



**NOTICE and AGENDA for**  
**Kalamazoo County Consolidated Dispatch Authority**  
**Technical Advisory Committee**  
**May 1, 2024**

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**PLEASE TAKE NOTICE** that a REGULAR Meeting of the Kalamazoo County Consolidated Dispatch Authority Technical Advisory Committee will be held on **Wednesday, May 1<sup>st</sup>** 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**

Western Michigan University Public Safety <i>Scott Merlo, Chairperson</i>	Michigan State Police <i>Scott Ernestes, Vice-Chairperson</i>	
Kalamazoo Department of Public Safety	Kalamazoo County Sheriff’s Office	
Township of Kalamazoo Police Department	Portage Department of Public Safety	
Kalamazoo County Medical Control Authority	Kalamazoo County Fire Chiefs Association	

**ITEM 3 – APPROVAL OF MEETING MINUTES**

- A. Regular Meeting Minutes from March 6, 2024 (Pages 1-2)

**ITEM 4 – CITIZENS’ TIME**

The Committee welcomes 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 and state their 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 (verbal overview will be provided as the written version is not yet complete)
- B. Old Business
  - 1. Radio Call Signs
  - 2. UPDATE: Conditions and Orders (Pages 3-13)
  - 3. UPDATE: CAD and Mobile System RFP – Administration’s Recommendation
  - 4. REMINDER: CAD Standard Interface Guidelines (Pages 14-18)
  - 5. UPDATE: Prepared Live
- C. New Business
  - 1. REVISED SOP 10.02 – 800Mhz Contingency Plan (Storm Plan)
  - 2. LEIN Request Form – Ops, Driving Record, & Criminal History
  - 3. Calhoun County – AES Encryption Feb ’25 (Page 19)
  - 4. Lawton PD Talkgroup Authorization (Pages 20-22)
  - 5. Communication Service Provider Lines Down
  - 6. Generic CAD Unit for Firefighters Responding in POV (Pages 23-25)
  - 7. Telephone Numbers listed on Report/Case Number Cards
  - 8. 911 Hangup/Misdial Nature Code Priority (Pages 26-28)
  - 9. Juvenile Emancipation Date

**ITEM 6 – OTHER ITEMS**

KCCDA meetings are open to all without regard to religion, race, color, national origin, sex, sexual orientation, gender identity or expression, height, weight, familial status, marital status, disability, or any other legally protected class. The KCCDA will provide special aid or assistance to attend a KCCDA meeting and will provide necessary reasonable auxiliary aids and services, such as signers for the hearing impaired and audio tapes of printed materials being considered at the meeting/hearing, to individuals with disabilities, upon four (4) business days’ notice to the KCCDA. Individuals with disabilities requiring auxiliary aids or services should contact KCCDA by emailing [admin@kccda911.org](mailto:admin@kccda911.org) or calling (269) 488-8911.

D. Announcements and Member Comments

*\*\*\*Tyler System Upgrade – September 10, 2024\*\*\**

E. Next Meeting – July 10<sup>th</sup>, 2024 (NOTE: second Wednesday of July)

## **ITEM 7 – ADJOURNMENT**

KCCDA meetings are open to all without regard to religion, race, color, national origin, sex, sexual orientation, gender identity or expression, height, weight, familial status, marital status, disability, or any other legally protected class. The KCCDA will provide special aid or assistance to attend a KCCDA meeting and will provide necessary reasonable auxiliary aids and services, such as signers for the hearing impaired and audio tapes of printed materials being considered at the meeting/hearing, to individuals with disabilities, upon four (4) business days' notice to the KCCDA. Individuals with disabilities requiring auxiliary aids or services should contact KCCDA by emailing [admin@kccda911.org](mailto:admin@kccda911.org) or calling (269) 488-8911.



## **MEETING MINUTES for**

# **Kalamazoo County Consolidated Dispatch Authority TECHNICAL ADVISORY COMMITTEE March 6, 2024 – 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 Scott Merlo at 10:00 a.m. on Wednesday, March 6, 2024, in the Chief Switalski Meeting Room at Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo, Michigan.

### **ITEM 2 –ROLL CALL**

Members Present: Scott Merlo (WMUPD), Rusty Ernstes (MSP), Matt Huber (KDPS), Jeff Christensen (KCSO), Scott Jackson (KTPD), Nick Arnold (PDPS), Craig Dieringer (KCMCA), Gerry Leudecking (KCFCA)

Others Present: Ryan McGregor, Jeff Heppler, Jeff Troyer, Marty Ftacek, Marie Gleesing, and Chris McComb

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

- A. Regular Meeting Minutes from January 10, 2024

“Motion by Mr. Huber, second by Mr. Arnold to approve the Regular Meeting Minutes from January 10, 2024, as presented.”

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

### **ITEM 4 - CITIZENS' TIME**

There was none.

### **ITEM 5 – FOR CONSIDERATION**

- A. Administrative Monthly Report

Mr. Troyer reviewed the Administrative Monthly Report that was included in the packet.

- B. Old Business

- 1. UPDATE: Conditions and Orders

Mr. Troyer stated the conditions and orders have been status quo since September. Staff have been providing monthly data, but the courts have not provided us with anything and to our knowledge have not been tracking anything. County admin was scheduled to meet with courts in mid-February to discuss positions, but they didn't meet, and the status is unknown. He stated he will keep checking with County Administrator Catlin to get periodic updates.

- 2. Update: CAD and Mobile System RFP

Mr. Troyer stated the full update is in the Administrative Report. Staff went through proposals, sent questions back to submitters and followed up with references. He stated the information has been returned so staff will

be meeting next week to review and decide on potential vendors to review by a full committee then do site visits. He stated that the six-month deadline will not be met, and he will need to ask for a minimum 90-day extension.

C. New Business

1. Transmitting LEIN Worksheets to KCCDA

Mr. Troyer stated concerns were raised during the audit process about LEIN entry worksheets. We do require them for field unit work, and we offer three different ways to submit. He stated KCCDA email is encrypted so we are LEIN compliant, but some agencies are not. He asked that agencies make sure they are LEIN compliant before sending. Worksheets can also be sent via fax, or for the agencies that have direct connection to KCCDA, we can help set up the capability for agencies to print to the Dispatch LEIN printer.

2. Law Enforcement Talkgroup Access

Mr. Troyer stated he sent a memo about this to all agencies. He stated he has received several requests from individuals or fire agencies for access to law enforcement talkgroups. This is a violation of CJIS, and we cannot allow it. The State tells any agency that if you provide a radio or access to a talkgroup where CJIS info is being transmitted, you are in violation. If the agency's or the individual's primary purpose is not CJIS, you are not allowed access.

3. Extreme Risk Protection Orders

Mr. Troyer stated that we don't have a way to enter ERPO's and they are being sent directly to the state by the law enforcement agencies. They will be handled the same way as conditions and orders. They can be sent to us, and we can assist by sending them to state.

4. Tyler System Upgrade (September 10, 2024)

Mr. Troyer stated we have scheduled the next production upgrade for the Tyler System for September 10<sup>th</sup>. IT has requested a start time of 5am so hopefully it will have less impact on operations. The test/training side will be upgraded in May and we encourage all agencies to log in to test side and run through their processes to test functionality.

**ITEM 7 – OTHER ITEMS**

D. Announcements and Member Comments

There were none.

E. Next Meeting

The next regular scheduled Technical Advisory Committee meeting will be Wednesday, May 1, 2024, 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 adjourned at 10:42 a.m.

**From:** [Jeff Troyer](#)  
**To:** [Kevin M. Tatroe](#)  
**Cc:** [Victoria Rose](#); [Scott R Merlo](#); [kacatl@kalamazoo.org](mailto:kacatl@kalamazoo.org)  
**Subject:** RE: Conditional Bonds  
**Date:** Monday, April 22, 2024 7:46:00 AM

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Thank you for the update, Kevin. We are here to assist with any questions and also look forward to a smooth transition.

**Jeffery Troyer**

Executive Director  
Kalamazoo County Dispatch Authority  
7040 Stadium Dr., Kalamazoo, MI 49009  
Ofc: (269) 488-6616  
Cell: (269) 718-2195  
[www.kccda911.org](http://www.kccda911.org)

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**From:** Kevin M. Tatroe <kmtatr@kalamazoo.org>  
**Sent:** Friday, April 19, 2024 3:51 PM  
**To:** Jeff Troyer <JTroyer@kccda911.org>  
**Cc:** Victoria Rose <VRose@kccda911.org>; Scott R Merlo <scott.merlo@wmich.edu>; [kacatl@kalamazoo.org](mailto:kacatl@kalamazoo.org)  
**Subject:** RE: Conditional Bonds

Good afternoon and Happy Friday.

The district court is now in the position to hire staff to take over entering PTRs and probation orders. The Board of Commissioners granted new positions this week.

Therefore, I will need to post these positions, get them filled, and train them before we can get started. I think if we look to get started July 1, 2024, that would be enough time. If that ends up being the date, I hope for and would appreciate a warm handoff and that we could come to you for guidance while get this off the ground. I would also think that we can get most everything worked out between now and July 1.

I like what we have come up with below as far as procedure goes. All seems doable and reasonable.

I want to stress that this is just for district court matters and not PPO's, ERPO's, etc. For that, you will need to continue to work with Mr. Catlin. I assume that district court matters are the bulk of the entry over your way, so hopefully this will ease much of what is on your plate.

Please have a great weekend.

Kevin Tatroe

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**From:** Jeff Troyer <[JTroyer@kccda911.org](mailto:JTroyer@kccda911.org)>  
**Sent:** Thursday, March 28, 2024 9:52 AM  
**To:** Kevin M. Tatroe <[kmtatr@kalcouny.com](mailto:kmtatr@kalcouny.com)>  
**Cc:** Victoria Rose <[VRose@kccda911.org](mailto:VRose@kccda911.org)>; Scott Merlo <[scott.merlo@wmich.edu](mailto:scott.merlo@wmich.edu)>; Kevin A. Catlin <[kacatl@kalcouny.com](mailto:kacatl@kalcouny.com)>  
**Subject:** RE: Conditional Bonds

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Thank you Kevin; appreciate the update!

**Jeffery Troyer**

Executive Director  
Kalamazoo County Dispatch Authority  
7040 Stadium Dr., Kalamazoo, MI 49009  
Ofc: (269) 488-6616  
Cell: (269) 718-2195  
[www.kccda911.org](http://www.kccda911.org)

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**From:** Kevin M. Tatroe <[kmtatr@kalcouny.com](mailto:kmtatr@kalcouny.com)>  
**Sent:** Thursday, March 28, 2024 9:47 AM  
**To:** Jeff Troyer <[JTroyer@kccda911.org](mailto:JTroyer@kccda911.org)>  
**Cc:** Victoria Rose <[VRose@kccda911.org](mailto:VRose@kccda911.org)>; Scott R Merlo <[scott.merlo@wmich.edu](mailto:scott.merlo@wmich.edu)>; [kacatl@kalcouny.com](mailto:kacatl@kalcouny.com)  
**Subject:** RE: Conditional Bonds

Hi all,

We are kicking some things around over here still. Hopefully we will have some solution very soon.

Kevin

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**From:** Jeff Troyer <[JTroyer@kccda911.org](mailto:JTroyer@kccda911.org)>  
**Sent:** Thursday, March 21, 2024 11:03 AM  
**To:** Kevin M. Tatroe <[kmtatr@kalcouny.com](mailto:kmtatr@kalcouny.com)>  
**Cc:** Victoria Rose <[VRose@kccda911.org](mailto:VRose@kccda911.org)>; Scott Merlo <[scott.merlo@wmich.edu](mailto:scott.merlo@wmich.edu)>; Kevin A. Catlin <[kacatl@kalcouny.com](mailto:kacatl@kalcouny.com)>  
**Subject:** RE: Conditional Bonds

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Good Morning Kevin,

Please see the below comments/answers in RED font.

If you have any follow-up questions, please don't hesitate to ask.

**Jeffery Troyer**

Executive Director

Kalamazoo County Dispatch Authority

7040 Stadium Dr., Kalamazoo, MI 49009

Ofc: (269) 488-6616

Cell: (269) 718-2195

[www.kccda911.org](http://www.kccda911.org)

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**From:** Kevin M. Tatroe <[kmtatr@kcalcounty.com](mailto:kmtatr@kcalcounty.com)>

**Sent:** Wednesday, March 6, 2024 2:05 PM

**To:** Jeff Troyer <[JTroyer@kccda911.org](mailto:JTroyer@kccda911.org)>

**Cc:** Victoria Rose <[VRose@kccda911.org](mailto:VRose@kccda911.org)>; Scott R Merlo <[scott.merlo@wmich.edu](mailto:scott.merlo@wmich.edu)>;  
[kacatl@kcalcounty.com](mailto:kacatl@kcalcounty.com)

**Subject:** RE: Conditional Bonds

Hi Jeff and all,

I think we are getting close as it relates to PTRs. In lieu of the worksheets, can we just send the PTR to you and call it a day? If so, it would basically look like this:

1. 8DC enters all conditions it deems necessary;
2. 8DC emails a copy of PTR to [supervisors@KCCDA911.org](mailto:supervisors@KCCDA911.org);

YES to #1 and #2. Each PTR (condition) should be sent in a separate email and should have the System ID Number from LEIN listed on it (handwritten) in the same spot for all conditions/orders (either upper left or right corner). The subject line of the email should be the person's Last Name, First Name so they can easily be searched for tracking purposes.

3. 8DC cancels all PTRs;
4. 8DC emails supervisors...with list of names that KCCDA can shred.

YES to #3 and #4. The subject line of the email should be "Canceled Conditions/Orders" and the details section of the email be the list and it must include: Last Name, First Name, and the System ID Number from LEIN.

***NOTE: The System ID Number from LEIN is very important because it is a unique ID assigned when anything is entered into LEIN. This is also a very important factor for individuals that have multiple conditions/orders.***

If we agree here, I have a question:

1. Do we need the victim's DOB? If so, how are you entering victim DOB when not provided to you? Who is packing that portion?

The only order/condition that requires victim's/protected party's DOB to enter it into LEIN is a PPO. All other conditions/orders only require the victim's/protected party's full name.

2. Would you envision probation orders be handled in the same manner? Where we enter and send you a copy of the probation order?

YES – same exact process.

3. PPOs are a circuit court function and outside of my authority.

We do understand this, but we were under the impression that the position being hired to complete these duties would be handling both Circuit and District Court Orders and Conditions.

If we get this situated, then we I would need to work with the county on some things and we would need to discuss a reasonable start date.

Thank you for your time and patience as we work through all of this.

Kevin

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**From:** Jeff Troyer <[JTroyer@kccda911.org](mailto:JTroyer@kccda911.org)>

**Sent:** Tuesday, February 13, 2024 2:31 PM

**To:** Kevin M. Tatroe <[kmtatr@kalcouny.com](mailto:kmtatr@kalcouny.com)>

**Cc:** Victoria Rose <[VRose@kccda911.org](mailto:VRose@kccda911.org)>; Scott Merlo <[scott.merlo@wmich.edu](mailto:scott.merlo@wmich.edu)>; Kevin A. Catlin <[kacatl@kalcouny.com](mailto:kacatl@kalcouny.com)>

**Subject:** RE: Conditional Bonds

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Good Afternoon Kevin Tatroe,

Deputy Director Rose reached out the 10<sup>th</sup> District Court in Calhoun County and attached is the worksheet they use for their Bond Conditions. I would think that different worksheets would have to be created for each type of condition or order because standard conditions are different for each. For example, standard conditions on a Personal Protection Order are different than standard conditions on a PA 53 Bond Condition Order. And, those are both different than an A&D order.

**Jeffery Troyer**

Executive Director

Kalamazoo County Dispatch Authority

7040 Stadium Dr., Kalamazoo, MI 49009



Ofc: (269) 488-6616  
Cell: (269) 718-2195  
[www.kccda911.org](http://www.kccda911.org)

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**From:** Kevin M. Tatroe <[kmtatr@kalcounty.com](mailto:kmtatr@kalcounty.com)>  
**Sent:** Tuesday, February 13, 2024 9:04 AM  
**To:** Jeff Troyer <[JTroyer@kccda911.org](mailto:JTroyer@kccda911.org)>  
**Subject:** RE: Conditional Bonds

Hi Jeff,

Can you please send me an example of what a worksheet would look like? We would not send a copy of the conditions, just the worksheet? Thanks,

Kevin

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**From:** Jeff Troyer <[JTroyer@kccda911.org](mailto:JTroyer@kccda911.org)>  
**Sent:** Tuesday, January 16, 2024 12:05 PM  
**To:** Kevin M. Tatroe <[kmtatr@kalcounty.com](mailto:kmtatr@kalcounty.com)>  
**Cc:** Kevin A. Catlin <[kacatl@kalcounty.com](mailto:kacatl@kalcounty.com)>; Victoria Rose <[VRose@kccda911.org](mailto:VRose@kccda911.org)>; Scott Merlo <[scott.merlo@wmich.edu](mailto:scott.merlo@wmich.edu)>; [ernstess@michigan.gov](mailto:ernstess@michigan.gov)  
**Subject:** RE: Conditional Bonds

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Good Morning Kevin,

I do not know how Calhoun handles it beyond the information they provided us (attached is a copy of our email chain). My guess is that they get around this by simply faxing the dispatch center the LEIN Entry Worksheet and then if an agency validates, the message goes to dispatch, and they reply yes – the conditions on the order are valid. I’ve attached the information provided to us by Calhoun regarding how they handle their Bond Conditions and Probation Orders. Our recommendation/suggestion was based on the information they provided.

Nonetheless, if it is necessary and required for an entity to say “YES – Its Valid”, we can work to implement a similar process to make sure things are compliant. Each District and/or Circuit Court Order or Condition that is entered, would have to have an entry worksheet (we would have to work together to develop necessary details). The worksheet could be emailed to our [supervisors@kccda911.org](mailto:supervisors@kccda911.org) email group and we would place a copy of the worksheet on file here to reference for validation (the original copy of the condition or order would be maintained by the Court). If a Circuit and/or District Court Order or Condition is canceled,

LEIN automatically send our ORI a copy of the cancelation and we would pull the worksheet and shred it.

This process allows the courts to enter all conditions and/or orders versus the only ones being entered today are those with protected parties. We prefer email transmission of the entry worksheets and modifications because it allows a documented trail for information flow for both the Court(s) and KCCDA.

We are happy to assist in developing a new/modified process for all Bond Conditions, Probation Orders, and Personal Protection Orders (all conditions and orders). This will reduce entry times and lost/misplaced paperwork. Just let us know what we can do to assist.

**Jeffery Troyer**

Executive Director

Kalamazoo County Dispatch Authority

7040 Stadium Dr., Kalamazoo, MI 49009

Ofc: (269) 488-6616

Cell: (269) 718-2195

[www.kccda911.org](http://www.kccda911.org)

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**From:** Kevin M. Tatroe <[kmtatr@kalcouny.com](mailto:kmtatr@kalcouny.com)>

**Sent:** Friday, January 12, 2024 2:19 PM

**To:** Jeff Troyer <[JTroyer@kccda911.org](mailto:JTroyer@kccda911.org)>

**Cc:** [kacatl@kalcouny.com](mailto:kacatl@kalcouny.com); Victoria Rose <[VRose@kccda911.org](mailto:VRose@kccda911.org)>; Scott R Merlo <[scott.merlo@wmich.edu](mailto:scott.merlo@wmich.edu)>; [ernstess@michigan.gov](mailto:ernstess@michigan.gov)

**Subject:** RE: Conditional Bonds

Thank you and Happy New Year to you, as well.

Thank you for your explanation to my questions below. It certainly helps when we are all speaking the same language so to speak.

I want to talk more about the "Valid on its Face" recommendation that you have suggested here. I presented your recommendation to our LEIN auditor to make sure that if we did this that we would not be running afoul of any MSP/LEIN rules. Our LEIN auditor stated,

- "You are correct, when bond conditions and PPOs are entered, they are NOT valid on their face like warrants that are entered by the court. I would not think that typing valid on face in remarks would be sufficient to not have a 24/7 agency hold a copy of the order to confirm it. I am deferring to the experts in LEIN Field Services for a final answer on this. They are copied on this response."

LEIN Field Services responded today as well. They stated the following:

- “Yes, as Trevor stated, PPOs and CBRs are NOT considered “Valid on face.” These orders which set conditions and stipulations need to be verified 24/7, therefore the enforcing agency will need to contact the holding ORI for specific content of the order. There is also a condition, stated on the order, “immediately confirm with agency ORI XXXXXXXX” or “Confirm with agency ORI XXXXXXXX” depending on whether the agency holds the physical documentation.
- Below is a section taken straight from the LEIN Operations Manual to refer:
- **HITS - PROTECTION ORDERS IN NCIC – Pg 350**  
A “hit” or response from the NCIC protection order file may be received when an inquiry is made into the LEIN/NCIC wanted person file. When a hit is received on a NCIC protection order, the entering agency (ORI in the record) must be contacted to confirm the status and terms of the protection order. Federal law requires all states, tribes and U.S. Territories to recognize and enforce valid protection orders as though the orders had been issued in the enforcing jurisdiction.
- I hope this answers your question. If there is anything else, please don’t hesitate to reach out. Have a great weekend everyone!”

Therefore, based on the responses from both our LEIN auditor and from LEIN Field Services, I do not see how we can follow your recommendation of typing valid on its face in the comments section. This seems to run contrary to what LEIN is saying and we will not jeopardize our status with LEIN and MSP. I am curious how Calhoun County has managed to avoid a LEIN Audit violation.

We want to be helpful. We would certainly consider entering the conditions into LEIN. I believe from past meetings and correspondence that the main issue that your office is having with the 8<sup>th</sup> DC is the amount of errors that are submitted to you. If the 8DC enters conditions, this would alleviate those concerns. If the 8DC were to enter conditions, then we would enter guns for officer safety – where I believe all of this discussion originated from in October of 2022 (KCCDA not wanting to enter guns because they are not statutorily obligated to, vs the 8DC that wanted the guns entered). But again, we then run into the 24/7 issue, which the 8DC cannot solve.

Thank you and please stay safe in the snow storm that is coming.

Kevin

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**From:** Jeff Troyer <[JTroyer@kccda911.org](mailto:JTroyer@kccda911.org)>  
**Sent:** Thursday, January 11, 2024 10:31 AM  
**To:** Kevin M. Tatroe <[kmtatr@kalcounty.com](mailto:kmtatr@kalcounty.com)>

**Cc:** Kevin A. Catlin <[kacatl@kalcounty.com](mailto:kacatl@kalcounty.com)>; Victoria Rose <[VRose@kccda911.org](mailto:VRose@kccda911.org)>; Scott Merlo <[scott.merlo@wmich.edu](mailto:scott.merlo@wmich.edu)>; [ernstess@michigan.gov](mailto:ernstess@michigan.gov)

**Subject:** RE: Conditional Bonds

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Good Morning and Happy New Year Kevin!

Below are answers to your questions. Please note, this is how we envision the process to go after researching how Calhoun District Court handles entry of Conditions and Orders.

**1. I want to verify that conditional release bonds are not valid on their face. Therefore, requiring some entity to verify these with law enforcement.**

*Bond Conditions and Personal Protection Orders (PPO) do not have a designated checkbox or field within LEIN to make them valid on their face (to our knowledge). Nonetheless, Calhoun District Court annotates this in the comments/notes section advising all Law Enforcement that the order is VALID ON ITS FACE; NO VERIFICATION NECESSARY. The only thing they send over to Calhoun's dispatch center is the entry worksheet the court completes for entry but that is only for informational purposes. We do not believe that sending over the entry worksheet is even necessary.*

**2. If DC entered these, would then KCCDA be the "holder of the bond"?**

*NO – We envision the conditions and orders to be treated just like warrants. The Court would remain the holder of the Bond/Order and nothing is required to be sent to KCCDA.*

**3. Would everything run exactly the same way with the only exception being that DC enters the CR bond? As in – KCCDA verifies bonds, cancels them when a person is arrested, etc.**

*No – Nothing would have to be verified. As far as canceling... We do not cancel a conditional bond or PPO when a person gets arrested. The only time conditional bond or PPO gets cancelled is if LEIN purges it due to the expiration date or if a cancellation is sent to us by the Court. As far as PPO's... If an officer completes a PPO Service Form, KCCDA would amend the PPO in LEIN to reflect that it has been served and we will send over the paperwork to the Court.*

**4. There is no expectation of the court to answer any officer related questions at all? That all verification runs through KCCDA.**

*If District Court enters everything like Calhoun District Court and annotates the bond/order is VALID ON ITS FACE, there shouldn't be any questions as long as your staff makes accurate entries so the conditions/orders are very clear and concise.*

5. **How many CR bonds did the DC send to KCCDA in the last year, or 6 months, or some general time period so I can understand the amount of protected party bonds.**

*Last September, Administrator Catlin requested KCCDA track statistics of the Conditions and Orders we enter with protected parties. It's my understanding that District and Circuit Court were requested to do the same so that a true number of total conditions and orders would be known to conduct a workload/staffing analysis. KCCDA's Technical Advisory Committee also requested this information from the Courts multiple times last year. The attached reports are the result of us implementing a system for tracking protected party conditions and order entries and amendments to the same. Can the courts please share with KCCDA the statistics you've gathered for conditions and orders without protected parties?*

Please let us know if you have any other questions.

cc: KCCDA TAC Chair and Vice-Chair

**Jeffery Troyer**

Executive Director

Kalamazoo County Dispatch Authority

7040 Stadium Dr., Kalamazoo, MI 49009

Ofc: (269) 488-6616

Cell: (269) 718-2195

[www.kccda911.org](http://www.kccda911.org)

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**From:** Kevin A. Catlin <[kacatl@kalcountry.com](mailto:kacatl@kalcountry.com)>

**Sent:** Tuesday, January 9, 2024 3:41 PM

**To:** Kevin M. Tatroe <[kmtatr@kalcountry.com](mailto:kmtatr@kalcountry.com)>

**Cc:** Jeff Troyer <[JTroyer@kccda911.org](mailto:JTroyer@kccda911.org)>

**Subject:** RE: Conditional Bonds

Hi, Kevin.

I believe Jeff will need to respond to these. However, I can likely respond to number 5 at least in part. They have been tracking data since October 2023. The most recent stats are attached from October, November, and December 2023.

--

**Kevin A. Catlin, MPA**

**County Administrator/Controller**

Office of the County Administrator

Kalamazoo County Government

o. 269-383 8843

201 W. Kalamazoo Ave., Kalamazoo, MI 49007

[www.kalcounty.com](http://www.kalcounty.com)

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**From:** Kevin M. Tatroe <[kmtatr@kalcounty.com](mailto:kmtatr@kalcounty.com)>

**Sent:** Tuesday, January 9, 2024 2:13 PM

**To:** Jeff Troyer <[JTroyer@kccda911.org](mailto:JTroyer@kccda911.org)>; Kevin A. Catlin <[kacatl@kalcounty.com](mailto:kacatl@kalcounty.com)>

**Subject:** Conditional Bonds

Jeff and Kevin,

Just a couple of questions that I need to understand if you don't mind educating me.

1. I want to verify that conditional release bonds are not valid on their face. Therefore requiring some entity to verify these with law enforcement.
2. If DC entered these, would then KCCDA be the "holder of the bond"?
3. Would everything run exactly the same way with the only exception being that DC enters the CR bond? As in – KCCDA verifies bonds, cancels them when a person is arrested, etc.
4. There is no expectation of the court to answer any officer related questions at all? That all verification runs through KCCDA.
5. How many CR bonds did the DC send to KCCDA in the last year, or 6 months, or some general time period so I can understand the amount of protected party bonds.

Thanks,

Kevin M. Tatroe, J.D., C.C.M.

District Court Administrator

ADA Coordinator

8<sup>th</sup> District Court

269-384-8024

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# Kalamazoo County Consolidated Dispatch Authority



## KCCDA CAD Standard Interface Guidelines

If an agency is considering a system(s) with which they want to interact/interface with KCCDA's Computer Aided Dispatch (CAD) system, please reach out to KCCDA IT staff prior to purchasing the system(s). Do not assume any vendor can accept standard Tyler data solely on their word!

The following shall serve as standard interface guidelines:

- NO direct connection(s) are permitted to any production database.
- Connection to the replicated database(s) is permitted but not without the end-user agency procuring a Custom Interface from Tyler. The cost of such interface will be the end-user agency's responsibility. NOTE: KCCDA IT are not SQL database experts.
- Bi-directional interfaces require a Custom Interface from Tyler. The cost of such interface will be the end-user agency's responsibility.
- Listener clients are permitted to live on KCCDA's Interface Server or if there is a direct connection with KCCDA, the listener client can live on the agency's network. All listener clients must have file upload and archive ability.
- The standard interface is a one-way XML file export that is sent/resent any time one of the selected export data fields is updated.
- KCCDA does not have the ability to change the XML file format or layout. Example – Tyler's standard export interface date and time is in Zulu format and displays 2023-12-23 12:41:04Z. NOTE: Sample XML exports are available upon request.
- The standard interface export fields are listed in the attached table. If a vendor wants additional data fields, it will require a Custom Interface from Tyler.
- Standard Interface File Export Options:
  - Secure File Transfer Protocol (SFTP)  
The end-user agency's vendor will need to provide the necessary SFTP information. This is the preferred option as this function is native to the Tyler Technology Interface Engine.
  - Network Share or Local Disk Folder/Location  
KCCDA can export to a network share if your agency has a direct connection to KCCDA or we can export to KCCDA's Interface Server. Both options require the third-party vendor to have a listener client to upload and archive the XML file.



**Tyler CAD Standard Exporter Data Fields**

<b>PRIMAR</b>	<b>SUB-1</b>	<b>SUB-2</b>	<b>SUB-3</b>	<b>SUB-4</b>	<b>SUB-5</b>
Call for Service					
	AdditionalInfo				
	AgencyContexts				
		AgencyContext			
			AgencyType		
			sequence		
			CallType		
			CanceledFlag		
			Closed DateTime		
			ClosedFlag		
			CreatedDateTime		
			Dispatcher		
			EmdCaseNumber		
			EmdCode		
			Priority		
			RadioChannel		
			Status		
	AlarmLevel				
	AssignedUnits				
		Unit			
			Arrive DateTime		
			AssignedDateTime		
			AtHospitalDateTime		
			AtPatientDateTime		
			ClearDateTime		
			DepartHospitalDateTime		
			FirstName		
			EnrouteDateTime		
			IsPrimary		
			Jurisdiction		
		Personnel		UnitPersonnel	
			StagedDateTime	FirstName	
			TransportDateTime	IDNumber	
			Type	IsPrimaryOfficer	
			UnitNumber	Jurisdiction	
		.		LastName	
		.		MiddleName	
		UnitLogs		ShieldNumber	
				UnitLog	
				DateTime	
				Status	

CallId  
CallNumber  
CallSource  
CallerName  
CallerPhone  
CanceledFlag  
CloseDateTime  
ClosedFlag  
CreateDateTime  
CreatedBy  
Dispositions  
    CallDisposition  
    Count  
    Description  
    Name  
EmdCode  
FireControlledTime  
Incidents  
    Incident  
        AgencyType  
        CreateDateTime  
        Jurisdiction  
        Number  
        Type  
        TypeDescription  
Location  
    AdditionalInfo  
    Census Tract  
    City  
    CommonName  
    CustomLayer  
    EmsDistrict  
    EmsOri  
    FireOri  
    FireQuadrant  
    FullAddress  
    HouseNumber  
    HouseNumberSuffix  
    LatLonDescription  
    LatitudeY  
    LongitudeX  
    NearestCrossStreets  
    PoliceBeat  
    PoliceOri

PrefixDirectional  
PrefixType  
Qualifier  
RuralGrid  
State  
StationArea  
StreetDirectional  
StreetName  
StreetType  
Venue  
XPrefixDirectional  
XPrefixType  
XStreetDirectional  
XStreetName  
XStreetType  
Zip  
Zip4

Narratives

Narrative  
    CreateDateTime  
    CreateUser  
    Text  
    Type

NatureOfCall

Persons

Person  
    Address  
    ContactPhone  
    DateOfBirth  
    EyeColor  
    FirstName  
    HairColor  
    HeightInches  
    LastName  
    LicenseNumber  
    LicenseState  
    MiddleName  
    NameSuffix  
    PrimaryCallerFlag  
    Race  
    Role  
    SSN  
    Sex  
    Weight

Vehicles

Vehicle

Color  
Description  
GlobalVehicleId  
LicenseNumber  
LicenseState  
Make  
Model  
Role  
Type  
VIN  
Year

**From:** [Michael Armitage](#)  
**To:** [Kuhl, Chris \(DTMB\)](#); [Dubzak, Jerry \(DTMB\)](#)  
**Cc:** [Robert Stahelin](#)  
**Subject:** IMPORTANT NOTICE Re: Interoperable Communications  
**Date:** Wednesday, November 15, 2023 6:18:48 PM  
**Attachments:** [image001.png](#)  
**Importance:** High

---

Good evening,

As part of the current upgrade to an MPSCS simulcast system in Calhoun County, law enforcement talkgroups will switch to AES encryption. **This notice is to inform you that access to Calhoun County law enforcement talkgroups will require AES encryption to be active and programmed no later than February 4, 2025.**

In addition, nearly all of our talkgroups will be replaced in order to achieve a uniform naming scheme. Starting in December of this year, our TAC committee will review MOUs, and reissue as determined appropriate.

If you have any questions, please feel free to let me know.

Thank you,  
Michael A

**Michael Armitage, MPA, ENP**

Executive Director  
Calhoun County Consolidated Dispatch Authority  
315 W. Green St.  
Marshall MI 49068  
Office: 269-781-9709  
[www.calhounmi911.gov/](http://www.calhounmi911.gov/)



**From:** [Jeff Troyer](#)  
**To:** [Brian Klok](#)  
**Cc:** [Victoria Rose](#); [Gerry Luedecking](#); [Chip Everett - Portage & Oshtemo \(everettc@portagemi.gov\)](#)  
**Subject:** Generic Unit for Firefighters Responding in POV  
**Date:** Monday, April 22, 2024 7:38:43 AM  
**Attachments:** [image001.png](#)

---

Chief Klok,

Deputy Director Rose and I will discuss your request and we will add it to our May 1<sup>st</sup> Technical Advisory Committee (TAC) meeting agenda. If we create a generic portable or POV unit, it will have to be system wide for all agencies, so we are doing it the same way for everyone.

I've included Luedecking and Everett on this email chain as they represent the Fire Chiefs on TAC.

**Jeffery Troyer**

Executive Director  
Kalamazoo County Dispatch Authority  
7040 Stadium Dr., Kalamazoo, MI 49009  
Ofc: (269) 488-6616  
Cell: (269) 718-2195  
[www.kccda911.org](http://www.kccda911.org)

---

**From:** Brian Klok <[bklok@coopertwp.org](mailto:bklok@coopertwp.org)>  
**Sent:** Saturday, April 20, 2024 10:13 PM  
**To:** Jeff Troyer <[JTroyer@kccda911.org](mailto:JTroyer@kccda911.org)>  
**Cc:** Victoria Rose <[VRose@kccda911.org](mailto:VRose@kccda911.org)>  
**Subject:** Re: Cooper Fire Contacts

No, not necessarily POV. They call them selves "Cooper whatever #" or you will hear "portable whatever #". Can just a generic apparatus be created for those times that a fire fighter shows on scene and you don't have an appropriate choice of one of the apparatus or chiefs that are set up?

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---

**From:** Jeff Troyer <[JTroyer@kccda911.org](mailto:JTroyer@kccda911.org)>  
**Sent:** Friday, April 19, 2024 7:58:00 AM  
**To:** Brian Klok <[bklok@coopertwp.org](mailto:bklok@coopertwp.org)>  
**Cc:** Victoria Rose <[VRose@kccda911.org](mailto:VRose@kccda911.org)>  
**Subject:** RE: Cooper Fire Contacts

Chief,

So, these individuals would call themselves POV on the radio?

**Jeffery Troyer**

Executive Director  
Kalamazoo County Dispatch Authority  
7040 Stadium Dr., Kalamazoo, MI 49009  
Ofc: (269) 488-6616  
Cell: (269) 718-2195  
[www.kccda911.org](http://www.kccda911.org)

---

**From:** Brian Klok <[bklok@coopertwp.org](mailto:bklok@coopertwp.org)>  
**Sent:** Thursday, April 18, 2024 10:07 PM  
**To:** Jeff Troyer <[JTroyer@kccda911.org](mailto:JTroyer@kccda911.org)>  
**Subject:** Re: Cooper Fire Contacts

Hey Jeff,

Would it be possible to build a POV unit? Many times we have responses such as early this morning where a rescue does not respond, and we have POV's on scene rendering aid and we leave. Go back to do the reports and there is no times logged because there is no apparatus attached so then at that point we are making up the times.

What do you think?

Thanks

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---

**From:** Jeff Troyer <[JTroyer@kccda911.org](mailto:JTroyer@kccda911.org)>  
**Sent:** Friday, April 12, 2024 7:15:57 AM  
**To:** Brian Klok <[bklok@coopertwp.org](mailto:bklok@coopertwp.org)>; James Miles <[jmiles@coopertwp.org](mailto:jmiles@coopertwp.org)>  
**Cc:** Victoria Rose <[VRose@kccda911.org](mailto:VRose@kccda911.org)>  
**Subject:** RE: Cooper Fire Contacts

Chief Klok,

Thanks for getting back with me and I will correct the spelling.

I will double check, but I believe the only individuals built in our CAD are upper command (Chief, Deputy/Assistant Chief, Battalion Chief, etc) because typically they have a marked apparatus/vehicle as well. Therefore, when a firefighter calls on the radio and lets us know they are on scene their POV, there is no way for us to mark them on scene. I will run a report from our system and look at the response times over the last month and see if I see any anomalies.

**Jeffery Troyer**

Executive Director  
Kalamazoo County Dispatch Authority  
7040 Stadium Dr., Kalamazoo, MI 49009  
Ofc: (269) 488-6616  
Cell: (269) 718-2195  
[www.kccda911.org](http://www.kccda911.org)

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**From:** Brian Klok <[bklok@coopertwp.org](mailto:bklok@coopertwp.org)>  
**Sent:** Thursday, April 11, 2024 8:36 PM  
**To:** Jeff Troyer <[JTroyer@kccda911.org](mailto:JTroyer@kccda911.org)>; James Miles <[jmiles@coopertwp.org](mailto:jmiles@coopertwp.org)>  
**Subject:** RE: Cooper Fire Contacts

Jeff,

Contacts are still good for a month yet. There are a few changes.

Spelling of last name is Klok and I am now the Fire Chief.

After the 2<sup>nd</sup> week of April we will have someone in the Asst. Fire Chief position and I will update you at that time.

While I have you. Response times, are the dispatchers recording our first arriving unit, which in most cases will be a POV or is it the on scene of an apparatus? Which in some cases we don't always have an apparatus on scene or they get cancelled prior to arriving. Trying to work on cleaning up and making better response times but some times the times seem off.

Thanks for the help.

Brian Klok  
Fire Chief  
Cooper Charter Township Fire  
1590 West D Ave Kalamazoo, MI 49009  
[bklok@coopertwp.org](mailto:bklok@coopertwp.org)

---

**From:** Jeff Troyer <[JTroyer@kccda911.org](mailto:JTroyer@kccda911.org)>  
**Sent:** Monday, April 8, 2024 1:20 PM  
**To:** Brian Klok <[bklok@coopertwp.org](mailto:bklok@coopertwp.org)>; James Miles <[jmiles@coopertwp.org](mailto:jmiles@coopertwp.org)>  
**Subject:** Cooper Fire Contacts

Good Afternoon Interim Chief Klock and Captain Miles,

I still have the two of you listed for Cooper Township FD contacts with the following info:

Jim Miles	Cooper Fire Department - Captain	<a href="mailto:jmiles@coopertwp.org">jmiles@coopertwp.org</a>	(269) 720-5181
Brian Klock	Cooper Fire Department-Interim Fire Chief	<a href="mailto:bklok@coopertwp.org">bklok@coopertwp.org</a>	(269) 998-2466

Can you verify if this is accurate so we can these numbers in our Vesta Telephone System?

Thanks in advance.

**Jeffery Troyer**

Executive Director  
Kalamazoo County Dispatch Authority  
7040 Stadium Dr., Kalamazoo, MI 49009  
Ofc: (269) 488-6616  
Cell: (269) 718-2195  
[www.kccda911.org](http://www.kccda911.org)



**From:** [Jeff Troyer](#)  
**To:** [gcordes@lawtonmi.org](mailto:gcordes@lawtonmi.org)  
**Cc:** [Martin Ftacek](#); [Mike A. Corfman](#)  
**Subject:** RE: MOU for talk group/templet  
**Date:** Monday, April 1, 2024 9:22:36 AM  
**Attachments:** [image001.png](#)

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Good Morning Chief Cordes,

The MOU has been added to our May 1, 2024 Technical Advisory Committee (TAC) meeting agenda. We will take care of the three primary law enforcement talkgroups (39P911, 499DISP, & 395P911) and include both of our Unified Communications talkgroups – 39SPEV1 and 39SPEV2.

39EM1 is under the realm of emergency management so I've included Mike Corfman on this email since authorization to that talkgroup is not managed by our TAC.

I will be in touch soon after May 1<sup>st</sup>.

**Jeffery Troyer**

Executive Director  
Kalamazoo County Dispatch Authority  
7040 Stadium Dr., Kalamazoo, MI 49009  
Ofc: (269) 488-6616  
Cell: (269) 718-2195  
[www.kccda911.org](http://www.kccda911.org)

---

**From:** Jeff Troyer  
**Sent:** Wednesday, March 13, 2024 3:24 PM  
**To:** Martin Ftacek <[MFtacek@kccda911.org](mailto:MFtacek@kccda911.org)>  
**Subject:** RE: MOU for talk group/templet

I will add this to the next TAC Agenda.

**Jeffery Troyer**

Executive Director  
Kalamazoo County Dispatch Authority  
7040 Stadium Dr., Kalamazoo, MI 49009  
Ofc: (269) 488-6616  
Cell: (269) 718-2195  
[www.kccda911.org](http://www.kccda911.org)

---

**From:** Martin Ftacek <[MFtacek@kccda911.org](mailto:MFtacek@kccda911.org)>

**Sent:** Wednesday, March 13, 2024 8:13 AM

**To:** Gregory R. Cordes <[gcordes@lawtonmi.org](mailto:gcordes@lawtonmi.org)>; Jeff Troyer <[JTroyer@kccda911.org](mailto:JTroyer@kccda911.org)>

**Subject:** Re: MOU for talk group/templet

Good morning Chief,

I have included Director Troyer in on this e-mail to include this request on the next Technical Advisory Committee agenda. I don't see any problem getting this approved by the committee. Our next TAC meeting is on April 6th.

Thanks,

**Marty Ftacek**

COMT

Systems Support Specialist

Phone: 269.488.6621

Dispatch 24x7: 269.488.8911



7040 Stadium Drive  
Kalamazoo, MI 49009

---

**From:** Gregory R. Cordes <[gcordes@lawtonmi.org](mailto:gcordes@lawtonmi.org)>

**Sent:** Tuesday, March 12, 2024 1:55 PM

**To:** Martin Ftacek <[MFtacek@kccda911.org](mailto:MFtacek@kccda911.org)>

**Subject:** MOU for talk group/templet

Marty,

We are in the process of getting new radios programed through the state and we have the following channels in our radios templet and would we would like to keep them in our radios. We were advised that to do that, we need a MOU from Kalamazoo County because the state does not have one on file for the following channels. The channels from Kalamazoo County that we need a MOU for are as follows:

**Kalamazoo Co**

**39P911**

**499DISP**

**395P911**

**39EM1**

**39SPEV1**

If you have any questions, please feel free to contact me.

Thank you,

Greg

**Chief Greg Cordes**  
**Lawton Police Department**  
**125 S. Main St.**  
**Lawton, MI 49065**  
**(269)624-2382**  
**[Gcordes@Lawtonmi.org](mailto:Gcordes@Lawtonmi.org)**

**From:** [Victoria Rose](#)  
**To:** [Martin Brown](#)  
**Subject:** Re: 911 Hangup Follow-up  
**Date:** Tuesday, April 9, 2024 1:39:57 PM

---

Sounds good!

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---

**From:** Martin Brown <policechief@rosstownshipmi.gov>  
**Sent:** Tuesday, April 9, 2024 1:27:09 PM  
**To:** Victoria Rose <VRose@kccda911.org>  
**Subject:** RE: 911 Hangup Follow-up

Thanks for looking into this. I will be there May1 to attend that meeting

---

**From:** Victoria Rose <VRose@kccda911.org>  
**Sent:** Tuesday, April 9, 2024 11:02 AM  
**To:** Martin Brown <policechief@rosstownshipmi.gov>  
**Subject:** 911 Hangup Follow-up

Chief,

I did look at the 911 Hang Up that occurred on 4/1/24 at the Kellogg Elementary School. I have attached our current SOP for how we handle 911 hangup calls. This call type is one that we deal with frequently. Just yesterday we had 75 of them just to give you an idea of how often these types of calls come in. These calls are screened meaning if we hear no background noise, they are not put in as a priority call. With that being said, if the call sits on the board because units are tied up, the dispatcher is to notify command at the 20-minute mark. In the case of the school, that was the notification you received. If we hear background noise and it sounds like screaming or fighting, this changes the call entirely and we put this in as an in-progress call. We do call back all 911 hangups as well to verify nothing is going on before closing out any of the calls. The 911 only phones are difficult as we have no means to call these types of phones back. I did listen to the call and there was dead silence on the call (no background noise whatsoever).

As I stated before, this policy/procedure will affect all law enforcement agencies so there is a process to make those policy changes. You are free to attend our Technical Advisory Committee meeting and present it to the group to see if this is something they would be interested in changing. Our next meeting is May 1<sup>st</sup> at 10am in our boardroom at KCCDA. Please let me know if you are interested in attending to discuss and I can add the topic to the agenda.

Torie

Torie Rose, Deputy Director  
Kalamazoo County Consolidated Dispatch Authority  
7040 Stadium Drive  
Kalamazoo, MI 49009  
(269) 488-6617 – Office; (269) 384-9844 – Mobile  
[www.kccda911.org](http://www.kccda911.org)



## 2024 SUMMARY OF INCIDENTS REPORT

(Includes all Officer Initiated & Citizen Reported)

ORI	All	YTD: 4/29
Create Date.Calendar	(Multiple Items)	
Venue	All	

Call Type/Nature Code	# of Incidents	Accum. %
1 Traffic Stop	11711	9.47%
2 Directed Patrol	11705	18.94%
3 911 Hangup/Misdial	9741	26.81%
4 Rescue-Medical P1	9326	34.35%
5 Rescue-Medical P3	6465	39.58%
6 Suspicious	5898	44.35%
7 Trouble with Subject	4509	48.00%
8 Rescue-Medical P2	3590	50.90%
9 Check Welfare	3341	53.60%
10 Follow-Up	3220	56.21%
11 Assist Person	3050	58.67%
12 Assist Fire Dept	2360	60.58%
13 Property Check - Commercial	2208	62.37%
14 Alarm	2204	64.15%
15 PD Accident	2185	65.91%
16 Special Service	2040	67.56%
17 PR/PRB/PRS	2013	69.19%
18 BOL	1961	70.78%
19 Unk Accident	1639	72.10%
20 Assault/DV	1369	73.21%
21 Trespassing	1352	74.30%
22 Community Policing/Crime Prev	1232	75.30%
23 Motorist Assist	1160	76.24%
24 Assist Other Dept	1102	77.13%
25 Larceny	1092	78.01%
Traffic Hazard	1055	
Abandoned Vehicle-Private Proper	1036	
Disturbance/Fight	971	
Foot Patrol	965	
Noise Complaint	937	
Fraud	749	
Peace Officer	734	
Hit & Run Accident	721	
Animal Complaint	715	
B&E/Larceny From Veh	671	
PI - Confirmed Injuries	670	
Suicide/Attempt	636	
Rescue-Medical Incoming	625	
Retail Fraud	619	

**% of Total Calls:**

7.9%

**Avg. # Per Day:**

81