

GRAND TRAVERSE COUNTY



Grand Traverse County 911 Board of Directors

March 19th 2026 @ 10:00am

Commission Chambers, Governmental Center

AGENDA

1. Approval of Agenda
2. Approval of Minutes (January 22nd, 2026)
3. Director Report
4. Committee Reports
 - a. Technical
 - b. Law Enforcement
 - c. Fire/EMS
5. Old Business
 - a. Internet Connection Update
 - b. AI Calltaking Software Update
 - c. Project Alpha Update
 - d. Pending EMS Update
 - e. Call Handling Equipment Procurement
6. New Business
 - a. Address Authority
 - b. Annual Report/Strategic Planning
 - c. Budget Presentation
 - d. Ballot Proposal
7. Roundtable
8. Next Meeting – April 16th, 2026
9. Adjournment

GRAND TRAVERSE COUNTY 911 BOARD OF DIRECTORS

MEETING MINUTES OF January 22nd, 2026

COMMISSION CHAMBERS – GOVERNMENTAL CENTER

PRESENT:

Corey LeCureux

Daryl Case

Paul Mackin

Andy Down

Jason Darling

Jim Tuller

Adam Gray

Gregg Bird

AGENCY:

GT 911/Central Dispatch

Green Lake Township Emergency Services

GT Metro Emergency Services

Long Lake Township Emergency Services

Michigan State Police

Traverse City Fire Department

Traverse City Police Department

GT County Emergency Management

ABSENT:

Brandon Brinks

Fern Spence

GT County Sheriff's Department

GT County Commissioner

OTHERS IN ATTENDANCE:

Joshua Way

Cody Harmel

Brandon Perry

Bill Parker

Fred Gilstorff

Jeff Hayford

GT 911/Central Dispatch

GT 911/Central Dispatch

GT County Emergency Management

Blair/Paradise Township Fire/EMS

Peninsula Township Fire/EMS

MMR

CALL TO ORDER

Meeting was called to order at 10:00 am. A quorum was present.

APPROVAL OF AGENDA:

No additions requested.

Motion by Down, support by Mackin. Motion passed.

ELECTION OF OFFICERS:

BOARD CHAIR

- Gregg Bird was nominated and elected as Board Chair.

VICE CHAIR

- Andy Down was nominated and elected as Vice Chair.

SECRETARY

- Brandon Brinks was nominated and elected as Secretary

APPROVAL OF MINUTES:

Motion by Gray, support by Tuller. Motion passed.

DIRECTORS REPORT:

- SWOT: Launch of strategic planning initiative, including development of short and long term goals.
- Staff Feedback: Admin held annual feedback sessions with dispatch personnel
- Staffing Update:
 - One current vacancy
 - Three trainees in training; one in shadow, and two in phase three
 - Potential move to a four person minimum staffing year round.

SUBCOMITTEE REPORTS:

No reports were presented beyond items addressed in the agenda.

OLD BUSINESS:

- *Internet Connection Update.*
 - County IT implementing previously requested configuration to establish secondary ISP failover.
- Completion anticipated by end of the first quarter.

- *Project Alpha*
 - Progress continues following the resolution of issues with DTE regarding the pipeline concern.
 - Anticipating Timeline
 - RFP and bids following BOC approval
 - Groundbreaking targeted for April 2026
 - Occupancy estimated for April 2027.
- *Pending EMS*
 - Six-month trial period still in effect
 - Continued education recommended for AFC homes from EMS agencies.
- *AI Call Taking Software*
 - *No substantive update*
 - *Full Evaluation targeted for end of January*
 - *System is improving but remains labor-intensive.*
- *Bylaws Committee.* Board agreed to conduct a review of the bylaws as a whole. Planned discussion for March.

New Business:

- *Call Handling RFP:* A discussion was held about the RFP for a new 911 phones system due to the current systems failure at a critical rate. Estimated cost of \$500,000 pending BOC approval.
- *Address Authority:* Additional discussion held regarding potential appellate role for the 911 board. Concerns were raised regarding risk, enforcement, and ordinance structure. Tabled for further discussion.
- *Annual Report:* Item added to the agenda for continuity.

ROUND TABLE:

- Commendation for dispatch performance during fires in Blair and Kingsley.
 - Positive Feedback on use of evacuation tones and fireground monitoring
- Discussion was held regarding determinant coding in EMD as well as hosting a protocol review with new med control leadership.

Meeting adjourned 10:56am

EMS-DOC/RN/EMS Non-Emergent from 09/03/2025-03/10/2026

Pavilions: 4

True North Urgent Care: 2

Foster Family Urgent Care: 8

French Manor South: 1

French Manor Extended: 0

French Manor Residential: 0

Boardman Lake Glens Highlander: 1

Medilodge GTC: 9

Medilodge TC: 4

The Villa: 4

The Lighthouse: 0

Alliance Surgery Center: 3

Traverse Health Clinic: 3

Munson Dialysis: 4

PACE North: 6

Thirlby Clinic: 1

West Front Primary Care: 2

Grand Traverse Internal and Family: 0

Crystal Lake Health Center: 0

Great Lakes Orthopedic: 1

VA Chums: 9

WellNow Urgent Care: 2

Munson Urgent Care West: 2

GRAND TRAVERSE COUNTY



2025

ANNUAL REPORT

Central Dispatch
Board of Directors

@GrandTraverse911



Trusted Lifeline

Vision

To be a trusted lifeline dedicated to ensuring the safety of our community, where people live, work, and visit.

Mission

We are committed to answering emergency calls, dispatching services, and safeguarding responders with efficiency, professionalism, and integrity.

YEAR IN REVIEW



**COREY
LECUREUX**

Director Central Dispatch

2025 was a year of change, adaptation, and progress for Central Dispatch. Despite some significant changes to our 911 system, the Dispatch Team remained vigilant in accomplishing our critical mission.

We developed a new leadership team after the retirement of our previous director. We launched an AI call taking platform. The continuing vigilance in staffing and training meant a steady amount of new folks joining the team. We also started the long process of rewriting and updating policies and procedures in 2025.

Our new leadership team has settled in well. Deputy Director Josh Way has led the effort in day to day operations, as well as acting as project manager for the Aurelian AI implementation. Administrative Supervisor Cody Harmel has steadily learned more and more of his administrative duties - picking up the baton in areas that include training, scheduling, and reporting. Rudy Rakan is now serving as a supervisor on night shift, and we welcomed Mike Gank as he joined our system support team.

In the midst of all this change and transition, we continued the planning process for Project Alpha. We now have an occupancy date goal of June 2027. The Detailed Design process has concluded and we are proceeding to final budget approval and then to subcontractor RFP issuance. In the next couple months, we hope to have shovels in the ground and real tangible progress toward a brand new 911 Center!

Deputy Director Way and Supervisor Harmel continue to work on policy and procedure updates. We are hoping to move forward with policies that require less maintenance and procedures that allow for flexibility in application. Technological changes and industry innovations are occurring at such frequency that we need flexibility in how we manage incidents and navigating changes in 911.

In short, there is a lot going on!

All the tech in the world can't replace quality, dedicated professionals. Our 911 team is among the best in the state. Despite challenges and difficulties, your 911 Team continues to work hard at accomplishing the mission!

PERFORMANCE MANAGEMENT

* QUALITY ASSURANCE

Central Dispatch utilizes a robust Quality Assurance system. Supervisors are assigned calls and dispatches every month to review and evaluate. This is also an opportunity for supervisors to give performance feedback that telecommunicators can use to improve. The QA program proves what we already know- we have a high performing team.

Avg Compliance Rate **97.34%**

Perfect Scores **63**

Below Avg **6**

* PERFECTION

In a first for the Dispatch Team, one of our Telecommunicators was able to achieve a perfect score in quality assurance review. Communications Training Officer Aaron Wright scored 100% on all quality assurance reviews in 2025.



100%

AARON WRIGHT



QUALITY



128,428

Total Calls



41,241

Calls to 911



Non-Emergent: 87,619

Abandoned: 5,456

+ 14.5%

Inbound: 39,054

Abandoned: 2,187

+ 4.2%

2025 brought a rise in call volume - both in 911 calls and non-emergent calls. We also saw a rise in high acuity events. The Active Assailant Event at Walmart in July was an extreme example. However, other high profile events also caused a spike in call volume. This means that Dispatch staff were busier and their performance was tested. They were up to the test.

Dispatch was able to answer 911 calls within 10 seconds 97% of the time.

< 10 seconds

97.1%

2025

cadevents

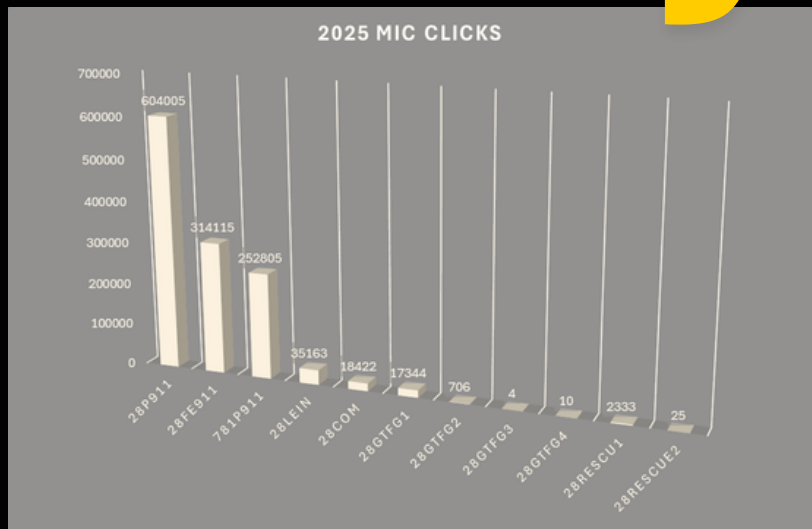
Total CAD **96,094**

Law Enforcement **61,593**

Fire EMS **27,235**



radioactivity





STRATEGIC PLANNING

SUMMARY

The Central Dispatch Team in January conducted an organization review and a strategic planning initiative. This included leadership discussions, technological evaluations, and employee feedback.

The strategic plan outlines the direction and objectives for Grand Traverse County Central Dispatch in 2026. It focuses on improving operational efficiency, communication, and infrastructure while maintaining high standards of professionalism and safety

GOALS

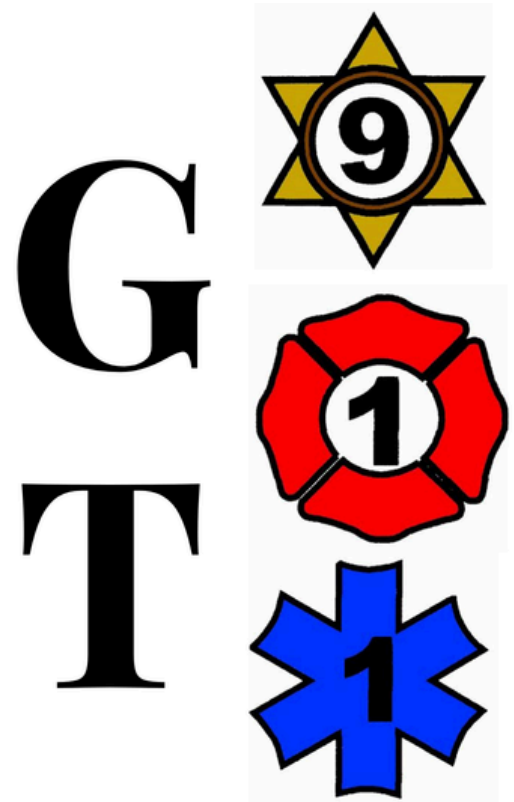
- Improve communication between shifts (briefings, weekly updates, bulletin boards)
- Replace or upgrade Call Handling Equipment (CHE)
- Rebuild policies and procedures
- Refresh CTO program
- Enhance supervisor leadership and responsibilities
- Realign mission
- Expand social media presence with planned content
- Form a social media content team
- Increase public relations events
- Gather customer feedback

FINANCIAL HIGHLIGHTS

The surcharge revenue for Grand Traverse County 911 has remained relatively stable over the four-year period from 2022 through 2025, with only modest year-to-year fluctuations. Revenue increased from approximately \$2.94 million in 2022 to just over \$3.04 million in 2023, representing the peak within the period. In 2024, collections dipped slightly to about \$2.99 million and remained essentially flat in 2025 at roughly \$2.996 million.

Overall, this trend shows that while surcharge revenues have maintained consistency, they are no longer experiencing meaningful growth. The plateauing in 2024 and 2025 indicates that the current surcharge level is reaching its revenue ceiling based on the number of billable devices in the county. This pattern highlights the increasing challenge of keeping pace with rising operational and technology costs without adjustments to the surcharge rate.

Central Dispatch maintains a healthy fund balance. The Fund Balance has been applied in two ways. First, as strategic revenue to be applied to long term projects. Second, as contingency funding to be applied to unforeseen expenditure needs and emergencies.



Revenue

\$3.30M



Expenses

\$2.58M



Strategic Revenue

\$721K



Community ENGAGEMENT

Central Dispatch participated in several community events in 2025. Team members interacted with students at Networks NW CareerQuest. We got to see a lot of people at Sara Lee's annual Community Cares event. We also met community members at Metro Fire's annual Open House at Station 11.

Central Dispatch strives to be a trusted lifeline for our community and our first responders. We remain committed to valuing our role and our place in the Grand Traverse Community.



SUPERIOR SERVICE



JASON TORREY

27 Years of Service



**RUDY RAKAN
AARON WRIGHT
ALEX PETERSON**

Commendation Active Assailant



MADI PRICE

Superior Service Award



WILLIAM JENKINS

Superior Service Award



KKING STRONG



Kelly King joined the 911 Team in 2014. She has been a leader and a mentor to many of her teammates and a cherished member of the team. In April 2025, Sheriff Mike Shea granted her a commendation for her efforts in coordinating with GTSO's diversion program.

Kelly is fighting bravely against cancer. Kelly has always been there for her teammates, first responders and the community. Now, it is time for us to be there for her. The road ahead is long and difficult. But, if anybody can beat this, it is Kelly.

CENTRAL DISPATCH

Phone/

2319224550

Email/

clecureux@gtcountymi.gov

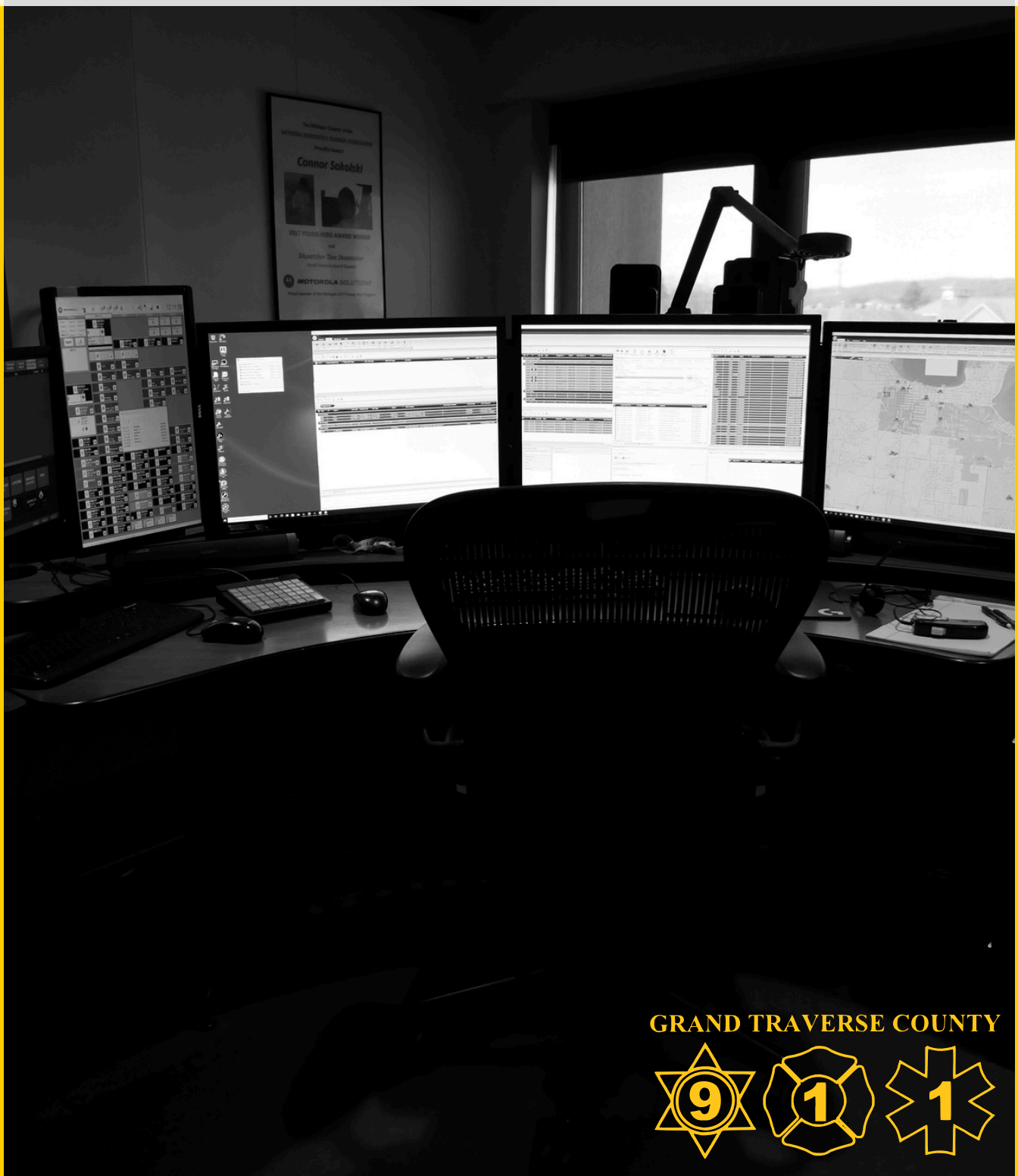
Website/

<http://911jobs.net>

Address/

400 Boardman Ave

Traverse City, MI, 49684



GRAND TRAVERSE COUNTY





Administrator’s Report – 911 Surcharge Ballot Proposal

(Proposed Effective Date July 1, 2027)

1. Purpose

This report is prepared to comply with the Grand Traverse County Dedicated Millage and Special Surcharge Review Policy. It evaluates a proposal to increase the County’s monthly 911 local surcharge from \$2.50 to \$3.00 and provides a recommendation to the Board of Commissioners regarding placing the measure on the ballot for voter approval. The report organizes findings using the policy’s required criteria and annual review process.

2. Revenue Review

Year	2022	2023	2024	2025
Surcharge Revenue	\$2,936,577.92	\$3,045,900.22	\$2,990,019.86	\$2,996,038.84

The surcharge revenue for Grand Traverse County 911 has remained relatively stable over the four-year period from 2022 through 2025, with only modest year-to-year fluctuations. Revenue increased from approximately \$2.94 million in 2022 to just over \$3.04 million in 2023, representing the peak within the period. In 2024, collections dipped slightly to about \$2.99 million and remained essentially flat in 2025 at roughly \$2.996 million.

Overall, this trend shows that while surcharge revenues have maintained consistency, they are no longer experiencing meaningful growth. The plateauing in 2024 and 2025 indicates that the current surcharge level is reaching its revenue ceiling based on the number of billable devices in the county. This pattern highlights the increasing challenge of keeping pace with rising operational and technology costs without adjustments to the surcharge rate.

3. Evaluation Criteria

3.1 Purpose of the Surcharge



- Funds the consolidated Public Safety Answering Point (PSAP) operations of Grand Traverse County 911/Central Dispatch for law enforcement, fire, and EMS—serving the entire County and the City of Traverse City.
- Supports call-taking, dispatch, facilities, equipment, maintenance, personnel, and training.

3.2 Operating Expenses

- Personnel and benefits for 24/7 call-taking and dispatch coverage, supervision, and systems support.
- Technology and software (e.g., CAD, call handling, radio), routine maintenance, and vendor services.
- Capital replacement (radio infrastructure, consoles, towers) and resiliency improvements.
- Recent trends indicate increased expenditure. IT services costs, contract services costs, and staffing needs are all rising. To maintain service levels amid increasing call demand and training needs will require continued expenditure.

3.3 Other Revenue Sources

	2023	2024	2025
Reimbursements	\$15,320.00	\$25,114.79	\$14,694.40
Rentals	\$8,564.00	\$3,600.00	\$4,000.00
State Grant - Other	\$22,307.00	\$19,269.00	\$22,294.00
State Grant - 911 Wireless	\$254,294.00	\$245,771.00	\$190,028.00

3.4 Fund Balance

- County’s Fund Balance Policy requires the County to maintain adequate reserves to buffer revenue variability and unplanned expenditures. County departments avoid structural reliance on one-time fund balance draws to meet recurring operational costs.



- Central Dispatch maintains a healthy fund balance. The Fund Balance has been applied in two ways. First, as strategic revenue to be applied to long term projects. Second, as contingency funding to be applied to unforeseen expenditure needs and emergencies.

	2022	2023	2024	2025
Year End Balance		\$438,307.11	\$981,826.54	\$645,348.12
Fund Balance	\$474,965.00	\$913,272.11	\$1,895,098.65	\$2,540,446.77

4. Stakeholder Input

As required by policy, the Administrator’s review seeks input from:

- Equalization Director — trends affecting surcharge base and growth assumptions.
- Treasurer — remittance schedules and historical collection performance for the local surcharge.
- Finance Director — operating cost trajectory, fund balance targets, and alternatives.
- Department Manager (Central Dispatch Director) — staffing projections, technology lifecycle, capital plan, and operational priorities for PSAP services.

5. Findings

- Revenue pressure: Local surcharge revenue has shown recent plateauing/softness while operating and IT costs continue to rise.
- Risk to service levels: Current \$2.50 rate is insufficient to comfortably cover planned lifecycle replacements (radio/call handling), vendor increases, and staffing without drawing down reserves.
- Alignment with responsibilities: Central Dispatch is responsible for countywide emergency communications and must sustain reliability and continuity for law enforcement, fire, and EMS agencies.

6. Recommendations

Recommend that the Board of Commissioners place a ballot proposal to increase the County’s local 911 surcharge from \$2.50 to \$3.00, effective July 1, 2027. Rationale:



- Meets the funding need created by rising personnel, technology, and replacement costs.
- Aligns with Michigan’s local surcharge framework and standard billing disclosures; service suppliers separately list county surcharges and remit quarterly.
- Reduces reliance on general fund support and stabilizes funding for mission-critical PSAP operations.

7. Proposed Ballot Language

911 PUBLIC SAFETY CALLANSWERING AND DISPATCH SERVICES SYSTEM SURCHARGE BALLOT PROPOSAL

Shall Grand Traverse County be authorized to assess a charge of up to \$3.00 per month against all landline, wireless, and voice over internet protocol service users located in Grand Traverse County for a period of six [6] years beginning July 1, 2027 through June 30, 2033 for the exclusive purpose of financing facility, equipment, maintenance, and operating costs of Grand Traverse County 911 Public safety call answering and dispatch services? If this proposal is approved, then the current charge may be increased from \$2.50 up to \$3.00 per device, per month, which may represent an increase of up to \$0.50 per device, per month.

8. Post-Approval Implementation

- Coordinate with the State 911 Office to update the listed county surcharge effective July 1, 2027, and ensure correct disclosure statements.
- Update internal accounting codes and quarterly remittance tracking; monitor revenue vs. projected cost growth.
- Perform annual revenue review and report to the Board.

Suggested Resolution

Move to approve placing a ballot proposal before the voters to increase the County’s local 911 surcharge from \$2.50 to \$3.00, effective July 1, 2027; direct staff to finalize ballot language with the County Clerk and legal counsel; and reaffirm the annual August revenue review in accordance with the Dedicated Millage and Special Surcharge Review Policy.