

Grand Traverse 9-1-1

Annual Report 2016



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Mission Statement

To enhance the quality of life of every person in Grand Traverse County, by receiving and processing 9-1-1 emergency calls and non-emergency calls and by dispatching police, fire and emergency medical service units in a prompt, efficient, courteous and professional manner; to help save lives, protect property, and assist the public; making Grand Traverse County a safer community in which to live, work, and visit.

In carrying out our mission, we recognize that service is our one and only product and we share a common, ongoing goal to provide it at the most superior and professional level possible. We also recognize that our strength and success is tied directly to the individual and unique contributions of each of us working in a spirit of cooperation and teamwork with our public safety associates both within and outside the center.

Director's Letter

Grand Traverse 911 serves as the Primary Public Safety Answer Point (PSAP) for all of Grand Traverse County and the City of Traverse City. The center processes all 911 and non-emergency telephone calls and requests for service, as well as radio communications for 17 public safety agencies.

2016 was a busy year for our department with technology upgrades and leadership appointments. Leah Hornacek was selected to serve as Deputy Director, and Joe Miller was appointed to the vacant 911 Databases Coordinator position, both of which are vital to the continuity and effectiveness of the operation. Aside from the backfilling of their vacated positions in the center, we are extremely proud that we have been able to retain the remainder of the staff, who are all trained and working independently.

We replaced our legacy analog phone system with an IP based system that brings enhanced redundancy and survivability in support of Next Generation 911 concepts, including Text to 911. We also replaced antiquated radio consoles with new MCC7500 dispatch positions, established connectivity to the Michigan Public Safety Communication System (MPSCS), and deployed 800MHz radio and paging devices to all first responders in Grand Traverse County.

It is the vision of Grand Traverse 911 to remain progressive and responsive to the needs of our agencies and community. As we reflect on the accomplishments of 2016 we will continue to remain ready and able to meet the challenges that face us in 2017.

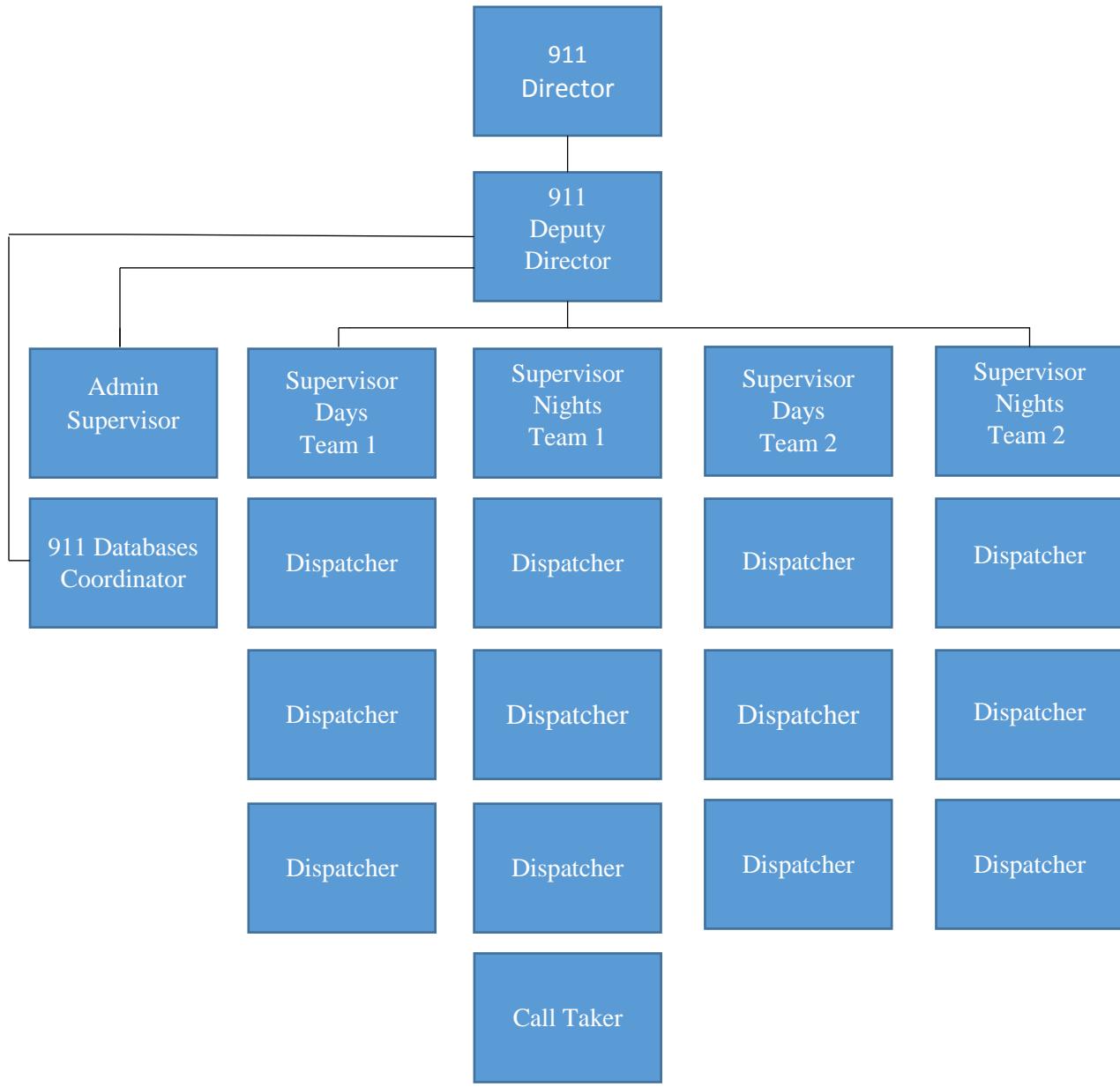
We graciously accept our role as the “First, First Responder.” I am very proud of the commitment to excellence our 911 staff regularly display. Without their dedication and professionalism, we would not fulfill our mission of high level customer service to the community as well as our users.

Sincerely,

Jason Torrey, ENP

Director

Organizational Structure



*Dispatchers and Supervisors are on 12 hour shifts. Minimum Staffing is 3 from 7am to 3am, and 2 from 3am to 7am. The Call Taker position is strategically scheduled to target the highest call volume.

Agencies We Serve

Grand Traverse Sheriff's Office

Traverse City Police Department

Michigan State Police

Michigan Department of Natural Resources (Fire, Parks, and Conservation)

Grand Traverse County Animal Control

Traverse City Fire Department

Grand Traverse Metro Emergency Services Authority

Grand Traverse Rural Fire Department

Blair Township Fire and EMS Services

Long Lake Fire Department

Peninsula Fire Department

Green Lake Township Emergency Services

East Bay EMS

Fife Lake EMS

Kingsley EMS

North Flight EMS

Mobile Medical Response (MMR)

2016 Telephone Statistics

	2016
911 Calls Received	40,734
10 Digit Calls Received	62,167
Outgoing Calls	25,731
Total Phone Transactions	128,632

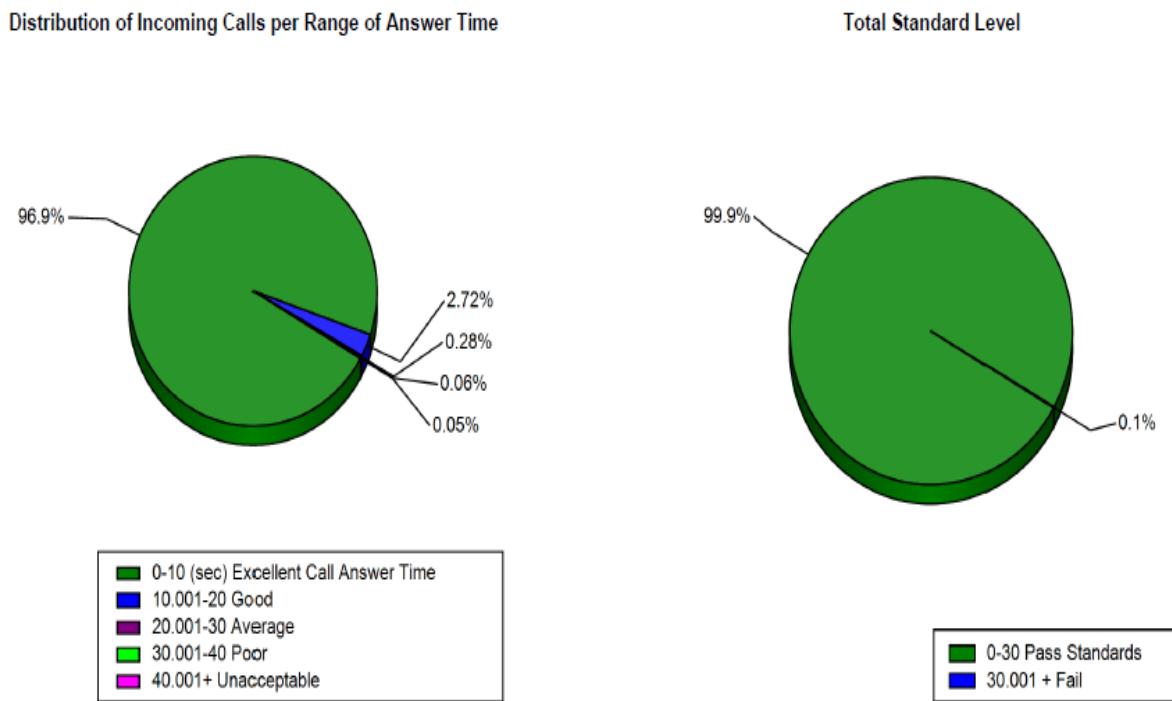
911 Calls Per Class of Service	2016	%
Business	3,644	8.95%
CNTX	356	0.87%
PBXB	1,151	2.83%
Residential	3,489	8.57%
VOIP	784	1.92%
Wireless Phase 1	6,479	15.9%
Wireless Phase 2	24,448	60.02%
Coin	4	0.01%
No Class Assigned	379	0.93%

Other Call Related Statistics	2016
Average Incoming Admin Calls per Day	170
Average Outgoing Calls per Day	70
Average 911 Calls per Day	112
Total E911 Hang ups	1385
Total Cell Hang ups	5369
Busiest Month of the Year	July
Least Busy Month of the Year	March
Busiest Hour of the Day	3pm-4pm
Least Busy Hour of the Day	4am-5am

Statistics Continued...

In accordance with the National Emergency Number Association (NENA) standard for 911 Call Answer Time (90% of all 911 calls are to be answered within 10 seconds), Grand Traverse 9-1-1 exceeded this standard by answering 96.9% of calls within 10 seconds. The average answer time for all 911 calls was 3 seconds.

From: 01/01/2016 00:00:00 To: 12/31/2016 23:59:59
Trunk Group/Pool: TG - 911



99.9% of all 911 Calls were answered within NENA's "pass" standards. (0-30 seconds)

GRAND TRAVERSE COUNTY

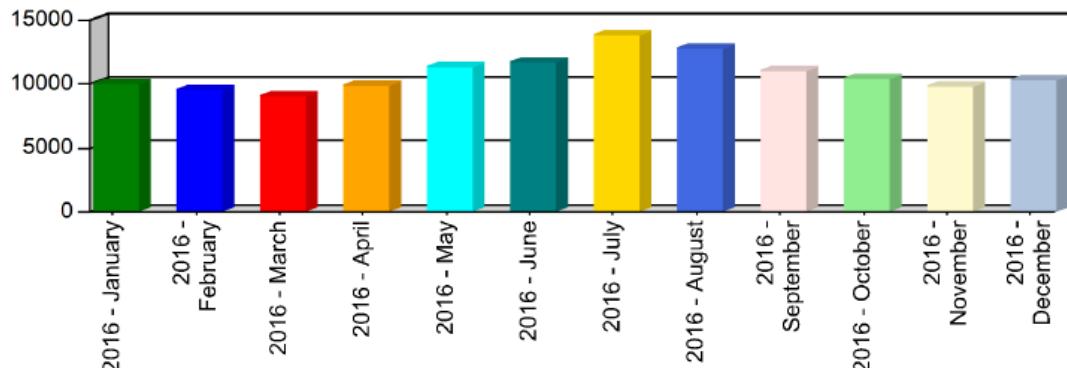
From:

01/01/2016 00:00:00

To: 12/31/2016 23:59:59

All Phone Transactions per Month

Number of Calls : 128,632

**GRAND TRAVERSE COUNTY**

From:

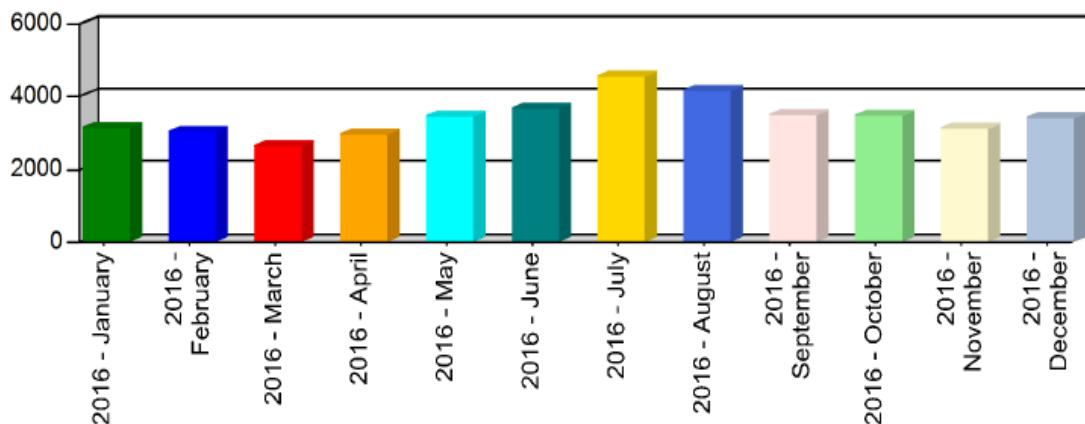
01/01/2016 00:00:00

To: 12/31/2016 23:59:59

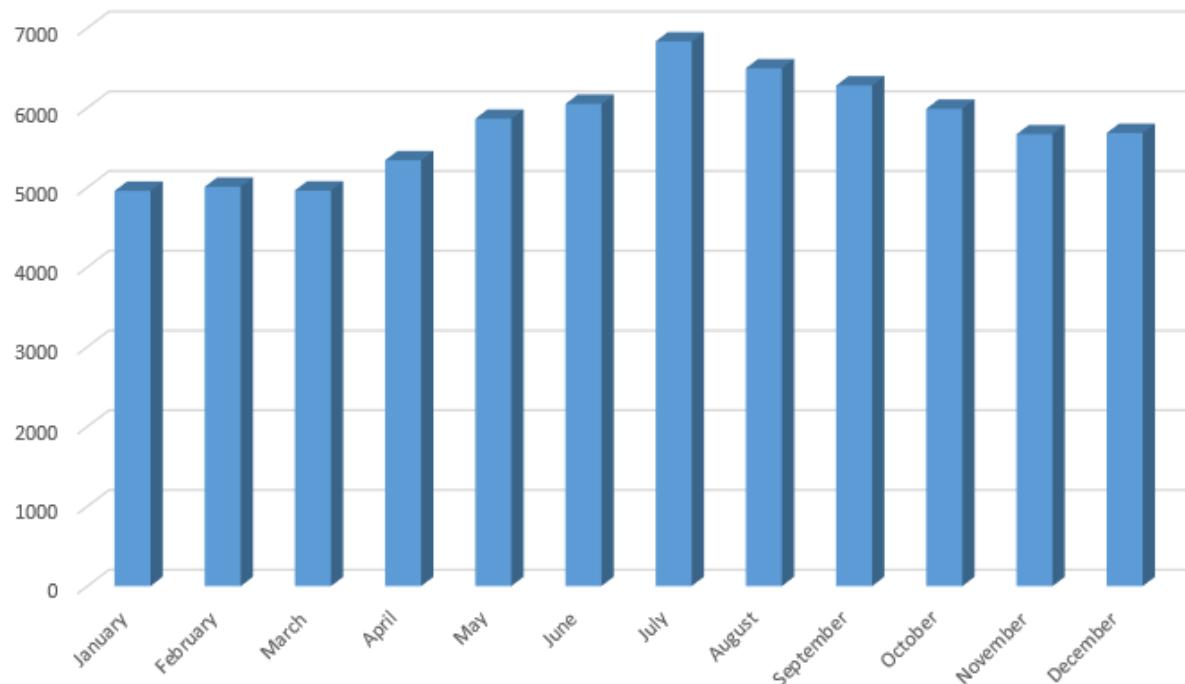
Trunk Group/Pool: TG - 911

Total 911 Call Volume per Month

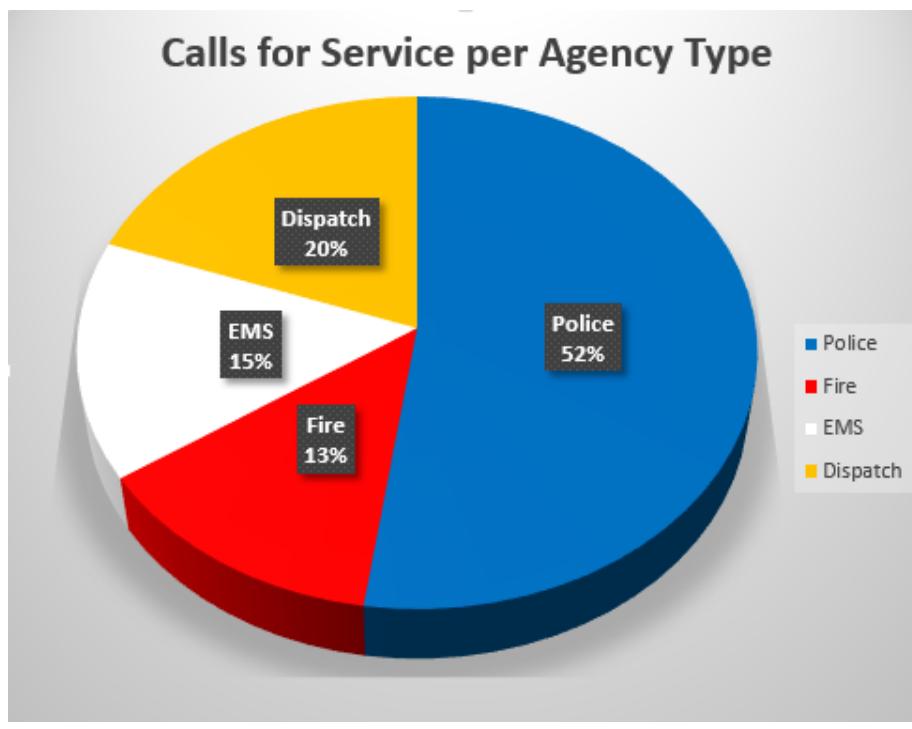
Number of Calls : 40,734



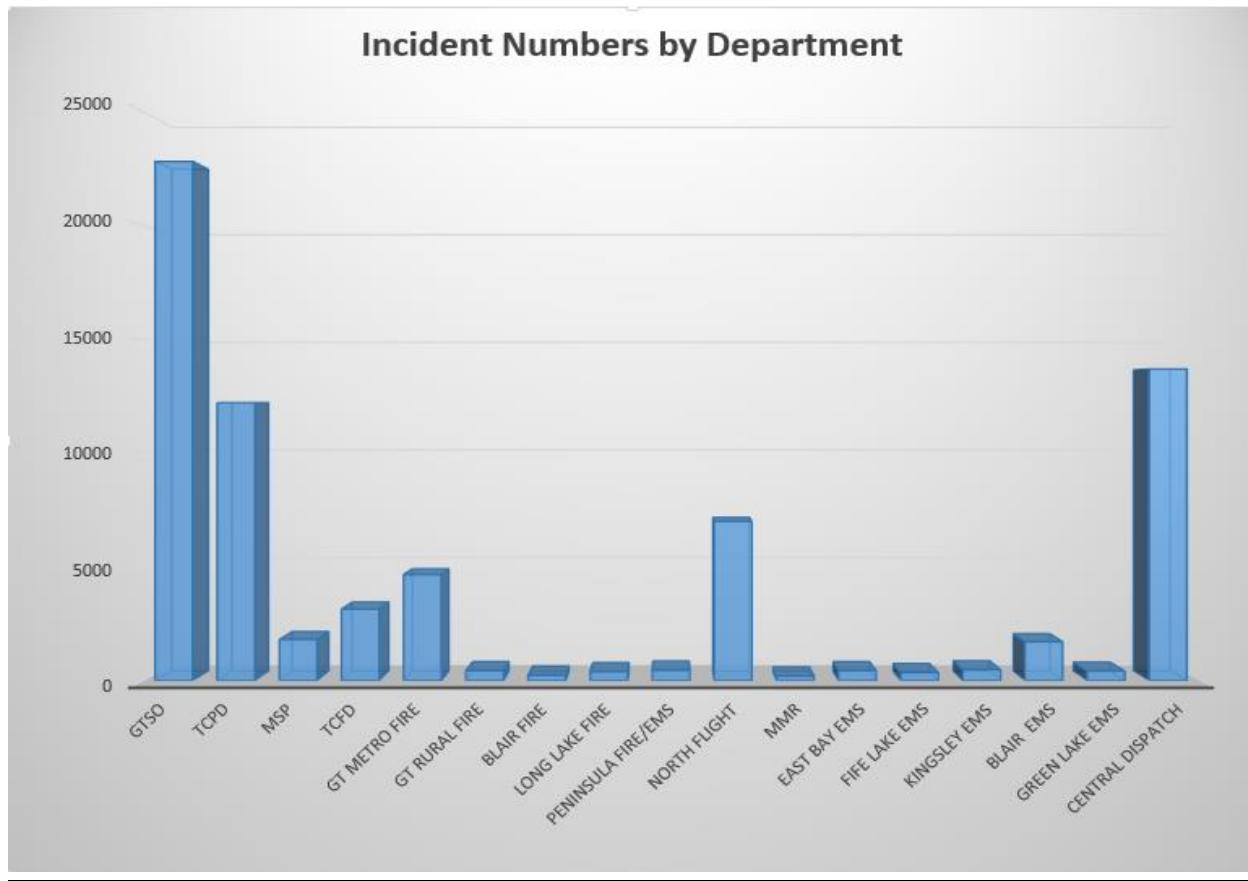
Calls For Service per Month



Calls for Service per Agency Type



GT 911 Dispatched 70,423 Calls for Service in 2016.



Grand Traverse County Sheriff's Office	22,806
Traverse City Police Department	12,209
Michigan State Police	1,805
Traverse City Fire Department	3,142
Grand Traverse Metro Fire	4,659
Grand Traverse Rural Fire	436
Blair Fire	237
Long Lake Fire	392
Peninsula Fire/EMS	466
North Flight EMS	6,995
MMR	196
East Bay EMS	437
Fife Lake EMS	351
Kingsley EMS	477
Blair EMS	1,704
Green Lake EMS	416
Central Dispatch	13,695

Training and Certifications

The Michigan Public Service Commission and State 911 Committee have set minimum training requirements for dispatchers and call takers in the State of Michigan. Minimum training standards include two 40 hour dispatch schools that include the following topics:

40 Hour Basic Dispatch School:

- Public Safety Overview
- Telecommunicator Roles and Responsibilities
- Legal Aspects of Dispatcher Services
- Interpersonal Communications
- Public Safety Technologies
- Radio Communication
- Stress management
- Telephone Techniques
- Call Classification

40 Hour Advance Dispatch School:

- Domestic Violence
- Suicide Intervention
- 911 Liability
- Stress Management
- Homeland Security

All dispatchers and call takers not currently in training are up to date and in compliance with the minimum training standards.

Additional Certifications achieved or maintained in 2016 include:

CPR

- Emergency Medical Dispatch (EMD)
- Law Enforcement Information Network (LEIN)
- LEIN Local Agency Security Officer (LASO)
- Communications Training Officer
- Leadership
- Human Trafficking
- ICS 300-347
- Police Legal Sciences (PLS Online Monthly Training)
- 800MHz Radio Training
- Motorola MCC 7500 Console Training
- Active Shooter- FEMA
- Tactical Dispatch

Smart911 and Rave Facility

We are about to approach our 4 year anniversary with Rave Mobile Safety, and their Smart911 product. To date, there are 4162 safety profiles created for this county, protecting over 12,000 citizens.

Profiles Created in 2016:	559
Safety Profile Pops in 2016:	1244
Utilizations of Chat Feature:	1588

In April of 2016, Supervisor Cory Ellis was awarded a “Smart Save” award for his utilization of the Smart911 Chat feature, and assisting a victim of domestic violence.



Sign up today. Because every second counts.

We started promoting Rave Facility this year, and to date, have 13 profile created. We have been working with Interlochen Arts Academy on creating a very detailed profile, and have completed numerous presentations to organizations in the area including: Banks, Human Resource Groups, Township Offices, and local Rotary.

Facility Profiles Created in 2016:	13
Facility Profile Pops:	62



Social Media and Public Education

Grand Traverse 911 Facebook Page

The Grand Traverse 911 Facebook page surpassed 40,000 followers in 2016

January 1, 2016	35,327
December 31, 2016	<u>40,738</u>
	5,411 New Likes for 2016

Our Facebook page has been a very powerful tool for us to push out vital information to the community in an informative, efficient, and fun way.

Public Education

We participated in numerous events throughout the year promoting 911 education, Smart911, and Rave Facility. Highlights Include:

*Teaming with the Traverse Area Association of Realtors for 911 education and Smart911 every other month.

- 4 Active Shooter Presentations with The Grand Traverse Sheriff's Office
- Metro Fire Open House
- Lowe's Safety Days
- MSP Homeland Security Preparedness Event
- Michigan Townships Association
- Kingsley Health Fair
- Grawn Health Fair

Completed and Future Projects

2016

- A project that started in late 2015, we were able to put the finishing touches on the new Intrado Viper NG911 telephone system installation.
- Redirected our 911 circuits to Peninsula Fiber Network in order to leverage the new NG911/I3 compliant IP based infrastructure.
- Motorola 800Mhz radio system and membership agreement with the Michigan Public Safety Communication System, including the earliest adopter and deployment of 800 MHz paging in the nation.
- Replaced the generator at the primary PSAP and Central Tower locations.
- Transitioned our ProQA software for Emergency Medical Dispatch (EMD) protocol to the newer Paramount version.

2017

- Install, test, and train staff on new Text to 911 capabilities that should be online by Q2.
- Continue to enhance our public education and outreach through social media and on-site events.
- Collaborate with other PSAP's to create redundancy in critical systems through IP connectivity and allowing for the opportunity for shared solutions.
- Implement a Tactical Dispatcher program in support of the Emergency Response Teams when deployed.
- Upgrade CAD to Enterprise platform.