

Grand Traverse 9-1-1

Annual Report 2018



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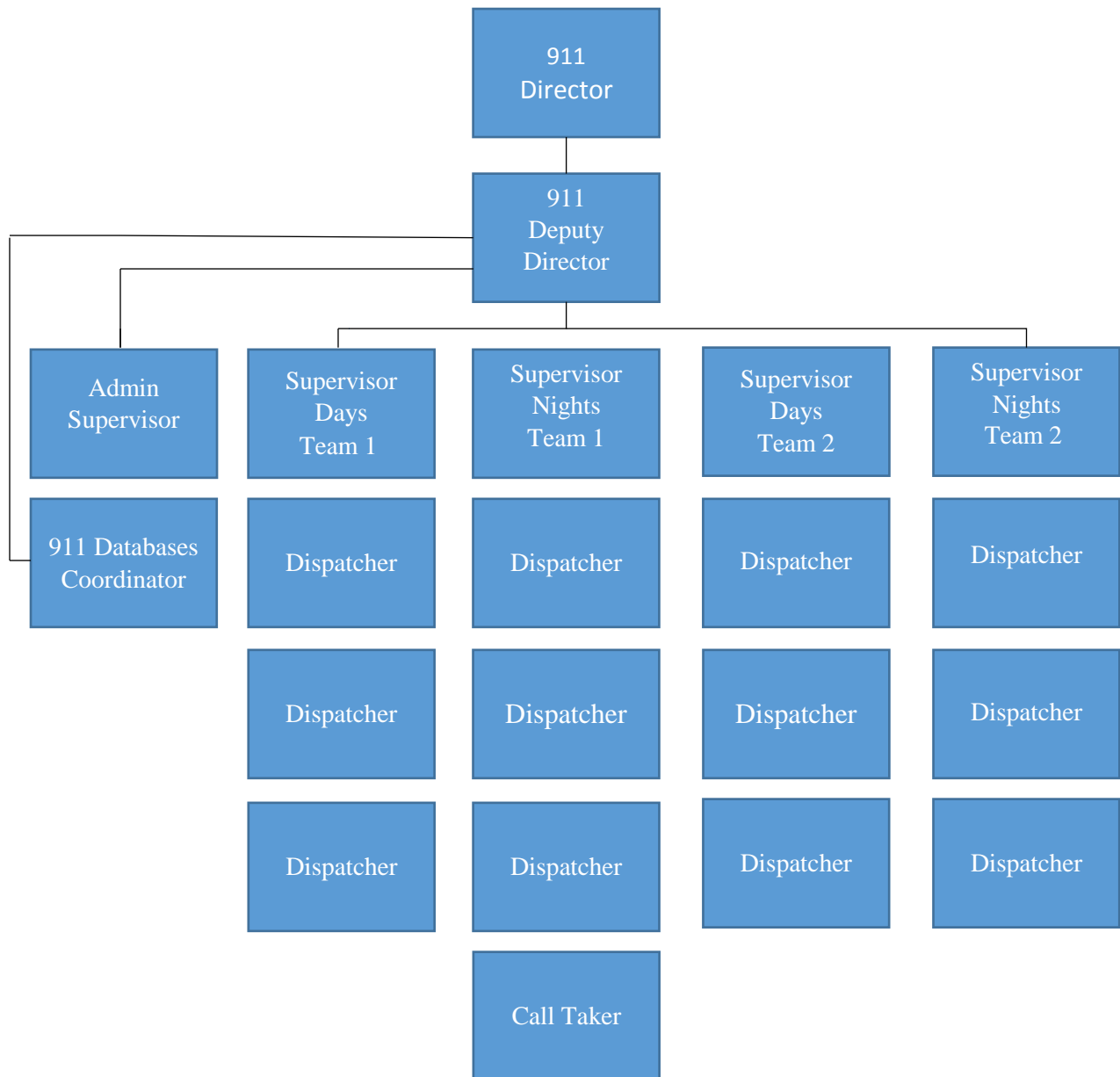
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Mission Statement

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 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

Paradise Fire Department

Whitewater Township Fire Department

Blair Township Fire and EMS Services

Long Lake Fire Department

Peninsula Fire Department

Green Lake Township Emergency Services

Fife Lake Township Fire and EMS

East Bay EMS

Kingsley EMS

North Flight EMS

Mobile Medical Response (MMR)

Medical Examiner Investigator (MEI)

2018 Telephone Statistics

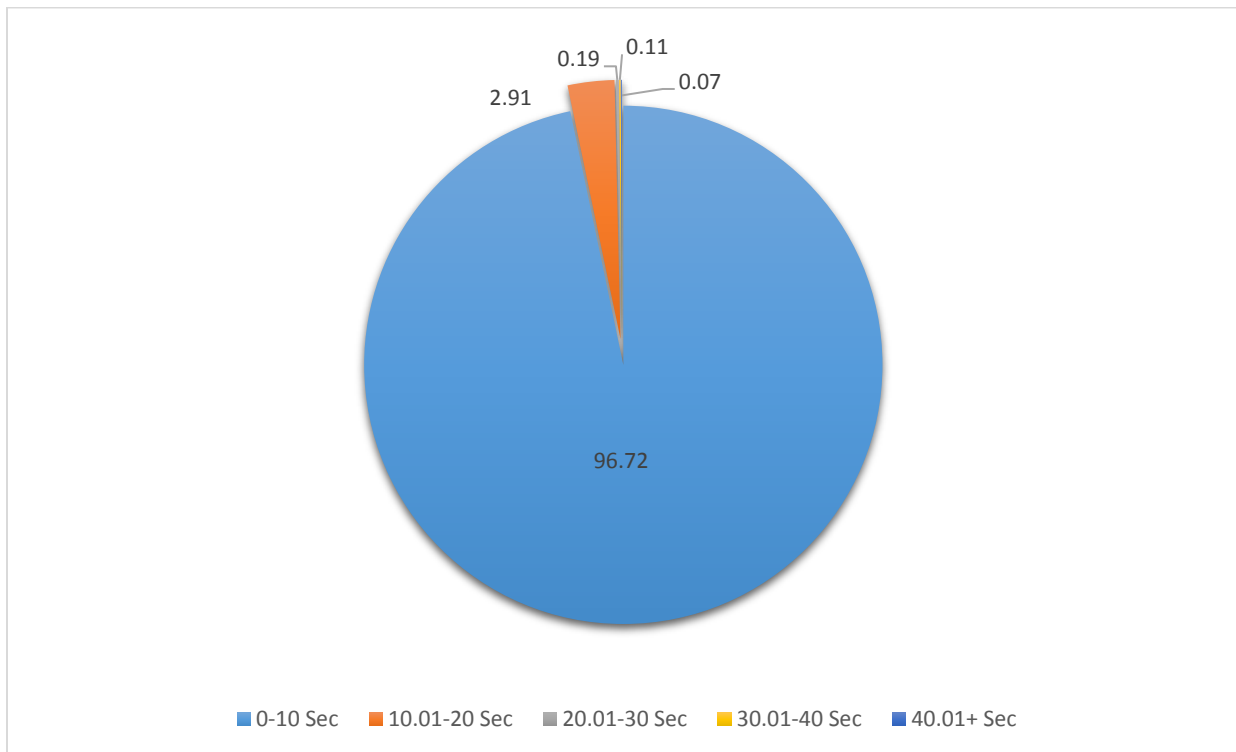
	2016	2017	2018
911 Calls Received	40,734	39,564	40,480
10 Digit Calls Received	62,167	59,658	57,480
Outgoing Calls	25,731	26,359	31,063
Total Phone Transactions	128,632	125,581	129,023

911 Calls Per Class of Service	2016	2016 %	2017	2017 %	2018	2018 %
Business	3,644	8.95%	3,386	8.74%	3,153	7.79%
CNTX	356	.87%	206	.53%	138	.34%
PBXB	1,151	2.83%	968	2.50%	693	1.71%
Residential	3,489	8.57%	2,953	7.61%	2,729	6.74%
VOIP	784	1.92%	878	2.27%	1,004	2.48%
Wireless Phase 1	6,479	15.9%	5,581	14.4%	9,269	22.90%
Wireless Phase 2	24,448	60.02%	24,769	63.92%	23,083	57.02%
Coin	4	.01%	5	.01%	5	.01%
No Class Assigned	379	.093%	814	.2%	404	1.00%

Other Call Related Statistics	2016	2017	2018
Average Incoming Admin Calls per Day	170	163	157
Average Outgoing Calls per Day	70	72	85
Average 911 Calls per Day	112	108	111
Total E911 Hang ups	1385	1572	1361
Total Cell Hang ups	5369	3910	4815
Busiest Month of the Year	July	July	July
Least Busy Month of the Year	March	February	February
Busiest Hour of the Day	3pm-4pm	3pm-4pm	3pm-4pm
Least Busy Hour of the Day	4am-5am	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 96.7% of calls within 10 seconds. The average answer time for all 911 calls was 4 seconds.



99.82% of all 9-1-1 Calls were answered within NENA's "pass" standards.
(0-30 seconds)

GRAND TRAVERSE COUNTY

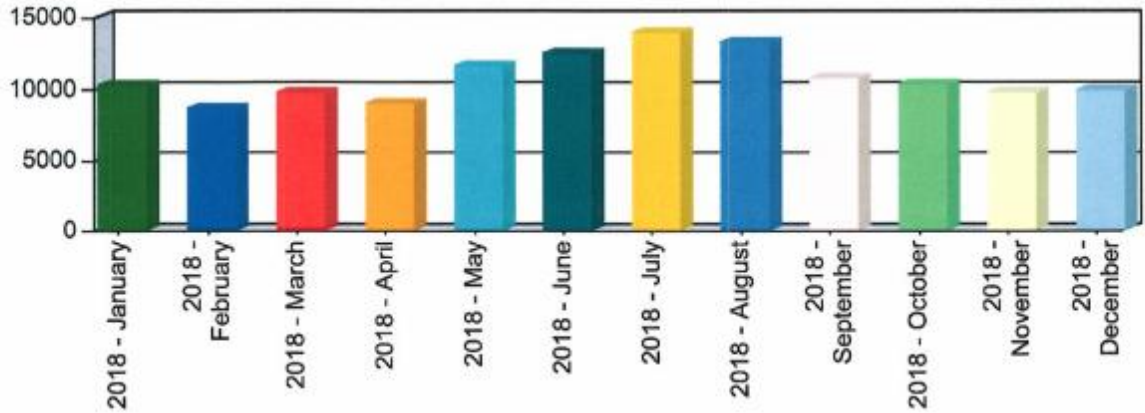


All Phone Transactions per Month 2018

From: 01/01/2018 00:00:00

To: 12/31/2018 23:59:59

Number of Calls : 129,023



Total 911 Call Volume per Month 2018

GRAND TRAVERSE COUNTY

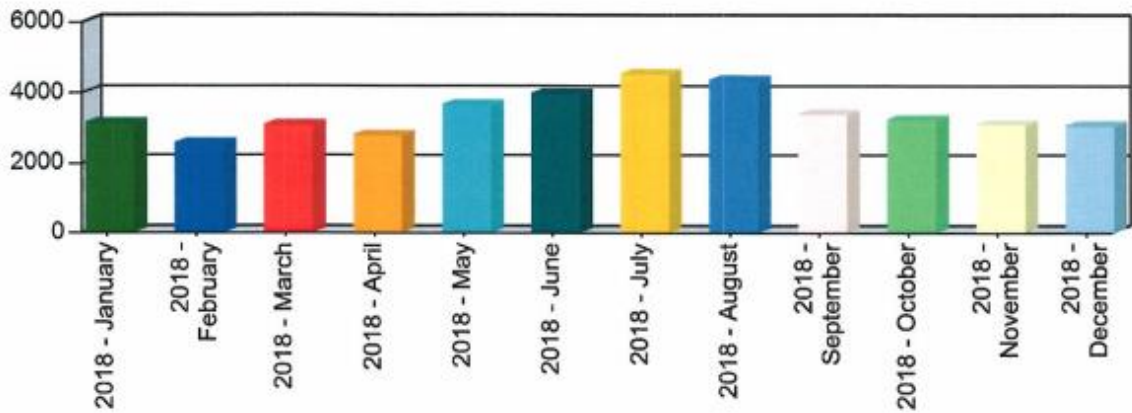


From: 01/01/2018 00:00:00

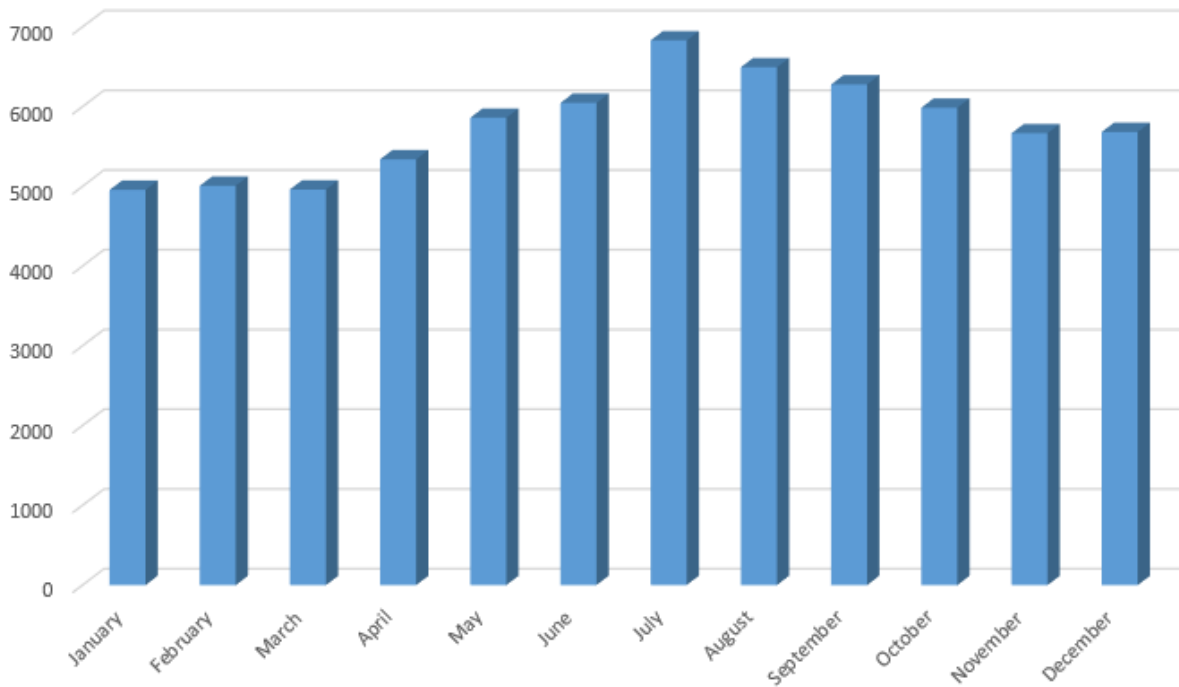
To: 12/31/2018 23:59:59

Line Group/Pool: LG - 911, LG - 911-SIP, LG - 911-SIP, LG - No Value

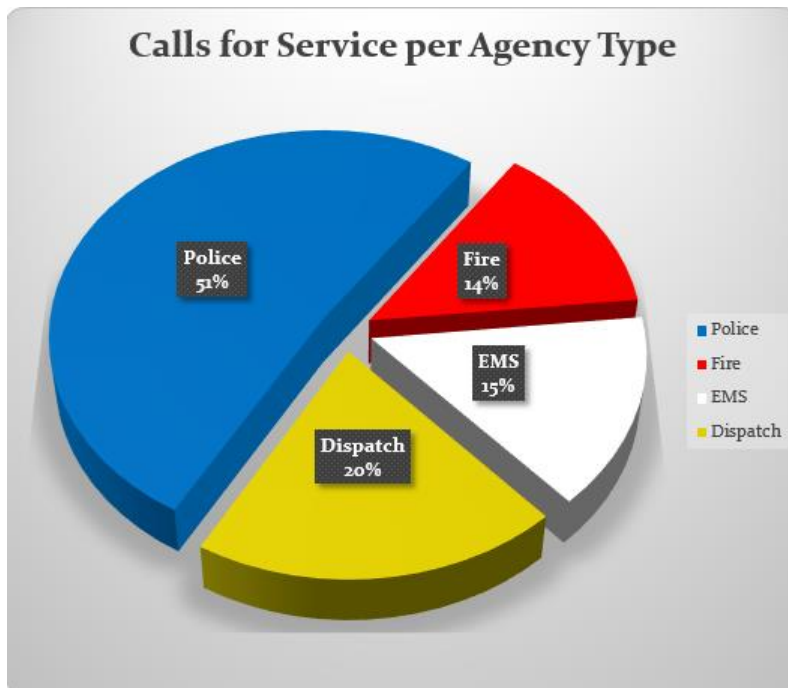
Number of Calls : 40,480



Calls For Service per Month



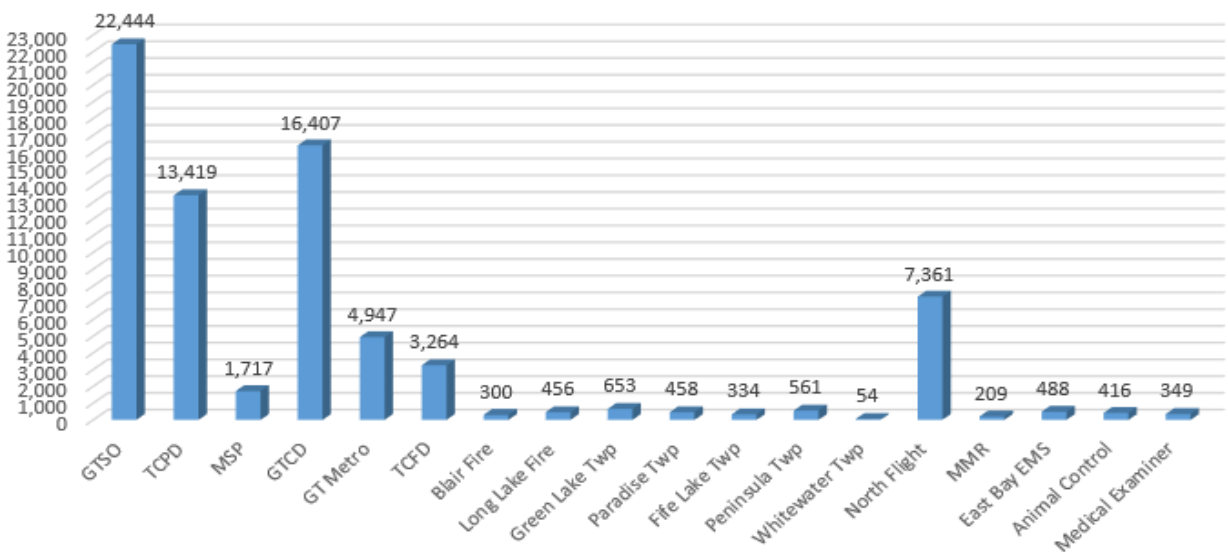
Calls for Service per Agency Type



GT 911 Dispatched 75,656 Calls for Service in 2018,
Compared to 72,773 in 2017, and 40,423 in 2016

Calls By Agency

	2016	2017	2018
Grand Traverse County Sheriff's Office	22,806	22,854	22,444
Traverse City Police Department	12,209	12,803	13,419
Michigan State Police	1,805	1,752	1,717
Traverse City Fire Department	3,142	3,218	3,264
Grand Traverse Metro Fire	4,659	4,788	4,947
Grand Traverse Rural Fire	436	293	
Blair Fire	237	244	300
Long Lake Fire	392	412	456
Whitewater Fire			54
Peninsula Fire/EMS	466	418	561
North Flight EMS	6,995	7,163	7,361
MMR	196	221	209
East Bay EMS	437	443	488
Fife Lake EMS	351	329	334
Kingsley EMS	477	508	458
Blair EMS	1,704	1,792	1,819
Green Lake Township	416	542	653
Central Dispatch	13,695	14,613	16,407
MEI		380	349
Animal Control			416
TOTAL	70,423	72,773	75,656



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 2018 include:

Emergency Medical Dispatch (EMD)
Law Enforcement Information Network (LEIN)
LEIN Local Agency Security Officer (LASO)
Leadership
Police Legal Sciences (PLS Online Monthly Training)
Active Shooter
Customer Service
Tactical Dispatch
Is the Caller the Killer?
State 911 Conference
National Emergency Number Association Conference
Rave Mobile Safety Summit

Text-to-911

On June 30th, 2017, we launched 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 low network availability, and also situations where it may not be safe for an individual to make a voice call to 911. This application has also given the 911 center a greater ability to solve 911 misdials and hang ups, by sending text messages when accidental dialers do not answer our return calls. This saves time and money by not having to send law enforcement to check out these misdials.

Text-TO-911	2017: 58	2018: 75
Text-FROM-911	2017: 1,751	2018: 2,923



Smart911 and Rave Facility

We just passed our 5 year anniversary with Rave Mobile Safety, and their Smart911 product. At the end of 2018, there were 4760 safety profiles created for this county, protecting over 12,000 citizens. In addition to the safety profiles, Rave Smart911 can now provide enhanced location information from newer phones. Instead of relying on only the cell phone towers, they are able to provide handset location-similar to what Uber uses.

Profiles Created in	2016: 559	2017: 387	2018: 338
Safety Profile Pops in	2016: 1244	2017: 1797	2018: 909



Sign up today. Because every second counts.

We started promoting Rave Facility in 2016, and to date, have 20 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	2018: 20
Facility Profile Pops:	2016: 62	2017: 74	2018: 178



Social Media and Public Education

Grand Traverse 911 Facebook Page

The Grand Traverse 911 Facebook page surpassed 47,000 followers in 2018

Jan 1, 2016	35,327	Jan 1, 2017	40,749	Jan 1, 2018	44,051
Dec 31, 2016	40,738	Dec 31, 2017	44,042	Dec 31, 2018	47,199
5,411 Increase		3,293 Increase		3,148 Increase	

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:

- Deputy Director, Leah Hornacek, presented at the National Emergency Number Association Conference on utilizing social media in the dispatch center, as well as the State 911 Conference
- 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
- 4H Baby Sitting Group
- Traverse Area Association of Realtors
- Grand Traverse Children's Museum

