

# GRAND TRAVERSE COUNTY 911 BOARD OF DIRECTORS

## MEETING MINUTES OF March 20<sup>th</sup>, 2025

### COMMISSION CHAMBERS – GOVERNMENTAL CENTER

#### PRESENT:

Gregg Bird  
Nick Lemcool  
Brandon Brinks  
Chief Paul Mackin  
Fern Spence  
Jason Torrey  
Andy Down  
Chief Jim Tuller

#### AGENCY:

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

#### ABSENT:

Adam Gray  
Roger Craig

Traverse City Police Department  
Michigan State Police

#### OTHERS IN ATTENDANCE:

Corey LeCureux  
Chris Wilkes  
Joshua Way  
Bill Parker

GT 911/Central Dispatch  
GT County Emergency Management  
GT 911/Central Dispatch  
Blair Township Emergency Services

#### CALL TO ORDER

Meeting was called to order at 10:03 am. A quorum was present.

#### APPROVAL OF AGENDA:

Motion by Tuller. Support by Brinks. Motion passed.

#### APPROVAL OF MINUTES:

Motion by Mackin. Support by Lemcool. Motion passed.

## **DIRECTORS REPORT:**

### **Leadership Transition:**

- Director Jason Torrey preparing for retirement; Deputy Director Corey handling board meetings and operations.
- Acknowledgment of the increased workload on staff, particularly Nick and Jway.

### **Upcoming Internet & CAD Outages:**

- March 25-27: Potential full internet and CAD outage (six-hour window each night).
- Charter Communications is unresponsive regarding specifics.
- Mitigation efforts in place to maintain CAD access in dispatch; mobile access will be down.
- Discussion on lack of redundant ISP and need for backup internet solutions.
- Tyler Technologies requires a static IP for CAD system access, limiting backup options.

### **911 System & Staffing Updates:**

- Cherry Festival & Bayshore Marathon Planning: Testing location-based 911 call routing.
- 911 Phone System: Current system outdated; exploring new options.
- Training Updates:
  - Homicide Call Analysis Course: Two dispatchers attended.
  - Interoperability Conference Presentation: Delivered by Corey and Nick.
  - Upcoming CPR & Mental Health Training.
- Staffing: Stable, but retention post-training remains an issue.

### **Traffic & Public Safety Trends:**

- Personal injury accidents (PIAs) up 20% from 2024.
- Fatal crashes increasing, with incidents across M-37, Whitewater, and Wexford County.

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### **3. Annual Report Presentation**

- 2024 Call Volume Slightly Decreased.
  - Reduction due to fewer accidental calls (potentially due to Android/Apple software updates) and decline in landline use.

- Quality Assurance Compliance: 97% adherence to policies.
- Training Graduation Rate: 87% (above 30% national average).
- 911 Answer Time: Exceeds national standards, 99.3% of calls answered in 15 seconds.
- **Project Alpha:**
  - New 911 Center & EOC in Design Phase.
  - Exploring construction of a radio tower at the new site.
- **Financial Updates:**
  - Small decrease in surcharge revenue (possibly due to declining landlines).
  - Expenditures reduced, allowing funds for special projects (e.g., radio replacement).

## **SUBCOMMITTEE REPORTS:**

### **Technical**

- **28Rescue Talk Group:** Law enforcement agencies need to fully adopt its use in order for it to be effective in multiagency incidents. MSP is unable to utilize the talk-group, follow-up planned to determine the core problem.

### **Law Enforcement**

- Personal injury accident trends concerning; increased enforcement planned.
- Sheriff's Directed Patrol Unit (DPU) adding two full-time summer officers to focus on traffic enforcement.
- MSP & Sheriff's Office coordinating on high-visibility patrols.

### **Fire and EMS**

- **Pending EMS Policy:** Investigation into making the process align with dispatches current procedures. Discussed need for the policy to address potential summer EMS resource shortages.
- Whitewater Township Fire: Starting Medical First Responder (MFR) service on April 1.

## **OLD BUSINESS:**

- Project Alpha (New ECC/EOC Facility):
  - Commissioners requesting a study session to clarify project details.
  - Construction delayed until at least October 2025.
- Cybersecurity Recovery:
  - NCIC Integration Issues:
    - Midland County successfully connected; outreach planned for troubleshooting.
  - MSP CAD Access:
    - MSP remains disconnected from CAD.
- City & County IT Separation:

- City nearing completion of independent LEIN server setup.
- Dispatch Leadership Change:
  - New director search ongoing.
  - Cory & Jway managing administrative responsibilities in the interim.

## **NEW BUSINESS:**

- Mental Health Diversion Program:
  - CMH unable to fund embedded social worker at dispatch.
  - Potential for opioid task force or marijuana tax funds as alternative funding sources.

## **ROUND TABLE:**

- Recognition of Director Jason Torrey's 27 years of service.
- Staff presented Jason with a commemorative award.
- Final comments from board members thanking Jason for his leadership and impact on 911 operations.

Meeting adjourned 11:14 AM