

NOTICE and AGENDA for
Kalamazoo County Consolidated Dispatch Authority
BOARD OF DIRECTORS
September 12, 2024 – Regular Meeting

PLEASE TAKE NOTICE that a REGULAR Meeting of the Kalamazoo County Consolidated Dispatch Authority (KCCDA) Board of Directors will be held in the Chief Switalski Meeting Room at KCCDA, 7040 Stadium Drive, Kalamazoo, Michigan on **Thursday, September 12th, 2024** at 3:30 p.m. for consideration of items, namely, on this Agenda.

ITEM 1 – CALL TO ORDER

ITEM 2 – ROLL CALL

Western Michigan University <i>Jan VanDerKley, Chairperson</i> (Alt. C. Ghiringhelli)	City of Kalamazoo <i>Jim Ritsema, Vice-Chairperson</i> (Alt. J. Chamberlain)
Western Michigan University <i>Scott Merlo</i> (Alt. T. Unangst)	City of Kalamazoo <i>Matt Huber</i> (Alt. D. Boysen)
City of Portage <i>Pat McGinnis</i> (Alt. A. Herringa)	Township of Kalamazoo <i>Don Martin, Treasurer</i> (Alt. Undesignated)
City of Portage <i>Victor Ledbetter</i> (Alt. P. Randall)	Township of Kalamazoo <i>Tracie Moored</i> (Alt. S. Leuty)
Kalamazoo County Board of Commissioners <i>Dale Deleeuw</i> (Alt. J. Heppler)	Kalamazoo County Fire Chiefs Association <i>Greg McComb</i> (Alt. C. Tackett)
Kalamazoo County Sheriff <i>Richard Fuller, Secretary</i> (Alt. J. VanDyken)	Michigan State Police <i>Scott Ernestes</i> (Alt. C. McRae)
Kalamazoo County Medical Control Authority <i>William Fales</i> (Alt. Undesignated)	

ITEM 3 – APPROVAL OF MEETING MINUTES

- A. May 9th – Regular Meeting

ITEM 4 – CITIZENS’ TIME

The Board 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. Executive Director Report
 - 1. Administrative Monthly Report
 - 2. July and August Reconciliation Reports
 - 3. Year-to-Date Budget Performance Report:
 - a. 2024 – General Fund
 - b. 2024 – Capital Projects Fund
 - 4. Correspondence:
 - a. Township of Kalamazoo Board of Directors and Personnel Committee Appointment
 - b. Western Michigan University Board of Directors Alternates Appointment
- B. Committee Reports
 - 1. Executive Committee – Jan Van Der Kley
 - a. Meeting Minutes from July 2nd (Informational only)
 - 2. Personnel Committee – Pat McGinnis
 - 3. Technical Advisory Committee – Scott Merlo

- a. Meeting Minutes from July 10th (Informational only)
 - b. Semco Energy License Agreement – Kalamazoo MPSCS Simulcast Subsystem
 - c. Recommendation: Non-Emergency Call-Taking AI Solution
4. Finance Committee – Don Martin
 - a. DRAFT Meeting Minutes from August 27th (Informational only)
 - b. Recommendation: 2024 Capital Projects Fund Budget Amendment – Revision II
- C. Old Business
- D. New Business
 1. 2024 Capital Projects Fund Budget Amendment – Revision II (ROLL CALL VOTE)

ITEM 6 – OTHER ITEMS

- A. Announcements and Member Comments
- B. Next regular scheduled meeting – November 14th, 2024 (Chief Switalski Meeting Room)

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 or calling (269) 488-8911.



MINUTES

REGULAR MEETING

July 11, 2024

ITEM 1 – CALL TO ORDER

The Regular Meeting of the Kalamazoo County Consolidated Dispatch Authority Board was called to order by Vice Chairperson James Ritsema at 3:30 p.m. in the Chief Switalski Meeting Room, Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo, Michigan on Thursday, July 11, 2024.

ITEM 2 – ROLL CALL

Members Present: Jim Ritsema, Matt Huber, Pat McGinnis, Rick Fuller, Dale Deleeuw, Don Martin, Steven Leuty, Scott Merlo, Greg McComb

Others Present: Kevin Catlin, Jeff Heppler, Cory Ghiringhelli, Jeff Troyer, Victoria Rose, Chris McComb

ITEM 3 – APPROVAL OF MEETING MINUTES

A. Minutes of the May 9, 2024, Regular Meeting

“Motion by Mr. Martin, second by Mr. Deleeuw to approve the minutes of the May 9, 2024, Regular Meeting as presented.”

On a voice vote, MOTION CARRIED.

ITEM 5 – CITIZENS’ TIME

There was none.

ITEM 6 - FOR CONSIDERATION

A. Executive Director Report

1. Administrative Monthly Report

Mr. Troyer presented a review of the Administrative Monthly Report that was included in the packet.

2. May and June Reconciliation Report

Mr. Troyer stated the May and June Reconciliation Reports were included in the packet and there were no anomalies. He noted the MiClass was doing well and earning \$20,000 each month in interest.

3. Year-to-Date Budget Performance Report

- a. 2024 – General Fund
- b. 2024 – Capital Projects Fund

Mr. Troyer stated the General and Capital Projects Fund performance reports were included in the packet.

4. Correspondence

Mr. Troyer stated he received one item after the packets went out. New Kalamazoo Township Manager Tracy Moored will now be the second primary for the Township and Steven Leuty will be the alternate. Ms. Moored will also be on the Personnel Committee.

B. Committee Reports

1. Executive Committee – Jim Ritsema

- a. Meeting Minutes from May 7, 2024, Regular Meeting

Mr. Ritsema stated the minutes included in the packet. The Committee met Tuesday and reviewed the agenda.

2. Personnel Committee – Pat McGinnis

The Committee had nothing to report.

3. Technical Advisory Committee – Scott Merlo

- a. Meeting minutes from May 1, 2024

Mr. Merlo stated the minutes were included and the Committee reviewed a policy revision.

4. Finance Committee – Don Martin

Mr. Martin stated the Committee had not met.

C. Old Business

There was none.

D. New Business

1. Security Camera Upgrade Project

Mr. Troyer stated the upgrade was scheduled for last year but wasn't completed. Staff has obtained three quotes to increase the resolution from our existing cameras and for infrared cameras outside the building due to past issues in the parking lot. The budgeted amount in 2023 was \$15,000. Staff is asking for the Board to authorize the project and accept Trace3's quote of \$10,918. If approved, this will be included in REVISION II.

“Motion by Mr. Fuller, Second by Mr. Merlo to approve the Trace3 quote for the Security Camera Upgrade Project to be paid from the Capital Projects Fund.”

On a roll call vote, **MOTION CARRIED.**

2. MI Tri-Share Employer Agreement with the United Way of Northwest Michigan

Mr. Troyer stated the Board approved to participate in Tri-Share and adopted the employer agreement. Tri-Share had five regional hubs at that time, but that is changing, and the State is switching to one state-wide administrator, United Way. The employee pays their 1/3 to the childcare center currently, we are invoiced by and pay the State then the State pays childcare for the other 2/3. They will now require the employer to collect the employee’s share of care. The change is effective August 1, but we have asked for additional time because there will be significant changes in our administrative guidelines.

“Motion by Mr. McGinnis, Second by Mr. Leuty to approve the Michigan Tri-Share Employer Agreement with United Way of Northern Michigan and authorize the Executive Director to execute the document.”

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

3. Resolution 2024-01 – Emergency Communications Officer Positions

Mr. Troyer explained that we currently have thirty-six full-time ECO II’s and twelve full-time ECO I’s. Administration is asking to adjust to twenty-eight ECO II’s and sixteen ECO I’s. This will allow the hiring of additional new ECO I’s if there are current that are transitioning to ECO II.

“Motion by Mr. Huber, Second by Mr. McComb to approve Resolution 2024-01 – Emergency Communications Officer Positions as presented.”

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

ITEM 7 – OTHER ITEMS

A. Announcements and Member Comments

Mr. Fuller announced several departmental promotions.

Mr. McGinnis announced Portage Fire Department promotions.

B. Next regular scheduled meeting – September 12, 2024 (Chief Switalski Meeting Room)

ITEM 8 - ADJOURNMENT

The meeting was adjourned at 3:51 p.m.

Chris McComb
Deputy Clerk of KCCDA Board of Directors

KCCDA Administrative Report

August 2024

(Completed September 5, 2024)

Meetings, Discussions, Conference Calls, & Events

The following is a summary of meetings/conference calls, events, and presentations attended by KCCDA's Administrative Team during the timeframe indicated above:

- 60 – Meetings, Video/Telephone Conferences, and Presentations

Tasks and/or Projects

The following are tasks worked on by the KCCDA Administration during this period.

- **2024 CAPITAL IMPROVEMENT PROJECTS**

The following is a list of Capital Improvement Projects approved for 2024:

- ***#1 – Primary PSAP UPS Battery Replacement (Budget: \$60,000)***
An updated quote was received, and a purchase order has been issued for the replacement of 80 VRLA sealed batteries in the Eaton Uninterruptible Power Supply (UPS). Project Total Cost - \$57,907.80. Installation of the batteries was completed on June 20th.
- ***#2 – CAD and Mobile Computing System (Budget: Software-\$1,250,000 & Servers-\$500,000)***
Administration's recommendation was approved: *After considering all factors, including the time and resources it takes to build and train all staff on a new CAD and Mobile System, administration does not believe it is in KCCDA's best interest to proceed any further with any of the vendor proposals and instead will continue to utilize the Tyler System.* This project is considered complete as KCCDA will not be switching systems.
- ***#3 – Multi-Factor Authentication (Budget: \$40,000)***
An additional \$20,000 was allocated toward this project in May as part of the 2024 Capital Project Fund Budget Amendment – Revision I. Administration finalized the End User License Agreement, Scope of Work, and issued the purchase order for Imprivata on July 1st. Network and Systems Administrator, Jon Moored, has been working with Imprivata on configuring the server/system. The estimated plan for implementation will be the following:
 - Mid-September – Administrative Staff install and begin testing
 - September 23rd – Install and begin testing at the Dispatch Supervisor Console
 - October 3rd – Complete implementation on all KCCDA consoles/computers

- *#4 – Dispatch Console Monitor Replacement (Budget: \$30,000)*
COMPLETE - All dispatch console monitors were replaced in February. Project total - \$17,253.
- *#5 – Top of Rack and Network Switches (Budget: \$75,000)*
Trace3 was selected as the vendor for the Top of Rack and Network switches project totaling \$41,899. All switches have arrived on site and Network and Systems Administrator Moored had a project kick-off meeting with Trace3. KCCDA IT and Trace3 have completed the switch configurations, and the new switches were brought online on May 22nd. This project is complete.
- *#6 – Back-up Center Improvements (Budget: Arch/Reno-\$250,000 & Equip/Software-\$75,000)*
The city of Portage and administration continue to negotiate the specified and common spaces at the facility which has been used as a donation center/storage since the May 7th tornado event. Administration was able to confirm from its 911 Service Provider that if KCCDA occupies the facility, they will have to run two separate carrier fibers to the building which will be covered under the State of Michigan’s 911 technical fee/surcharge. Administration finalized space with Portage City Management and will begin working with Portage’s contractor on draft design and finalizing the lease space agreement.
- *#7 – Primary PSAP Electric/Lighting Upgrades (Budget: \$30,000)*
Hi-Tech electricians were on site and completed the lighting upgrades the week of March 11th. Hi-Tech returned in mid-April and was able to move one of the two GFCI outlets in the lower-level kitchen/break room area. This project is complete.
- *#8 – Security Camera Upgrades (REVISION I Budget: \$10,918)*
The high-resolution cameras have been ordered. The contractor, Trace3, scheduled an installation date of September 4th and IT staff assumed they would bring the remainder of the cameras (that didn’t ship directly to us) with them. When they showed up to complete the installation, they did not have the cameras. Therefore, Trace3 will be back at the end of September or beginning of October to install the remaining devices.
- *COURT ORDERS AND CONDITIONS*
District Court started entering, modifying, and canceling all conditions and orders on August 1st. Overall, the transition went well, and we’ve only experienced a few minor issues with District Court not being able to complete a cancellation because of LEIN ORI access issues. We’ve been working with MSP’s CJIS division to try and resolve these issues as they come up. In addition, the law enforcement agencies reported they received an email from District Court advising they were responsible for “packing” all the orders and conditions after entry, and some entries are being entered with very minimal data even though, the courts have the information. This contradicts what District Court staff advised KCCDA administration during the meetings leading up to the transition. Therefore, we will be

following up with County Administration and District Court on this matter. There has been no progress made for conditions and orders from Circuit Court.

- TOWER SITE 5113 – PORTAGE (8595 S. 12TH ST.)**
 This tower site took a direct hit from the May 7th tornado. Administration reported the damage to KCCDA’s property insurance carrier MMRMA. There was significant damage to fencing compound and minor damage to equipment on the tower. The total cost of the tornado damage at the site (as it stands today), was quoted at \$39,113.16. Fortunately, Justice Fence was able to reutilize a lot of the fence panels and significantly reduce the cost of repair/replacement. Therefore, the total actual cost for repairs at the site was \$23,709.16. Reimbursement was submitted to MMRMA for the costs incurred on August 9th and payment was received on August 13th.
- END USER RADIO INVENTORY & REPROGRAMMING**
 At the May Technical Advisory Committee meeting, Administration discussed the need to conduct an end-user radio survey for multiple reasons: coordinate a radio template reprogramming event, transition of primary fire communications to the Kalamazoo MPSCS Simulcast System, and law enforcement radio replacement and transition to AES encryption. All agencies have submitted their inventories as of September 3rd. The next step will be meeting with radio shop vendors and MPSCS officials to coordinate a mass template update and reprogramming dates.
- MASS CASUALTY INCIDENT NATURE CODE**
 All fire department run cards are complete for the Mass Casualty Incident (MCI) nature code except for KDPS. The MCI run cards for fire went live on August 1st. KCCDA is working with KDPS to build out their agency run cards.
- KCCDA STAFFING**
 The following is a snapshot of KCCDA staffing levels as of September 4th, 2024:

POSITION/TITLE	POSITIONS Budgeted	POSITIONS Filled	NOTES
ECO – I	16	10	
ECO – II	32	22	
PT ECO’s	7	8	
Dispatch Supervisor	6	6	
TOTAL:	61	46	

The Deputy and Executive Directors interviewed 29 applicants on July 16th and 17th and 12 were requested to come back for oral board interviews on July 25th. Six prospective ECO candidates were selected by the oral board panel to move forward into the background and observation phase of the hiring process. After backgrounds and observations, job offers

were made on August 22nd and all candidates accepted. The start date for the four new ECO I's is September 30th.

Two ECO II's (one trainee) submitted their resignations during the month of August.

- MONTH END FINANCIALS

The Michigan Class investment account and the Mercantile General Business Checking were reconciled against the general ledger on September 4th.

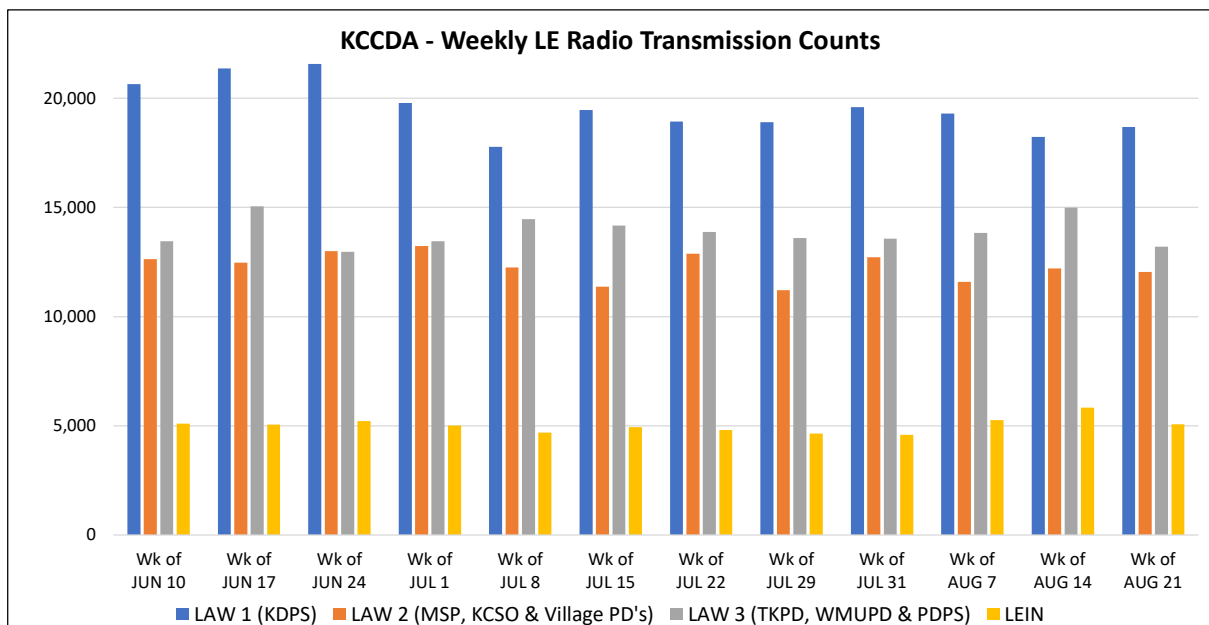
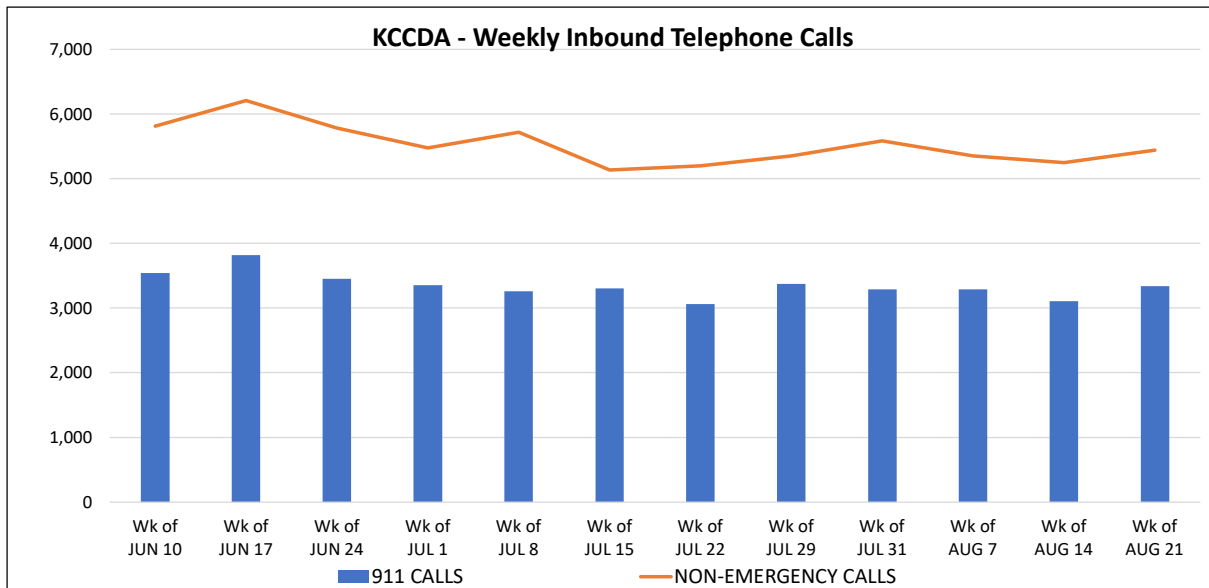
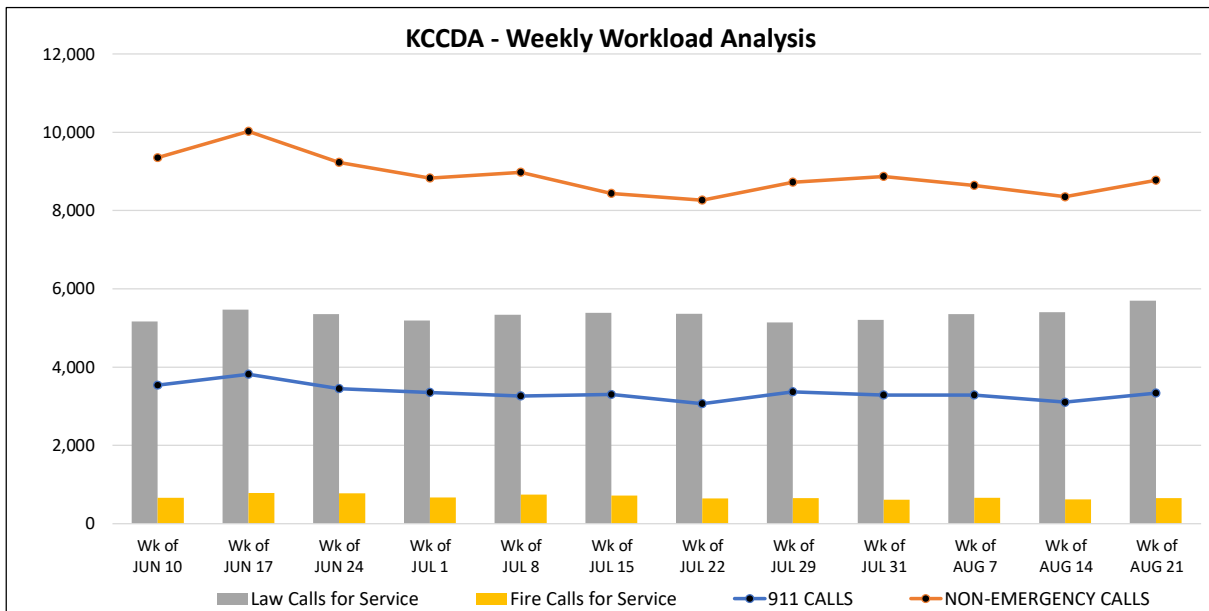
- STATISTICS & METRICS

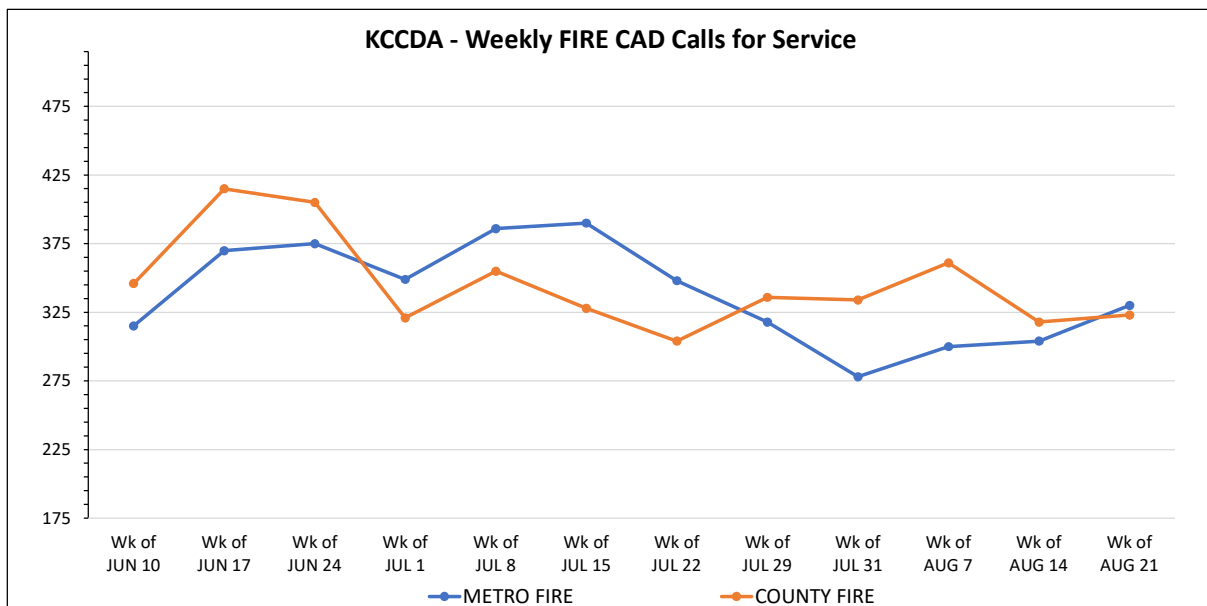
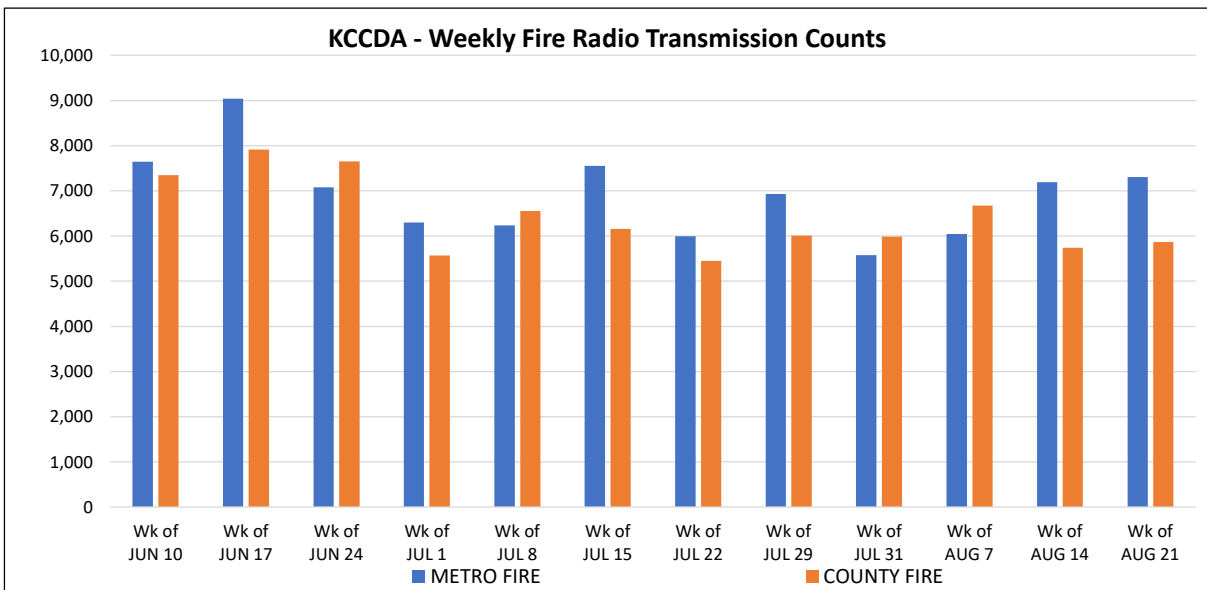
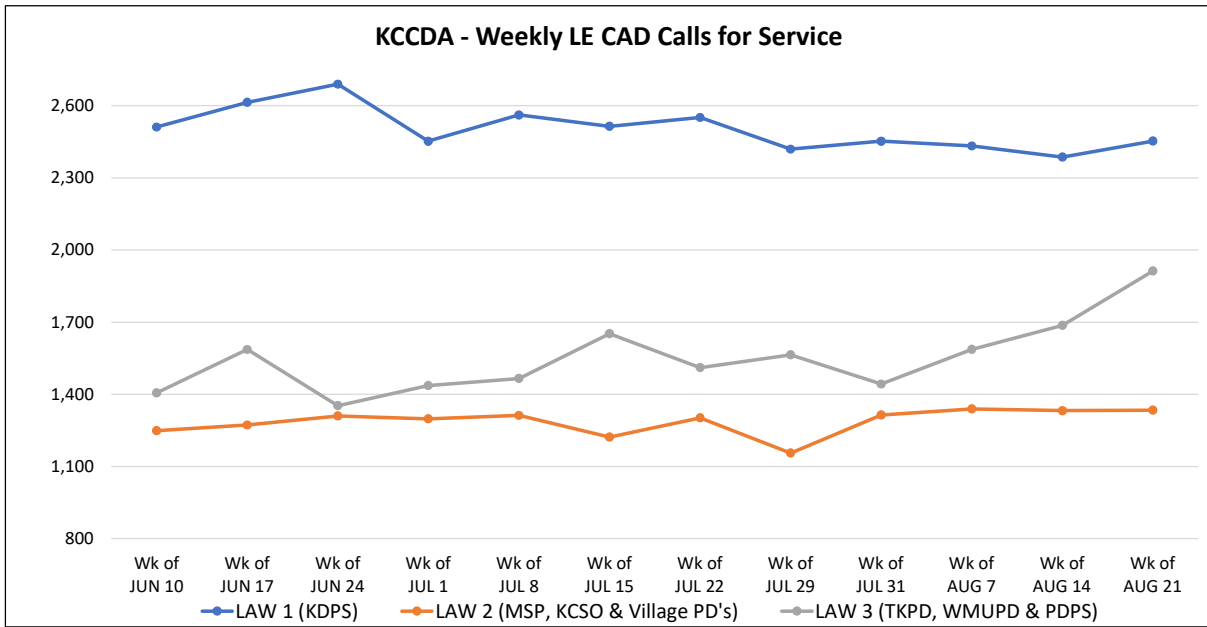
Attached are several different statistical and performance metrics reports:

- ✓ Monthly Accolades, Complaints and Suggestions
- ✓ Weekly Workload Graphs
- ✓ 2024 and 2023 Monthly workload statistics
- ✓ Emergency Call Wait Time Report

August 2024 - Accolades, Complaints and Suggestions

Date Recvd	Related Dept	Received From	Incident Number	Date of Incident	Chief Accolade, Complaint or Suggestion	Investigative Results	KCCDA Actions (if any)
8/25/2024	PFD	BC Chip Everett	CFS 158	8/25/2024	Address on CFS was 2707 W Milham Ave; actual address was 4707 W Milham Ave.	Dispatch Supervisor listened to the call recording. When Life EMS called they gave an address of 4707 W Milham Ave. The KCCDA call taker confirmed the address they entered in the system as 2707 W Milham Ave which the Life EMS dispatcher said yes to. The call for service was entered as 2707 W Milham Ave. This is at Bickford Cottage and had the Life Dispatcher given the common name, this might have resolved the miscommunication.	N/A - This was a miscommunication between the Life Dispatcher and the KCCDA Dispatcher.





2024 ALL RADIO TRANSMISSIONS

(Includes Dispatch to Field Units, Field Unit to Dispatch, and Field Unit to Field Unit)

	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>YTD TOTAL</u>
<u>Primary Dispatch:</u>													
LAW 1	73,288	75,661	76,498	74,428	85,154	88,703	83,996	83,476					641,204
LAW 2	49,179	45,252	47,042	46,212	55,355	54,311	54,862	53,151					405,364
LAW 3	47,151	51,462	52,755	54,106	58,563	58,421	62,310	61,496					446,264
METRO FIRE	29,369	27,038	26,124	25,595	29,000	32,478	28,557	29,852					228,013
COUNTY FIRE	30,135	24,413	27,692	24,326	27,950	30,838	26,289	26,698					218,341
LEIN	16,486	19,927	19,615	18,073	20,480	20,804	21,278	22,958					159,621
<u>Tactical Channels:</u>													
800-TAC 1	8,042	9,265	6,312	5,784	4,823	5,388	5,847	5,860					51,321
800-TAC 2	1,034	621	830	712	1,938	981	863	1,013					7,992
800-TAC 3	1,215	1,571	1,319	812	2,171	1,019	2,846	1,282					12,235
800-TAC 4	186	1350	1398	350	1,202	622	1617	745					7,470
800-TAC 5	3,330	3,086	6,006	6,680	5,502	1,411	2,538	3,067					31,620
800-TAC 6	285	179	14	3	4	108	46	132					771
800-TAC 7	3	1	241	50	118	100	107	62					682
800-TAC 8	86	6	6	20	464	13	38	0					633
TOTAL:	259,789	259,832	265,852	257,151	292,724	295,197	291,194	289,792	0	0	0	0	2,211,531
<i>Compared to 2023:</i>	<i>-2.09%</i>	<i>-3.56%</i>	<i>5.23%</i>	<i>-0.54%</i>	<i>6.00%</i>	<i>12.69%</i>	<i>1.87%</i>	<i>6.09%</i>					

2024 TELEPHONE CALLS

	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>TOTAL</u>
PHONE CALLS													
911 CALLS	11,786	10,943	12,336	12,815	15,155	15,331	14,396	14,516					107,278
NON-EMERGENCY	21,953	19,933	21,436	21,689	24,741	24,912	23,896	23,963					182,523
TOTAL:	33,739	30,876	33,772	34,504	39,896	40,243	38,292	38,479	0	0	0	0	289,801
<i>Compared to 2023:</i>	<i>-4.40%</i>	<i>-15.21%</i>	<i>-7.61%</i>	<i>-12.95%</i>	<i>-8.48%</i>	<i>-7.34%</i>	<i>-8.19%</i>	<i>0.60%</i>					

2024 CAD CALLS FOR SERVICE

(Does not include canceled calls)

<u>DISPATCH POSITION:</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>TOTAL</u>
LAW 1	9,554	9,576	10,108	10,435	10,753	11,106	11,131	10,763					83,426
LAW 2	4,854	5,046	5,178	5,242	5,731	5,486	5,462	5,783					42,782
LAW 3	5,398	5,847	5,697	6,130	6,384	6,017	6,755	7,090					49,318
METRO FIRE	1,331	1,191	1,170	1,310	1,366	1,436	1,383	1,371					10,558
COUNTY FIRE	1,498	1,265	1,252	1,284	1,570	1,587	1,377	1,477					11,310
TOTAL:	22,635	22,925	23,405	24,401	25,804	25,632	26,108	26,484	0	0	0	0	197,394
<i>Compared to 2023:</i>	<i>-2.90%</i>	<i>-5.67%</i>	<i>0.83%</i>	<i>3.02%</i>	<i>1.46%</i>	<i>5.12%</i>	<i>5.22%</i>	<i>9.30%</i>					

2023 ALL RADIO TRANSMISSIONS

(Includes Dispatch to Field Units, Field Unit to Dispatch, and Field Unit to Field Unit)

	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>YTD TOTAL</u>
<u>Primary Dispatch:</u>													
LAW 1	78,060	77,005	78,928	83,364	81,574	75,316	82,935	82,670	79,506	82,850	73,744	78,250	954,202
LAW 2	46,053	44,784	44,821	45,054	48,859	49,168	54,824	50,381	48,893	49,714	45,781	49,046	577,378
LAW 3	62,826	55,292	52,252	52,421	57,348	50,581	55,262	54,195	55,881	58,385	46,766	50,349	651,558
METRO FIRE	25,117	31,539	25,635	25,267	28,982	26,389	29,475	27,653	27,359	27,805	25,949	27,150	328,320
COUNTY FIRE	25,787	35,097	24,633	23,800	28,120	27,248	29,863	27,833	24,846	24,547	27,060	25,282	324,116
LEIN	18,707	17,654	18,161	19,318	20,276	20,180	21,104	20,209	20,488	18,631	17,389	20,328	232,445
<u>Tactical Channels:</u>													
800-TAC 1	6,729	4,692	4,169	6,148	6,207	5,271	5,692	5,415	5,171	4,257	4,128	5,063	62,942
800-TAC 2	923	435	753	683	572	901	2,098	831	733	861	370	1,303	10,463
800-TAC 3	339	1,764	1,537	1,249	1,063	1,596	2,795	1,203	1,010	1,468	1,242	1,471	16,737
800-TAC 4	144	236	50	443	634	412	134	309	375	463	242	292	3,734
800-TAC 5	348	480	805	473	1,421	500	1,162	1,107	1,176	1,436	697	1,185	10,790
800-TAC 6	108	111	200	306	106	168	122	281	374	110	343	242	2,471
800-TAC 7	1	5	0	0	4	0	265	50	24	3	23	1	376
800-TAC 8	77	0	10	3	0	1	4	2	3	1	1	0	102
TOTAL:	265,219	269,094	251,954	258,529	275,166	257,731	285,735	272,139	265,839	270,531	243,735	259,962	3,175,634
<i>Compared to 2022:</i>	<i>-4.13%</i>	<i>0.74%</i>	<i>-12.27%</i>	<i>-7.26%</i>	<i>-13.71%</i>	<i>-13.57%</i>	<i>-11.98%</i>	<i>-18.40%</i>	<i>-14.91%</i>	<i>-10.08%</i>	<i>-11.93%</i>	<i>-3.02%</i>	

2023 TELEPHONE CALLS

	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>TOTAL</u>
PHONE CALLS													
911 CALLS	12,789	14,238	13,566	14,899	16,431	16,445	15,235	14,063	13,420	13,247	11,655	12,119	168,107
NON-EMERGENCY	22,436	21,335	22,775	24,073	26,849	26,751	26,193	24,187	22,758	23,288	20,687	20,900	282,232
TOTAL:	35,225	35,573	36,341	38,972	43,280	43,196	41,428	38,250	36,178	36,535	32,342	33,019	450,339
<i>Compared to 2022:</i>	<i>1.94%</i>	<i>9.43%</i>	<i>1.60%</i>	<i>10.24%</i>	<i>7.42%</i>	<i>9.71%</i>	<i>3.71%</i>	<i>-10.10%</i>	<i>-8.07%</i>	<i>-2.45%</i>	<i>-9.17%</i>	<i>-8.24%</i>	

2023 CAD CALLS FOR SERVICE

(Does not include canceled calls)

<u>DISPATCH POSITION:</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>TOTAL</u>
LAW 1	9,819	10,258	10,122	10,106	10,695	10,394	10,694	10,283	10,258	10,029	9,742	9,895	122,295
LAW 2	4,963	4,868	4,899	5,055	5,649	5,230	5,296	5,113	5,415	5,228	4,961	5,018	61,695
LAW 3	6,030	5,889	5,833	6,106	6,379	6,035	6,002	5,954	6,188	6,089	5,400	5,752	71,657
METRO FIRE	1,172	1,497	1,197	1,180	1,361	1,296	1,327	1,268	1,322	1,286	1,245	1,300	15,451
COUNTY FIRE	1,308	1,713	1,159	1,218	1,342	1,365	1,426	1,402	1,344	1,324	1,393	1,359	16,353
TOTAL:	23,292	24,225	23,210	23,665	25,426	24,320	24,745	24,020	24,527	23,956	22,741	23,324	287,451
<i>Compared to 2022:</i>	<i>3.82%</i>	<i>11.09%</i>	<i>-1.84%</i>	<i>-0.09%</i>	<i>0.04%</i>	<i>0.92%</i>	<i>-2.80%</i>	<i>-2.46%</i>	<i>1.55%</i>	<i>-2.30%</i>	<i>-1.63%</i>	<i>-0.76%</i>	

Emergency Call Wait Time Range

For (Month)



Creation Date: 09/04/2024 03:54:12 PM

Grouping: Month

Date Range: 08/01/2024 12:00:00 AM - 08/31/2024 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Month	None	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	>= 61	Total
Call Count	49	12,754	1,340	252	54	9	2	4	14,464
Cumulative Percentage		88 %	98 %	100 %	100 %	100 %	100 %	100 %	

Emergency Call Wait Time Range

For (Month)



Creation Date: 09/04/2024 03:54:12 PM

Grouping: Month

Date Range: 08/01/2024 12:00:00 AM - 08/31/2024 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Information

Month	None	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	>= 61	Total
Aug	49	12,754	1,340	252	54	9	2	4	14,464
	Call Count								
	Cumulative Percentage	88 %	98 %	100 %	100 %	100 %	100 %	100 %	
Total	49	12,754	1,340	252	54	9	2	4	14,464
	Call Count								
	Cumulative Percentage	88 %	98 %	100 %	100 %	100 %	100 %	100 %	

Emergency Call Wait Time Range

For (Month)



Creation Date: 09/04/2024 03:54:12 PM

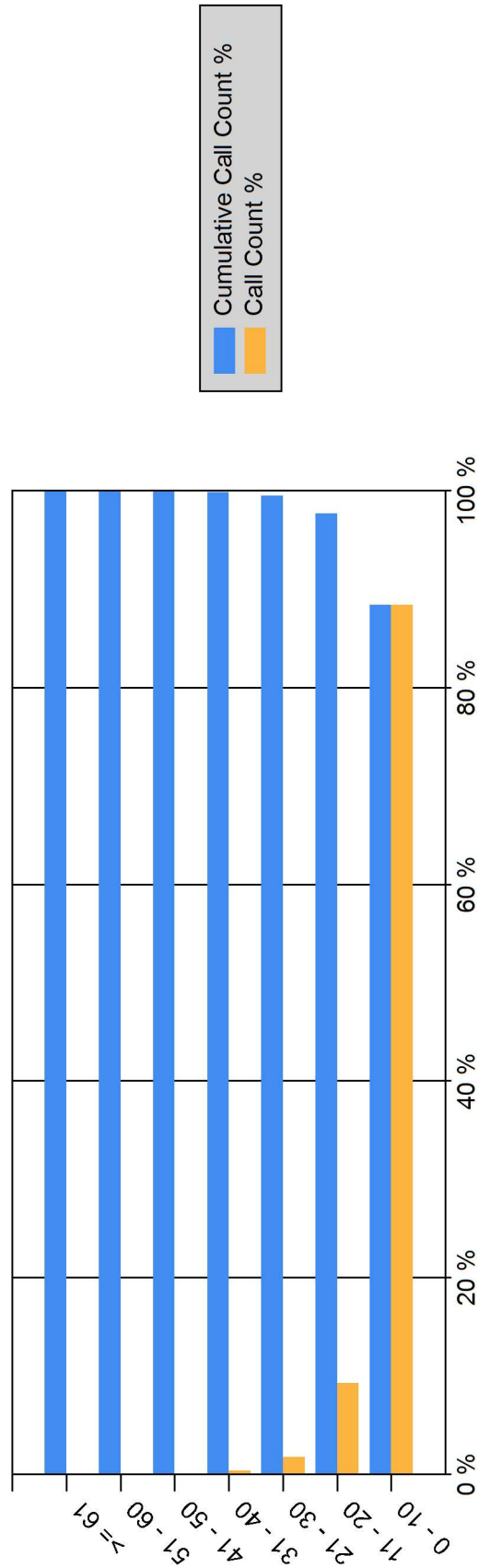
Grouping: Month

Date Range: 08/01/2024 12:00:00 AM - 08/31/2024 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Chart

Call Count % by Wait Time Range



Emergency Call Wait Time Range

For (Month)



Creation Date: 09/04/2024 03:54:12 PM

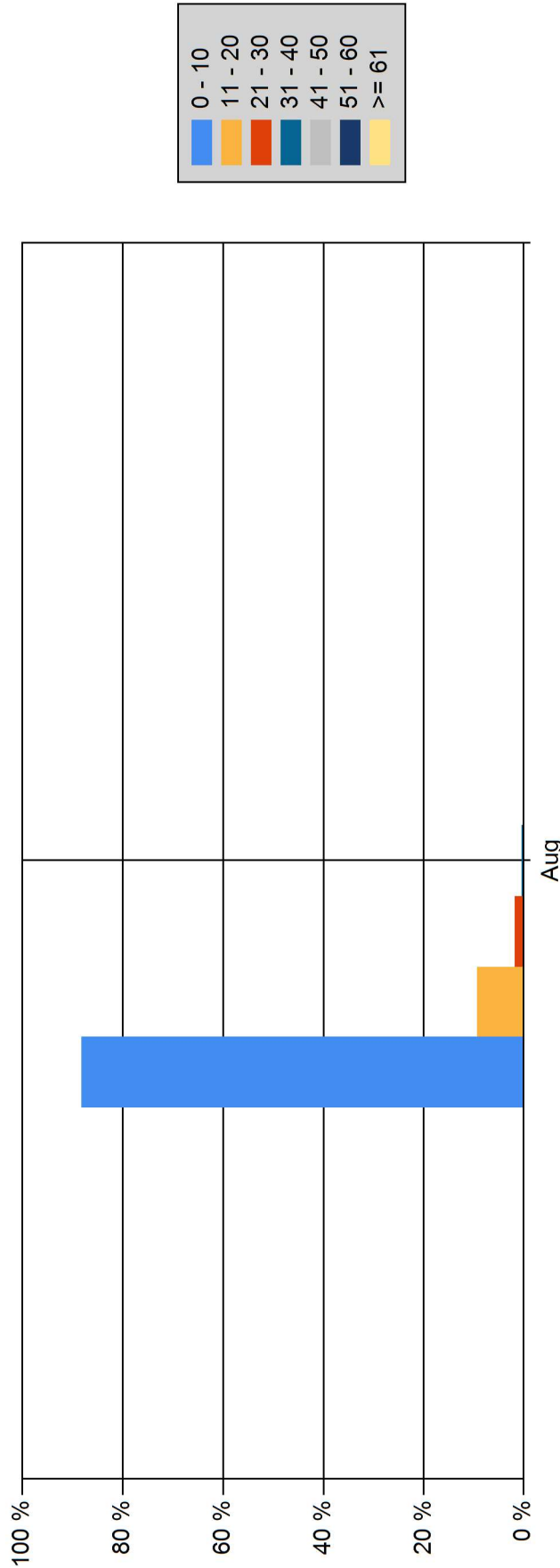
Grouping: Month

Date Range: 08/01/2024 12:00:00 AM - 08/31/2024 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Chart

Call Count % by Wait Time (Month)



Kalamazoo County Dispatch Authority

Mercantile General Busn, Checking, Period Ending 07/31/2024

RECONCILIATION REPORT

Reconciled on: 08/02/2024

Reconciled by: Jeff Troyer

Any changes made to transactions after this date aren't included in this report.

Summary		USD
Statement beginning balance		1,940,486.69
Checks and payments cleared (49)		-412,616.03
Deposits and other credits cleared (2)		21,369.36
Statement ending balance		<u>1,549,240.02</u>
Uncleared transactions as of 07/31/2024		-39,648.79
Register balance as of 07/31/2024		1,509,591.23

Details

Checks and payments cleared (49)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
06/13/2024	Bill Payment	4042	Fraternal Order of Police - Lodge #98	-100.00
06/29/2024	Journal	402		-687.50
07/01/2024	Expense	HSA-Jul24	Blue Cross Blue Shield of Michigan	-29,490.41
07/01/2024	Expense	HMO-Jul24	Blue Cross Blue Shield of Michigan	-4,162.28
07/02/2024	Bill Payment	4066	Michigan Municipal Risk Management Autho...	-12,942.75
07/02/2024	Bill Payment	4065	AT&T - Box 5011	-1,798.61
07/02/2024	Bill Payment	4064	DirecTV	-136.99
07/02/2024	Bill Payment	4063	Cohl, Stoker & Toskey, P.C.	-304.63
07/02/2024	Bill Payment	4056	C-Comm of Kalamazoo, Inc.	-510.00
07/02/2024	Bill Payment	4057	MACNLOW Associates	-750.00
07/02/2024	Bill Payment	4058	AT&T - Box 5019	-1,622.94
07/02/2024	Bill Payment	4059	AT&T Mobility	-583.93
07/02/2024	Bill Payment	4060	Consumers Energy	-1,928.06
07/02/2024	Bill Payment	4062	Rose Pest Solutions	-102.00
07/02/2024	Bill Payment	4061	Preferred Plumbing, LLC	-134.00
07/02/2024	Bill Payment	4069	VISA - Mercantile Bank of Michigan	-2,520.63
07/02/2024	Bill Payment	4068	CHILD CARE RESOURCES LLC	-812.19
07/02/2024	Bill Payment	4067	Trace3	-14,942.00
07/11/2024	Bill Payment	4086	Cohl, Stoker & Toskey, P.C.	-1,166.00
07/11/2024	Bill Payment	4080	Language Line Services, Inc	-551.42
07/11/2024	Bill Payment	4081	Consumers Energy	-717.67
07/11/2024	Bill Payment	4082	Dixon Lawn Care	-491.00
07/11/2024	Bill Payment	4083	TransUnion Risk and Alternative Data Soluti...	-320.00
07/11/2024	Bill Payment	4084	VISA - Mercantile Bank of Michigan	-1,670.18
07/11/2024	Bill Payment	4085	911 Training Institute	-239.00
07/11/2024	Bill Payment	4087	Williams Building Services LLC	-2,460.00
07/11/2024	Bill Payment	4088	Danielle Mayo	-532.25
07/11/2024	Bill Payment	4071	Insight Public Sector, Inc.	-1,017.80
07/11/2024	Bill Payment	4072	Besco	-248.50
07/11/2024	Bill Payment	4073	Clear Choice Headsets & Technology	-681.60
07/11/2024	Bill Payment	4074	Total Fire Protection, Inc.	-965.00
07/11/2024	Bill Payment	4075	DL Gallivan Office Solutions	-157.12
07/11/2024	Bill Payment	4076	Shine of Kalamazoo	-556.25
07/11/2024	Bill Payment	4077	Sohn Linen Service	-89.14
07/11/2024	Bill Payment	4078	Republic Services	-373.30
07/11/2024	Bill Payment	4079	HelpNet	-375.00
07/12/2024	Expense	071224	PAYROLL	-154,198.06
07/13/2024	Journal	404		-687.50
07/13/2024	Expense	071224	MERS - Alerus Financial	-520.58
07/13/2024	Expense	071224	MERS - Alerus Financial	-4,341.54
07/13/2024	Expense	071224	MERS - Alerus Financial	-250.00
07/13/2024	Expense	071224	MERS - Alerus Financial	-15,871.61
07/15/2024	Expense		Mercantile Bank of Michigan	-55.00
07/25/2024	Expense	Aug24	Metronet	-4,283.25
07/26/2024	Expense	072624	PAYROLL	-127,586.66
07/27/2024	Expense	072624	MERS - Alerus Financial	-14,007.65
07/27/2024	Expense	072624	MERS - Alerus Financial	-250.00
07/27/2024	Expense	072624	MERS - Alerus Financial	-3,903.45
07/27/2024	Expense	072624	MERS - Alerus Financial	-520.58

Total -412,616.03

Deposits and other credits cleared (2)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
07/17/2024	Deposit			20,182.09
07/31/2024	Deposit		Mercantile Bank of Michigan	1,187.27

Total 21,369.36

Additional Information

Uncleared checks and payments as of 07/31/2024

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
08/11/2022	Bill Payment	3024	Michael Gordon	-9.89
10/18/2022	Bill Payment	3094	Dena Dunn	-198.00
03/30/2023	Bill Payment	3357	Dena Dunn	-120.33
11/16/2023	Bill Payment	3730	Michigan Critical Power	-191.00
04/02/2024	Expense	HMO-May24	Blue Cross Blue Shield of Michigan	-4,162.28

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
04/02/2024	Expense	HSA-May24	Blue Cross Blue Shield of Michigan	-32,958.72
04/02/2024	Expense		Consumers Life Insurance Company	-818.90
05/29/2024	Bill Payment	4025	Dena Dunn	-127.17
07/02/2024	Bill Payment	4070	Bronson Healthcare Group	-375.00
07/27/2024	Journal	406		-687.50
Total				-39,648.79

Kalamazoo County Dispatch Authority

Mercantile General Busn, Checking, Period Ending 08/30/2024

RECONCILIATION REPORT

Reconciled on: 09/04/2024

Reconciled by: Jeff Troyer

Any changes made to transactions after this date aren't included in this report.

Summary		USD
Statement beginning balance		1,549,240.02
Checks and payments cleared (63)		-649,760.13
Deposits and other credits cleared (5)		2,293,434.92
Statement ending balance		<u>3,192,914.81</u>
Uncleared transactions as of 08/30/2024		-2,354.07
Register balance as of 08/30/2024		3,190,560.74
Cleared transactions after 08/30/2024		0.00
Uncleared transactions after 08/30/2024		-27,572.52
Register balance as of 09/04/2024		<u>3,162,988.22</u>

Details

Checks and payments cleared (63)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
07/27/2024	Journal	406		-687.50
07/30/2024	Expense	HSA-Aug24	Blue Cross Blue Shield of Michigan	-31,539.31
07/30/2024	Expense	HMO-Aug24	Blue Cross Blue Shield of Michigan	-4,162.28
07/30/2024	Expense	Aug24	Consumers Life Insurance Company	-701.52
08/08/2024	Bill Payment	4110	Dixon Lawn Care	-1,220.00
08/08/2024	Bill Payment	4109	Language Line Services, Inc	-863.73
08/08/2024	Bill Payment	4089	Antenna Designs	-2,110.74
08/08/2024	Bill Payment	4090	AT&T - Box 5019	-1,531.08
08/08/2024	Bill Payment	4091	Cohl, Stoker & Toskey, P.C.	-352.00
08/08/2024	Bill Payment	4092	Unum Insurance Company of America	-4,278.15
08/08/2024	Bill Payment	4093	Besco	-244.75
08/08/2024	Bill Payment	4094	Bronson Healthcare Group	-115.00
08/08/2024	Bill Payment	4095	AT&T Mobility	-575.26
08/08/2024	Bill Payment	4096	Consumers Energy	-6,991.34
08/08/2024	Bill Payment	4097	Rose Pest Solutions	-102.00
08/08/2024	Bill Payment	4098	DirecTV	-143.24
08/08/2024	Bill Payment	4099	Reliable Glass Installers	-103.75
08/08/2024	Bill Payment	4101	DL Gallivan Office Solutions	-209.53
08/08/2024	Bill Payment	4102	Imprivata	-32,430.00
08/08/2024	Bill Payment	4106	Republic Services	-374.83
08/08/2024	Bill Payment	4108	State of Michigan - DTMB	-1,478.16
08/08/2024	Bill Payment	4112	MEC	-455.91
08/08/2024	Bill Payment	4111	TransUnion Risk and Alternative Data Soluti...	-320.00
08/08/2024	Bill Payment	4107	VISA - Mercantile Bank of Michigan	-2,571.84
08/08/2024	Bill Payment	4104	Sohn Linen Service	-44.57
08/08/2024	Bill Payment	4105	Core Technology Corporation	-4,982.00
08/09/2024	Expense	08.09.24	PAYROLL	-138,451.10
08/10/2024	Expense	080924	MERS - Alerus Financial	-4,199.12
08/10/2024	Expense	080924	MERS - Alerus Financial	-14,832.65
08/10/2024	Journal	408		-687.50
08/10/2024	Expense	080924	MERS - Alerus Financial	-520.58
08/10/2024	Expense	080924	MERS - Alerus Financial	-17,698.63
08/15/2024	Expense		Mercantile Bank of Michigan	-55.00
08/21/2024	Expense	Aug 24	Metronet	-4,291.91
08/21/2024	Expense	Sept 24	Consumers Life Insurance Company	-796.00
08/21/2024	Expense		Blue Cross Blue Shield of Michigan	-36,732.79
08/21/2024	Expense	HMO Sept 24	Blue Cross Blue Shield of Michigan	-7,023.06
08/22/2024	Bill Payment	4128	DL Gallivan Office Solutions	-146.49
08/22/2024	Bill Payment	4113	Eaton Corporation	-57,907.80
08/22/2024	Bill Payment	4114	State of Michigan - DTMB	-76,102.69
08/22/2024	Bill Payment	4115	Justice Fence Co.	-13,831.00
08/22/2024	Bill Payment	4116	Consumers Energy	-4,094.47
08/22/2024	Bill Payment	4117	AT&T - Box 5019	-1,622.94
08/22/2024	Bill Payment	4118	Rose Pest Solutions	-102.00
08/22/2024	Bill Payment	4119	AT&T Mobility	-545.92
08/22/2024	Bill Payment	4120	Tyler Rairigh	-158.72
08/22/2024	Bill Payment	4122	Kalamazoo City Treasurer	-660.85
08/22/2024	Bill Payment	4123	Williams Building Services LLC	-2,460.00
08/22/2024	Bill Payment	4124	Besco	-119.50
08/22/2024	Bill Payment	4125	Sohn Linen Service	-44.57
08/22/2024	Bill Payment	4126	Hi-Tech Electric Company	-658.75
08/22/2024	Bill Payment	4127	Nicholas Kirk	-821.51
08/22/2024	Bill Payment	4130	Roe Comm	-1,208.00
08/22/2024	Bill Payment	4132	Michigan State Police - Cashiers Office	-300.00
08/22/2024	Bill Payment	4133	Bel Aire Heating and Air Conditioning	-2,827.00
08/22/2024	Bill Payment	4135	Christine McComb	-219.76
08/22/2024	Bill Payment	4136	Frank Pavay	-282.16
08/23/2024	Expense	082324	PAYROLL	-140,454.14
08/24/2024	Expense	082324	MERS - Alerus Financial	-15,527.23
08/24/2024	Expense	082324	MERS - Alerus Financial	-250.00
08/24/2024	Journal	410		-687.50
08/24/2024	Expense	082324	MERS - Alerus Financial	-520.58
08/24/2024	Expense	082324	MERS - Alerus Financial	-4,329.72

Total -649,760.13

Deposits and other credits cleared (5)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
08/21/2024	Deposit		Kalamazoo County - Surcharge REV	125,774.00
08/21/2024	Deposit		Kalamazoo County - Millage & LCSS REV	1,847,575.00
08/23/2024	Deposit			22,725.16
08/29/2024	Deposit		Kalamazoo County - Surcharge REV	296,191.01
08/30/2024	Deposit		Mercantile Bank of Michigan	1,169.75
Total				2,293,434.92

Additional Information

Uncleared checks and payments as of 08/30/2024

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
08/11/2022	Bill Payment	3024	Michael Gordon	-9.89
10/18/2022	Bill Payment	3094	Dena Dunn	-198.00
03/30/2023	Bill Payment	3357	Dena Dunn	-120.33
11/16/2023	Bill Payment	3730	Michigan Critical Power	-191.00
05/29/2024	Bill Payment	4025	Dena Dunn	-127.17
07/02/2024	Bill Payment	4070	Bronson Healthcare Group	-375.00
08/08/2024	Bill Payment	4103	Runata Wilson	-359.92
08/22/2024	Bill Payment	4134	CHILD CARE RESOURCES LLC	-333.32
08/22/2024	Bill Payment	4129	Katie Dunfield	-155.44
08/22/2024	Bill Payment	4131	Mueth Services, LLC	-330.00
08/22/2024	Bill Payment	4121	Cohl, Stoker & Toskey, P.C.	-154.00
Total				-2,354.07

Uncleared checks and payments after 08/30/2024

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
09/03/2024	Bill Payment	4137	Environmental Systems Research Institute, I...	-1,650.00
09/03/2024	Bill Payment	4155	Dixon Lawn Care	-491.00
09/03/2024	Bill Payment	4148	Eaton Corporation	-7,269.75
09/03/2024	Bill Payment	4154	United Way of Northwest Michigan	-629.98
09/03/2024	Bill Payment	4153	VISA - Mercantile Bank of Michigan	-3,553.58
09/03/2024	Bill Payment	4152	Victoria Rose	-73.70
09/03/2024	Bill Payment	4151	N-ear, Inc	-142.48
09/03/2024	Bill Payment	4150	Martin Ftacek	-104.05
09/03/2024	Bill Payment	4149	Catering by GMC	-765.00
09/03/2024	Bill Payment	4138	Insight Public Sector, Inc.	-2,123.36
09/03/2024	Bill Payment	4139	2 The Rescue Life Saving Training	-1,200.00
09/03/2024	Bill Payment	4140	DirecTV	-143.24
09/03/2024	Bill Payment	4141	Consumers Energy	-1,918.72
09/03/2024	Bill Payment	4142	Michigan State Police - Cashiers Office	-150.00
09/03/2024	Bill Payment	4143	Ashlee Schwartz	-455.27
09/03/2024	Bill Payment	4144	A-1 Asphalt	-1,100.00
09/03/2024	Bill Payment	4145	Besco	-53.50
09/03/2024	Bill Payment	4147	Sohn Linen Service	-89.14
09/03/2024	Bill Payment	4146	Colby Investigations, LLC	-4,972.25
09/07/2024	Journal	413		-687.50
Total				-27,572.52

Kalamazoo County Dispatch Authority

Michigan CLASS, Period Ending 07/31/2024

RECONCILIATION REPORT

Reconciled on: 08/02/2024

Reconciled by: Jeff Troyer

Any changes made to transactions after this date aren't included in this report.

Summary	USD
Statement beginning balance.....	4,608,819.17
Checks and payments cleared (0).....	0.00
Deposits and other credits cleared (1).....	21,145.72
Statement ending balance.....	<u>4,629,964.89</u>
Register balance as of 07/31/2024.....	4,629,964.89

Details

Deposits and other credits cleared (1)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
07/31/2024	Deposit		Michigan CLASS	21,145.72
Total				21,145.72

Kalamazoo County Dispatch Authority

Michigan CLASS, Period Ending 08/31/2024

RECONCILIATION REPORT

Reconciled on: 09/04/2024

Reconciled by: Jeff Troyer

Any changes made to transactions after this date aren't included in this report.

Summary	USD
Statement beginning balance.....	4,629,964.89
Checks and payments cleared (0).....	0.00
Deposits and other credits cleared (1).....	21,103.54
Statement ending balance.....	<u>4,651,068.43</u>
Register balance as of 08/31/2024.....	4,651,068.43

Details

Deposits and other credits cleared (1)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
08/31/2024	Deposit		Michigan CLASS	21,103.54
Total				21,103.54



Kalamazoo County Consolidated Dispatch Authority

Budget vs. Actuals: 2024 General Fund Budget - REVISION I

January - December 2024

	2911 - GENERAL OPERATIONS			2913 - TRAINING			TOTAL		
	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING
Income									
402.000 Property Taxes	5,095,425.00	6,793,900.00	1,698,475.00				\$5,095,425.00	\$6,793,900.00	\$1,698,475.00
573.000 Local Community Stabilization Share	447,300.00	596,400.00	149,100.00				\$447,300.00	\$596,400.00	\$149,100.00
615.010 Surcharge Revenue - State 911	270,079.00	484,000.00	213,921.00	23,268.00	45,000.00	21,732.00	\$293,347.00	\$529,000.00	\$235,653.00
615.020 Surcharge Revenue - Local 911	605,686.02	1,120,000.00	514,313.98				\$605,686.02	\$1,120,000.00	\$514,313.98
651.000 Charges for Services - User Fees	16,340.00	16,340.00	0.00				\$16,340.00	\$16,340.00	\$0.00
665.000 Interest Earned	162,806.04	200,000.00	37,193.96				\$162,806.04	\$200,000.00	\$37,193.96
667.000 Rent/Lease Revenue	8,700.00	8,700.00	0.00				\$8,700.00	\$8,700.00	\$0.00
671.000 Miscellaneous Revenue	12,893.09	1,413.00	(11,480.09)				\$12,893.09	\$1,413.00	\$(11,480.09)
673.000 Sale of Assets	800.00	800.00	0.00				\$800.00	\$800.00	\$0.00
Total Income	\$6,620,029.15	\$9,221,553.00	\$2,601,523.85	\$23,268.00	\$45,000.00	\$21,732.00	\$6,643,297.15	\$9,266,553.00	\$2,623,255.85
GROSS PROFIT	\$6,620,029.15	\$9,221,553.00	\$2,601,523.85	\$23,268.00	\$45,000.00	\$21,732.00	\$6,643,297.15	\$9,266,553.00	\$2,623,255.85
Expenses									
700 thru 718 Personnel Services							\$0.00	\$0.00	\$0.00
702.010 Salaries - Administration	202,714.23	340,976.00	138,261.77				\$202,714.23	\$340,976.00	\$138,261.77
702.020 Wages - Regular				13,000.00	13,000.00	13,000.00	\$0.00	\$13,000.00	\$13,000.00
702.021 Administrative Support	163,786.83	244,675.00	80,888.17				\$163,786.83	\$244,675.00	\$80,888.17
702.022 Dispatch Supervisors	277,827.09	428,905.00	151,077.91				\$277,827.09	\$428,905.00	\$151,077.91
702.023 ECO II's	899,449.06	1,922,475.00	1,023,025.94				\$899,449.06	\$1,922,475.00	\$1,023,025.94
702.024 ECO II's	328,756.85	476,840.00	148,083.15				\$328,756.85	\$476,840.00	\$148,083.15
702.026 Bereavement	3,273.36		(3,273.36)				\$3,273.36	\$0.00	\$(3,273.36)
702.040 Wages - Short Term Disability	59.57		(59.57)				\$59.57	\$0.00	\$(59.57)
Total 702.020 Wages - Regular	1,673,152.76	3,072,895.00	1,399,742.24	13,000.00	13,000.00	13,000.00	\$1,673,152.76	\$3,085,895.00	\$1,412,742.24
702.030 Wages - Overtime		355,539.00	355,539.00				\$0.00	\$355,539.00	\$355,539.00
702.031 Administrative Support	448.97		(448.97)				\$448.97	\$0.00	\$(448.97)
702.032 Dispatch Supervisors	56,939.34		(56,939.34)				\$56,939.34	\$0.00	\$(56,939.34)
702.033 ECO II's	145,732.68		(145,732.68)				\$145,732.68	\$0.00	\$(145,732.68)
702.034 ECO II's	37,919.34		(37,919.34)				\$37,919.34	\$0.00	\$(37,919.34)
Total 702.030 Wages - Overtime	241,040.33	355,539.00	114,498.67				\$241,040.33	\$355,539.00	\$114,498.67
702.050 CTO Pay	11,703.75	25,000.00	13,296.25				\$11,703.75	\$25,000.00	\$13,296.25
706.000 Wages - Holiday Premium	70,374.41	201,170.00	130,795.59				\$70,374.41	\$201,170.00	\$130,795.59
712.000 Payment in Lieu of Benefits	34,350.00	48,100.00	13,750.00				\$34,350.00	\$48,100.00	\$13,750.00
714.000 Longevity		12,800.00	12,800.00				\$0.00	\$12,800.00	\$12,800.00
715.010 Auto Allowance	5,792.00	8,683.00	2,891.00				\$5,792.00	\$8,683.00	\$2,891.00
Total 700 thru 718 Personnel Services	2,239,127.48	4,065,163.00	1,826,035.52	13,000.00	13,000.00	13,000.00	\$2,239,127.48	\$4,078,163.00	\$1,859,035.52
719 thru 725 Benefits and Taxes							\$0.00	\$0.00	\$0.00
719.000 Workers Comp Insurance	6,495.00	14,437.00	7,942.00				\$6,495.00	\$14,437.00	\$7,942.00
720.010 Medical/Health Insurance	270,580.86	447,239.00	176,658.14				\$270,580.86	\$447,239.00	\$176,658.14
720.020 Dental Insurance	17,560.94	34,265.00	16,704.06				\$17,560.94	\$34,265.00	\$16,704.06



Kalamazoo County Consolidated Dispatch Authority

Budget vs. Actuals: 2024 General Fund Budget - REVISION I

January - December 2024

	2911 - GENERAL OPERATIONS			2913 - TRAINING			TOTAL		
	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING
720.030 Vision Insurance	3,427.29	6,588.00	3,160.71				\$3,427.29	\$6,588.00	\$3,160.71
720.040 Life Insurance	11,379.79	9,814.00	(1,565.79)				\$11,379.79	\$9,814.00	\$ (1,565.79)
720.050 Unemployment		9,000.00	9,000.00				\$0.00	\$9,000.00	\$9,000.00
720.060 HSA Contributions	104,462.50	132,813.00	28,350.50				\$104,462.50	\$132,813.00	\$28,350.50
720.070 Short-Term Disability Insurance	17,349.66	38,760.00	21,410.34				\$17,349.66	\$38,760.00	\$21,410.34
721.000 Social Security	136,317.96	255,068.00	118,750.04				\$136,317.96	\$255,068.00	\$118,750.04
722.000 Medicare	31,880.85	59,653.00	27,772.15				\$31,880.85	\$59,653.00	\$27,772.15
724.000 Dependent Care Assistance Program		75,000.00	75,000.00				\$0.00	\$75,000.00	\$75,000.00
724.010 DCAP Tri-Share	2,170.48		(2,170.48)				\$2,170.48	\$0.00	\$ (2,170.48)
724.020 DCAP 1/3	1,355.07		(1,355.07)				\$1,355.07	\$0.00	\$ (1,355.07)
Total 724.000 Dependent Care Assistance Program	3,525.55	75,000.00	71,474.45				\$3,525.55	\$75,000.00	\$71,474.45
725.010 Retirement - MERS DC	190,508.61	324,903.00	134,394.39				\$190,508.61	\$324,903.00	\$134,394.39
725.020 Retirement - MERS 457	13,277.39	22,858.00	9,580.61				\$13,277.39	\$22,858.00	\$9,580.61
725.030 Retirement - MERS HCSP	50,911.94	66,075.00	15,163.06				\$50,911.94	\$66,075.00	\$15,163.06
Total 719 thru 725 Benefits and Taxes	857,678.34	1,496,473.00	638,794.66				\$857,678.34	\$1,496,473.00	\$638,794.66
726 thru 799 Supplies							\$0.00	\$0.00	\$0.00
727.000 Office Supplies	3,269.20	15,000.00	11,730.80				\$3,269.20	\$15,000.00	\$11,730.80
730.000 Maintenance Supplies	1,313.32	6,000.00	4,686.68				\$1,313.32	\$6,000.00	\$4,686.68
740.000 Uniform Supplies	452.70	8,000.00	7,547.30				\$452.70	\$8,000.00	\$7,547.30
760.000 Kitchen Supplies	53.78	1,750.00	1,696.22				\$53.78	\$1,750.00	\$1,696.22
764.000 Food Supplies	10.70	1,750.00	1,739.30				\$10.70	\$1,750.00	\$1,739.30
Total 726 thru 799 Supplies	5,099.70	32,500.00	27,400.30				\$5,099.70	\$32,500.00	\$27,400.30
800 thru 969 Services & Other Charges							\$0.00	\$0.00	\$0.00
801.010 Contractual Services	526,300.78	735,566.00	209,265.22				\$526,300.78	\$735,566.00	\$209,265.22
805.010 Professional Services - Audit	5,700.00	6,600.00	900.00				\$5,700.00	\$6,600.00	\$900.00
810.000 Administrative Fees		3,600.00	3,600.00				\$0.00	\$3,600.00	\$3,600.00
813.000 Legal Fees	3,428.63	15,000.00	11,571.37				\$3,428.63	\$15,000.00	\$11,571.37
820.010 Interpreter Fees	4,543.71	12,000.00	7,456.29				\$4,543.71	\$12,000.00	\$7,456.29
835.010 Medical Services - Physical Exams	1,922.00	2,500.00	578.00				\$1,922.00	\$2,500.00	\$578.00
835.020 Medical Services - Drug Testing	572.00	1,500.00	928.00				\$572.00	\$1,500.00	\$928.00
850.010 Telephone Service	7,957.35	16,500.00	8,542.65				\$7,957.35	\$16,500.00	\$8,542.65
850.020 Internet Service	59,909.04	80,180.00	20,270.96				\$59,909.04	\$80,180.00	\$20,270.96
850.030 Copying		2,500.00	2,500.00				\$0.00	\$2,500.00	\$2,500.00
850.040 Mailing	29.97	3,000.00	2,970.03				\$29.97	\$3,000.00	\$2,970.03
870.010 Travel - Training/Registration	10,915.00	12,000.00	1,085.00	11,419.00	24,000.00	12,581.00	\$22,334.00	\$36,000.00	\$13,666.00
870.020 Travel - Lodging	9,583.05	15,000.00	5,416.95	1,818.12	2,500.00	681.88	\$11,401.17	\$17,500.00	\$6,098.83
870.030 Travel- Meals/Food	3,309.09	8,000.00	4,690.91	803.61	2,500.00	1,696.39	\$4,112.70	\$10,500.00	\$6,387.30
870.040 Travel - Mileage	1,669.52	5,000.00	3,330.48	609.20	2,500.00	1,890.80	\$2,278.72	\$7,500.00	\$5,221.28
870.050 Travel - Other	4,279.69	12,000.00	7,720.31	66.93	500.00	433.07	\$4,346.62	\$12,500.00	\$8,153.38



Kalamazoo County Consolidated Dispatch Authority

Budget vs. Actuals: 2024 General Fund Budget - REVISION I

January - December 2024

	2911 - GENERAL OPERATIONS			2913 - TRAINING			TOTAL		
	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING
871.010 Education Expense		2,000.00	2,000.00				\$0.00	\$2,000.00	\$2,000.00
900.000 Printing	915.03	2,000.00	1,084.97				\$915.03	\$2,000.00	\$1,084.97
905.000 Advertising	4,265.33	20,000.00	15,734.67				\$4,265.33	\$20,000.00	\$15,734.67
915.000 Dues & Subscriptions	4,227.97	10,000.00	5,772.03				\$4,227.97	\$10,000.00	\$5,772.03
920.010 Utilities - Gas	1,697.33	8,000.00	6,302.67				\$1,697.33	\$8,000.00	\$6,302.67
920.020 Utilities - Electricity	43,020.03	76,000.00	32,979.97				\$43,020.03	\$76,000.00	\$32,979.97
920.030 Utilities - Water & Sewer	3,285.99	5,000.00	1,714.01				\$3,285.99	\$5,000.00	\$1,714.01
934.010 Repair & Maintenance - Equipment	2,983.07	28,000.00	25,016.93				\$2,983.07	\$28,000.00	\$25,016.93
955.000 Miscellaneous Operating	2,798.47	20,000.00	17,201.53				\$2,798.47	\$20,000.00	\$17,201.53
958.010 Insurance Premium	25,885.50	60,000.00	34,114.50				\$25,885.50	\$60,000.00	\$34,114.50
Total 800 thru 969 Services & Other Charges	729,198.55	1,161,946.00	432,747.45	14,716.86	32,000.00	17,283.14	\$743,915.41	\$1,193,946.00	\$450,030.59
970 thru 989 Equipment & Capital Outlay							\$0.00	\$0.00	\$0.00
976.000 Project Costs	2,075.00	15,000.00	12,925.00				\$2,075.00	\$15,000.00	\$12,925.00
980.010 Equipment/Software - Small	12,846.02	25,000.00	12,153.98				\$12,846.02	\$25,000.00	\$12,153.98
Total 970 thru 989 Equipment & Capital Outlay	14,921.02	40,000.00	25,078.98				\$14,921.02	\$40,000.00	\$25,078.98
990 thru 994 Debt Service							\$0.00	\$0.00	\$0.00
991.010 Loan/Lease - Principal		1,269,536.00	1,269,536.00				\$0.00	\$1,269,536.00	\$1,269,536.00
991.020 Loan/Lease - Interest		64,011.00	64,011.00				\$0.00	\$64,011.00	\$64,011.00
Total 990 thru 994 Debt Service		1,333,547.00	1,333,547.00				\$0.00	\$1,333,547.00	\$1,333,547.00
Total Expenses	\$3,846,025.09	\$8,129,629.00	\$4,283,603.91	\$14,716.86	\$45,000.00	\$30,283.14	\$3,860,741.95	\$8,174,629.00	\$4,313,887.05
NET OPERATING INCOME	\$2,774,004.06	\$1,091,924.00	\$ (1,682,080.06)	\$8,551.14	\$0.00	\$ (8,551.14)	\$2,782,555.20	\$1,091,924.00	\$ (1,690,631.20)
Other Expenses							\$0.00	\$0.00	\$0.00
995 thru 999 Transfers Out & Other Financing Uses							\$0.00	\$0.00	\$0.00
995.010 Transfer Out - Capital Projects Fund		1,000,000.00	1,000,000.00				\$0.00	\$1,000,000.00	\$1,000,000.00
Total 995 thru 999 Transfers Out & Other Financing Uses		1,000,000.00	1,000,000.00				\$0.00	\$1,000,000.00	\$1,000,000.00
Total Other Expenses	\$0.00	\$1,000,000.00	\$1,000,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,000,000.00	\$1,000,000.00
NET OTHER INCOME	\$0.00	\$ (1,000,000.00)	\$ (1,000,000.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$ (1,000,000.00)	\$ (1,000,000.00)
NET INCOME	\$2,774,004.06	\$91,924.00	\$ (2,682,080.06)	\$8,551.14	\$0.00	\$ (8,551.14)	\$2,782,555.20	\$91,924.00	\$ (2,690,631.20)



Kalamazoo County Dispatch Authority

Budget vs. Actuals: 2024 Capital Projects Fund - REVISION I

January - December 2024

	2930 - CAPITAL PROJECTS FUND				TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
Income								
400,000 Use of Fund Balance		1,540,000.00	-1,540,000.00		\$0.00	\$1,540,000.00	\$ -1,540,000.00	0.00%
699,000 Other Financing - Transfers In		1,000,000.00	-1,000,000.00		\$0.00	\$1,000,000.00	\$ -1,000,000.00	0.00%
Total Income	\$0.00	\$2,540,000.00	\$ -2,540,000.00	0.00%	\$0.00	\$2,540,000.00	\$ -2,540,000.00	0.00%
GROSS PROFIT	\$0.00	\$2,540,000.00	\$ -2,540,000.00	0.00%	\$0.00	\$2,540,000.00	\$ -2,540,000.00	0.00%
Expenses								
970 thru 989 Equipment & Capital Outlay					\$0.00	\$0.00	\$0.00	0.00%
980,000 Equipment/Software - Capital	206,729.80	1,982,500.00	-1,775,770.20	10.43 %	\$206,729.80	\$1,982,500.00	\$ -1,775,770.20	10.43 %
980,020 Facility - Capital	16,200.00	266,500.00	-250,300.00	6.08 %	\$16,200.00	\$266,500.00	\$ -250,300.00	6.08 %
Total 970 thru 989 Equipment & Capital Outlay	222,929.80	2,249,000.00	-2,026,070.20	9.91 %	\$222,929.80	\$2,249,000.00	\$ -2,026,070.20	9.91 %
Total Expenses	\$222,929.80	\$2,249,000.00	\$ -2,026,070.20	9.91 %	\$222,929.80	\$2,249,000.00	\$ -2,026,070.20	9.91 %
NET OPERATING INCOME	\$ -222,929.80	\$291,000.00	\$ -513,929.80	-76.61 %	\$ -222,929.80	\$291,000.00	\$ -513,929.80	-76.61 %
NET INCOME	\$ -222,929.80	\$291,000.00	\$ -513,929.80	-76.61 %	\$ -222,929.80	\$291,000.00	\$ -513,929.80	-76.61 %

Kalamazoo Township Board and Committee Appointment Changes- KCCDA

Tracie Moored <tmoored@ktwp.org>

Wed 7/10/2024 8:57 PM

To: Jeff Troyer <JTroyer@kccda911.org>

Cc: supervisor@ktwp.org <supervisor@ktwp.org>

Executive Director Troyer:

Please let this email serve as authorization that Kalamazoo Township Superintendent, Tracie Moored, will serve as one of two primary representatives for the Kalamazoo County Consolidated Dispatch Authority Board of Directors. She will also serve as primary representative on the Personnel Committee. This appointment is effective July 15, 2024.

These assignments are designated by Don Martin, Kalamazoo Township Supervisor (copied).

In Service,

Tracie L. Moored
Superintendent
Charter Township of Kalamazoo
1720 Riverview Dr.
Kalamazoo, MI 49004
(269) 381-8085





July 15, 2024

Jeff Troyer, Executive Director
Kalamazoo County Consolidated Dispatch Authority
7040 Stadium Drive
Kalamazoo, MI 49009

Re: Alternate Appointments to Kalamazoo County Consolidated Dispatch Authority

Dear Members,

With the resignation of Tracie Moored, we recommend a change in alternate for voting member Jan Van Der Kley. Western Michigan University has selected Cory Ghiringhelli to serve as the respective alternate, effective immediately as permitted by the Agreement. Timm Unangst will continue to serve as the alternate for Scott Merlo.

These selections will remain in place until further notice from Western Michigan University.

Sincerely,

A handwritten signature in cursive script that reads "Edward Montgomery".

Edward Montgomery
President
Western Michigan University

Cc: Jan Van Der Kley
Scott Merlo
Timm Unangst
Cory Ghiringhelli
Jeff Troyer



KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

Agenda Request Form

Please fill in the boxes below with the appropriate information.

Name: Agency:

Phone Number: Length of Time Needed: Agenda Item #:

Topic:

Brief Description:

The attached meeting minutes are presented to the Board for informational purposes, no action necessary.

Proposed Motion:

No action

Agenda Request Approved: Meeting Date: Time:

Persons or items will not be placed on a meeting agenda without an agenda request form first being completed. The agenda request form must be accompanied by information that substantiates and justifies your request. Lack of this information may cause a delay in your request being acted upon by the Board of Directors. Agenda requests must be received by 9:00 a.m. on Monday of the week preceding the monthly meeting date. Completed forms should be delivered to an Officer of the Board of Directors or sent electronically to admin@kccda911.org. If you have any questions regarding this form, please feel free to contact KCCDA’s administrative office at (269) 488-8911.



MEETING MINUTES for

Kalamazoo County Consolidated Dispatch Authority TECHNICAL ADVISORY COMMITTEE July 10, 2024 – 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, July 10, 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), Chris Franks (KDPS), Bryan Ergang (KTPD), Nicholas Arnold (PDPS), Gerry Leudecking (KCFCA), Dr. Fales (KCMCA) arrived at 10:08

Others Present: Ryan McGregor, Jeff Heppler, Chip Everett, Megan Malz, Jeff Troyer, Torie Rose, Jon Moored, Marty Ftacek, Justin Johnson, and Chris McComb

ITEM 3 - APPROVAL OF MEETING MINUTES

- A. Regular Meeting Minutes from May 1, 2024

“Motion by Mr. Ergang, second by Mr. McGregor to approve the Regular Meeting Minutes from May 1, 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 presented a review of the Administrative Monthly Report that was included in the packet.

- B. Old Business

- 1. UPDATE: Conditions and Orders

Mr. Troyer stated he had a discussion with District Court yesterday and their target transition date is August 1. They will be entering ALL conditions and orders from District Court with two full time positions. There are some ORI issues that need to be figured out. There have been no discussions with Circuit Court currently.

2. UPDATE: Two Factor Authentication Requirement

Mr. Troyer stated that Board of Directors approved additional funding for the Imprivata system and the contract has been executed. The law enforcement agencies who are subject to the two factor requirements were able to be included as affiliated agencies. Once the system is up and operating, KCCDA may be able to offer other agencies the opportunity to purchase licenses to use the platform. Eventually, law enforcement agencies without two factor authentication will be unable to access KCCDA systems. After October, it will be a CJIS violation for us to allow it. A hard cutoff date will be brought to the next meeting or in November.

C. New Business

1. REVISED CAD Standard Interface Guidelines

Mr. Troyer stated that through the last update, staff found out we have the option to select local time or Zulu. Previously, records could only be exported using Zulu date and time format. This was the only change in the guidelines and is presented as information.

2. Radio Inventory Survey

Mr. Troyer stated reminders will be sent to complete the surveys that were sent out last month. The first goal of the survey is to coordinate a countywide template update and programming event which we still hope to target late this year.

3. REVISED SOP 10.02 – 800Mhz Contingency Plan (Storm Plan)

Mr. Troyer stated the revision was included in the packet and the significant changes surround fail soft mode on our simulcast cell. The storm plan consolettes will be locked on sites 5112 and Plainwell. This matches up with the unified communications plan and will be a requirement for any templates as we move forward. Staff is recommending approval.

“Motion by Mr. Ergang, Second by Mr. McGregor to approve REVISED SOP 10.02 – 800 Mhz Contingency Plan (Storm Plan) as presented.”

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

4. Semco Energy User Request – Kalamazoo MPSCS Simulcast Subsystem

Mr. Troyer stated Semco does not have significant coverage in this area but they are looking for the same type of agreement as we have with Consumers Energy. Consumers Energy has a per vehicle charge but they have a large amount of vehicles in the area. We will be looking at more of a set charge for Semco because of the limited coverage and limited number of vehicles. Additional equipment will not be needed for their coverage.

5. Allegan County Law Enforcement Talkgroup

Mr. Troyer stated Allegan switched their primary law enforcement talkgroup to an encrypted one – 03ALTAC. This is a short-term solution, and their long-term plan will be to transition to 03LAW with ADP encryption but there is not timeline for that.

6. Medic 1 Ambulance Talkgroup and VHF Access Request

Mr. Troyer stated the Medic 1 Ambulance request was included in the packet. They will only be in the county for major incidents, and they are not asking for much. Staff recommends approval.

“Motion by Mr. Arnold, Second by Mr. Ergang to approve Medic 1 Ambulance in Berrien County’s talkgroup and VHF request as presented.”

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

ITEM 6 – OTHER ITEMS

D. Announcements and Member Comments

Mr. Troyer reminded everyone that on 9/10/24 the Tyler System upgrade will start at 5:00 a.m.

E. Next Meeting

The next regular scheduled Technical Advisory Committee meeting will be Wednesday, September 4, 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 10:48 a.m.



KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

Agenda Request Form

Please fill in the boxes below with the appropriate information.

Name: Agency:

Phone Number: Length of Time Needed: Agenda Item #:

Topic:

Brief Description:

Semco Energy contacted administration in late May requesting access to our simulcast cell. Semco does not have a large service area in Kalamazoo County but does provide public utilities in Battle Creek and northern St. Josph County. Administration does not believe Semco Energy will be operating on our simulcast cell very often therefore, the approach for Semco was different than Consumers Energy. The attached agreement is based on a flat annual fee and moving forward, we will evaluate Semco push-to-talks on the system.

The attached agreement has been reviewed by legal counsel and was presented to TAC at the September 4th meeting. TAC approved the agreement unanimously and is recommending the Board approve.

Proposed Motion:

Motion to approve the Semco Energy License Agreement as presented.

Agenda Request Approved: Meeting Date: Time:

Persons or items will not be placed on a meeting agenda without an agenda request form first being completed. The agenda request form must be accompanied by information that substantiates and justifies your request. Lack of this information may cause a delay in your request being acted upon by the Board of Directors. Agenda requests must be received by 9:00 a.m. on Monday of the week preceding the monthly meeting date. Completed forms should be delivered to an Officer of the Board of Directors or sent electronically to admin@kccda911.org. If you have any questions regarding this form, please feel free to contact KCCDA’s administrative office at (269) 488-8911.

LICENSE AGREEMENT

THIS LICENSE AGREEMENT, made and entered into this 28th day of August, 2024, (Effective Date), by and between SEMCO Energy, Inc., 1411 Third Street, Suite A, P.O. Box 5004, Port Huron, MI 48061-5004 (“SEMCO”) and the Kalamazoo County Consolidated Dispatch Authority, of 7040 Stadium Dr., Kalamazoo, Michigan 49009 (“Authority”).

WITNESSED:

WHEREAS, the Authority owns and operates the Kalamazoo Simulcast Sub-System (“Sub-System”) which is part of the statewide public safety communications system known as the Michigan Public Safety Communications System (“MPSCS”); and

WHEREAS, SEMCO, a public utility company, has reached an agreement with MPSCS officials to become an end user of the MPSCS System; and

WHEREAS, SEMCO provides utility services for a small area within south Kalamazoo County and a much larger presence in the western Calhoun and northern St. Joseph counties; and

WHEREAS, SEMCO has submitted a request to the Authority to use the Sub-System for trucks/devices traveling through and working in Kalamazoo Sub-System’s coverage area; and

WHEREAS, the Authority and SEMCO have agreed a non-exclusive license shall be granted to SEMCO for use of the Sub-System subject to the terms and conditions of this Agreement.

NOW, THEREFORE, in consideration of the mutual covenants contained herein, **IT IS HEREBY AGREED** as follows:

1. **License to SEMCO**. The Authority hereby grants SEMCO a non-exclusive license to:

- a. Use of the Sub-System for trucks/devices when traveling through and while providing utility service in the Sub-System’s area of coverage. The Authority understands this may fluctuate depending on public utility needs and emergencies within coverage area. Therefore, it is the responsibility of SEMCO to provide the Authority with an annual report of push-to-talks for their designated talkgroups that originate in the Sub-System. The number of push-to-talks licensed to use the Sub-System may be increased by written mutual agreement in accordance with Section 21 of this agreement.

It is expressly understood and agreed that the sums paid by SEMCO under this agreement shall be construed as full consideration for the licenses SEMCO receives under this Agreement and that SEMCO shall not owe the Authority any additional license fees or other charges for its use of the Sub-System except for in accordance with section 6 of this Agreement.

2. **License Fee.** In consideration for this license, SEMCO agrees to the following:

a. SEMCO shall pay the Authority in advance an annual license fee per truck/device that is assigned to the Battle Creek Operations Center that support services in Kalamazoo County. During year one of the Agreement, the license fee shall be two thousand five hundred dollars (\$2,250) and start from the day of beneficial use of the Sub-System and shall occur each year thereafter. Payment Terms are to be NET 30 days on day of invoice.

i. Prior to the end of year one of this license agreement and every year thereafter, the parties agree to evaluate the number of push-to-talks originating in the Sub-System. By mutual agreement, the annual license fee may be adjusted because of the push-to-talk analysis. If the parties cannot mutually agree on the annual license fee and the analysis reveals an operational increase, the Authority may increase the license fee by five percent (5%) for the upcoming year.

3. **Access to the Sub-System Tower Sites.** SEMCO shall not have access to the Sub-System tower sites and/or any of the equipment at the sites.

4. **Maintenance.** SEMCO shall not be responsible for the maintenance and repair of the Sub-System communications equipment.

5. **Utilities.** It is understood and agreed that all utilities to operate the Sub-System communications equipment shall be included in the annual license fee outlined in Section 2.

6. **Sub-System Upgrades and Equipment Replacement.** It is expressly understood and agreed that it is essential for the Authority to complete equipment upgrades and/or replacement of existing equipment (communications equipment, generators, battery backup, etc.) periodically. The Authority reserves the right in accordance with Section 21 of this Agreement to request SEMCO to pay a proportionate amount for said upgrades and/or equipment replacement directly related to the number of SEMCO's push-to-talks compared to the overall push-to-talks on the Sub-System. If the Authority makes such request, the Authority shall provide SEMCO with the push-to-talk analysis supporting the proportionate amount of use of the Sub-System. If the parties cannot agree on the proportionate amount, either party reserves the right to terminate in accordance with section 15 of the Agreement.

7. Destruction: Condemnation.

(a) Destruction. If one or more tower sites are destroyed or so damaged as to materially interfere with SEMCO's use and benefits from a tower site, the Authority and SEMCO, if they mutually agree, may elect to cancel, and terminate this Agreement on the date of such casualty. Notwithstanding the foregoing, the Authority may elect, to repair the damage, in which case the Authority and SEMCO shall remain bound to the terms of this Agreement.

(b) Condemnation. If the whole or any substantial part of a tower site shall be taken by any public authority under the power of eminent domain or in deed or conveyance in lieu of condemnation so as to materially interfere with SEMCO's use thereof, SEMCO may terminate this Agreement.

8. Status of Relationship. Nothing in this Agreement is intended to create a partnership or agency relationship between the parties. The employees, agents, contractors, lessees, or licensors of one of the parties shall not be deemed to be an employee, agent, contractor, lessee, or licensee of the other party.

9. No Third-Party Beneficiaries. This Agreement is not intended to be a third-party beneficiary contract and confers no rights or privileges on anyone other than the Authority and SEMCO.

10. Indemnification. To the extent permitted by law, SEMCO, will at its own expense, protect, defend, indemnify, save and hold harmless, the Authority and its elected and appointed officers, employees and agents from all claims, damages, lawsuits, costs and expenses, including but not limited to all costs from administrative proceedings, court costs and attorney fees, that the Authority elected and appointed officers employees or agents may incur as a result of or arising in connection with SEMCO's use of the Sub-System.

11. Discrimination. In carrying out the terms to this Agreement, the parties hereto shall adhere to all Federal, State and local laws and regulations prohibiting discrimination. The parties hereto, as required by law, shall not discriminate against persons to receive services under this Agreement or against an employee or applicant for employment because of race, color, religion, national origin, age, sex, disability that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, marital status, political affiliation or beliefs, or citizenship. Breach of this covenant shall be regarded as a material breach of this Agreement.

12. Compliance with Laws. The parties to this Agreement shall perform all their respective duties and obligations hereunder in complete compliance with all applicable Federal, State and local statutes, laws, ordinances, rules and regulations.

13. Reservation of Rights. This Agreement does not, and is not intended to impair, divest, delegate, or contravene any constitutional, statutory, and/or other legal right, privilege, power, obligation, duty, or immunity of the Authority and SEMCO.

14. **Amendments.** All modifications, amendments or waivers of any provision of this Agreement shall be made by the written mutual consent of the parties hereto.

15. **Contract Period/Termination.** This Agreement shall be effective from the date of execution by the authorized representatives of both the Authority and SEMCO and shall remain in effect until terminated as provided in this Agreement, or so long as the useful life of the Sub-System, whichever shall first occur. Notwithstanding any other provision in this Agreement to the contrary this Agreement may be terminated by either Party upon one hundred eighty (180) days written notice to the other Party. Upon the effective date of the termination, the License shall be deemed revoked, and SEMCO shall be responsible for pro-rated use of the Sub-System directly attributable to the months of beneficial use.

16. **Waiver.** The waiver by a party of any default in performance by the other party of any of the terms, covenants or conditions contained herein shall not be deemed a continuing waiver of that default or any subsequent default.

17. **Assignment.** SEMCO shall not assign this Agreement or any right or obligation under this Agreement without the prior written consent of the Authority. If this Agreement is assigned, then it will bind and benefit the successors and assigns of the parties.

18. **Third Parties.** This Agreement confers no rights or remedies on any third party, other than the parties to this Agreement and their respective successors and permitted assigns.

19. **Severability.** Each provision of this Agreement shall be interpreted in a way that is valid under applicable law. If any provision is held invalid, the remainder of the Agreement shall remain in effect.

20. **Applicable Law.** This Agreement shall be construed in accordance with the laws of the State of Michigan.

21. **Notices.** All required notices shall be in writing and shall be considered given when delivered by registered, certified or electronic mail, return receipt requested, addressed as follows (or any other address that is specified in writing by either party):

If to the SEMCO:

SEMCO Energy, Inc
Attention: Darcy Falkowski
1411 Third Street, Suite A
P.O. Box 5004
Port Huron, MI 48061-5004
darcy.falkowski@semcoenergy.com

If to the Authority:

Kalamazoo County Consolidated Dispatch Authority
Attention: Executive Director
7040 Stadium Drive
Kalamazoo, MI 49009
aphr@kccda911.org

22. Entire Agreement. This writing contains the entire agreement of the parties regarding the subject matter of this Agreement and may be modified only upon the subsequent written agreement signed by all parties.

23. Counterparts. This Agreement may be executed in one or more counterparts, each of which is an original, and all of which constitute only one agreement between the parties.

16. Certification of Authority to Sign Agreement. The people signing this Agreement on behalf of the parties hereto certify by their signatures that they are duly authorized to sign on behalf of said parties and that this Agreement has been authorized by said parties.

This License Agreement has been fully signed by the authorized representatives of the parties hereto on the day and year first above written.

SEMCO ENERGY, INC.	KALAMAZOO COUNTY DISPATCH AUTHORITY
By: Darcy Falkowski	By:
Name: <i>Darcy R. Falkowski</i>	Name:
Title: Emergency Manager	Title:
Date: 8/28/2024	Date:



KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

Agenda Request Form

Please fill in the boxes below with the appropriate information.

Name: Agency:

Phone Number: Length of Time Needed: Agenda Item #:

Topic:

Brief Description:

The attached meeting minutes are presented to the Board for informational purposes, no action necessary.

Proposed Motion:

No action

Agenda Request Approved: Meeting Date: Time:

Persons or items will not be placed on a meeting agenda without an agenda request form first being completed. The agenda request form must be accompanied by information that substantiates and justifies your request. Lack of this information may cause a delay in your request being acted upon by the Board of Directors. Agenda requests must be received by 9:00 a.m. on Monday of the week preceding the monthly meeting date. Completed forms should be delivered to an Officer of the Board of Directors or sent electronically to admin@kccda911.org. If you have any questions regarding this form, please feel free to contact KCCDA’s administrative office at (269) 488-8911.



MEETING MINUTES for
Kalamazoo County Consolidated Dispatch Authority
FINANCE COMMITTEE
August 27, 2024

ITEM 1 – CALL TO ORDER

The Regular Meeting of the Finance Committee, held in the Chief Switalski Meeting Room, was called to order by Chair Don Martin at 2:00 p.m. on Tuesday, August 27, 2024.

ITEM 2 – ROLL CALL

Members Present: Don Martin, Randy Thompson, Bryan Ergang, Jeff VanderWiere, Jim Ritsema, Kevin Catlin

Others Present: Jeff Troyer, Torie Rose, Chris McComb

ITEM 3 – APPROVAL OF MEETING MINUTES

A. April 30, 2024 – Regular Meeting

“Motion by Mr. Ritsema, second by Mr. Thompson to approve the minutes of the April 30, 2023, meeting of the Finance Committee.”

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

ITEM 4 - CITIZENS TIME

There were no public comments.

ITEM 5 – FOR CONSIDERATION

A. OLD BUSINESS

There was no old business.

B. NEW BUSINESS

1. 2024 REVISION II – Capital Projects Fund Budget

Mr. Troyer stated that typically the Capital Projects Fund and General Fund are presented in October but this fund revisions are already complete, and work can begin work on a couple of the projects if approved. He noted that the CAD and Mobile Project was removed from the budget and the security camera upgrade approved by the Board on July 11 was added. Mr. Troyer presented a recommendation for an AI solution for non-emergency call handling which is a new project included in this amendment. He explained that staff spent the last couple of months talking with vendors about using AI for non-emergency call handling and QA. Most QA products aren't quite up to the quality we need yet so the focus has been on call handling. It is a sole source vendor recommendation after analyzing five vendors. Calls from the alarm line and general admin 488-8911 will be the only ones that will route through this system. Those lines alone equate to 131k non-emergency calls per year and the solution proposed can handle 70 to 90% of those calls. Troyer provided the Committee with demo of the Aurelian solution.

“Motion by Mr. Ergang, supported by Mr. Catlin to adopt the proposed fiscal year 2024 General Fund Budget Amendment – REVISION I and 2024 Capital Projects Fund Budget Amendment – REVISION I as presented.”

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

ITEM 6 - OTHER ITEMS

A. Announcements and Member Comments

Mr. VanderWiere thanked Mr. Troyer and his team for the new technology. It will be very beneficial.

Mr. Martin stated we know these new things are coming so it's good we are looking at how we can use it.

B. Next Regular Scheduled Meeting

The next regular scheduled meeting of the KCCDA Finance Committee is October 21, 2024.

ITEM 7 - ADJOURNMENT

The meeting was adjourned at 3:02 p.m.



KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

Agenda Request Form

Please fill in the boxes below with the appropriate information.

Name: Administration, Finance Committee, and TAC Agency: KCCDA

Phone Number: Length of Time Needed: 15 mins Agenda Item #: 5D-1

Topic: 2024 Capital Projects Fund Budget Amendment – Revision II

Brief Description:

Please see the attached memo regarding the 2024 Capital Projects Budget Amendment – Revision II. Administration will provide the Board with a demonstration of the new capital project system included in this revision.

The Finance Committee met on August 27th and reviewed the amendment and was presented a demo of the system proposed as a new capital project. The Committee unanimously approved the budget amendment and recommends the same to the Board for consideration.

A demonstration of the new system proposed in this amendment was also presented to TAC at the September 4th meeting. TAC unanimously approves and recommends the project to the Board.

Proposed Motion:

Motion to approve the 2024 Capital Projects Fund Budget Amendment with total expenditures of \$607,918.
*****ROLL CALL VOTE*****

Agenda Request Approved: 9/4/24 Meeting Date: 9/12/24 Time:

Persons or items will not be placed on a meeting agenda without an agenda request form first being completed. The agenda request form must be accompanied by information that substantiates and justifies your request. Lack of this information may cause a delay in your request being acted upon by the Board of Directors. Agenda requests must be received by 9:00 a.m. on Monday of the week preceding the monthly meeting date. Completed forms should be delivered to an Officer of the Board of Directors or sent electronically to admin@kccda911.org. If you have any questions regarding this form, please feel free to contact KCCDA’s administrative office at (269) 488-8911.



Kalamazoo County Consolidated Dispatch Authority



DATE: August 22, 2024

TO: Finance Committee Members and Board of Directors

FROM: Jeff Troyer
KCCDA Executive Director

SUBJECT: Fiscal Year 2024 Capital Projects Budget Amendment – Revision II

I hereby present to the Finance Committee and Board of Directors for consideration this budget amendment, Revision II, for the 2024 Capital Projects Fund Budget. The proposed amendment reflects updated project costs for completed projects since Revision I, modifications to existing projects since Revision I, and two new projects (one of which was approved by the Board of Directors at the July 11th meeting).

NOTE: Capital projects #1, 4, 5, and 7 are complete. Project #3 – Multi-Factor Authentication and #6 – Back-up Center Improvements are still in process.

EXPENDITURES

- **CAPITAL PROJECT #2 – CAD and Mobile Computing System**
This project's original allocation was \$1,750,000. After evaluating all proposals, administration recommended to stay with KCCDA's current CAD and Mobile vendor Tyler Technologies. Therefore, this revision removes this project allocation reducing the capital equipment line item by \$1,750,000.
- **CAPITAL PROJECT #8 – Security Camera Upgrade**
This project's original allocation was in 2023 but was not completed nor was it included in Revision I of this year's budget. A recommendation was submitted to the Board of Directors at the July 11th meeting requesting authorization for administration to move forward with Trace3's proposal of \$10,918 and the project would be included in Revision II of the Capital Projects Fund budget amendment. This revision increases expenditures by \$10,918.
- **NEW: CAPITAL PROJECT #9 – AI solution for Non-Emergency Call Handling**
Administration has been evaluating AI solutions for non-emergency call handling and quality assurance for several months. After much consideration, the attached memorandum and quote (pages 3 thru 6) is requested for approval. The recommended AI solution will be presented to KCCDA's Technical Advisory Committee on September 4th where we will be seeking that Committee's support for this technology implementation. If approved, the



Kalamazoo County Consolidated Dispatch Authority



project increases expenditures by \$98,000 and will increase annual contractual services moving forward by a similar amount.

CAPITAL PROJECTS FUND SUMMARY

The proposed budget amendment, Revision II, reduces overall expenditures by \$1,641,082. The amendment results in revised Capital Fund expenditures for 2024 totaling \$607,918.

Page 7 is the corresponding line-item budget showing the original adopted budget, net changes resulting from Revision I, the proposed net changes in this amendment (Revision II), and the new revised budget.

I recommend adoption of the proposed fiscal year 2024 Capital Projects Fund Budget Amendment – Revision II.



Kalamazoo County Consolidated Dispatch Authority



TO: Finance Committee, Technical Advisory Committee, and Board of Directors

FROM: Jeff Troyer, Executive Director

DATE: August 21, 2024

SUBJECT: AI Solution for Non-Emergency Call Taking

Administration began exploring different ways to utilize Artificial Intelligence (AI) solutions to reduce the human workload for several months. The primary tasks we focused our efforts on was quality assurance and non-emergency call taking. We quickly learned that off the shelf solutions for quality assurance were still in development and made the decision to prioritize non-emergency call taking since this would have a greater impact on the overall dispatch center operations (call load and reduce call wait times for non-emergency calls).

In KCCDA's research, we only found a handful of vendors with active AI solutions for non-emergency public safety call taking (alphabetical order): Aurelian, AWS Connect, Carbyne (AI-V), Hyper, and Versaterm. In addition, there are plenty of companies that can be contracted to build/develop an AI solution specific to KCCDA non-emergency call taking, but the implementation timeframe and cost for development is significantly greater than solutions already performing this function. For example – discussions were had with Dell and Turnkey AI about developing a solution specific to KCCDA but the budgetary estimate to do this for a 30- or 60-day trial was \$40,000 to \$60,000.

The following are solution vendors evaluated:

Aurelian

This solution utilizes a proprietary and purpose-built system specifically designed for public safety applications. The administrative team demoed this solution on August 14th and the entire team was impressed with the versatility of the call triage and the systems ability to direct callers to appropriate resources and/or gather details about the non-emergency incident and populate the results to dispatch center staff. The incident details are provided either in a portal or direct integration into the computer aided dispatch system.

AWS Connect

The AWS Connect solution is utilized by several different implementation consultant firms for deployment within the 9-1-1 industry. A hallmark condition of this technology leverages AWS Connect as the engine which focuses on self-service, rerouting, or traditional call processing; like Versaterm CallTriage. This concept decreases the overall calls that can be processed by the AI solution and reduces the overall impact on the center and community. Backing Fire LLC implemented an AWS Connect powered solution for Monterey County, CA and reported statistics in line with the above concern, where only 30-37% of calls were able to be processed without human intervention/assistance.

Carbyne

Carbyne's AI-V product is an add-on service to their Universe or APEX call handling solutions. This system was not demoed because implementing either of these solutions would involve significant deployment efforts of a new call handling system and KCCDA has no intentions of transitioning away from our current solution – Vesta. The added complexity and cost associated with deploying this solution is out of our interest.

Hyper

Hyper is a voice AI solution specific to public safety, like Aurelian, but it is unclear if this solution is operating live in a current PSAP environment. The administrative team demoed this solution on August 15th. The system was slow to respond to the caller's answers/statements and did not verify essential information with the caller throughout the triage process.

Versaterm CallTriage

This solution focuses on automating calls through self-service or external transfers resulting in many non-emergency calls getting transferred into the ECC and requiring intervention from a call taker/dispatcher. This approach results in a significant number of low-acuity calls being managed traditionally, which undermines the potential efficiency and effectiveness of an AI solution.

As a result of the comprehensive internal and objective review process, I recommend KCCDA sole source this project to Aurelian. The following are necessary features of Aurelian's solution which are not available from other vendors:

- Aurelian's advanced technology automates a substantial portion, approximately 70-80%, of non-emergency calls without requiring direct interaction between dispatchers and callers. In contrast, other vendors typically achieve only a 20-40% reduction in call volume by rerouting calls when feasible.

- Aurelian's solution not only significantly alleviates dispatcher workload, but also enhances the efficiency and responsiveness of public safety operations. Aurelian accomplishes this by automatically pushing the non-emergency details, including a geo-validated location (when possible) and full transcription of the call, to dispatchers through web portal. Dispatchers can copy/paste info directly into the CAD, and in the rare cases when a call-back is necessary, the dispatcher already has details, so the caller does not have to start over and repeat information that was already provided.
- Aurelian's solution is unique and has capabilities that are currently unmatched in the market including the process for all non-emergent or exempt calls to be processed by the product even if there is no preset configuration for that specific situation. All other stand-alone solutions transfer calls they cannot resolve to the dispatchers with zero call detail info and require the caller to repeat all the information.
- Aurelian provides timely and extensive pre-implementation assistance to ensure that their AI system is configured effectively for the customer's needs. This involves Aurelian ingesting audio of 1,000 to 5,000 of KCCDA's non-emergency calls into its technology, analyzing the calls and necessary pathways, and allowing for localized configuration prior to go-live. This pre-implementation assistance is a significant differentiator for Aurelian, offering a more data-driven and proactive approach to configuring and deploying their AI solution compared to other vendors, who rely on ongoing adjustments based on real-time call handling feedback. This leads to a more seamless and effective implementation, minimizing disruptions and enhancing overall efficiency from the onset.

In 2023, KCCDA received 131,721 non-emergency telephone calls on our general administrative and alarm lines (roughly 50% of all non-emergency calls). If 70 to 80% of those calls can be handled by Aurelian's AI solution, that equates to almost 100,000 calls per year resulting in staff members being able to focus on the emergency calls.

In summary, I am seeking approval for this capital project in the amount of \$98,000 and authorization to sole source this project to Aurelian (quote attached).

QUOTE

Valid until Sep 19, 2024


\$98,000.00

Aurelian

1433 NW 63rd St
B
Seattle, Washington 98107
United States
+1 813-417-4219
max@aurelian.io

QUOTE NUMBER QT-4ECDF971-DRAFT
ISSUE DATE
EXPIRATION DATE Sep 19, 2024

QUOTE FOR
Kalamazoo 911
JTroyer@kccda911.org

DESCRIPTION	QTY	UNIT PRICE	AMOUNT
Aurelian Quote for Aurelian for an estimated 131,000 calls / year	1 	\$98,000.00 / year	\$98,000.00
	Subtotal		\$98,000.00
	Total		\$98,000.00

Questions? Contact Aurelian at max@aurelian.io or call at+1 813-417-4219.

Page 1 of 1

**Kalamazoo County Dispatch Authority
2024 Capital Project Fund Budget Net Changes - REVISION II**

Capital Projects Fund - Beginning Balance: \$2,500,000

	2024 Original Budget	YTD Transfers	2024 Revision I NET CHANGES	2024 Revision II NET CHANGES	2024 Revised Budget
REVENUE					
699.000 Transfers In	750,000		250,000		1,000,000
TOTAL REVENUE	750,000		250,000	0	1,000,000
EXPENSES					
<i>970 thru 989 Equipment & Capital Outlay</i>					
980.000 Equipment/Software - Capital	2,010,000		(27,500)	(1,641,082)	341,418
980.020 Facility - Capital	280,000		(13,500)	0	266,500
980.030 Land - Capital	0		0	0	0
TOTAL EXPENDITURES	2,290,000		(41,000)	(1,641,082)	607,918

Capital Projects Fund - Ending Balance: \$2,892,082