

# **GRAND TRAVERSE COUNTY 911 BOARD OF DIRECTORS**

## **MEETING MINUTES OF April 17<sup>th</sup>, 2025**

### **COMMISSION CHAMBERS – GOVERNMENTAL CENTER**

#### PRESENT:

Gregg Bird  
Nick Lemcool  
Chief Paul Mackin  
Fern Spence  
Corey LeCureux  
Adam Gray

#### AGENCY:

GT County Emergency Management  
East Bay Ambulance  
GT Metro Emergency Services  
GT County Board of Commissioners  
GT 911/Central Dispatch  
Traverse City Police Department

#### ABSENT:

Brandon Brinks  
Chief Jim Tuller  
Roger Craig  
Andy Down

GT County Sheriff's Department  
Traverse City Fire Department  
Michigan State Police  
Long Lake Township Emergency Services

#### OTHERS IN ATTENDANCE:

Nicholas Carpenter  
Chris Wilkes  
Joshua Way  
Jason Darling  
Bill Parker  
Joshua Morgan  
Daryl Case

GT 911/Central Dispatch  
GT County Emergency Management  
GT 911/Central Dispatch  
Michigan State Police  
Blair Township Emergency Services  
Whitewater Fire Department  
Green Lake Township Emergency Services

### **CALL TO ORDER**

Meeting was called to order at 10:02 am. A quorum was present.

## **APPROVAL OF AGENDA:**

Motion by Lemcool. Support by Mackin. Motion passed.

## **APPROVAL OF MINUTES:**

Motion by Lemcool. Support by Mackin. Motion passed.

## **DIRECTORS REPORT:**

### **Leadership Transition:**

- Corey LeCureux was promoted to the 9-1-1 Director position following Jason Torrey's retirement.
- Jway promoted to Deputy Director.

### **Intergovernmental Agreement Termination:**

- Grand Traverse County is exiting the shared 9-1-1 phone system agreement due to unreliable technology and lack of vendor support.
- The formal one-year termination notice has been submitted.
- RFP for a replacement system is underway.

### **Emergency Response Update:**

- Ten wildfire incidents occurred over the weekend, requiring significant dispatch resources.

### **Staffing Update:**

- Net loss of one trainee (three down, two graduated).
- Hiring paused until after Cherry Festival unless exceptional candidates emerge.
- Internal recruitment initiated to backfill the supervisor position vacated by Jway.

### **Project & Technology Updates:**

- Radio Encryption: Exploring cost-saving alternatives to the previously estimated replacement.
- Geo-routing for Cherry Festival: Working with PFN to re-route 9-1-1 calls within the festival zone directly to the command center.
- Alarm Integration: Investigating direct CAD integration with alarm companies to reduce call volume and improve response time.
- AI for Call Diversion: Reviewing AI solutions to handle non-emergency administrative calls, potentially reducing up to 80,000 calls annually.

- Legislation Monitoring:
  - Watching pending school panic alarm legislation.
  - Monitoring 9-1-1 enabling act revisions and potential increase in surcharge cap.

## **SUBCOMITTEE REPORTS:**

### **Technical**

- No report.

### **Law Enforcement**

- TCPD LEIN responsibilities from Dispatch to TCPD. Dispatch will continue to support TCPD with education and assistance throughout the transition.

### **Fire and EMS**

- Ongoing development of the EMS call pending policy/procedure; goal for May or June implementation.
- ISO inspection issues identified related to dispatch data and redundant systems; further investigation pending on full results.

## **OLD BUSINESS:**

- Project Alpha (New ECC/EOC Facility):
  - Design and budget planning continues.
  - Commissioners responded positively to recent weather-driven justifications for robust facility needs.
  - Working with MPSCS to define realistic microwave link requirements and avoid unnecessary high costs.
  - Study session with the Board of Commissioners scheduled for April 23, with possible transition to formal meeting.
  - Facility features discussed:
    - Resilient layout with showers, wellness room, and ADA/nursing accommodations.
    - Security-focused design with expansion potential for training and incident management.
- Cybersecurity Recovery:
  - Ongoing failure to restore NCIC and MSP CAD integrations with Tyler Technologies.
  - Target date set for transitioning from the quarantined servers into the GovCloud servers which will come with restored CAD WebViewer capabilities.

## **NEW BUSINESS:**

- National Public Safety Telecommunicators Week:

- Resolution presented to recognize the contributions of 9-1-1 staff during National Public Safety Telecommunicators Week (April 13–20, 2025).
- Motion by Brinks, supported by multiple members, to adopt the resolution.
- Motion carried unanimously.
- Copies will be distributed to all dispatchers in recognition of their essential service.

**ROUND TABLE:**

- No additional discussion presented.

Meeting adjourned 10:41 AM