

GRAND TRAVERSE COUNTY 911 BOARD OF DIRECTORS

MEETING MINUTES OF February 20th, 2025

COMMISSION CHAMBERS – GOVERNMENTAL CENTER

PRESENT:

Gregg Bird
Nick Lemcool
Brandon Brinks
Chief Paul Mackin
Fern Spence

AGENCY:

GT County Emergency Management
East Bay Ambulance
GT County Sheriff's Department
GT Metro Emergency Services
GT County Board of Commissioners

ABSENT:

Jason Torrey
Andy Down
Adam Gray
Chief Jim Tuller
Roger Craig

GT 911/Central Dispatch
Long Lake Township Emergency Services
Traverse City Police Department
Traverse City Fire Department
Michigan State Police

OTHERS IN ATTENDANCE:

Corey LeCureux
Chris Wilkes
Joshua Way
Tony Posey
Daryl Case
Bill Parker

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

CALL TO ORDER

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

APPROVAL OF AGENDA:

Motion by Down. Support by Lemcool. Motion passed.

APPROVAL OF MINUTES:

Motion by Mackin. Support by Brinks. Motion passed.

DIRECTORS REPORT:

Staffing Update:

- Staffing has stabilized after recent challenges.
- Three trainees in progress, one recently graduated.

Community Engagement & Training:

- Participation in **VASA event (Feb 8-9)** and **Downtown Recess** for public outreach.
- Upcoming **NMC Career Fair (March 6)** for recruitment.
- Hosting **EMD Training & Refreshers** for staff.
- Staff attending **911 Homicide Call Analysis** training.
- Presentation at **Michigan Interoperability Conference** in early March.

Project & Technology Updates:

- **New 911 Phone System:** Researching replacements for outdated system.
- **Radio Console Issues:** Current system (Motorola 7500E) is unsupported. Seeking solutions, including surplus units.
- **CMH Partnership:** Working with Sheriff's Office to reinstate in-house mental health clinician.
- **CAD Outages:**
 - **Unplanned CAD outage on Feb 19** due to county network failure.
 - **Planned CAD outage on Feb 25 (7:00-10:00 PM)** for network upgrades. Concerns raised over timing and contingency plans.

SMART 911 Renewal & Promotion:

- Renewal approved for another year.
- Planned outreach to increase participation.

SUBCOMMITTEE REPORTS:

Technical

- Reviewing radio equipment replacement options.
- Discussing encryption and long-term equipment support with Motorola.

Law Enforcement

- **CCH (Criminal History Check) Storage Issues:** Investigating CAD as a secure storage solution with CJIS compliance.

Fire and EMS

- Drafting **policy for pending non-emergent EMS calls** to licensed facilities.
- Proposal to be reviewed at March Chief's meeting, with expected board approval in April.

OLD BUSINESS:

- Project Alpha (New ECC/EOC Facility):
 - Negotiations ongoing due to space reduction requests.
 - Construction timeline delayed to **late August/early September 2025**, with occupancy projected for **Spring 2027**.
- Cybersecurity Recovery:
 - NCIC Integration Issues:
 - Officers still lack CAD access to NCIC (warrants, license plates, etc.).
 - Requests are reaching the system but not returning results.
 - MSP CAD Access:
 - MSP remains disconnected from CAD due to cloud-based system challenges.
 - Transition to Full GovCloud:
 - Move scheduled for March to restore CAD WebViewer and full reporting functions.
- City & County IT Separation:
 - City is moving forward with its own LEIN server and Multi-Bridge system.
 - Dispatch will no longer maintain TCPD LEIN records once separation is completed.
 - Separation completion expected within 90 days.

NEW BUSINESS:

- Dispatch Leadership Changes:
 - Director Jason retires April 1st after 27 years.
 - Interim leadership team (Corey, Jway, and Nick) handling duties.
 - Heavy workload due to transition; non-critical projects on hold.

ROUND TABLE:

- Concerns raised over lack of redundancy in the county network for emergency communications.
- Discussion on backup ISP options and EOC as an alternate site during outages.
- Commissioner Spence to attend a sit-along on February 27 to learn about 911 operations.

Meeting adjourned 10:49 AM