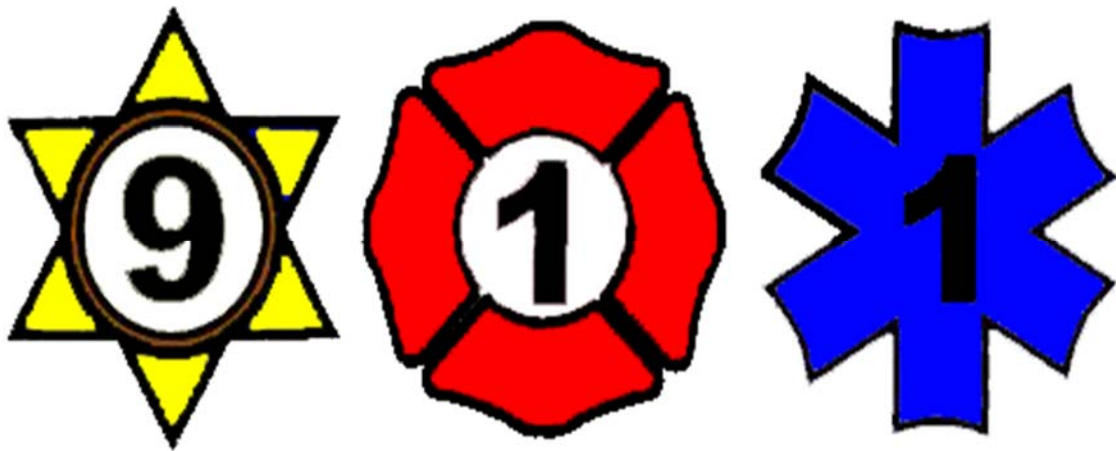


# Grand Traverse 9-1-1

Annual Report 2017



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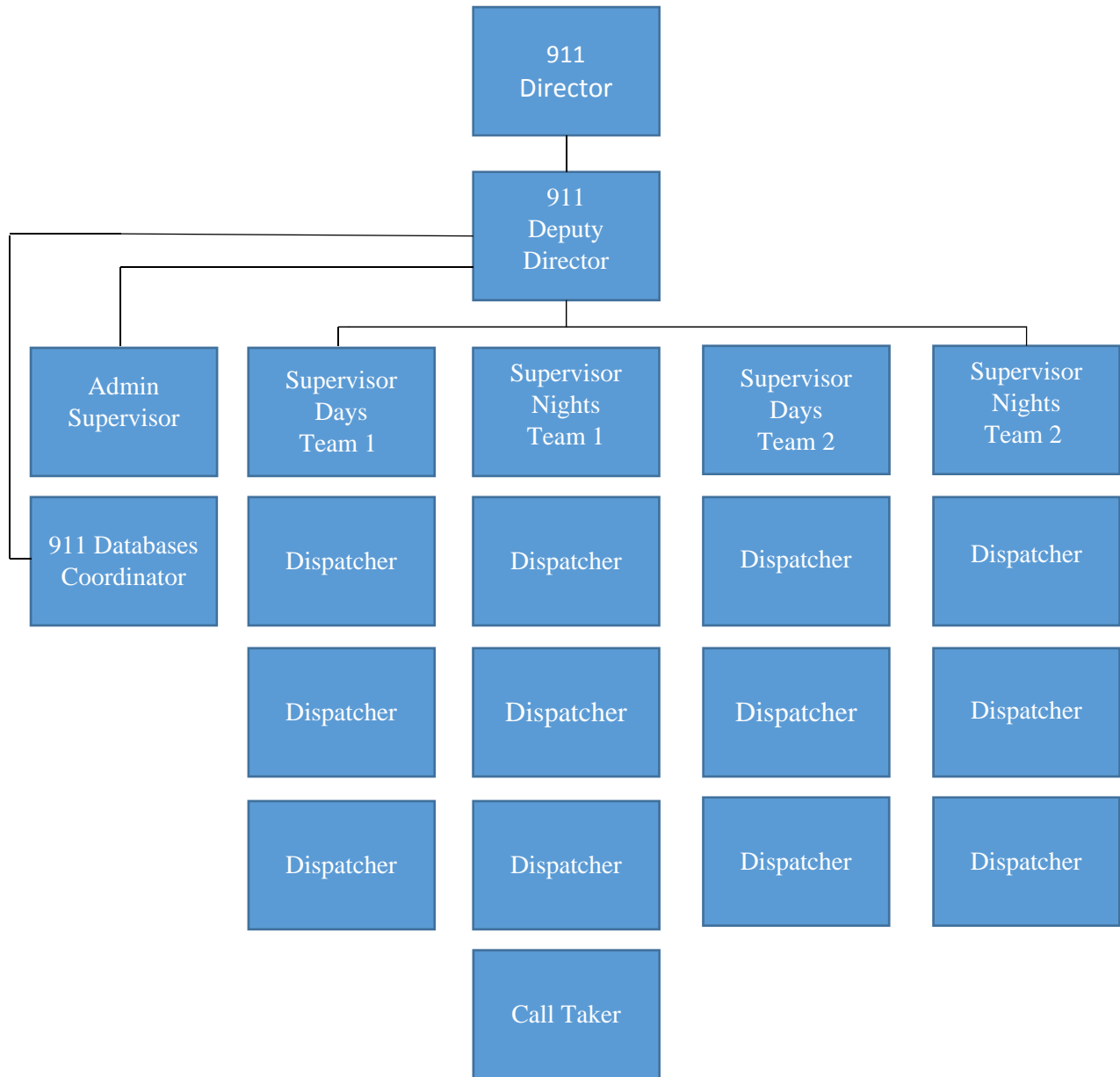
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# *Mission Statement*

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.

# Organizational Structure



**\*Dispatchers and Supervisors work 12 hour shifts. Minimum Staffing is 3 Emergency Telecommunicators from 7am to 3am, and 2 from 3am to 7am. The Call Taker position is strategically scheduled to target times with 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 Rescue

Peninsula Township Fire Department

Green Lake Township Emergency Services

East Bay EMS

Fife Lake EMS

Kingsley EMS

North Flight EMS

Mobile Medical Response (MMR)

Medical Examiner Investigator (MEI)

## *2017 Telephone Statistics*

	<b>2016</b>	<b>2017</b>
911 Calls Received	40,734	39,564
10 Digit Calls Received	62,167	59,658
Outgoing Calls	25,731	26359
<b>Total Phone Transactions</b>	<b>128,632</b>	<b>125,581</b>

<b>911 Calls Per Class of Service</b>	<b>2016</b>	<b>2016 %</b>	<b>2017</b>	<b>2017 %</b>
Business	3,644	8.95%	3,386	8.74%
CNTX	356	.87%	206	.53%
PBXB	1,151	2.83%	968	2.50%
Residential	3,489	8.57%	2,953	7.61%
VOIP	784	1.92%	878	2.27%
Wireless Phase 1	6,479	15.9%	5,581	14.4%
Wireless Phase 2	24,448	60.02%	24,769	63.92%
Coin	4	.01%	5	.01%
No Class Assigned	379	.093%	814	.2%

<b>Other Call Related Statistics</b>	<b>2016</b>	<b>2017</b>
Average Incoming Admin Calls per Day	170	163
Average Outgoing Calls per Day	70	72
Average 911 Calls per Day	112	108
Total E911 Hang ups	1385	1572
Total Cell Hang ups	5369	3910
Busiest Month of the Year	July	July
Least Busy Month of the Year	March	February
Busiest Hour of the Day	3pm-4pm	3pm-4pm
Least Busy Hour of the Day	4am-5am	4am-5am

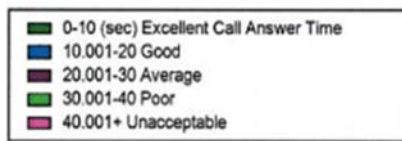
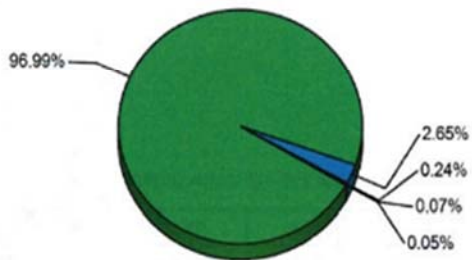
# Statistics Continued...

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.

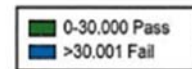
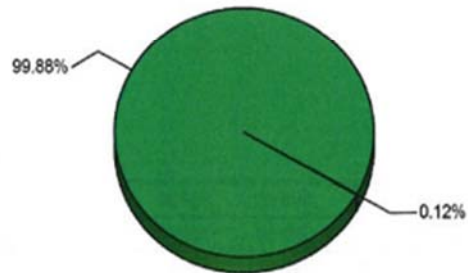
From: 01/01/2017 00:00:00

To: 12/31/2017 23:59:59

Distribution of Incoming Calls per Range of Answer Time



Total Standard Level



99.88% of all 911 Calls were answered within NENA's "pass" standards. (0-30 seconds)

GRAND TRAVERSE COUNTY

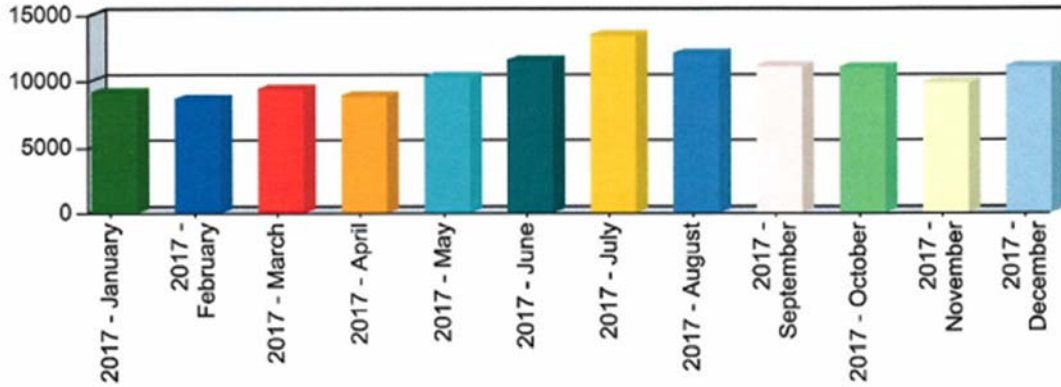


All Phone Transactions per Month

From: 01/01/2017 00:00:00

To: 12/31/2017 23:59:59

Number of Calls : 125,581



GRAND TRAVERSE COUNTY



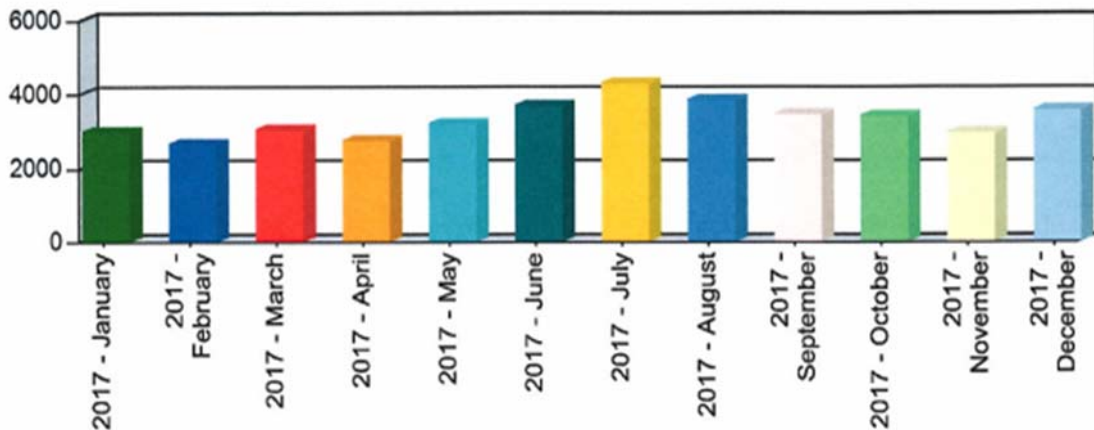
Total 911 Call Volume per Month 2017

From: 01/01/2017 00:00:00

To: 12/31/2017 23:59:59

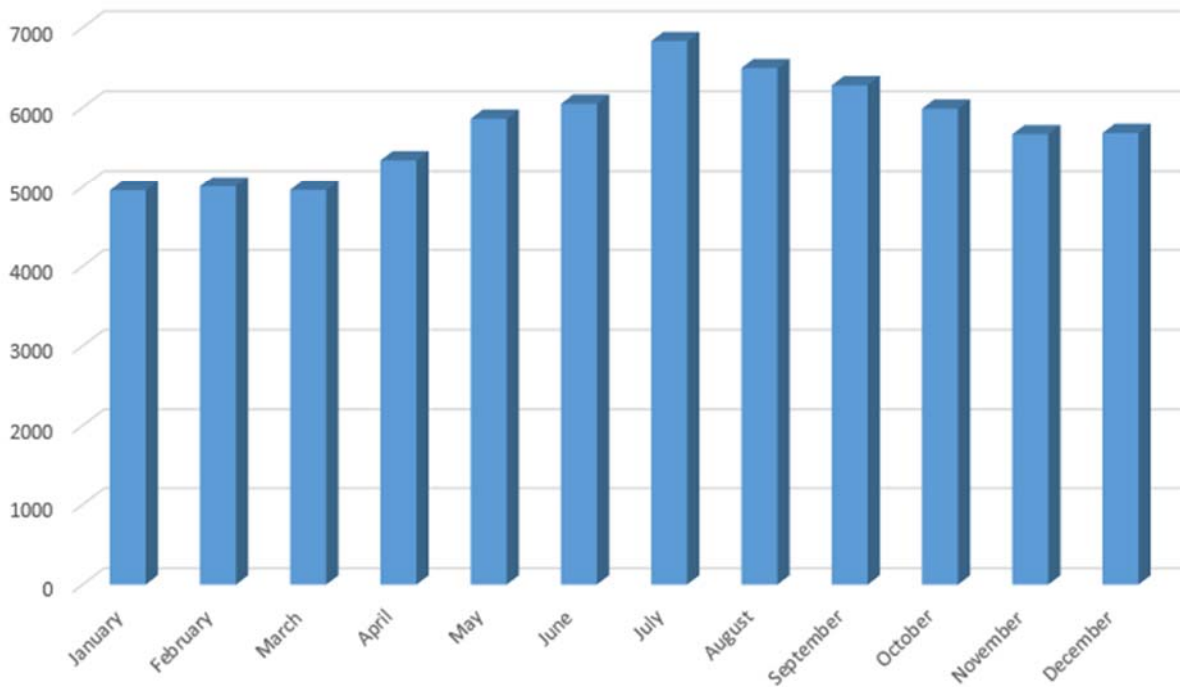
Trunk Group/Pool: TG - 911

Number of Calls : 39,564

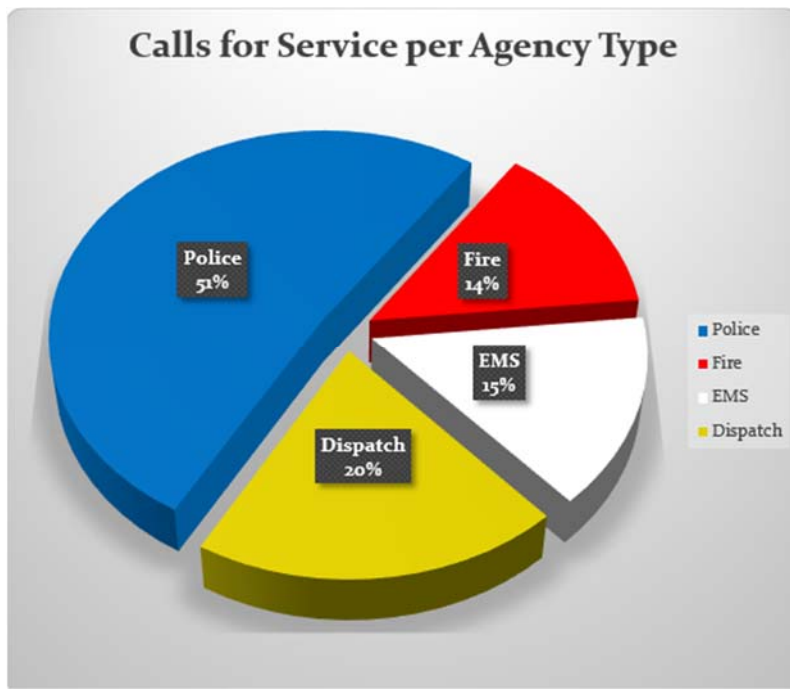




Calls For Service per Month

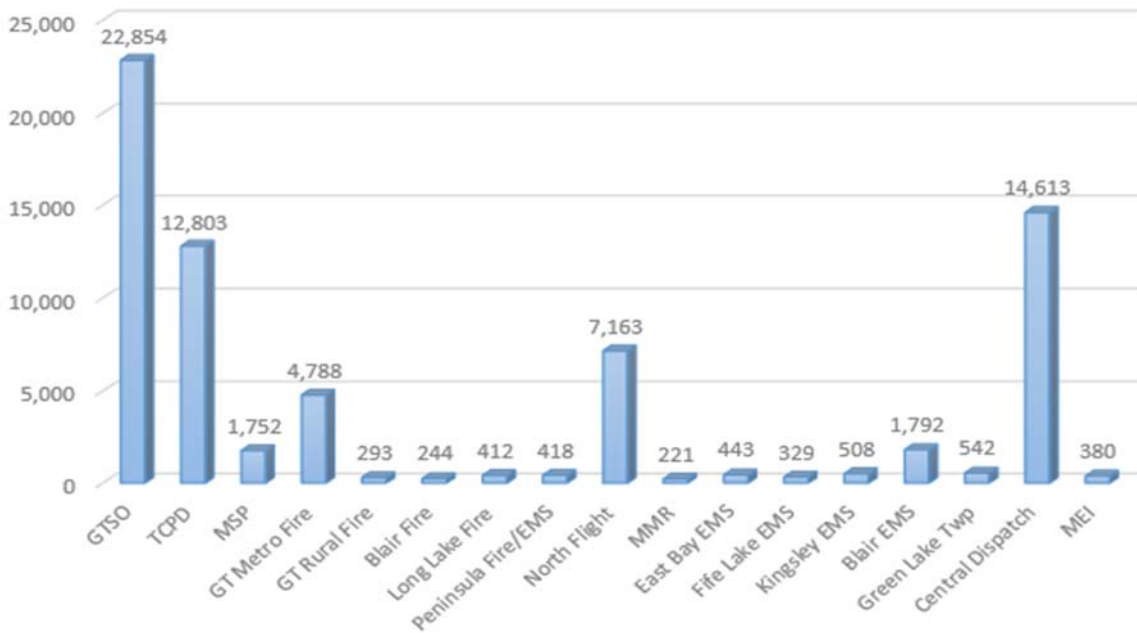


Calls for Service per Agency Type



**GT 911 Dispatched 72,773 Calls for Service in 2017,  
Compared to 70,423 in 2016.**

Incident Numbers by Department



	2016	2017
Grand Traverse County Sheriff's Office	22,806	22,854
Traverse City Police Department	12,209	12,803
Michigan State Police	1,805	1,752
Traverse City Fire	3,142	3,218
Grand Traverse Metro Fire	4,659	4,788
Grand Traverse Rural Fire	436	293
Blair Township Fire	237	244
Long Lake Fire Rescue	392	412
Peninsula Fire/EMS	466	418
North Flight EMS	6,995	7,163
Mobile Medical Response	196	221
East Bay EMS	437	443
Fife Lake EMS	351	329
Kingsley EMS	477	508
Blair EMS	1,704	1792
Green Lake Emergency Services	416	542
Grand Traverse Central Dispatch	13,695	14,613
Medical Examiner Investigator		380
<b>TOTAL</b>	<b>70,423</b>	<b>72,773</b>

# *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 2017 include:

CPR  
Emergency Medical Dispatch (EMD)  
Law Enforcement Information Network (LEIN)  
LEIN Local Agency Security Officer (LASO)  
Leadership  
ICS 300-347  
Police Legal Sciences (PLS Online Monthly Training)  
Center Manager Certification Program (CMCP)  
Emergency Number Professional (ENP)  
Active Shooter  
Customer Service  
Tactical Dispatch

# Text-to-911

On June 30<sup>th</sup>, 2017, we were very excited and proud, to launch INDigital's Texty application. Texty allows cell phone users within Grand Traverse County to initiate a Text-to-911 in the event of an emergency. This feature is especially helpful to the deaf and hard of hearing community, areas of limited cellular network availability, and situations where it may not be safe for an individual to make a voice call to 911.

Text-TO-911                      2017: 58

Text-FROM-911                2017: 1,751



# Smart911 and Rave Facility

We are about to approach our 5 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	2017: 387
Safety Profile Pops in	2016: 1244	2017: 1797
Utilizations of Chat Feature:	1588	2017: 342



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	2016: 13	2017: 16
Facility Profile Pops:	2016: 62	2017: 74



# *Social Media and Public Education*

## **Grand Traverse 911 Facebook Page**

The Grand Traverse 911 Facebook page surpassed 44,000 followers in 2017

January 1, 2016	35,327	January 1, 2017	40,749
December 31, 2016	40,738	December 31, 2017	44,042
5,411 New Likes for 2016		3,293 New Likes for 2017	

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:

- 2 Active Shooter Presentations with The Grand Traverse Sheriff's Office
- Metro Fire Open House
- Traverse City Fire Department Open House
- Lowe's Safety Days
- Northern Michigan Visually Impaired Group
- TBA Career Tech Center
- Boy Scout of America Visits to Dispatch
- 911 Goes To Lansing
- Traverse Area Association of Realtors
- Grand Traverse Children's Museum

# *Accomplishments*

- In June, 2017 – Grand Traverse 911 launched Texty, an application which allows citizens to Text 911 in the event they are unable to make a voice call. Text to 911 also provides the direct access to 911 for our deaf and hard of hearing community.
- Grand Traverse 911 staff continued to strengthen their skillset and stay sharp with advanced call taking and dispatching best-practices, totaling over 850 hours of continuing education in 2017.
- Continued the transition to Next Generation 911, built upon an updated, redundant, and survivable IP network. Not only is the network more stable, which will minimize downtime, but it also establishes a foundation to allow for future devices and applications that wish to access 911 services.
- Participated in the annual “911 Goes to Washington” and “911 Goes to Lansing” events, where we met with congressional leaders to discuss issues important to 911 and our community.
- Young Hero Award recipient Connor Sokolski and Dispatcher Tina Shoemaker were recognized at the 2017 Michigan NENA Conference for their roles in the 911 call that saved the life of 7 year old Connor Sokolski’s father.
- Director Torrey and Deputy Director Hornacek completed the National Emergency Number Association’s Center for Management Certification Program.
- Deputy Director Hornacek earned her designation as an Emergency Number Professional (ENP).
- Worked with several local entities to provide assistance with legislative changes to the Multi-Line Telephone Service. These new requirements allow for increased accuracy in location information with every 911 call, which ultimately provides for a more effective response.

# *Looking Ahead*

2018 is shaping up to be another busy year for your 911 team. Here are just some of the things we are looking forward to in the coming year:

- Major Computer Aided Dispatch (CAD) upgrade that will provide for enhanced map functionality, increased information sharing with fire/EMS services, and a more reliable server environment to minimize downtime.
- Update Message Switch, a major component to the effective communication between CAD and Mobile Data Terminals in all patrol vehicles.
- Due to the national recognition of our Grand Traverse 911 Facebook Page, Deputy Director Leah Hornacek will be speaking at the National NENA Conference on how to keep communities engaged with 911 and public safety.
- Region 7 Tactical Dispatch Teams will continue to develop and train to deploy with the Northern Michigan Mutual Aid Emergency Response Teams during potentially dangerous situations, including barricaded subjects, armed stand-offs, and high-risk warrant arrests. Tactical Dispatch Teams will provide accurate, efficient documentation of events during these critical incidents.
- After two years on the Michigan Public Safety Communication System we will be revisiting our radio communication processes to ensure efficiencies and expectations are being met.
- Continue working with regional 911 Centers on a Continuity of Operations plan to ensure every 911 call is answered and processed by a trained Emergency Telecommunicator.