

# GRAND TRAVERSE COUNTY 911 BOARD OF DIRECTORS

## MEETING MINUTES OF January 16th, 2025

### COMMISSION CHAMBERS – GOVERNMENTAL CENTER

#### PRESENT:

Gregg Bird  
Nick Lemcool  
Brandon Brinks  
Adam Gray  
Chief Paul Mackin  
Chief Jim Tuller  
Jason Darling

#### AGENCY:

GT County Emergency Management  
East Bay Ambulance  
GT County Sheriff's Department  
Traverse City Police Department  
GT Metro Emergency Services  
Traverse City Fire Department  
Michigan State Police

#### ABSENT:

Jason Torrey  
Andy Down

GT 911/Central Dispatch  
Long Lake Township Emergency Services

#### OTHERS IN ATTENDANCE:

Corey LeCureux  
Tony Posey  
Daryl Case  
Amy Fairchild  
Bill Parker

GT 911/Central Dispatch  
GT Metro Emergency Services  
Green Lake Township Emergency Services  
MMR  
Blair Township Emergency Services

### CALL TO ORDER

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

### APPROVAL OF AGENDA:

Motion by Gray. Support by Brinks. Motion passed.

## **ELECTION OF OFFICERS:**

Chairman: Gregg Bird nominated by Lemcool and Brinks (Unanimous)

Vice Chair: Chief Jim Teller nominated by Bird and Brinks (Unanimous)

Secretary: Captain Brinks (Elected 3-2 over Captain Gray)

## **APPROVAL OF MINUTES:**

Motion by Gray. Support by Brinks. Motion passed.

## **DIRECTORS REPORT:**

- 2024 Year-End Statistics:
  - Total Events: ~92,000
  - Law Enforcement Calls: ~55,500
  - Fire/EMS Calls: ~23,490
  - 911 Calls: ~40,000
  - Total Phone Calls (Admin & 911): ~115,000
  - Call Response Times:
    - 99.3% of 911 calls answered within 15 seconds (exceeding NENA standard).
    - Average answer time: 4.15 seconds, ranking among top-performing centers.
- Community Engagement:
  - Social media reach: ~4 million interactions.
  - Continued participation in public education events; agencies are encouraged to invite 9-1-1 to community events.

## **SUBCOMMITTEE REPORTS:**

### **Technical**

- No Updates.

### **Law Enforcement**

- No Updates.

### **Fire and EMS**

- Working with Dr. Smith on possible protocol changes for non-emergent calls and facilities.

## **OLD BUSINESS:**

- Cybersecurity Recovery:

- Ongoing issues with LEIN connection and MSP Mobile CAD integration remain unresolved.
- Tyler Technologies, Michigan State Police, and IT staff held a two-hour meeting with no progress.
- Discussion on creating a separate network for resolution is ongoing.
- Project Alpha (New ECC/EOC Facility):
  - Facility expanded to 14,000 sq. ft. (up from initial 9,000 sq. ft.) due to FEMA construction requirements.
  - Facility placement adjusted due to easement issues.
  - Design includes an Emergency Operations Center, Dispatch Center, Training Room, and Wellness Spaces.
  - Construction expected to begin mid-to-late summer 2025, with occupancy by late 2026.

## **NEW BUSINESS:**

- City & County IT Separation:
  - Concerns raised about ensuring continued CAD access for city law enforcement post-separation.
  - Further discussions planned with city officials to address integration challenges.

## **ROUND TABLE:**

- LEIN/Tyler CAD Issues:
  - Continued problems with system reliability and lost connectivity.
  - IT is working to upgrade NetMotion licensing and servers to resolve recurring crashes.
- Emergency Operations Plan (EOP) Update:
  - Grand Traverse County became the first in Michigan to adopt a 2025-compliant EOP.
  - Individual support plans for local townships will be reviewed and updated in the coming months.

Meeting adjourned 10:28 AM