

GRAND TRAVERSE COUNTY 911 BOARD OF DIRECTORS

MEETING MINUTES OF March 20th, 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- 911 Phone System: Current system outdated; exploring new options.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.

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 it 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