NOTICE and AGENDA for
Kalamazoo County Consolidated Dispatch Authority
Technical Advisory Committee
May 4, 2022

PLEASE TAKE NOTICE that a REGULAR Meeting of the Kalamazoo County Consolidated Dispatch Authority Technical Advisory Committee will be held on **Wednesday, May 4th,** at 10:00 a.m. in the Chief Switalski Meeting Room at Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo Michigan for consideration of items, namely, on this Agenda.

ITEM 1 – CALL TO ORDER

ITEM 2 – ROLL CALL

Township of Kalamazoo Police Department Bryan Ergang, Chairperson	Western Michigan University Public Safety Scott Merlo, Vice-Chairperson	
Kalamazoo Department of Public Safety	Kalamazoo County Sheriff's Office	
Michigan State Police	Portage Department of Public Safety	
Kalamazoo County Medical Control Authority	Kalamazoo County Fire Chiefs Association	

ITEM 3 – APPROVAL OF MEETING MINUTES

      A. March 2, 2022 – Regular Meeting

ITEM 4 – CITIZENS' TIME

The Committee welcome members of the public to express their ideas or concerns about issues affecting Kalamazoo County Consolidated Dispatch Authority. Members of the public wishing to speak are requested to stand at the podium and state your full name and address for the record. Each member of the public is limited to four minutes or less.

ITEM 5 – FOR CONSIDERATION

      A. Administrative Monthly Report

          (Executive Director will provide a verbal update. The report will be distributed after its compiled)

      B. Old Business

          1. MPSCS Kalamazoo Subsystem Project Update

      C. New Business

          1. Emergency Call Boxes – Regular Testing

          2. User/Data Use Agreements for Tyler System (Socrata Reports)

          3. MPSCS Talkgroup Optimization Project

          4. Tyler System and/or Network Scheduled Maintenance

ITEM 6 – OTHER ITEMS

      D. Announcements and Member Comments

      E. Next Meeting – July 6th, 2022

ITEM 7 – ADJOURNMENT

MEETING MINUTES for

Kalamazoo County Consolidated Dispatch Authority
TECHNICAL ADVISORY COMMITTEE
March 2, 2022 – Regular Meeting

ITEM 1 – **CALL TO ORDER**

The Regular Meeting of the Technical Advisory Committee was called to order by Chief Bryan Ergang at 10:00 a.m. on Wednesday, March 2, 2022, in the Chief Switalski Meeting Room at Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo, Michigan.

ITEM 2 –**ROLL CALL**

Members Present: Matt Huber (KDPS), Bryan Ergang (KTPD), Nick Armold (PDPS), Jeff Christiansen (KCSO); Scott Merlo (WMUPD), Craig Dieringer (KCMCA), Jerry Leudecking (KCFCA)

Others Present: Torie Rose, Jon Moored, Marty Ftacek, Steve Stryd, Jeff Heppler

ITEM 3 - **APPROVAL OF MEETING MINUTES**

A. January 5 – Regular Meeting

"Motion by Mr. Merlo, second by Mr. Armold to approve the January 5, 2022, Regular Meeting Minutes as presented."

On a voice vote, **MOTION CARRIED**.

ITEM 4 – **CITIZEN'S TIME**

There were no citizen comments.

ITEM 5 - **FOR CONSIDERATION**

A. Administrative Monthly Report

Ms. Rose stated the monthly reports are not yet completed. She advised Mr. Troyer will distribute the monthly administrative report electronically when it was completed.

B. Old Business
   1. MPSCS Kalamazoo Subsystem Project Update

Ms. Rose gave an update regarding the Public Safety Radio Communication Expansion Project. Ms. Rose stated KCCDA closed on the purchase of the WMU BTR site property on February 17th. The other 3 sites (Augusta, Oshtemo, Portage) have the following work completed or scheduled:

- Shelter and Generator are set
- Tower is fully erected, and antennas are being installed
- Waiting on Electric and Gas Service at the site (requested 60 days ago)

Project is progressing as it should and is still on track to be completed at the targeted date.

2. Talk groups

Ms. Rose stated Director Troyer sent out a document in the TAC packet that referenced "Talkgroup Optimization." He also included a list of all talkgroups in Kalamazoo County. Mr. Rose stated Director Troyer is asking each agency to look at the list of talkgroups and start thinking about if there are any talkgroups that would need to be broadcasted outside of Kalamazoo County. The MPSCS is restructuring the talkgroups in the State and this is part of that restructuring. Ms. Rose stated this is for informational purposes only at this time. Director Troyer will be sending out an email to all the agencies detailing what is needed and a deadline so a county wide list can be compiled prior to the next TAC meeting.

C. New Business

1. Emergency Management Request to patch 39COM & Countywide VHF

Ms. Rose stated Emergency Management has replaced a repeater at Borgess Hospital. Because of this they would like to patch 39COM & Countywide VHF. Ms. Rose stated that discussions have been had at both the Fire and Law Comm Ops Groups and neither group had an opposition to it. Ms. Rose stated KCCDA was looking for a vote from this group so a formal response could be given to Emergency Management. Some further discussion was had.

"Motion by Mr. Armold, second by Mr. Huber to approve the request by Emergency Management to patch 39COM & Countywide VHF."

On a voice vote, **MOTION CARRIED**.

2. Statewide Tornado Drill – March 23, 2022

Ms. Rose stated this was just a reminder the Statewide Tornado Drill is occurring on March 23, 2022 at 1pm. KCCDA will participate and will activate any sirens we have the ability to activate. Ms. Rose stated KCCDA will utilize social media to inform the public and encouraged all agencies to do the same.

3. Update on Crew Force, CAD Web Viewer, and time intervals for call transfers with EMS Agencies

Ms. Rose stated she received a request from Craig Dieringer to update the group on Crew Force, CAD Web Viewer, and time intervals for call transfers with the EMS agencies. Ms. Rose stated Crew Force has been deployed at Pride Care, however, they are not currently using it yet. There have discussions with Life EMS to install a Crew Force license with them. Both Life EMS and Pride Care have access to CAD Web Viewer. Pride Care utilizes it on every call. Life EMS does not have it at every position, so we are unsure if they are using it at all. Ms. Rose stated KCCDA is working with the phone vendor to find a solution to the time interval reporting. Indigital believes they have a solution, so KCCDA is working with them to find a time to test the solution before rolling it out to all positions within the center.

ITEM 6 – **OTHER ITEMS**

A. Announcements and Member Comments
   1. Agency Round Table - None

   2. Next Meeting

The next Technical Advisory Board meeting will be Wednesday, May 5, 2022 at 10am, and will be held in the Chief Switalski Meeting Room at KCCDA, 7040 Stadium Drive, Kalamazoo, MI 49009.

3. Adjournment

The meeting was adjourned at 10:24 a.m.

History

Michigan Since the initial build of the system, it has been MPSCS policy that local agency talkgroups be enabled on the sites that provide coverage within their county and an additional "ring" of sites that provide coverage surrounding that county. It has also been MPSCS policy that when there is an operational need for larger coverage areas, specific agency talkgroups can be enabled for a larger area of operation. An example of this would be a "Travel" talkgroup that is enabled throughout a larger area so that public safety personnel doing prisoner transports can report back to their home dispatch. The benefits of a shared statewide public safety radio system are numerous and intuitively obvious, although the need for these policies can be less obvious. Nevertheless, they are necessary standards put into place at the birth of the system to protect public safety communications across the statewide system.

MPSCS capacity is carefully designed based on peaks of traffic for each site/area. A site in a low population area does not receive the same amount of usage as a site in a high population area and therefore does not have as many available resources. This is an industry standard design requirement driven by the costs of system implementation and maintenance, FCC rules and regulations, and limitation of available spectrum (frequencies). These best practices for system design will accommodate communications for the vast majority of public safety events. Rarely, there will be an abnormal event that results in extreme amounts of public safety communications causing "busies" (users are placed in a queue until a resource is available). The keys to maintaining reliable communications in these extreme events are good communication plans and system configurations.

One of the features that is available to MPSCS users is the Emergency Alert. This allows a user to push the "emergency button" on their radio causing an emergency status to go out over their currently select talkgroup and a computer client at their dispatch location. An Emergency Alert also dedicates a resource at any site that the selected talkgroup is currently using until the user manually deactivates the Emergency Alert on the radio or a no activity timeout timer is exhausted. In earlier system revisions of the MPSCS, an Emergency Alert would only work if the user's selected talkgroup was allowed on the MPSCS site they were trying to use. In other words, if the talkgroup was not valid at the site, the Emergency Alert would not work.

Due to this limitation, many of the talkgroups created during early years of the MPSCS were enabled statewide. This ensured that if a public safety user were in danger and activated an Emergency Alert, it would be received on the system, regardless of the talkgroup. Unfortunately, this also allows users to travel throughout the state and unnecessarily listen to talkgroups from their home area. When this happens, the entirety of that user's talkgroup traffic will utilize whatever site the user happens to be affiliated to as they travel.

The issue arises when this unneeded talkgroup traffic is dragged to sites that were not designed with enough resources to accommodate that talkgroup's additional loading. This issue is compounded when multiple agencies converge from throughout the state and each of them

drags their home talkgroup traffic to the same site. Figure 1 provides an illustration of this scenario.

This scenario is encountered numerous times each year. One frequent example has been large public safety conferences where many representatives from many agencies are attending. Other frequent examples are high visibility public safety emergencies such as wildfires. In both cases, a user who is not involved in the response is listening in, creating a condition for unnecessary loading, and therefore, unintentionally creating system busy conditions.

Site Overloading Example
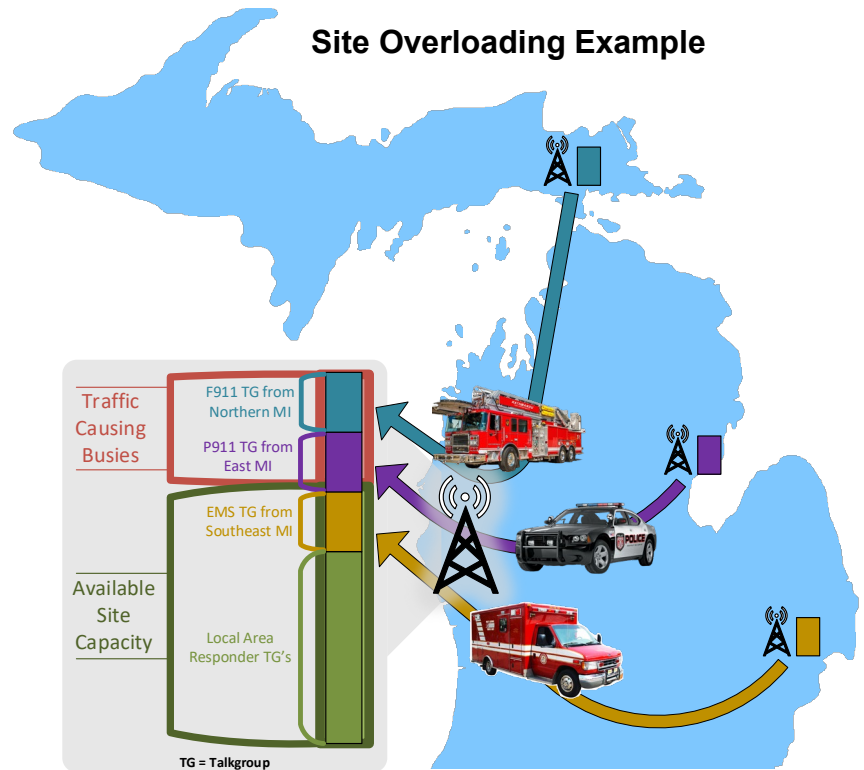
Why Optimize Now?

In 2010, the MPSCS was upgraded to a system revision that provided a new P25 Standard which allowed Emergency Alerts to function regardless of whether the talkgroup was valid on a site or not. In other words, no matter what talkgroup a user is on, an Emergency Alert will function as normal, and a resource will be dedicated at the user's site for that emergency. Once the new P25 Standard was in place on the system, MPSCS shifted back to building new talkgroups in line with policy, enabling them according to their needed area of operation.

As a result, of the 340 "911" talkgroups (P911, F911, E911, and FE911) on the system, 179 are set to their respective regional sites. This equates to approximately 53% of 911 talkgroups. The MPSCS now has over 2000 agencies utilizing the system allowing for interoperable communications as never before. This unprecedented spike in system growth over recent years is largely due to local agency radio systems reaching end of life and agencies electing to migrate to the MPSCS as opposed to replacing a standalone system. Therefore, the previously described scenario is becoming more and more common and has driven the need to take action and reduce this increasing risk to our first responders. To reduce this risk, talkgroups that did not comply with policy when implemented, need to be optimized to appropriate areas of operation. This will greatly reduce the occurrences of overloading like the example previously described, without hindering the Emergency Alert capability.

Plan of Action

Agencies whose talkgroups are optimized to operate within their region have used good communication planning to account for times when communications are necessary out of their normal footprint. This includes solutions such as setting up statewide travel talkgroups or temporarily patching talkgroups when needed. Below are some specific solutions:

Prisoner Transport: Agencies use talkgroups specific for statewide travel. This allows for communications back to dispatch but eliminates the risk of overloading talkgroups that are needed to respond to local day to day activities.

Hospital/Patient Transport: There are a variety of regional health talkgroups (Ex: CHREGx) that are now standard in all MPSCS EMS radio templates. These allow for communications to continue throughout the state while medical units are transporting patients and traveling long distances.

Chases that Extend Outside of Area: Many agencies have created xxCHASE (xx = county number) talkgroups that have a much broader access profile. As part of their communication plans, all agencies when migrating onto MPSCS or re-templating, should include talkgroups of their neighboring jurisdictions to allow movement to those neighboring xxP911 talkgroups during these scenarios. Another utilized solution is the area's Statewide talkgroup (STATWx) that is on every PSAP's resource list. One frequent concern with this type of operation is that an officer should never be changing talkgroups during a chase. Most agencies address this concern by having a secondary unit (or any non-primary chase unit) be responsible for communications and designating that communication path. During solo unit chase scenarios, the dispatch center patches together talkgroups to ensure interoperability.

Mutual Aid with Other Agencies: Good pre-planning for any agency when on boarding or re-templating is critical. Planning should include Regional Ops talkgroups (R1, R5, R6, R7 all have a Regional Ops zone that are now included in all standard templates), neighboring jurisdictions, and MABAS (fire only) talkgroups. User knowledge, familiarity, training, and awareness of what talkgroups are located where, can solve many of these communication roadblocks. If a common path cannot be determined, an urgent request for event talkgroups can be enabled and designated by the MPSCS Network Communications Center (NCC).

Detectives/Surveillance Covering Wide Areas: There are a variety of regional interoperability talkgroups that are now standard in all MPSCS radio templates. Agencies also create their own proprietary talkgroups that are enabled over a wider area for specific activities such as these.

It is the intention of the MPSCS to address the legacy "911" talkgroup areas of operation and optimize them to work within the agencies' respective regions.

Doing this will increase the reliability of those 911 talkgroups and other communications across the system, especially in large events when public safety needs to communicate the most. It will also eliminate significant risks induced by adjusting talkgroup areas of operation on the fly. Adjustments will always be made when conditions warrant changes but with the current system layout, on the fly changes have become necessary too often due to the previously described overloading scenarios.

As MPSCS works with agencies to make these changes in the near future, the following process will be used:

1. MPSCS identifies an agency's talkgroups that require adjustments.
2. An MPSCS representative contacts the agency's point of contact to explain the proposed changes and reason for the changes.

3. MPSCS and agency representatives collaborate on talkgroup optimization changes and discuss if the agency needs to make communication planning updates.
4. MPSCS and agency will finalize talkgroup configurations and set a date for implementation of the changes.
5. MPSCS makes changes on agreed upon date.
6. MPSCS and agency work together to make any refinements if necessary.

Conclusion

Public safety throughout Michigan has had overwhelming success in partnering to create one of the most reliable and interoperable environments for public safety communications, in the nation. This effort did not happen overnight, and as the system grows, as more agencies partner together, and as technology changes over time, constant attention and care is required to optimize such a dynamic environment. Adjusting talkgroup areas of operation is one of those needed optimizations. Doing so eliminates unnecessary loading on the system, minimizes unnecessary risks during public safety events, ensures efficient use of public safety spectrum as a limited resource, and promotes responsible use of Michigan's taxpayers' money. Through collaboration between MPSCS and those affected agencies, we can usher the public safety community through this change, while continuing to improve the reliability of the services we provide.

Talkgroup ID	Talkgroup Alias	Site Access Requested
Example1	39Example1	*Kalamazoo Only (Default)*
Example2	39Example2	*Regional*
Talkgroup not on the list provided	139TRAN	Statewide
80003469	395CIU	
80003470	395CMD	
80003517	395CPO	
80003466	395P3	
80003467	***395P911***	Region 5 Counties
80003465	395PVT	
80003468	395TAC1	
80003820	395TNG	
80003425	39AD1	
80003426	39AD2	
80003427	39ADM	
80003428	39ANM	
80003429	39ANM2	
80003430	39ANM3	
80003431	39APD	
80013044	39ARC	Region 5 Counties
80003432	39BORG	Region 5 Counties
80003433	39BRON	Region 5 Counties
80003617	39BVH	
80003434	39CMCO	
80003384	39COM	
80003714	39COM1	
80003715	39COM2	
80003716	39COM3	
80003717	39COM4	
80003718	39COM5	
80003435	39DET	
80003082	39DRUG	
80003644	***39E911***	
80003816	39EDU	
80003497	39EM1	Region 5 Counties
80003499	39EM2	Region 5 Counties
80003436	39EM3	Region 5 Counties
80003382	39EMS1	
80003383	39EMS2	
80003740	39FGRD1	
80003694	39FGRD2	

80003695	39FGRD3	
80003696	39FGRD4	
80003711	39FGRD5	
80003712	39FGRD6	
80003713	39FGRD7	
80003437	***39FIRE***	
80003438	39GPD	
80003439	39HAZ	Region 5 Counties
80003640	39HD	
80003626	39KCMS	
80003818	39KCSRD	
80003952	39KPS01	
80013103	39KVCC1	
80013104	39KVCC2	
80013134	39LCARE	
80003440	39LEIN	
80003623	39LIFE	
80003819	39MEDCO	
80003726	39METEM	
80003817	39MOUNT	
80003424	39NARC	
80003236	***39P911***	Region 5 Counties
80003442	39PARK	
80003443	39PARK1	
80003444	39PARK2	
80003823	39PFD1	
80003824	39PFD2	
80003825	39PORT3	
80003826	39PORT4	
80003624	39PRIDE	
80003445	39RECV	
80003822	39RP678	
80003446	39RPD	
80003625	39SCEMS	
80003447	39SPD	
80003448	39SPEV1	
80003449	39SPEV2	
80003450	39SPEV3	
80003451	39SPEV4	
80003452	***39TAC1***	
80003782	***39TAC10***	

80003783	39TAC11	Lower Peninsula counties in Region 1, 2, 3, 5 and 6.
80003784	39TAC12	
80003785	39TAC13	
80003786	39TAC14	
80003787	39TAC15	
80003453	*39TAC2*	
80003454	*39TAC3*	
80003455	*39TAC4*	
80003777	*39TAC5*	
80003778	*39TAC6*	
80003779	*39TAC7*	
80003780	*39TAC8*	
80003781	*39TAC9*	
80003456	39VPD	
80003608	39WMAC	
80003498	39WMU	
80013102	39WOLV1	
80003471	499AD1	
80003472	499AD2	
80003473	499BMB1	
80003474	499BMB2	
80003475	499BMB3	
80003476	499CID1	
80003477	499CID2	
80003478	499CID3	
80003479	499CMD	
80003788	499CP01	
80003789	499CP02	
80003480	*499DISP*	Region 5 Counties
80003482	499FIR2	
80003481	*499FIRE*	
80003483	499KV1	
80003484	499KV2	
		Lower Peninsula Counties

		(Regions 1, 2, 3, 5 and 6)
80003790	499KV3	
80003791	499KV4	
80003485	499LEIN	
80003486	499SW1	
80003487	499SW2	Region 5 Counties
80003488	499SW3	
80003489	499TAC1	
80003490	499TAC2	
80003493	499TAC5	
80003494	499TAC6	
80003495	499TRU1	
80003496	499TRU2	
80003727	METBUS	
80003728	METCVAN	
80003730	METEVT1	
80003731	METEVT2	
80003732	METPRVT	
80003729	METVAN	
80013197	WMUDPS	
80013198	WMUEVNT	
80013199	WMULEIN	
80013200	WMUPRIM	

Justification	TG/MG Site Access Profile	Security Group
No justification required	ALLSITES	SYSTEM
Regional Law Enforcement Team working in Kalamazoo and neighboring counties	ALLSITES	SYSTEM
Sheriff's Office Transport Talkgroup		
	ALLSITES	SYSTEM
	ALLSITES	SYSTEM
	ALLSITES	SYSTEM
	ALLSITES	SYSTEM
NOTE: MSP must be able to monitor KCCDA prime dispatch channels while in Van Buren.	ALLSITES	SYSTEM
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Regional Coordination and Emergency Mgmt	ALLSITES	SYSTEM
Regional Coordination and Emergency Mgmt	ALLSITES	SYSTEM
Regional Coordination and Emergency Mgmt	ALLSITES	SYSTEM
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<mark>Located halfway between Detroit and Chicago, Kalamazoo County has proven to be a hub for criminal activities that span across the state.</mark>	ALLSITES	SYSTEM

39TAC10, 39TAC11, 39TAC12 would provide secure (encrypted) law enforcement communications for investigations and surveillance operations extending beyond Kalamazoo County. All Law Enforcement agencies within Kalamazoo County would have access to the proposed channels.	ALLSITES	SYSTEM
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NOTE: MSP must be able to monitor KCCDA prime dispatch channels while in Van Buren.	ALLSITES	SYSTEM
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Located halfway between Detroit and Chicago, Kalamazoo County has proven to be a hub for larger scale narcotics distribution activities that span across the state. 499KV1, 499KV2, 499KV3, 499KV4 would provide secure (encrypted) law enforcement communications for KVET (Multi-jurisdictional drug team) investigations and surveillance operations	ALLSITES	SYSTEM
	ALLSITES	SYSTEM

investigations and surveillance operations extending beyond Kalamazoo County. Due to the sensitive nature of the investigations, the communications would need to be separate from available or proposed common talk groups. KVET commonly operates throughout the lower peninsula including areas around Grand Rapids and Metro Detroit.	ALLSITES	SYSTEM
	ALLSITES	SYSTEM
	ALLSITES	SYSTEM
Provide secure (encrypted) communications for tactical operations for the Kalamazoo Metropolitan SWAT Team (KM-SWAT) outside of Kalamazoo County. KM-SWAT is a part of a Region 5 MOU and may operate anywhere within Region 5.	ALLSITES	SYSTEM
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Talkgroup Regroupable	Talkgroup Enabled	Service Mode	Access Type	SBR Channel Selection
Yes	Yes	No	FDMA-only	Dynamic
Yes	Yes	No	FDMA-only	Dynamic

Yes	Yes	No	FDMA-only	Dynamic
Yes	Yes	No	FDMA-only	Dynamic
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Yes	Yes	No	FDMA-only	Dynamic
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