

GRAND TRAVERSE COUNTY 911 BOARD OF DIRECTORS

MEETING MINUTES OF May 21ST, 2020

VIA DIGITAL VIDEO CONFERENCE

PRESENT:

Chief Jim Tuller
Chief Pat Parker
Gregg Bird
Nick Lemcool
Ryan Tabaczka
Brad Jewett
Jason Torrey
Chief Andy Down
Chris Clark

AGENCY:

Traverse City Fire Department
G.T. Metro Fire Department
G.T. County Emergency Management
East Bay EMS
Michigan State Police
G.T County Board of Commissioners
GT 911/Central Dispatch
Grand Traverse Township Fire Services
G.T. County Sheriff's Office

ABSENT:

Jeff O'Brien

Traverse City Police Department

OTHERS IN ATTENDANCE:

Leah Hornacek
David Cutway
Brandon Flynn
Nick Carpenter
Fred Gilsdorff

GT 911/Central Dispatch
Green Lake Township Fire Department
Whitewater Twp. Fire Department
Grand Traverse Central Dispatch
Peninsula Twp. Fire Department

CALL TO ORDER:

Meeting was called to order at 11:01 am. A quorum was present.

APPROVAL OF AGENDA:

Motion by Jewett. Support by Lemcool. Motion passed.

APPROVAL OF MINUTES:

Motion by Tuller. Support by Down. Motion passed.

DIRECTORS REPORT:

- Staffing is down by four dispatch personnel. Supervisor Austin Saxton resigned, recently, and Dispatcher Scott Rademaker was promoted to position of Supervisor. Two trainees, Brian Smith and Stephanie Ostrom are progressing well. Currently in recruitment process for two more positions.
- Leah and Nick working remotely from home during the pandemic, with Leah coming in during the evenings to help out. Building is still in lockdown for non-essential personnel, and the center is currently at COOP level 3. Minimal sick calls since the start of the pandemic at dispatch.
- We are still asking all COVID questions for every call and including information in the dispatch of calls. The backup center is still located at Chamber of Commerce in “warm” standby, with the addition of two 911-answer point phones. These phones provide a valuable asset to operations, not only for the pandemic, but for any large event.
- Discussion of the impact of COVID on surcharge revenues at the state 911 director’s level; currently watching for any changes that may affect operations.
- Presented proposal of surcharge increase to the county Board of Commissioners at a fact-finding session. While the board could not take any formal action, they did express verbal support. Immediate discussions were requested to be tabled until they could be revisited in early July due to the impact of the pandemic.
- Working with fire chiefs in vetting out new 3rd party alerting application called Bryx911. Bryx911 appears to be a cleaner application than the current one, and it is offered for free for personal devices.
- Statewide fire paging workgroup and the encryption workgroup had recent meeting regarding pager manufacturer Unication developing the ability to decrypt encrypted communications on the MPSCS system. We have plans to implement password protection for the programming of all county-owned radios and pagers for security of the system’s data.

SUBCOMITTEE REPORTS:

Technical

- Torrey - MPSCS planning on implementing “Over-the-air” programming feature on their system, however, costs to utilize this option could reach \$400 per radio.
- Radio “micro site” testing and central tower propagation testing were halted for now, due to the pandemic. Hope to revisit in the spring.

Law Enforcement

- Captain Clark reports marine division is up and running on ShieldForce dispatch application and it is working well.
- Torrey reports dispatch is exploring an active shooter card through ProQA to evaluate its effectiveness in use during an incident. This one card covers all three disciplines (law, fire, EMS).

Fire and EMS

- No new business.

OLD BUSINESS:

- Updated 911 outage policy to include process for sending out mass-notification to the county, draft included in meeting packet.
- Current x-code language re-drafted to more accurately reflect the reasoning for using the x-code, draft included in meeting packet.
- A motion to approve the draft 911 outage policy as well as the x-code re-drafted policy was made by Jewett, supported by Lemcool. Motion passed.

NEW BUSINESS:

- Torrey discussed CPE sub-grant opportunity to us a NTIA provided grant to assist in replacing end-of-life 911 phone equipment. The grant request has already been presented to the county Board of Commissioners for approval, since it requires a ten-percent match. It was well received by the commissioners.

ROUND TABLE:

- A reminder of the use of the 28MARINE talkgroup among all agencies, including law enforcement, during a marine emergency event. The channel is in the primary zone in nearly every agency's radios.
- Tuller discussed building collapse incident and communication issues with trying to check on-scene while other units were checking en-route, and a reminder to keep communications short. Dispatchers did a fabulous job with the event, with Bird echoing the same sentiments.
- Commissioner Jewett requested assistance from agencies using their social media platforms to communicate the importance of the 2020 Census to our community.

Meeting adjourned 11:38 AM