



NOTICE and AGENDA for **Kalamazoo County Consolidated Dispatch Authority** **Technical Advisory Committee** **November 2, 2022**

PLEASE TAKE NOTICE that a REGULAR Meeting of the Kalamazoo County Consolidated Dispatch Authority Technical Advisory Committee will be held on **Wednesday, November 2nd**, 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. September 7, 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 (A verbal report will be provided if the written version is not available before the meeting)
- B. Old Business
 - 1. MPSCS Kalamazoo Subsystem Project (Update)
 - 2. 07.01 – EMS Communications Plan Changes (P1-ECHO Nature Code)
 - 3. Incident Disposition Requirement
- C. New Business
 - 1. Cybersecurity Assessment Results
 - 2. 911 and Non-Emergency Call Flow
 - 3. Pursuit Radio Communications & Patching Talkgroups
 - 4. 2023 Meeting Dates

ITEM 6 – OTHER ITEMS

- D. Announcements and Member Comments
- E. Next Meeting – January 4, 2023

ITEM 7 – ADJOURNMENT



MEETING MINUTES for

Kalamazoo County Consolidated Dispatch Authority TECHNICAL ADVISORY COMMITTEE September 7, 2022 – Regular Meeting

ITEM 1 – CALL TO ORDER

The Regular Meeting of the Technical Advisory Committee was called to order by Chief Scott Merlo at 10:00 a.m. on Wednesday, September 7, 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), Scott Ernstes (MSP), Dan Mills (PDPS), Scott Merlo (WMUPD), Craig Dieringer (KCMCA), Jeff Christensen (KCSO)

Others Present: Chris Franks, Ryan McGregor, Tim Unangst, Jeff Hepler, Logan Bishop, Torie Rose, Jon Moored, Justin Johnson, Marty Ftacek, Chris McComb

ITEM 3 - APPROVAL OF MEETING MINUTES

A. July 6, 2022 – Regular Meeting

“Motion by Mr. Mills, second by Mr. McGregor to approve the July 6, 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 reviewed the report, noting three employees tested positive for COVID in August. She stated that forty-seven positions are filled. The Tyler upgrade is scheduled for August 31. The bank accounts were reconciled on August 6. The electronic report will come out soon.

B. Old Business

1. MPSCS Kalamazoo Subsystem Project Update

Ms. Rose shared project updates, stating they were shooting for a 12/15 rollover date.

2. EMS CAD Incident Time Setting (Update)

Ms. Rose stated the incident time setting was tested and it was decided that it was not the better route to go. Things will be kept as is.

3. MPSCS Part I and Part II Integration Agreements

Ms. Rose stated the agreements were previously approved by this committee, but changes were made. She noted the changes were not significant, and legal has approved them.

“Motion by Mr. Huber, second by Mr. Ernestes to approve the MPSCS Part I and Part II Integration Agreements as presented.”

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

C. New Business

1. REVISION SOP 07.01 – EMS Communications Plan

Ms. Rose stated the SOP has been presented to both Comm Ops groups. This introduces the P1 ECHO. A new incident type was created, allowing staff to preemptively dispatch the fire department, and put out to all fire departments. There is discretion allowed on whether to put across to law channels.

“Motion by Mr. Ernestes, second by Mr. Huber to approve REVISED SOP 07.01 – EMS Communications Plan as presented.”

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

2. NEW SOP – Incident Disposition Requirement

Ms. Rose stated the SOP has been presented to both Comm Ops groups. A disposition code will now be required on ALL calls. This will allow tracking behavioral health issues for intervention. The tracking will begin October 1 and we will use the last quarter to make any adjustments needed.

“Motion by Mr. Huber, second by Mr. McGregor to approve the NEW SOP – Incident Disposition Requirement as presented.”

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

3. Great Lakes Drone – Request Talk Group Access

Ms. Rose stated Great Lakes Drone uses Statewide 5 but have requested access to primary talk groups. She noted it was a CJIS violation to give them a primary talk group.

Mr. Ernestes stated this would open us up to other requests and we can't set that kind of precedence.

“Motion by Mr. Ernestes, second by Mr. Huber to restrict Great Lakes Drone's access to Statewide 5.”

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

4. Fire Nature Code EMS Standby Changes

The Committee held discussion about ways to reduce use of ambulances by removing them from some calls.

“Motion by Mr. Huber, second by Mr. Mills to remove ambulances from welfare checks, bomb threats, hazardous material incidents, and inside natural gas leaks unless there are symptoms.”

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

ITEM 6 – **OTHER ITEMS**

A. Announcements and Member Comments

Mr. Mills thanked everyone for being good colleagues and announced his last day would be October 7.

Mr. Ernstes stated they had an I94 meeting today. They have switched lanes, but the operations plan will be the same and Sprinkle Road will be open.

1. Next Meeting

The next Technical Advisory Board meeting will be Wednesday, November 2, 2022, at 10:00 am, and will be held in the Chief Switalski Meeting Room at KCCDA, 7040 Stadium Drive, Kalamazoo, MI 49009.

2. Adjournment

The meeting was adjourned at 10:32 a.m.

KCCDA - Pentest

10-10-2022

1

What was done

- ▶ Penetration testing is a form of security testing and vulnerability identification during which a tester uses tools and techniques that might be used by a real-world attacker to identify weaknesses
- ▶ External and Internal
- ▶ States MPSCS system (Different report)

2

Risk Levels

Table 1-1. Overall Pentest Findings

Critical	High	Medium	Low
0	0	4	2

Risk Level	Description
Critical	Activities or vulnerabilities that may immediately result in significant and/or permanent risk to company or client reputation or mission-critical operations (i.e., unauthorized access to employee or customer confidential data financial loss, litigation exposure).
High	Activities or vulnerabilities that can be exploited by a skilled attacker to gain access to systems or sensitive information. This access could quickly evolve into a Critical-risk based on the sensitivity of the systems or data being accessed.
Medium	Activities or vulnerabilities that could quickly evolve into a High-risk vulnerability through further research, physical or technical penetration and/or social engineering. Also pertains to High-risk findings that do not appear to be readily repeatable.
Low	Activities or vulnerabilities, including release of sensitive system or application information, that could eventually lead to heightened risks.

3

Findings

Table 2-5. Summary of Findings

#	Title	Severity	Recommendation Summary
EXF-1	SSL Medium Strength Cipher Suites Supported (SWEET32)	Medium	Disable all Medium Strength Cipher Suites.
EXF-2	SSL RC4 Cipher Suites Supported (Bar Mitzvah)	Medium	Disable all RC4 Cipher Suites.
EXF-3	TLS Version 1.0 Protocol Detection	Medium	Disable TLS 1.0/1.1 and enable TLS 2/3.
EXF-4	TLS Version 1.1 Protocol Deprecated	Medium	Disable TLS 1.0/1.1 and enable TLS 2/3.
EXF-5	Strict Transport Security Not Enforced	Low	Force connecting clients to use HTTPS.
EXF-6	Vulnerable Java Script Libraries	Low	Ensure that all 3rd party libraries are kept up to date or removed if not in use.

4

Conclusion

- ▶ Overall, the risks found in the report are acceptable findings. The vulnerabilities found are easily addressed and KCCDA IT will follow up with software vendors to make sure the recommended changes can be made without consequence.

CONCLUSION

Overall, KCCDA was found to be doing many things right in terms of network and system security with respect to its internet facing assets. It is clear that KCCDA is adhering to the principle of least privilege. The external penetration test performed against these assets uncovered four (4) medium and two (2) low vulnerabilities requiring KCCDA to address and remediate. Additionally, the staff has done an excellent job in protecting their KCCDA accounts. Even with the accounts created by the tester with publicly available information the tester was not able to find those accounts in any publicly disclosed breach databases.

Vesta Phone Upgrade - Call workflow

911 Lines

- 911 calls (first 20 seconds - 4 rings) - Call taker, Fire, Supervisor
- 911 calls (from 20-60 seconds - 6 rings) – ALL Positions
- 911 calls (60 - 120 seconds) - will continue to ring to All positions; however, 911 callers will receive this message: *You have reached Kalamazoo County 911. We are experiencing extremely high call volumes due to current situations. If you have an emergency involving an immediate threat to life or property, please stay on the line and your call be answered in the order it was received. If this call is not an immediate threat to life or property, please consider calling back at another time.*

ATC, Alarm, Ambulance Lines

- Ambulance 488-6630 – ALL Positions
 - ATC 488-6633 – ALL Positions
 - Alarm 488-6629 – ALL Positions
- You have reached Kalamazoo County 911. We are experiencing extremely high call volumes due to current situations. If you have an emergency involving an immediate threat to life or property, please stay on the line and your call be answered in the order it was received. If this call is not an immediate threat to life or property, please consider calling back at another time.*

Field Unit Lines

- 488-6628 (First 20 Seconds- 4 rings) – LAW, LEIN, Supervisor
- 488-6628 (from 20-60 seconds- 6 rings) – ALL Positions
- 488-6628 (60 - 120 seconds) - will continue to ring to All positions; however, callers will receive this message: *You have reached Kalamazoo Dispatch Authority's non-emergency line. We are experiencing extremely high Emergency 911 call volumes due to current situations. If your call involves an immediate threat to life or property, please hang-up and call 911. If your call is non-emergency in nature, please consider calling back at another time.*

General Admin Lines

- 488-8911 (first 20 Seconds- 4 rings) - Call taker, Fire
- 488-8911 (from 20-60 seconds- 6 rings) - ALL Positions
- 488-8911 (60 - 120 seconds) - will continue to ring to All positions; however, callers will receive this message: *You have reached Kalamazoo Dispatch Authority's non-emergency line. We are experiencing extremely high Emergency 911 call volumes due to current situations. If your call involves an immediate threat to life or property, please hang-up and call 911. If your call is non-emergency in nature, please consider calling back at another time.*

LEIN Lines

- 488-6631- (First 20 Seconds- 4 rings) – LEIN, Supervisor,
- 488-6631- (from 20-60 seconds- 6 rings) – ALL Positions
- 488-6631- (60 - 120 seconds) – Will continue to ring to all positions, callers will receive this message: *You have reached Kalamazoo Dispatch Authority's non-emergency line. We are experiencing extremely high Emergency 911 call volumes due to current situations. If your call involves an immediate threat to life or property, please hang-up and call 911. If your call is non-emergency in nature, please consider calling back at another time.*

STORM MODE

- In the event we have an incident with a high call volume in our Center, the supervisor can activate Storm mode where the incoming General Admin line, Field Unit Line and Supervisor line will automatically route to this message: *You have reached Kalamazoo Dispatch Authority's non-emergency line. We are experiencing extremely high Emergency 911 call volumes due to current situations and have activated our "Emergency Operations" mode. We are currently unable to answer any non-emergency lines. Please call back later. Thank you.*

From: [Jeff Troyer](#)
To: augustpd@tds.net; rcfull@kalamazoo.org; jevand@kalamazoo.org; boysend@kalamazoo.org; huberm@kalamazoo.org; franksc@kalamazoo.org; bnergang@kalamazoo.org; sajackson@kalamazoo.org; dbenthin@kvcc.edu; armoldn@portagemi.gov; chiefmattioli@richlandpolice.org; ssmith@villageofschoolcraft.com; ssanderson@vicksburgmi.org; scott.merlo@wmich.edu; timothy.unangst@wmich.edu; ErnstesS@michigan.gov; caspersonc@michigan.gov; John Blue; VanderEnde, Scott; Jeff Christensen - Kalamazoo County Sheriffs Office (jmchri@kalamazoo.org)
Cc: [Victoria Rose](#)
Subject: Law Enforcement - Pursuit Communications
Date: Monday, October 24, 2022 10:33:53 AM
Attachments: [05.01 REVISED Law Enforcement Communications.pdf](#)
Importance: High

Good morning Law Enforcement Command,

This past weekend, there was a pursuit involving multiple agencies where some units experienced ineffective communications due to a few contributing factors:

- Field personnel/units involved in the pursuit switched to TAC3 which should not occur per the county-wide law enforcement communications plan attached. All pursuits are supposed to remain on the primary talkgroup which every law enforcement 800 radio in our county has – 499DISP, 39P911 and 395P911. In the event we have a pursuit that crosses county lines, units involved should be encouraged to use STATW5 or request STATW5 (unencrypted) be patched to the primary talkgroup.

AND,

- After units switched to TAC3, KCSO advised they didn't have TAC3 so our on-duty dispatch supervisor patched 39P911 to TAC3. When we patch two talkgroups that are both encrypted, this forces some radios (particularly MSP) into a super-key mode which is a different key than the rest of the agencies for their own operational/organizational purposes. When MSP radios enter this mode, they cannot hear other radio transmissions, nor can they communicate with KCCDA or other units on either of the patched talkgroups.

We have already addressed the issue of patching two encrypted talkgroups with our staff. Can you please remind your staff about the key points identified above regarding pursuit communications? We will also discuss this at the November Technical Advisory Committee (TAC) meeting.

Thanks in advance and have a great week!

Jeffery Troyer

Executive Director

Kalamazoo County Dispatch Authority

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Kalamazoo County Consolidated Dispatch Authority



2023 Technical Advisory Committee – Meeting Dates

All meetings of the Kalamazoo County Consolidated Dispatch Authority Technical Advisory Committee will be held at 10:00 a.m. at the Kalamazoo County Consolidated Dispatch Authority (7040 Stadium Drive, Kalamazoo, MI) in the Chief Switalski Meeting Room.

Regular meetings will occur on the first (1st) Wednesday starting in January and every other month thereafter. The following are the regular meeting dates for 2023:

January 4th	March 1st
May 3rd	July 5th
September 6th	November 1st

Persons and/or agencies requesting to be placed on or have a topic added to the meeting agenda must complete an agenda request form. This form can be found on our website at www.kccda911.org under the Board of Directors, Meetings tab. Completed agenda request forms shall be accompanied by information that substantiates and justifies the request. Lack of this information may cause for a delay in your request being acted upon by the Technical Advisory Committee. Agenda requests for the Technical Advisory Committee must be received by 9:00 a.m. on Friday of the week preceding the meeting date. Completed forms should be emailed to the KCCDA Administrative Office at admin@kccda911.org.

If you have any questions, please feel free to contact KCCDA’s Administrative Office at (269) 488-8911.