



## **MEETING MINUTES for**

### **Kalamazoo County Consolidated Dispatch Authority TECHNICAL ADVISORY COMMITTEE November 2, 2022 – Regular Meeting**

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#### **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, November 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: Bryan Ergang (KTPD), Matt Huber (KDPS), Scott Ernstes (MSP), Scott Merlo (WMUPD), Jeff Christensen (KCSO), Nick Arnold (PDPS), Gerry Leudecking (KCFCA)

Others Present: Chris Franks, Ryan McGregor, Tim Unangst, Steve Stryd, Jon Moored, Justin Johnson, Chris McComb, Jeff Troyer

#### **ITEM 3 - APPROVAL OF MEETING MINUTES**

##### **A. September 7, 2022 – Regular Meeting**

“Motion by Mr. McGregor, second by Mr. Huber to approve the September 7, 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**

Mr. Troyer stated the written version will go out when complete. Highlights from the report:

1. On November 7 there will be three new ECO I’s and one new ECO II starting.
2. Today we are cutting over to the new on-site Vesta controller. It used to be hosted from Grand Rapids, but we have had connectivity issues and we are large enough to host our own.

## B. Old Business

### 1. MPSCS Kalamazoo Subsystem Project Update

Mr. Troyer stated the project is ongoing. All new simulcast sites have been installed and testing is done. The Lamont site link is not passing for simulcast so we must wait until PFN fiber is installed at the WMU site. As of today, go live is still scheduled for late November/early December. The cutover plan is complete and will take two days. Each site must come online independently. Dates will be distributed when they are finalized. We may need to call a special meeting because there will be some degradation of service for a couple days.

### 2. 07.01 - EMS Communication Plan Changes (P1-ECHO Nature Code)

Mr. Troyer stated this is first TAC meeting since we began using Priority 1 ECHO and asked for comments.

Mr. Leudecking stated his guys shut it off because there were too many that aren't truly ECHOs.

Mr. Troyer stated that initially there were some errors as the dispatchers got used to the new code but there was only one in the last ten days. The EMS agencies are responsible for the prioritization of all medical calls. Our staff is not required to make the determination but have the flexibility to pre-emptively classify and dispatch if we believe it fits the criteria.

### 3. Incident Disposition Requirement

Mr. Troyer gave a review of incident disposition codes and how the Behavioral Health code is being used.

## C. New Business

### 1. Cybersecurity Assessment Results

Mr. Troyer stated that MPSCS received grant monies and hired Motorola's cybersecurity division to test their network. They expanded the test because dispatch centers have radio consoles with direct access making it vulnerable to attack. There was no cost to us, as they used us for an example to show other centers how it works.

Mr. Moored presented a review of network penetration testing and what it entails. He stated they did an internal and external mock attack and overall, the risks found in the report are acceptable and insignificant findings.

### 2. 911 and Non-Emergency Call Flow

Mr. Troyer stated there was a copy of call workflow in the agenda packet, pursuant to the telephony controller upgrade. He stated we are moving to a different call intake process. He presented a review of call queues and will be discussing Storm Mode in more detail later. He stated Genesee is also using this, but they have no overflow agency. Once we migrate to geo-routing calls early next year, we can divide the county up so calls can be split to neighboring centers since none of them can handle our workload in addition to theirs. The goal is to take our service to another level. We are big enough and there's enough resources out there that we need to make use of them.

### 3. Pursuit Radio Communications and Patching Talkgroups

Mr. Troyer reminded everyone of the conditions that exist if field units request or dispatchers patch two encrypted talk groups together. This forces radios to utilize a super key encryption and MSP's is different than other agencies. Therefore, if two encrypted talk groups are patched, MSP units cannot hear anyone else's traffic. During pursuits with multiple agencies, stay on your primary channel and Statewide 5 will be patched if necessary. Statewide 5 is the go-to and all agencies have it.

### 4. 2023 Meeting Dates

Mr. Troyer proposed a meeting schedule of the first Wednesday of every other month again for 2023. He stated special meetings can be called if needed.

### ITEM 6 – OTHER ITEMS

#### D. Announcements and Member Comments

Mr. Ergang led a discussion of election operations.

#### E. Next Meeting

The next Technical Advisory Board meeting will be Wednesday, January 4, 2023, at 10:00 am, and will be held in the Chief Switalski Meeting Room at KCCDA, 7040 Stadium Drive, Kalamazoo, MI 49009.

### ITEM 7 - ADJOURNMENT

#### F. Adjournment

The meeting was adjourned at 10:58 a.m.