be kept Neat and Clean**

- A. Each Central Dispatch employee is expected to keep their work area neat and clean at all times.
- B. No liquid container of any kind shall be held over or rested within 12 inches of any keyboard, telephone instrument, computer monitor, printer, or held or rested over any radio console control modules. Liquids in the operations center shall be in containers equipped with lids that reduce the chances of spillage.
- C. Solid food may be consumed at the workstations with the understanding that the person consuming or serving the same is personally responsible for immediately cleaning up any spillage, including food dropped on the floor.
- D. All personnel are responsible for exercising due care to prevent injury or damage from occurring as the result of food and beverage consumption. Any spillage of liquid or food on keyboard, telephone instrument, monitor, and printer or console control module shall be immediately reported to a supervisor or the Director.

**10.2 Care and Use of Departmental Property and Equipment**

- A. Property and equipment of the Central Dispatch department shall be used for official Central Dispatch business.
- B. Equipment shall be used for the purpose for which it was intended.
- C. Equipment shall not be carelessly or deliberately dropped, thrown, or misused in any way.
- D. Equipment malfunctioning or not working that requires immediate repair shall be brought to the attention of a supervisor as soon as possible and an internal ticket must be created within the internal ticketing system on the Resource Panel.

### **10.3 Alteration of Departmental Property and Equipment**

- A. Departmental property, equipment, and computer software programs shall not be altered without authorization of the Director.
- B. Alterations of property and equipment shall be made by persons trained and authorized to make such alterations.

### **10.4 Departmental Telephones**

- A. Generally, departmental telephones are for official business.
- B. Personal business may be conducted on departmental telephones only if it cannot be performed off duty and does not violate any other policy, procedure, order, rule, or regulation and memorandum of the department.
- C. Use of departmental telephones to avoid personal long distance charges is prohibited. The date, time, and name of employee shall be submitted in writing for any personal long distance charges incurred.
- D. There is no expectation of privacy in using any departmental telephone. All calls are recorded and subject to being monitored.

### **10.5 Employee Lockers and Mailboxes**

- A. Employee lockers and mailboxes are provided as a convenience for the employee and there shall be no expectation of privacy. Lockers and mailboxes are subject to inspection by the employer at any time.
- B. Employee lockers and mailboxes shall be kept clean and free of offensive and/or illegal materials.
- C. Employee mailboxes shall be cleaned out frequently so that new mail, policies and procedures, and other incoming materials may be placed in them for the employee.

### **10.6 Kitchen & Food Preparation**

- A. Refrigerator

Items placed in the refrigerator for exclusive use by a respective employee shall have affixed to the item, name or initials of the employee and date placed in the refrigerator. Any item not marked as outlined, is presumed to be available for consumption by anyone.

Items left in the refrigerator longer than two weeks and not appropriately labeled will be disposed of, container and all.

- B. Kitchen Area

Counter tops, table, microwave, stove, cupboards, sinks and etc. shall be kept clean and uncluttered by those using the equipment. The kitchen area shall be cleaned before employees leave at the end of their shift.

## **10.7 Personal Communication Systems (PCS)**

All personnel must adhere to the guidelines outlined in the *Personal Electronic Devices Memorandum* regarding the use of PCS devices within the Dispatch Center.

## **10.8 Operations Center – Visitors**

The operations center is the nucleus of all public safety communications for the county and the primary means for the public to summon assistance. In order to meet the Mission Statement of the organization and ensure security, outside interference must be controlled.

- A. The general public will not be permitted access to the operations center without first being screened by Central Dispatch staff.
  - 1. The general public will not be permitted into the operations center when call volume is high or security sensitive activity is ongoing.
  - 2. Tours of the center are permitted with prior approval and scheduling with a supervisor.
- B. Family members of Central Dispatch staff are permitted for short visits provided:
  - 1. There is not a high call volume of activity;
  - 2. No security sensitive activity is ongoing;
  - 3. Visitors remain quiet and not disruptive to the mission of the team;
  - 4. No loud voices, laughter, or other activity that may be heard by telephone callers or picked up on radio transmissions.
- C. On-duty or off-duty public safety personnel may visit provided:
  - 1. The visit remains professional and not detrimental to the operations center.





## BACKGROUND INVESTGATIONS

39.0

Policy Board Approved:	
Review Period:	Annual

### 39.0 BACKGROUND INVESTIGATIONS

#### STATEMENT:

Establishing standards for conducting background investigations into potential hires at Grand Traverse County Central Dispatch is essential in ensuring that the process is conducted in a uniform and ethical manner. These standards are drafted using the Michigan Commission on Law Enforcement Standards (MCOLES) Advisory Standard and Best Practices for Background Investigations (2019) and adapts these standards to best fit Central Dispatch candidates.

#### 39.1 THE BACKGROUND INVESTIGATOR

Background investigations are to be conducted only by individuals who have completed an approved background investigations course. Such individuals will have prior authorization to conduct background investigations into potential hires by the Director or Deputy Director.

#### 39.2 ASSISTING AGENCIES

Background investigations will be conducted with assistance from the Grand Traverse County Human Resources Department as well as the Grand Traverse County Sheriff's Office.

#### 39.3 PROCEDURE

Background investigations will be conducted in accordance with the Standard Operating Procedures.

GRAND TRAVERSE COUNTY



**CENTRAL  
DISPATCH**

# Vision

"TO BE A TRUSTED LIFELINE, DEDICATED TO ENSURING  
THE SAFETY OF OUR COMMUNITY WHERE PEOPLE LIVE,  
WORK, AND VISIT"

# Mission

"WE ARE COMMITTED TO ANSWERING EMERGENCY CALLS,  
DISPATCHING SERVICES, AND SAFEGUARDING  
RESPONDERS WITH EFFICIENCY, PROFESSIONALISM, AND  
INTEGRITY"



@grandtraverse911



231.922.4550