

Grand Traverse 9-1-1

Annual Report 2019

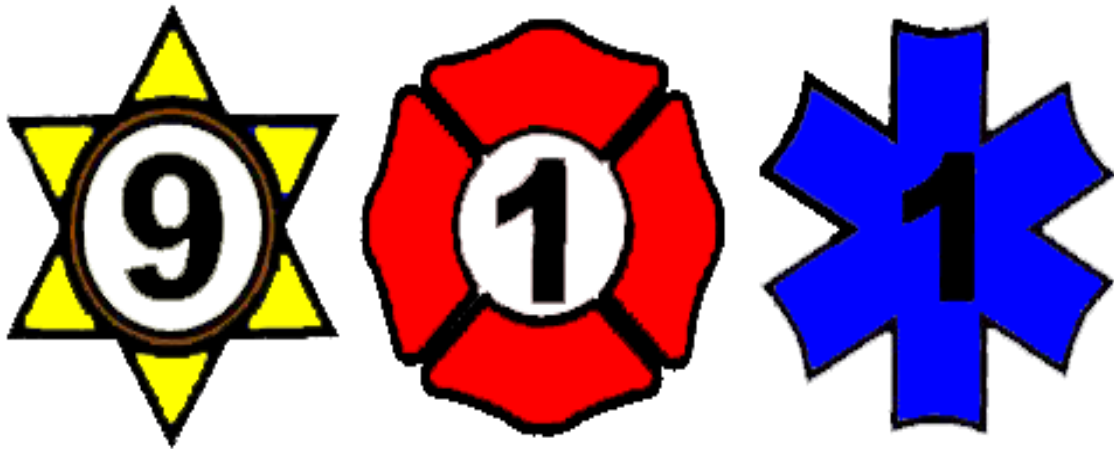


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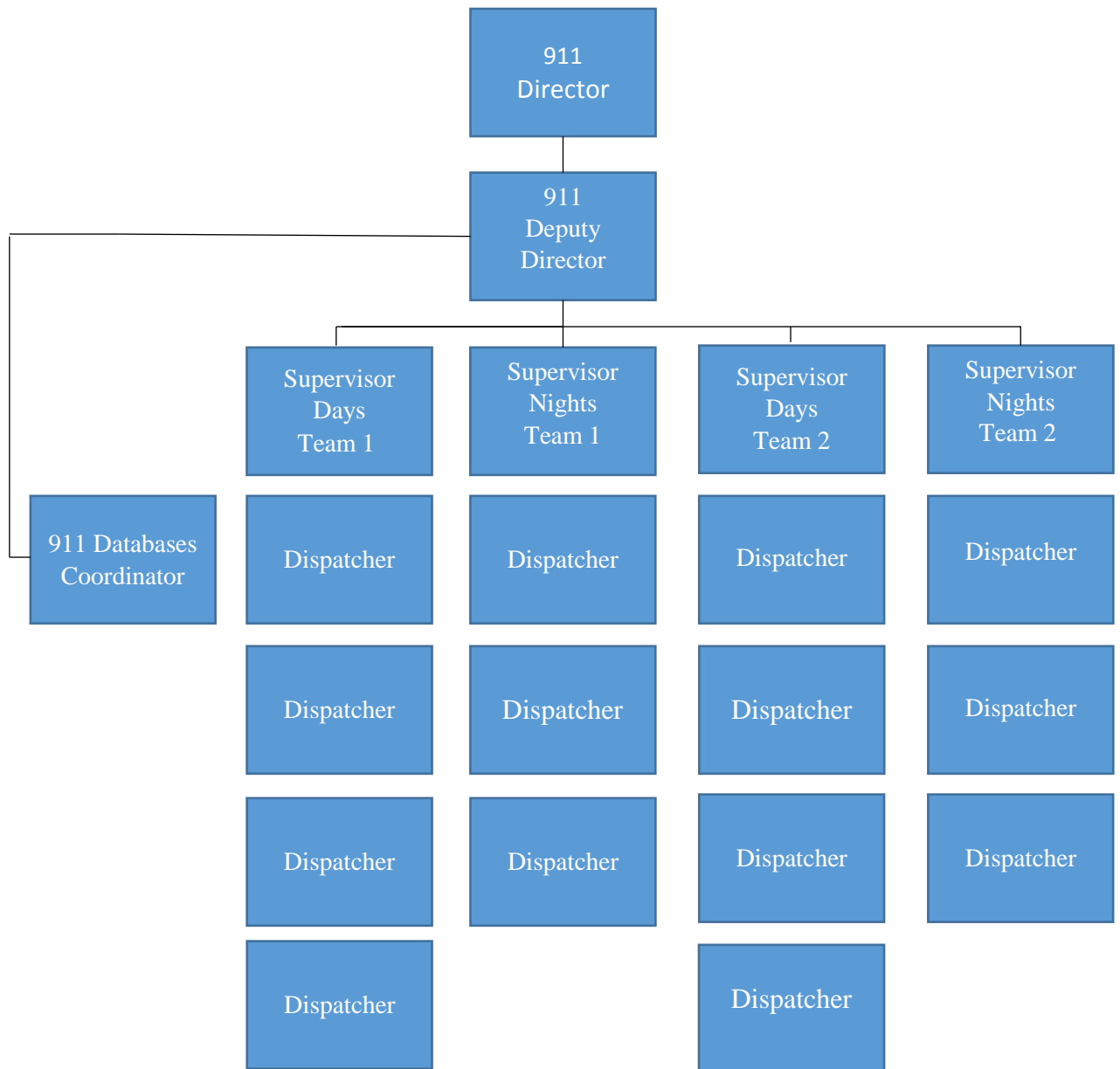
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Mission Statement

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.

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 Township Emergency Services

Whitewater Township Fire Department

Blair Township Emergency Services

Long Lake Fire Department

Peninsula Fire Department

Green Lake Township Emergency Services

Fife Lake Township Emergency Services

East Bay EMS

North Flight EMS

Mobile Medical Response (MMR)

Medical Examiner Investigator (MEI)

Yearly Telephone Statistics

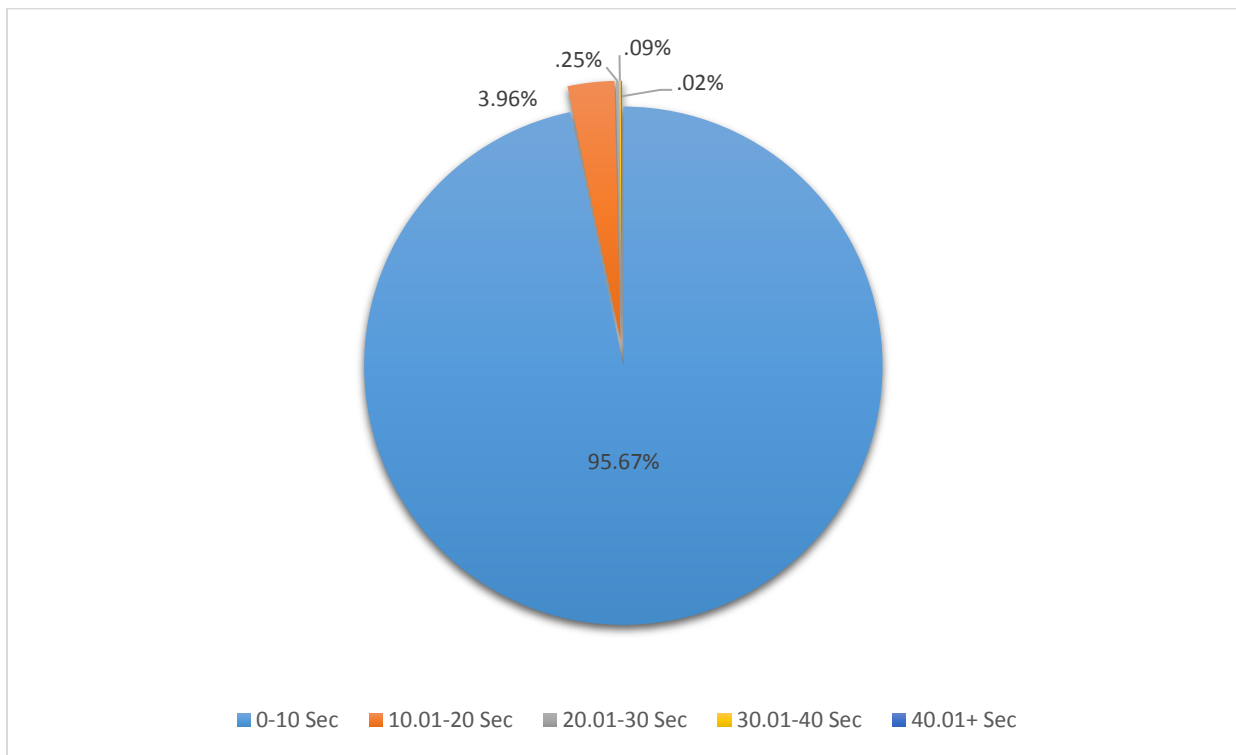
	2016	2017	2018	2019
911 Calls Received	40,734	39,564	40,480	43,086
10 Digit Calls Received	62,167	59,658	57,480	56,504
Outgoing Calls	25,731	26,359	31,063	32,991
Total Phone Transactions	128,632	125,581	129,023	132,581

911 Calls Per Class of Service	2016 %	2017 %	2018 %	2019 %
Business	8.95%	8.74%	7.79%	7.15%
CNTX	.87%	.53%	.34%	.34%
PBXB	2.83%	2.50%	1.71%	.81%
Residential	8.57%	7.61%	6.74%	5.55%
VOIP	1.92%	2.27%	2.48%	3.69%
Wireless Phase 1	15.9%	14.4%	22.90%	24.56%
Wireless Phase 2	60.02%	63.92%	57.02%	57.27%
Coin	.01%	.01%	.01%	1 call
No Class Assigned	.093%	.2%	1.00%	.62%

Other Call Related Statistics	2016	2017	2018	2019
Average Incoming Admin Calls per Day	170	163	157	155
Average Outgoing Calls per Day	70	72	85	90
Average 911 Calls per Day	112	108	111	118
Total E911 Hang ups	1385	1572	1361	2261
Total Cell Hang ups	5369	3910	4815	7313
Busiest Month of the Year	July	July	July	July
Least Busy Month of the Year	March	February	February	February
Busiest Hour of the Day	3pm-4pm	3pm-4pm	3pm-4pm	3pm-4pm
Least Busy Hour of the Day	4am-5am	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 95.67% of calls within 10 seconds. The average answer time for all 911 calls was 4 seconds.



99.88% of all 9-1-1 Calls were answered within NENA’s “pass” standards.
(0-30 seconds)

GRAND TRAVERSE COUNTY

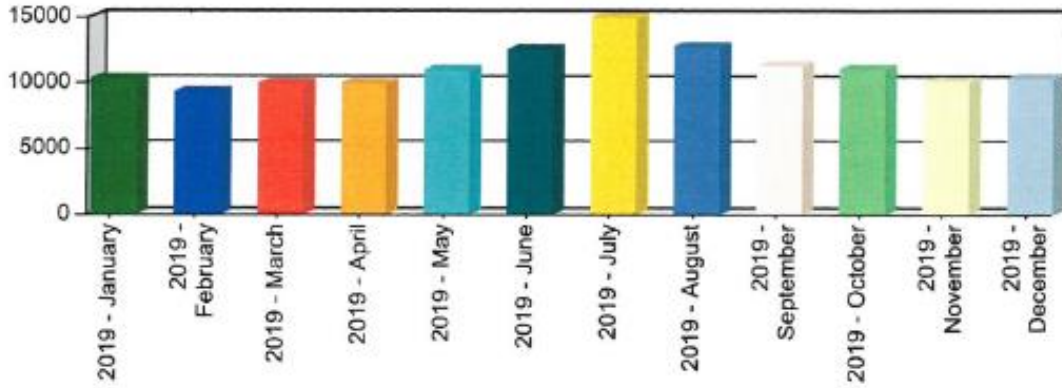


All Phone Transactions per Month 2019

From: 01/01/2019 00:00:00

To: 12/31/2019 23:59:59

Number of Calls : 132,541



GRAND TRAVERSE COUNTY



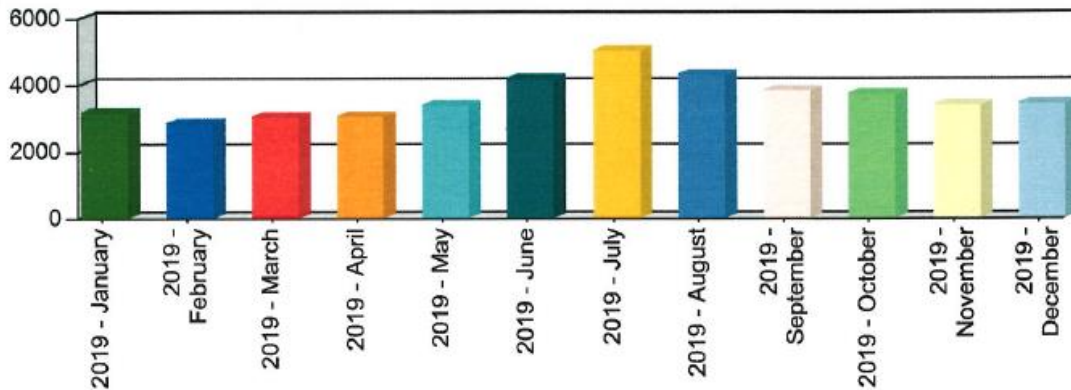
Total 911 Call Volume per Month 2019

From: 01/01/2019 00:00:00

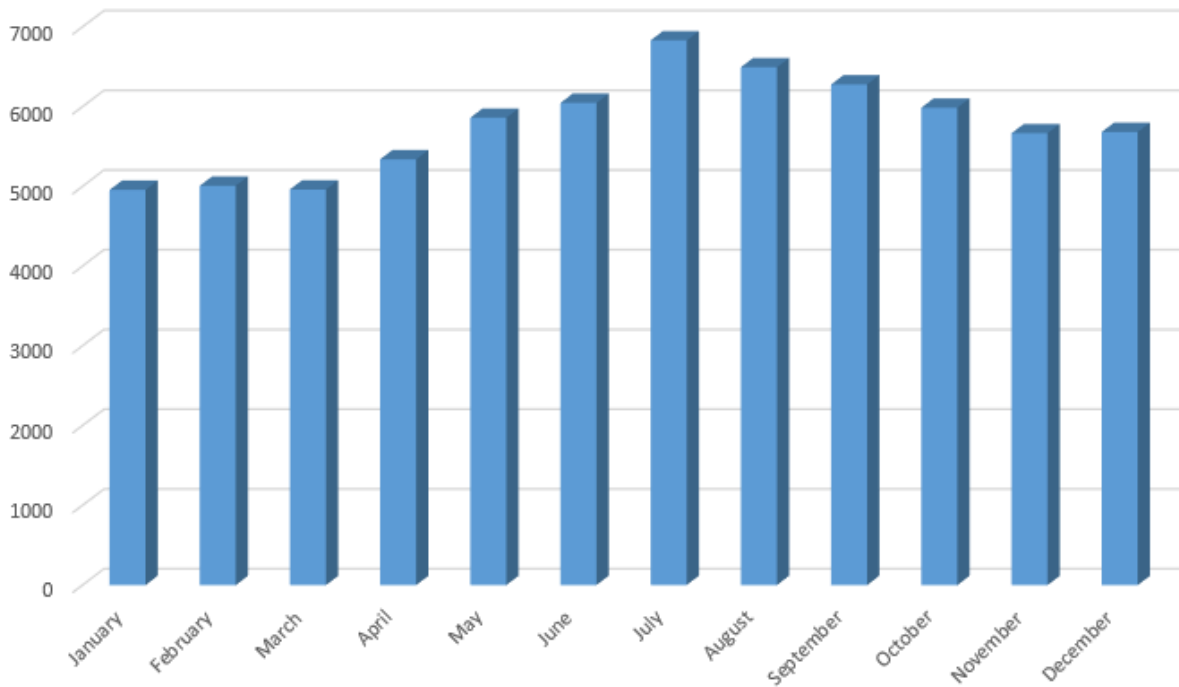
To: 12/31/2019 23:59:59

Trunk Group/Pool: TG - 911

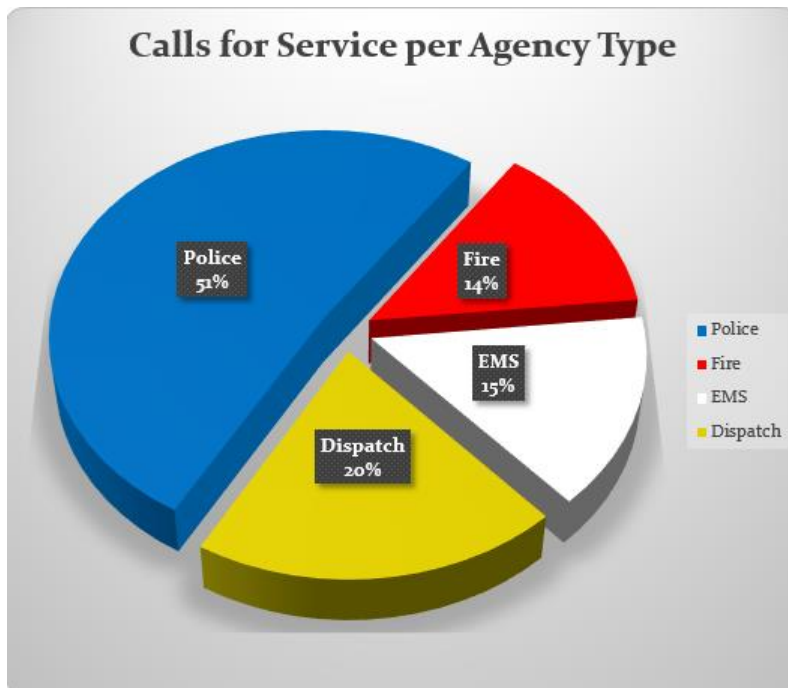
Number of Calls : 43,056



Calls For Service per Month



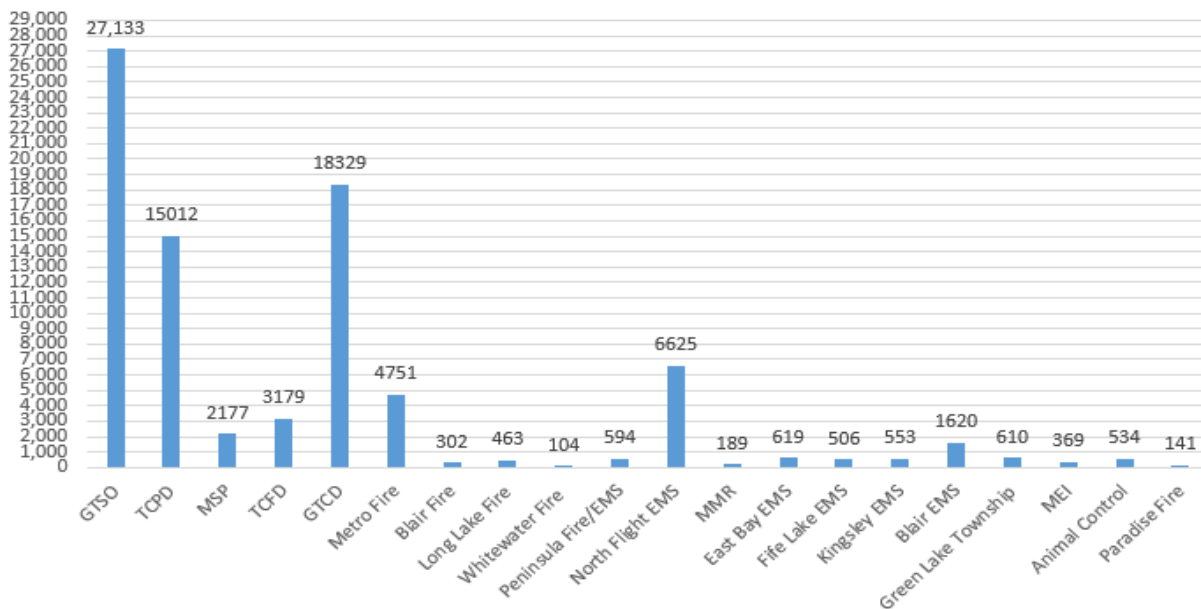
Calls for Service per Agency Type



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

Dispatched Calls For Service

	2016	2017	2018	2019
Grand Traverse County Sheriff's Office	22,806	22,854	22,444	27,133
Traverse City Police Department	12,209	12,803	13,419	15,012
Michigan State Police	1,805	1,752	1,717	2,177
Traverse City Fire Department	3,142	3,218	3,264	3,179
Grand Traverse Metro Fire	4,659	4,788	4,947	4,751
Grand Traverse Rural Fire	436	293		
Blair Fire	237	244	300	302
Long Lake Fire	392	412	456	463
Whitewater Fire			54	104
Peninsula Fire/EMS	466	418	561	594
North Flight EMS	6,995	7,163	7,361	6,625
MMR	196	221	209	189
East Bay EMS	437	443	488	619
Fife Lake EMS	351	329	334	506
Kingsley EMS	477	508	458	553
Blair EMS	1,704	1,792	1,819	1,620
Green Lake Township	416	542	653	610
Central Dispatch	13,695	14,613	16,407	18,329
MEI		380	349	369
Animal Control			416	534
TOTAL	70,423	72,773	75,656	83,810



Training and Certifications

The Michigan Public Service Commission and State 911 Committee have set minimum training requirements for 911 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 911 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 2019 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
State 911 Conference
National Emergency Number Association Conference
CPR
Emerging Technology Forum

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 investigate these misdials.

Text-TO-911	2017: 58	2018: 75	2019: 73
Text-FROM-911	2017: 1,751	2018: 2,923	2019: 3,308



Smart911 and Rave Facility

We just passed our 7 year anniversary with Rave Mobile Safety, and their Smart911 product. At the end of 2019, there were 5207 safety profiles created for this county, protecting over 13,000 citizens.

Profiles Created in 2016: 559 2017: 387 2018: 338 2019: 436

Safety Profile Pops in 2016: 1244 2017: 1797 2018: 909 2019: 645



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 2019: 30

Facility Profile Pops: 2016: 62 2017: 74 2018: 178 2019: 619



Social Media and Public Education

Grand Traverse 911 Facebook Page

The Grand Traverse 911 Facebook page surpassed 51,000 followers in 2019

	2016	2017	2018	2019
January 1 st	35,327	40,749	44,051	47,237
December 31 st	40,738	44,042	47,199	51,731
Increase	5,411	3,293	3,148	4,494

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.

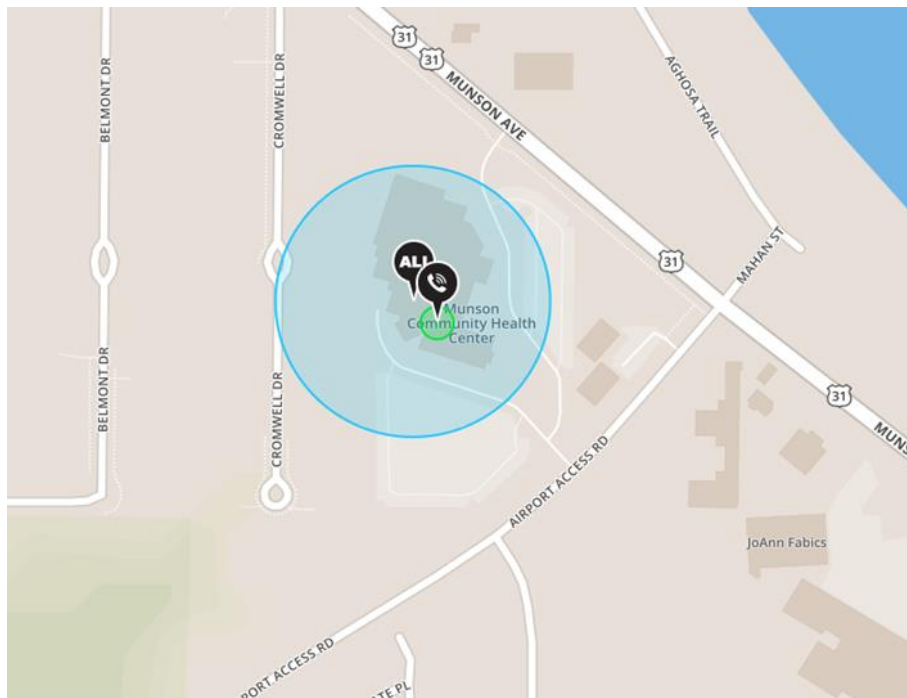
Public Education

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
- TBA Career Tech Center
- Boy Scout of America Visits to Dispatch
- 4H Baby Sitting Group
- Traverse Area Association of Realtors

RapidSOS and Location

Location, location, location. It's the most important piece of information a dispatcher needs to know in order to provide help. So why can Uber or Dominos find you before 911 can? It comes down to technology. The current standard for 911 wireless location accuracy is dependent on the cell phone provider, and 90% of calls must have an accuracy between 50 and 300 meters. With landline phones calls decreasing, and over 80% of our call volume classified as wireless, technology like RapidSOS is a game changer. RapidSOS provides enhanced 911 location accuracy by utilizing technology like wireless access points, and Bluetooth beacons to query a more precise location of the actual device (instead of the triangulated cell tower GPS location). They then transmit that data to the 911 center. We are seeing location accuracies within FEET instead of meters, which is crucial in formulating an effective response. We are proud to utilize RapidSOS.



The Blue “halo” is the Cell Network’s confidence that the incoming 911 call is within that area. The Green “halo” is the RapidSOS location.

