

GRAND TRAVERSE COUNTY 911 BOARD OF DIRECTORS

MEETING MINUTES OF April 17th, 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.

SUBCOMMITTEE 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