

GRAND TRAVERSE COUNTY

**Grand Traverse County 911 Board of Directors**

December 18th, 2025 @ 10:00am

Commission Chambers, Governmental Center

AGENDA

1. Approval of Agenda
2. Approval of Minutes (November 20th, 2025)
3. Director Report
4. Committee Reports
 - a. Technical
 - b. Law Enforcement
 - c. Fire/EMS
5. Old Business
 - a. Internet Connection Update
 - b. AI Calltaking Software Update
 - c. Project Alpha Update
 - d. Pending EMS Update
6. New Business
 - a. Policy 22 EMS Dispatch
 - b. Call Handling Equipment RFP
 - c. 2025 Meeting Schedule
7. Roundtable
8. Next Meeting – December 18th, 2025
9. Adjournment

GRAND TRAVERSE COUNTY



2026 Meeting Dates

January 15th

February 19th

March 19th

April 16th

May 21st

June 18th

July 16th

August 20th

September 17th

October 15th

November 19th

December 17th

GRAND TRAVERSE COUNTY 911 BOARD OF DIRECTORS**MEETING MINUTES OF November 20th, 2025****COMMISSION CHAMBERS – GOVERNMENTAL CENTER**PRESENT:

Corey LeCureux

Andy Down

Daryl Case

Brandon Brinks

Paul Mackin

Fern Spence

Roger Craig

Jim Tuller

AGENCY:

GT 911/Central Dispatch

Long Lake Township Emergency Services

Green Lake Township Emergency Services

GT County Sheriff's Department

GT Metro Emergency Services

GT County Commissioner

Michigan State Police

Traverse City Fire Department

ABSENT:

Adam Gray

Traverse City Police Department

Gregg Bird

GT County Emergency Management

OTHERS IN ATTENDANCE:

Joshua Way

GT 911/Central Dispatch

Nick Carpenter

GT 911/Central Dispatch

Cody Harmel

GT 911/Central Dispatch

Mike Gank

GT 911/Central Dispatch

Steve Meek

GT Metro Emergency Services

Tony Posey

GT Metro Emergency Services

Bill Parker

Blair Township Emergency Services

Fred Gilstorff

Peninsula Fire Department

James Baker

GT County Equalization

Michael Barres

GT County Equalization

CALL TO ORDER

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

APPROVAL OF AGENDA:

No additions requested.

Motion by Down, support by Mackin. Motion passed.

APPROVAL OF MINUTES:

Motion by Mackin, support by Brinks. Motion passed.

ISP FAILOVER AND REDUNDANCY PRESENTATION

Director LeCureux and System Support Specialist Mike Gank provided a full briefing on dispatch's critical reliance on reliable internet connectivity following migration of CAD to the cloud.

Key concerns discussed:

- Internet outages now result in full CAD loss.
- Backup location services also rely on cloud-based tools.
- Identified that a 92% internet uptime is unacceptable for a Dispatch Center.

Technical Summary

- Single ISP is not acceptable for public safety cloud systems.
- Dual or tertiary ISPs are standard across Michigan PSAPs.
- Infrastructure already exists to support multiple ISPs; issue is configuration and implementation.
- Midland County (same CAD SaaS) operates primary, secondary, and Verizon tertiary connections successfully.

Board members, chiefs, and law enforcement representatives expressed:

- Strong dissatisfaction with delays and lack of urgency from County IT.
- Expressed concerns for responder safety during CAD outages.
- Reiterated that radios cannot replace CAD during major incidents.
- Concern that the county is not meeting public safety-grade expectations (99.99% uptime).

Action Items

1. Commissioner Spence to brief County Administration on concerns from the Board.
2. Director LeCureux to obtain vendor quote for dedicated public safety network similar to Midland County's model.

DIRECTORS REPORT:

- Staffing: Fully staffed; four in training performing well.
- Call Volume: Up 15% in past six months; November is likely to set new record.
- AI Call-Taking Software:
 - Performance Issues continue
 - Weekly meetings underway with vendor CEO
 - Not meeting goals; ongoing adjustments
- Tyler CAD Outages:
 - Recent month included >1-hour maintenance outage during structure fire
 - Today's maintenance improved (approx.. 20 minutes), but long outages remain unacceptable
 - Tyler leadership notified; issue escalated.

SUBCOMMITTEE REPORTS:

- **Technical**
 - Federal and state requirement for AES-level encryption by October 2026.
 - Interim step: encrypt LEIN channel with ADP and use MDT-only delivery for routine CJI.
 - Long-term plan:
 - **2027:** Replace all law enforcement portables with N70s (AES).
 - Reassign APX6000 units to Fire/EMS to extend their replacement to **2030**.
 - Begin lifecycle planning for mobile radio replacement.
- Director reports plan is financially achievable pending final Project Alpha numbers.
- **Law Enforcement**
 - MSP adding four new troopers next week; requesting additional Benzie resident trooper.
 - Concerns about increasing crime trends and weapons entering the region.
 - Need to maintain CCU (Computer Crimes Unit) in Traverse City; searching for new location.
- **Fire and EMS**
 - New MedControl Physician Director: Dr. Ramsey (former MMR physician director).
 - Plans to restore physician response vehicle.
 - EMS leadership staffing updates provided.
 - Increasing call volume noted—City FD approaching 4,000 calls this year.

OLD BUSINESS:

- AI Call-Taking Software:
 - Still underperforming; vendor making changes with new implementation manager.

NEW BUISNESS:

- Equalization/Addressing:
 - Presentation delivered by James Baker of GT County Equalization over concerns of certain addresses in the county and the ability for first responders to efficiently find and respond to these addresses.
 - Director LeCureux to seek civil council advise on how to move forward with addressing the address changes in the future.
- Paging System Performance:
 - Central Dispatch will continue testing pager coverage throughout the county in reference to concerns coverage was not available in every part.

IT DIRECTOR PRESENTATION:

The GT County IT Director held a presentation and Q&A addressing the concerns for a secondary internet service provider (ISP).

- IT Director presented cost analysis for Peninsula Fiber Network as a secondary ISP. This analysis included required hardware for a failover network.
- Predictions of a three to six month build out for PFN connectivity as a secondary ISP.

ROUND TABLE:

- General discussion on rising call complexity and staffing challenges across agencies.
- Acknowledgment of cooperation during recent officer-involved shooting and homicide.
- Debrief scheduled at the Law Enforcement Center at 1800 hrs.

Meeting adjourned 12:30pm



Policy Board Approved:	
Review Period:	

22.0 EMS DISPATCH

22.1 STATEMENT:

Emergency Medical Dispatch (EMD) protocols have been established to provide consistent instruction to Emergency Telecommunicators (ETs) during reported medical emergencies. Effective emergency medical instruction and the dispatch of appropriate resources are best achieved through the utilization of EMD protocols. ETs SHALL be certified in EMD and SHALL maintain certification through required recertification to ensure continued competency.

22.2 EMERGENCY MEDICAL DISPATCH INSTRUCTIONS

Grand Traverse Central Dispatch has implemented the International Academies of Emergency Dispatch (IAED) Emergency Medical Dispatch protocols in accordance with a directive from the Northwest Michigan Medical Control Authority.

All calls involving a reported medical emergency SHALL be handled by EMD-certified personnel. Any non-EMD-certified personnel SHALL immediately notify an on-duty EMD-certified employee when EMD instructions are required. ETs in training shall operate under the direct supervision of an EMD-certified Communications Training Officer while utilizing EMD protocols.

22.3 EXCEPTIONS TO EMD

Emergency Telecommunicators MAY forgo the use of EMD protocols when patient information is provided directly by a physician, nurse, or first responder, provided that the individual is physically present with the patient and is able to clearly articulate the need for EMS response as either **Emergent** or **Non-Emergent**. In such cases, EMS dispatch shall still occur in accordance with the information provided.

22.4 EMS DISPATCH PROCEDURES

All Dispatch personnel SHALL adhere to the EMS Dispatch procedures established in the Grand Traverse Central Dispatch Procedure Manual, located under **EMS Dispatch Procedures 22.0**.