



Grand Traverse County 911 Board of Directors

August 21st, 2025 @ 10:00am

Commission Chambers, Governmental Center

AGENDA

1. Approval of Agenda
2. Approval of Minutes (June 19th, 2025)
3. Director Report
4. Committee Reports
 - a. Technical
 - b. Law Enforcement
 - i. MSP CAD integration
 - c. Fire/EMS
 - i. New EMS rep: Chief Darryl Case
 - ii. Chief's All Call
5. Old Business
 - a. Project Alpha Update
 - b. Policy 22.4 Medical Facilities EMS Response (Doctor/Nurse Request)
 - c. Adding technical staff Update
 - d. AI Calltaking Software Update
 - e. Communication to County Administrator
6. New Business
 - a. Technical Committee Appointment
7. Roundtable
8. Next Meeting – September 18th, 2025
9. Adjournment

**Grand Traverse Central Dispatch/911
Board of Directors
400 Boardman Ave,
Traverse City MI 49684**

To:
Nate Alger
Grand Traverse County Administrator

From:
Grand Traverse 911
Board of Directors

Mr. Alger,

We are writing to extend to you an invitation to address the 911 Board of Directors regarding a concern expressed by this Board. Since moving to the Computer Aided Dispatch Cloud Environment, internet access has become a critical component of Central Dispatch's operation. Currently, Grand Traverse County only provides a single connection to an internet service provider. The provider experiences regular outages. During these outages, Central Dispatch is unable to operate to the standards that we expect of our dispatch system.

Your presence at future meeting would be most welcome and appreciated.

On Behalf of the 911 Board of Directors,

Gregg Bird, Chairman



GRAND TRAVERSE COUNTY 911 BOARD OF DIRECTORS

MEETING MINUTES OF June 19th, 2025

COMMISSION CHAMBERS – GOVERNMENTAL CENTER

PRESENT:

Corey LeCureux
Gregg Bird
Nick Lemcool
Fern Spence
Andy Down
Adam Gray
Jim Tuller

AGENCY:

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

ABSENT:

Paul Mackin
Roger Craig
Brandon Brinks

GT Metro Emergency Services
Michigan State Police
GT County Sheriff's Department

OTHERS IN ATTENDANCE:

Chris Wilkes
Joshua Way
Amy Fairchild
Cody Harmel
Bill Parker
Daryl Case
Fred Gilstorff

GT County Emergency Management
GT 911/Central Dispatch
MMR
GT911/Central Dispatch
Blair Township Emergency Services
Green Lake Township Emergency Services
Peninsula Township Emergency Services

CALL TO ORDER

Meeting was called to order at 10:01 am. A quorum was present.

APPROVAL OF AGENDA:

Additions requested under New Business:
6D: Fire Apparatus Replacement Procedures

6E: Future Radio Maintenance Fees Discussion

Motion by Down. Support by Lemcool. Motion passed to approve the agenda as amended.

APPROVAL OF MINUTES:

Motion by Lemcool. Support by Tuller. Motion passed.

DIRECTORS REPORT:

- Tyler Technologies Billing Changes: Transition to "Enterprise Fire Field Mobile" includes new annual license costs (\$242/license). Due to unexpected change, current year billing will remain at \$100/license.
- Surcharge Fund Use: Surplus funds from 2024 applied to Project Alpha; increases will require board approval in 2026.
- COOP Review: Recent event prompted planning for a potential activation and highlighted areas for improvement. Updates forthcoming.
- Staffing: Two additional hires planned post-Cherry Festival.
- Box Alarm Maintenance: Chiefs encouraged to schedule annual review with dispatch.
- Policy Updates: Ongoing updates and reorganization separating policies and procedures.
- CAD Alarm Integration: Potential 2026 integration to automate alarm dispatches.
- New Call Handling System RFP: Approved by BOC; part of Project Alpha.
- Radio Console Acquisition: Acquired additional consoles from Great Lakes Energy. Licensing pending with Motorola.

SUBCOMMITTEE REPORTS:

Technical

- No new report.

Law Enforcement

- Discussion on AI call-handling for non-emergency lines. Clarified AI will not handle 911 or radio traffic. Four-week rollout for Aurelian system.
- Request to explore integration with TCPD online reporting.

Fire and EMS

- Discussed a dispatch policy reference a recent incident. Re-education was pushed to the dispatch staff and interest in coordinated training was expressed.
- EMS-only dispatch procedure impacted by Tyler bug; patch pending. Implementation delayed until resolved.

OLD BUSINESS:

- Project Alpha:
 - Design development phase approved. Weekly meetings ongoing.
 - New public safety tower costs being reevaluated outside of Motorola.
- Cybersecurity Recovery:
 - MSP still not connected to CAD; awaiting Midland County's implementation.
 - CAD web viewer rebuild underway due to data loss. High priority.
- City/County IT Separation:
 - Issues with unreliable internet impacting CAD system.
 - Discussion held regarding necessary redundancy. Board voted to:
 - Send letter to County Administrator Alger requesting attendance at a future board meeting to discuss networking concerns. Motion by Chief Down, seconded by Chief Tuller. Motion carried

NEW BUSINESS:

- Future Crewforce Fees:
 - Future fee increase discussed and current year fees to remain unchanged.
- Technical Committee:
 - Discussion had to refocus the Technical Committee's mission including: Radio replacement and upgrades cost, assessment of each agencies radio needs, future surcharge planning, and drafting strategic long-term, mid-term, and short-term plans for budget allocation.
 - Suggestion made to schedule a technical sub-committee meeting in July.

Special Events Planning:

- Cherry Festival:
 - 911 calls within foot patrol zone will route directly to command post.
 - Entire second floor secured for operations.
 - Law enforcement staffing reduced by Cherry Fest. Command staff adjustments ongoing.
 - MSP and Coast Guard resource reductions noted.

- Additional Events:
 - Blair Fireworks Festival
 - Interlochen Concert Series and MDOT-approved pedestrian tunnel project

ROUND TABLE:

- No additional items presented.

Meeting adjourned 11:38AM