



**NOTICE and AGENDA for**  
**Kalamazoo County Consolidated Dispatch Authority**  
**Technical Advisory Committee**  
**July 10, 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, July 10<sup>th</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 Ernstes, 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 May 1, 2024

**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
- B. Old Business
  - 1. UPDATE: Conditions and Orders
  - 2. UPDATE: Two Factor Authentication Requirement
- C. New Business
  - 1. REVISED CAD Standard Interface Guidelines
  - 2. Radio Inventory Survey
  - 3. REVISED SOP 10.02 – 800Mhz Contingency Plan (Storm Plan)
  - 4. Semco Energy User Request – Kalamazoo MPSCS Simulcast Subsystem
  - 5. Allegan County Law Enforcement Talkgroup
  - 6. Medic 1 Ambulance Talkgroup and VHF Request

**ITEM 6 – OTHER ITEMS**

- D. Announcements and Member Comments
  - \*\*\*Tyler System Upgrade – September 10, 2024\*\*\***
- E. Next Meeting – September 4<sup>th</sup>, 2024

**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**

#### **May 1, 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, May 1, 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) by phone, Matt Huber (KDPS), Steve Stryd (KCSO), Scott Jackson (KTPD), Jeff Vanderwiere (PDPS), Craig Dieringer (KCMCA), Gerry Leudecking (KCFCFA)

Others Present: Ryan McGregor, Jeff Heppler, Chip Everett, Bill (Motorola), Megan Malz, Martin Brown, Jeff Troyer, Torie Rose, Marty Ftacek, Justin Johnson, and Chris McComb

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

- A. Regular Meeting Minutes from March 6, 2024

“Motion by Mr. Huber, second by Mr. McGregor to approve the Regular Meeting Minutes from March 6, 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 stated the Administrative Monthly Report was not complete yet because of the time of the month. He noted staff were continuing to evaluate multi-factor authentication. The Finance Committee approved increasing the budget due to the specialized requirements we have.

- B. Old Business

- 1. Radio Call Signs

Mr. Troyer stated law enforcement staff have reverted to shortening call signs. It is becoming a major problem, especially on the LEIN talk group. He stated there are multiple duplicates when they drop one digit. It is extremely important to require field units to use their complete call sign regularly so during large incidents it will be standard practice and units are easily identifiable.

2. UPDATE: Conditions and Orders

Mr. Troyer stated that great progress has been made with the District Court. The Board of Commissioners approved two positions to enter all their conditions and orders. He is not aware of any plans for Circuit Court yet but County Administrator Catlin is working on it with Circuit Court and the Sheriff's Office.

3. Update: CAD and Mobile System RFP

Mr. Troyer stated that he, Deputy Director Rose and Network Systems Administrator Moored spent a lot of time looking at CAD & Mobile system proposals. Four proposals were submitted, questions were issued to vendors, responses were reviewed, a second round of questions were issued, and references were checked. The group came to five factors. The one favorable was that the systems proposed had better security and user management than our current system. The other four factors were neutral or unfavorable, and most of the proposals did not meet vendor or system core requirements. The functionality is relatively the same for all, but it was found that tech support was highly unfavorable during reference surveys. All the proposals came in much higher than original budgetary estimates. After considering factors, Administration's recommendation is to end the review process and remain with the Tyler Technologies system we currently have.

“Motion by Mr. Leudecking, second by Mr. Dieringer to support the recommendation to end the CAD and Mobile System RFP process and remain with Tyler.”

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

4. REMINDER: CAD Standard Interface Guidelines

Mr. Troyer reminded the Committee that no direct access will be permitted to the Tyler production database. There is a replicated database that can be accessed by third-party vendors, but the agency will be responsible for paying Tyler for an interface to that database. Troyer advised CAD can export call for service data according to the guidelines. A point of contact with the agency will need to be involved with all meetings as KCCDA staff will not meet with an agency contracted vendor without the agency being represented.

5. UPDATE: Prepared Live

Mr. Troyer gave a short overview of Prepared Live, noting that it allows links to be sent to callers to open live stream video and pictures. He stated that staff used it to help with translation the day after it went live; noting there are over 120 language translations in the system.

C. New Business

1. REVISED SOP 10.02 – 800 MHz Contingency Plan (Storm Plan)

Mr. Troyer presented a DRAFT of the contingency plan and it's still a work in progress. The state should be reviewing templates and making radios prioritize Site 51 – Kalamazoo Simulcast System. The plan will be distributed later this week or at the beginning of next, and we will look for consideration at the next meeting.

2. LEIN Request Form – Ops, Driving Record & Criminal History

Ms. Rose stated the LEIN request form has been the topic of conversation since we started requiring it to be filled out. She stated we need to have some kind of checks and balances for the process. She stated dispatch staff should not deny a request from officers on the road or on a traffic stop who don't have access to a form. Dispatch staff will fill out the form if law enforcement staff are in the field.

3. Calhoun County – AES Encryption Feb '25

Mr. Troyer stated he received notification from Calhoun County that they will be transitioning to AES Encryption in February 2025. When they do this, almost all the radios in our county will not be able to communicate with them on encrypted talk groups. Countywide, we are going to have to start planning for a transition because it sounds like MPSCS is going to require it at some point.

4. Lawton PD Talkgroup Authorization

Mr. Troyer stated he received a request for LE talk group access from Lawton Police Department for multiple talkgroups.

“Motion by Mr. Huber, second by Mr. Jackson to approve access to 39P911, 39SPEV1 and 2. Access to 499DISP and 395P911 is denied.”

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

5. Communication Service Provider Lines Down

Mr. Troyer stated every communication service provider requires customer information to report lines down. Due to our inability to report without customer information, there is really nothing we can do about a communication line. Additionally, Ms. Rose stated staff have tried communicating with Consumers Energy on their escalation line after departments have been sitting on a line for a while but there's no guarantee we can reach anyone.

6. Generic CAD Unit for Firefighters Responding in POV

Mr. Troyer stated Cooper Fire inquired if units in POV's are tracked in our system. He stated that POV's are not built into our system, only apparatus and top command staff. Staff have discussed creating a generic POV unit for all agencies, but we believe dispatch staff are adding it to the narrative when anyone checks in on scene. We will do it for the first one on scene but not for everyone responding. Administration would prefer to keep it the way we are currently doing it and evaluate it at the next meeting.

7. Telephone Numbers listed on Report/Case Number Cards

Mr. Troyer asked that agencies check the phone number given out to be sure the dispatch phone number is not given out for records and officer contact info on the cards they distribute to the public.

8. 911 Hangup/Misdial Nature Code Priority

Mr. Troyer stated 911 hangups/misdials are currently a heavy load for us, there have been 9741 since January 1. He stated that is 8% of our call load, and an average of 81 per day. The Committee discussed the criteria dispatch staff uses to determine if calls are dispatched, the request that higher priority should be given to hang ups at schools, and the considerations if we change the way we currently handle these calls. Staff will be instructed to take the location into consideration when dispatching 911 hang-ups.

## 9. Juvenile Emancipation Date

Mr. Jackson stated that when the Juvenile Emancipation Date law changed from 17 to 18, LEIN did not change so it still holds juveniles at 17. How should LE handle juveniles when 17 is emancipated but is not an adult. He wanted other agencies to be aware. Ms. Rose stated dispatch is checking and entering at 17. Juveniles are supposed to be emancipated at 18 but they are being entered at 17.

### ITEM 7 – **OTHER ITEMS**

#### D. Announcements and Member Comments

Mr. Troyer announced 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, July 10, 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 11:44 a.m.

# **KCCDA Administrative Report**

June 2024

(Completed July 2, 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:

- 51 – 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 20<sup>th</sup>.
- **#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 1<sup>st</sup>. Project schedule and implementation will be forthcoming.
- **#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 22<sup>nd</sup>. This project is complete.

- *#6 – Back-up Center Improvements (Budget: Arch/Reno-\$250,000 & Equip/Software-\$75,000)*  
On February 22<sup>nd</sup>, Adam Herringa with the City Portage advised they finished their square footage assessment, and it looked good for a backup dispatch center to be located at the facility. Two meetings were held in March to discuss needs including a site visit/walkthrough at the facility on March 18<sup>th</sup>. The city and administration continue to negotiate the specified and common spaces. 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.
- *#7 – Primary PSAP Electric/Lighting Upgrades (Budget: \$30,000)*  
Hi-Tech electricians were on site and completed the lighting upgrades the week of March 11<sup>th</sup>. 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.
- *TOWER SITE 5113 – PORTAGE (8595 S. 12<sup>TH</sup> ST.)*  
This tower site took a direct hit from the May 7<sup>th</sup> 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), is \$39,113.16. All repairs are complete except for the fencing.
- *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: 1) Coordinated 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. KCCDA distributed the radio inventory survey to all end-user agencies on June 12<sup>th</sup> with a due date no later than July 18<sup>th</sup>.
- *MASS CASUALTY INCIDENT NATURE CODE*  
The MCI nature code response plans have been built on the EMS side and KCCDA IT continues to build out fire response plans as the information is received back from the departments. At the time of this report, all fire agencies (except KDPS) have been contacted about the run cards and the following are complete: Alamo, Comstock, Cooper, Oshtemo, Texas, and Kalamazoo Township. KCCDA has set June 30<sup>th</sup> as the deadline for agencies to submit their MCI run cards. Any agency who does not submit before July 1<sup>st</sup>, will have their Commercial Structure Fire run cards copied over and inserted as their MCI run cards. KCCDA will turn on “MCI” on the fire side of CAD August 1<sup>st</sup>.

- KCCDA STAFFING

The following is a snapshot of KCCDA staffing levels as of July 2, 2024:

POSITION/TITLE	POSITIONS Budgeted	POSITIONS Filled	NOTES
ECO – I	12	10	
ECO – II	36	24	
PT ECO's	7	8	
Dispatch Supervisor	6	6	
<b>TOTAL:</b>	<b>61</b>	<b>48</b>	

Three new ECO-I's began their training on June 10<sup>th</sup>. Welcome ECO's Huntley-Reinhart, McDonald, and Nast.

We opened our second application process for the year for Emergency Communication Officers June 24<sup>th</sup> – July 1<sup>st</sup>. We had 162 individuals submit applications and after initial review and preliminary backgrounds, 104 were invited to participate in pre-employment testing scheduled for July 10<sup>th</sup>.

- MONTH END FINANCIALS

The Michigan Class investment account and the Mercantile General Business Checking was reconciled with the general ledger on July 2, 2024.

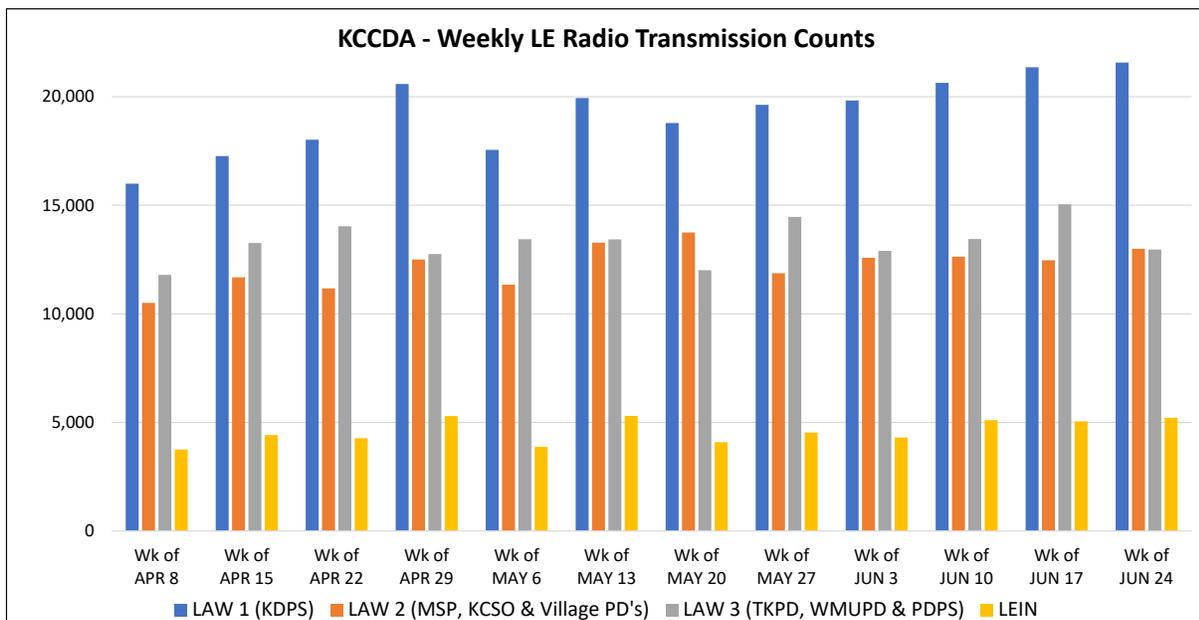
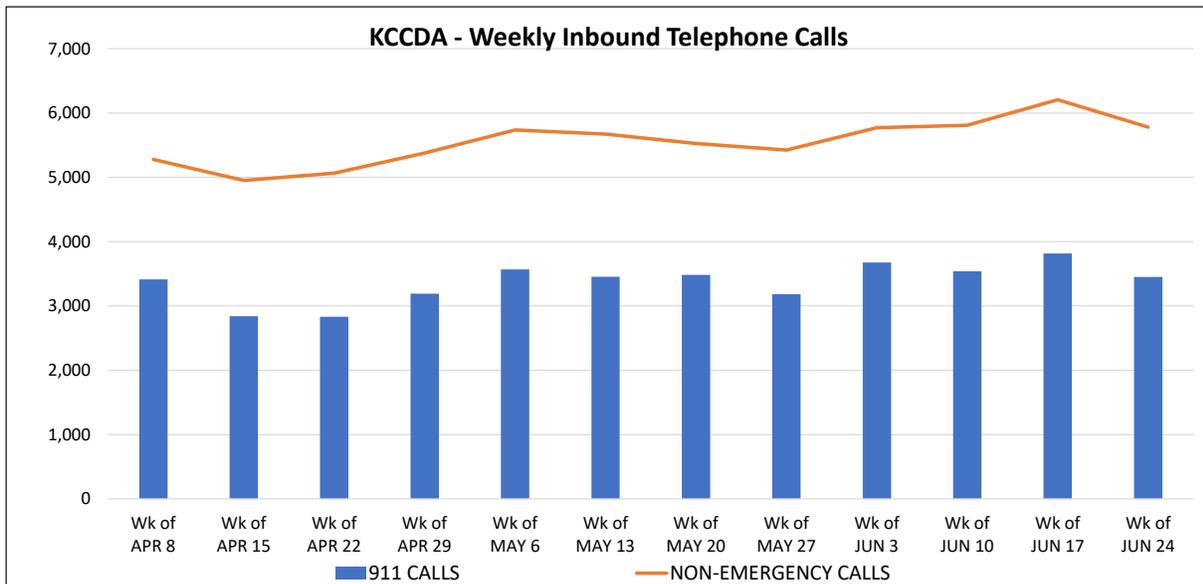
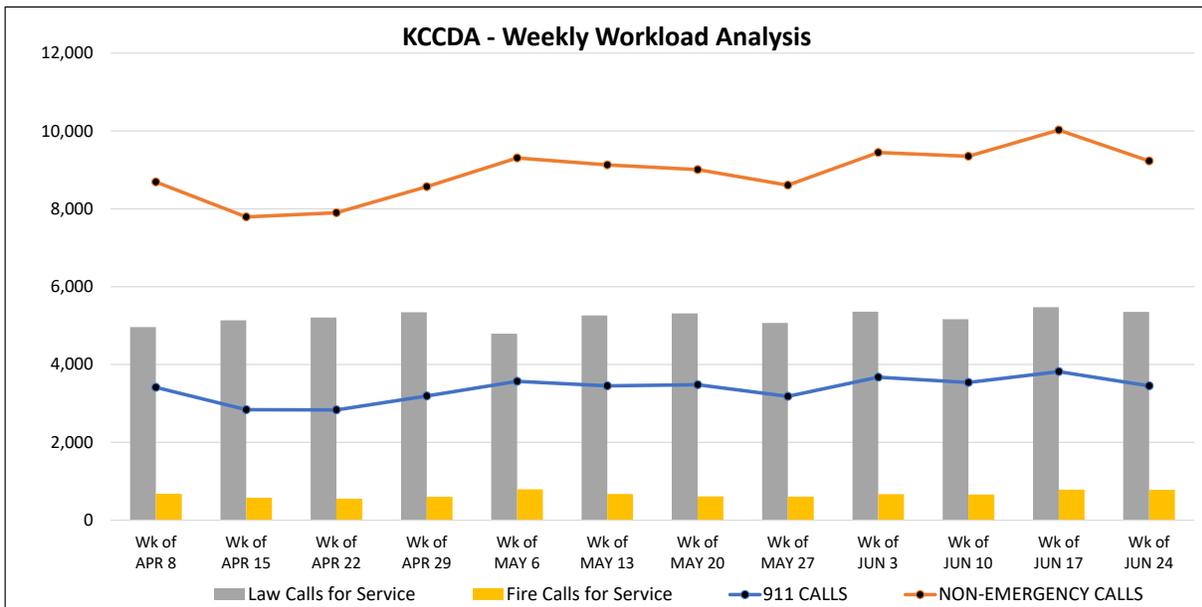
- STATISTICS & METRICS

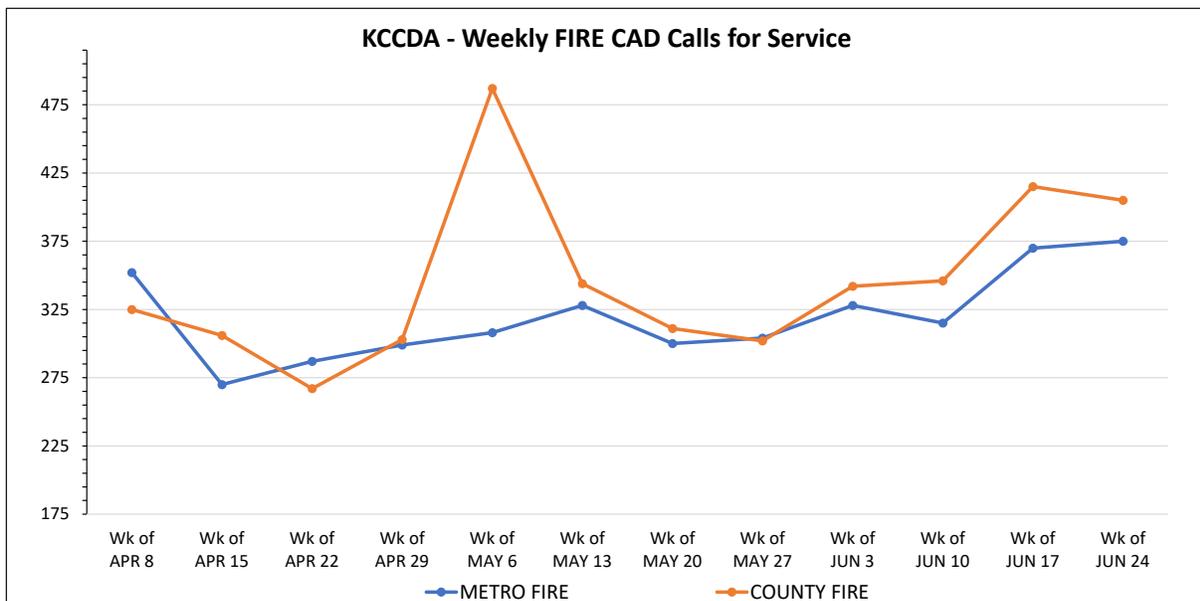
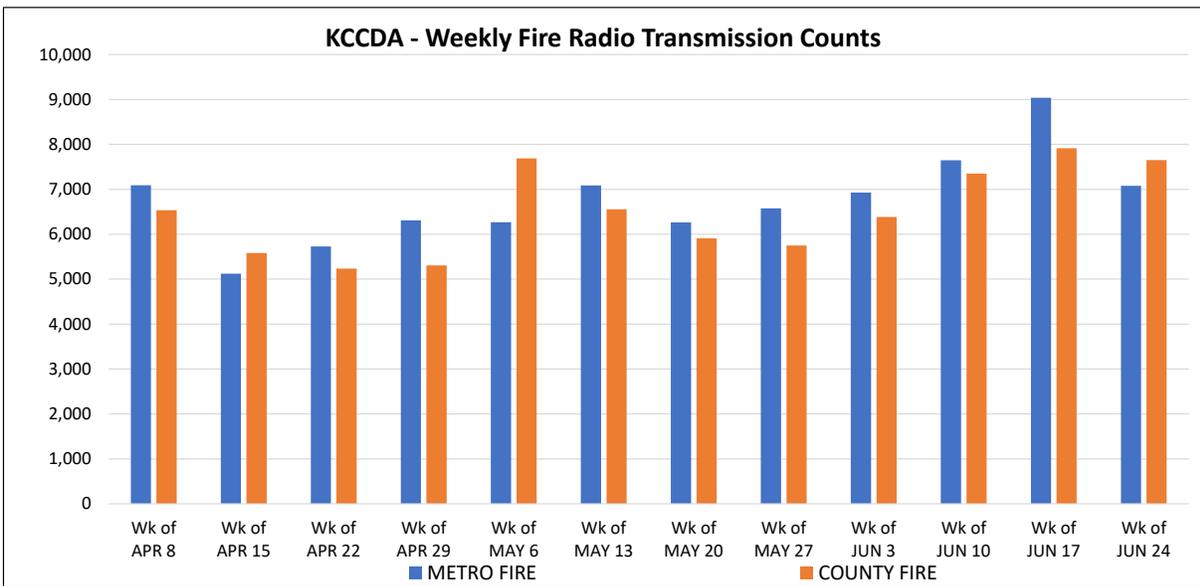
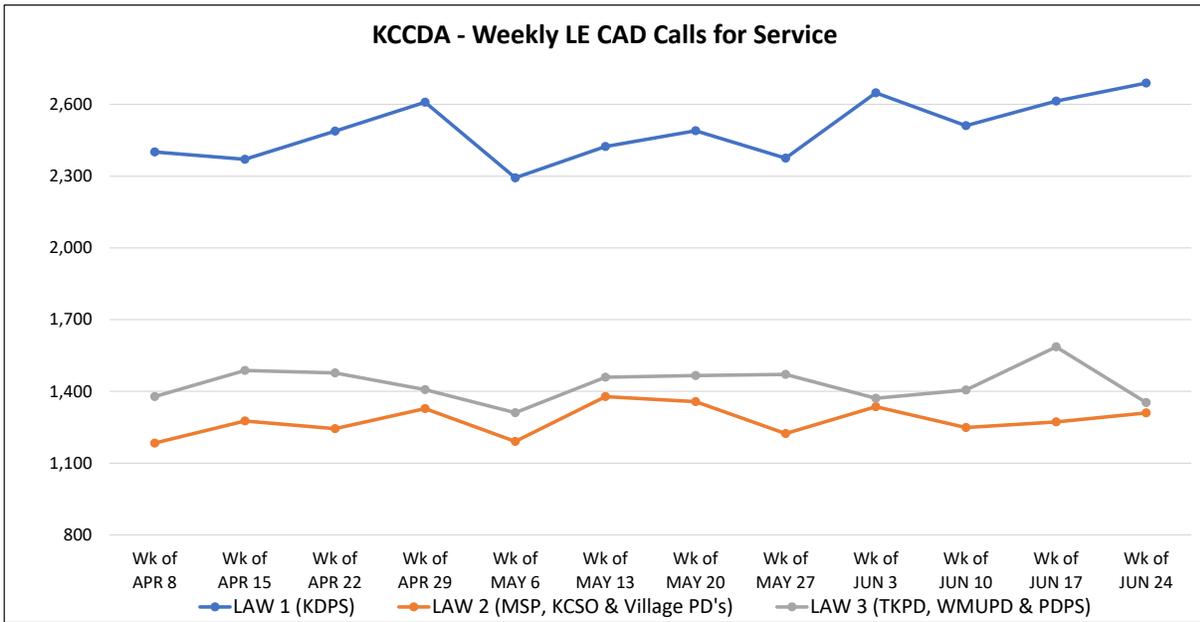
Attached are several different statistical and performance metrics reports:

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

## June 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)
6/17/2024	Animal Control	Kevin Sampson	CFS 6000/5971	6/17/2024	AC Sampson was upset that he was not updated on a call. He was sent on a found dog and once he returned the dog to the owner, the owner stated he called 911 to report the dog lost.	Upon further investigation, the dog was found prior to the owner calling 911. When the owner called, he reported the dog stolen from his van. The original found dog animal complaint had already been cleared out as AC had acknowledged the call. No note was placed in the chat regarding a found dog, therefore, the call taker who took the report of the stolen dog did not know there was a found dog to update AC Sampson.	Remind dispatch staff to put a note in the chat about lost/found dogs. Unfortunately, that only helps if it occurs on their shift.
6/19/2024	PDPS	Sgt. Wentworth	Storm on 6/16/24	6/16/2024	<p>I wanted to take a moment to commend you and your crew for your awesome work during the storm that rolled through on 6/16. If my math serves me right, it was around 140 Portage PD calls that were created as a result of the storm for down trees, powerlines, flooded streets, and other hazards.</p> <p>Major shout out to Hannah for going above and beyond to make all the appropriate notifications to our city streets department, Consumers, MDOT, road commission, etc. I believe she had some assistance (might have been Cam?) along the way too, so if I'm forgetting anyone, please make sure they get the proper kudos and know we truly appreciated all the help. Without it, we would've been struggling to keep up.</p> <p>The calls were coming in rapid fire and you all took care of business. If you could send this up your chain so they all know, I would appreciate it.</p>		Accolade was shared with dispatch staff working that night.





## 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>
<b><u>Primary Dispatch:</u></b>													
LAW 1	73,288	75,661	76,498	74,428	85,154	88,703							473,732
LAW 2	49,179	45,252	47,042	46,212	55,355	54,311							297,351
LAW 3	47,151	51,462	52,755	54,106	58,563	58,421							322,458
METRO FIRE	29,369	27,038	26,124	25,595	29,000	32,478							169,604
COUNTY FIRE	30,135	24,413	27,692	24,326	27,950	30,838							165,354
LEIN	16,486	19,927	19,615	18,073	20,480	20,804							115,385
<b><u>Tactical Channels:</u></b>													
800-TAC 1	8,042	9,265	6,312	5,784	4,823	5,388							39,614
800-TAC 2	1,034	621	830	712	1,938	981							6,116
800-TAC 3	1,215	1,571	1,319	812	2,171	1,019							8,107
800-TAC 4	186	1350	1398	350	1,202	622							5,108
800-TAC 5	3,330	3,086	6,006	6,680	5,502	1,411							26,015
800-TAC 6	285	179	14	3	4	108							593
800-TAC 7	3	1	241	50	118	100							513
800-TAC 8	86	6	6	20	464	13							595
<b>TOTAL:</b>	<b>259,789</b>	<b>259,832</b>	<b>265,852</b>	<b>257,151</b>	<b>292,724</b>	<b>295,197</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,630,545</b>
<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>							

## 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							78,366
NON-EMERGENCY	21,953	19,933	21,436	21,689	24,741	24,912							134,664
<b>TOTAL:</b>	<b>33,739</b>	<b>30,876</b>	<b>33,772</b>	<b>34,504</b>	<b>39,896</b>	<b>40,243</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>213,030</b>
<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>							

## 2024 CAD CALLS FOR SERVICE

(Does not include canceled calls)

<b><u>DISPATCH POSITION:</u></b>	<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							61,532
LAW 2	4,854	5,046	5,178	5,242	5,731	5,486							31,537
LAW 3	5,398	5,847	5,697	6,130	6,384	6,017							35,473
METRO FIRE	1,331	1,191	1,170	1,310	1,366	1,436							7,804
COUNTY FIRE	1,498	1,265	1,252	1,284	1,570	1,587							8,456
<b>TOTAL:</b>	<b>22,635</b>	<b>22,925</b>	<b>23,405</b>	<b>24,401</b>	<b>25,804</b>	<b>25,632</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>144,802</b>
<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>							

# 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>
<b><u>Primary Dispatch:</u></b>													
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	<b>954,202</b>
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	<b>577,378</b>
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	<b>651,558</b>
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	<b>328,320</b>
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	<b>324,116</b>
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	<b>232,445</b>
<b><u>Tactical Channels:</u></b>													
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	<b>62,942</b>
800-TAC 2	923	435	753	683	572	901	2,098	831	733	861	370	1,303	<b>10,463</b>
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	<b>16,737</b>
800-TAC 4	144	236	50	443	634	412	134	309	375	463	242	292	<b>3,734</b>
800-TAC 5	348	480	805	473	1,421	500	1,162	1,107	1,176	1,436	697	1,185	<b>10,790</b>
800-TAC 6	108	111	200	306	106	168	122	281	374	110	343	242	<b>2,471</b>
800-TAC 7	1	5	0	0	4	0	265	50	24	3	23	1	<b>376</b>
800-TAC 8	77	0	10	3	0	1	4	2	3	1	1	0	<b>102</b>
<b>TOTAL:</b>	<b>265,219</b>	<b>269,094</b>	<b>251,954</b>	<b>258,529</b>	<b>275,166</b>	<b>257,731</b>	<b>285,735</b>	<b>272,139</b>	<b>265,839</b>	<b>270,531</b>	<b>243,735</b>	<b>259,962</b>	<b>3,175,634</b>
<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	<b>168,107</b>
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	<b>282,232</b>
<b>TOTAL:</b>	<b>35,225</b>	<b>35,573</b>	<b>36,341</b>	<b>38,972</b>	<b>43,280</b>	<b>43,196</b>	<b>41,428</b>	<b>38,250</b>	<b>36,178</b>	<b>36,535</b>	<b>32,342</b>	<b>33,019</b>	<b>450,339</b>
<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)

<b><u>DISPATCH POSITION:</u></b>	<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	<b>122,295</b>
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	<b>61,695</b>
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	<b>71,657</b>
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	<b>15,451</b>
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	<b>16,353</b>
<b>TOTAL:</b>	<b>23,292</b>	<b>24,225</b>	<b>23,210</b>	<b>23,665</b>	<b>25,426</b>	<b>24,320</b>	<b>24,745</b>	<b>24,020</b>	<b>24,527</b>	<b>23,956</b>	<b>22,741</b>	<b>23,324</b>	<b>287,451</b>
<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: 07/02/2024 02:25:03 PM

Grouping: Month

Date Range: 06/01/2024 12:00:00 AM - 06/30/2024 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
Jun	Call Count	36	13,453	1,318	307	100	34	14	32	15,294
	Cumulative Percentage		88 %	97 %	99 %	99 %	100 %	100 %	100 %	
Total	Call Count	36	13,453	1,318	307	100	34	14	32	15,294
	Cumulative Percentage		88 %	97 %	99 %	99 %	100 %	100 %	100 %	

# Emergency Call Wait Time Range

For (Month)



Creation Date: 07/02/2024 02:25:03 PM

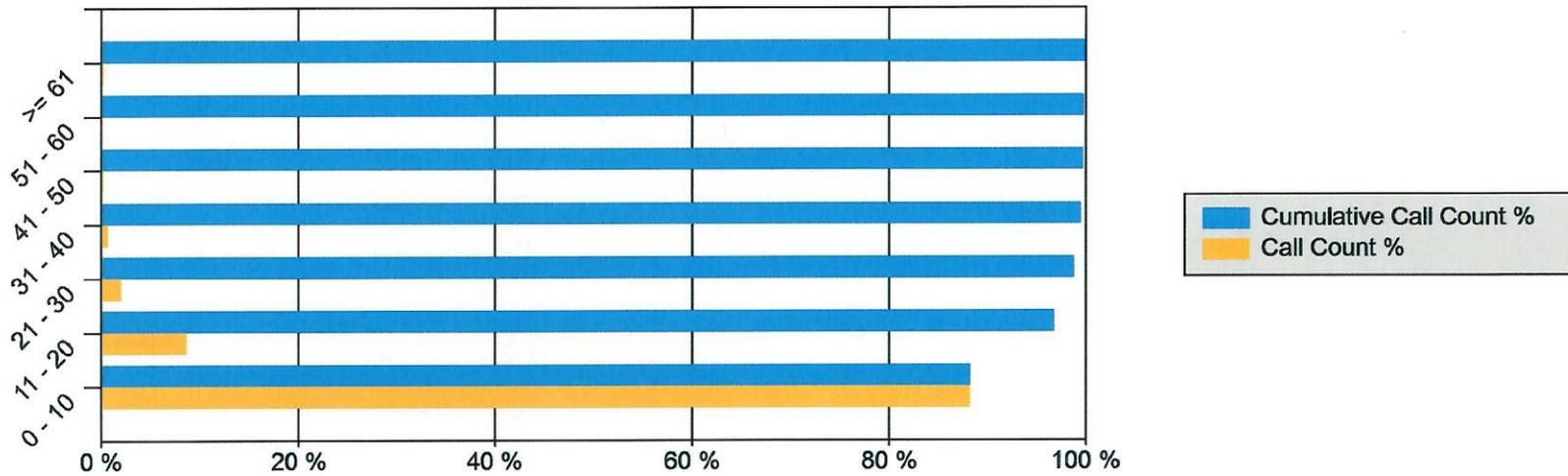
Grouping: Month

Date Range: 06/01/2024 12:00:00 AM - 06/30/2024 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: 07/02/2024 02:25:03 PM

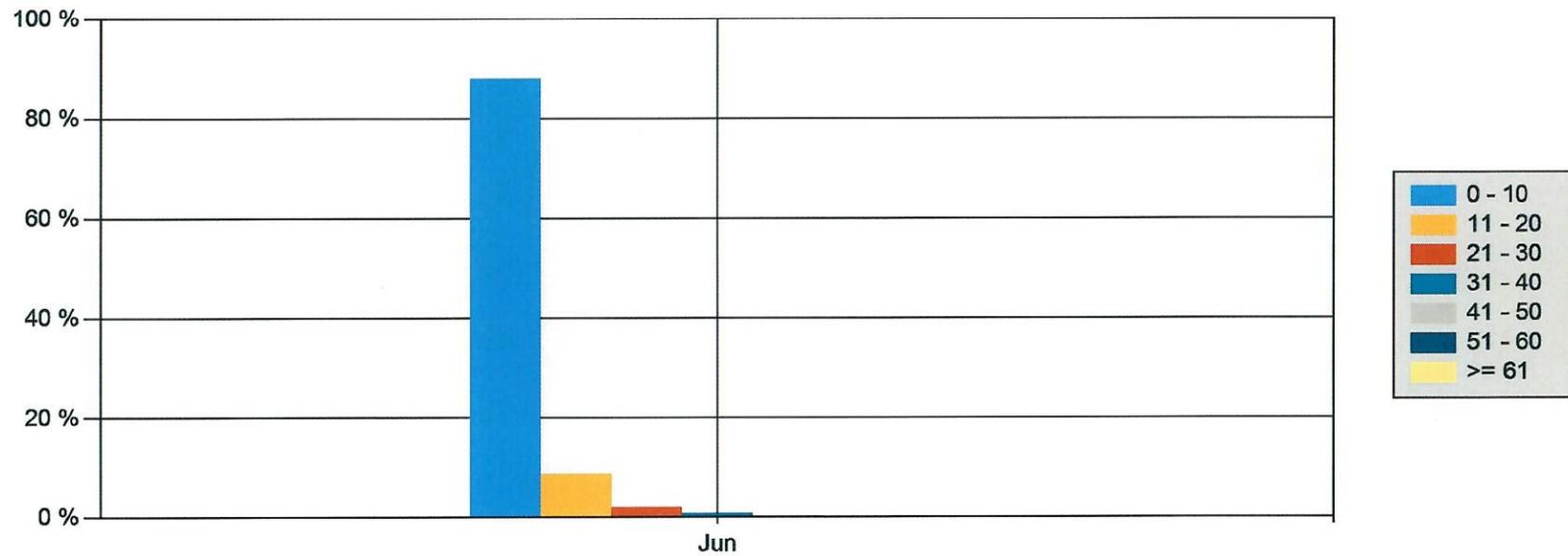
Grouping: Month

Date Range: 06/01/2024 12:00:00 AM - 06/30/2024 11:59:59 PM

Filter Criteria: Please refer to the last page.

## Detail Chart

Call Count % by Wait Time (Month)





# 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 **except selection of either Zulu or Local (EST) date and time**. ~~Example—~~ Tyler's standard export interface Zulu 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.



# Kalamazoo County Consolidated Dispatch Authority



- o 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.

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Governmental collaborative to create an efficient and non-duplicative way of providing cost effective and efficient response to public safety emergency services, including the dispatch of emergency police, fire, and medical services within Kalamazoo County.

**Tyler CAD Standard Exporter Data Fields**

PRIMAR	SUB-1	SUB-2	SUB-3	SUB-4	SUB-5
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

# **INTSTRUCTIONS - KCCDA Radio Inventory Survey**

KCCDA is conducting a county-wide radio inventory survey to capture the number of first responder radios and the capabilities of the same. For this survey, the definition of first responder radio is as defined by the FCC and the Michigan State 911 Committee's allowable 9-1-1 expenditures list. Therefore, please only include radios that are assigned to units, apparatus, and personnel whose primary responsibility is responding to 911/emergency calls for service. The information we hope to obtain as a result of this survey will be used for planning purposes and grant applications to help us accomplish the following goals:

- 1 - Coordinate and plan county-wide template reprogramming event for law, fire, and KCMCA radios operating on the Kalamazoo MPSCS Simulcast System.
- 2 - Identify the number of devices required to transition fire agency primary communications to the Kalamazoo MPSCS Simulcast System.
- 3 - Identify the number of devices and/or licensing packages are required to transition KCCDA and law enforcement agencies to AES encryption.

**Please use the following as a guide to complete each column of the survey before ----- THURSDAY, JULY 18th.**

## **Column A - AGENCY:**

From the drop-down list, select your agency. We understand this is repetitive for each row, but it will be beneficial during the merge process.

## **Column B/C/D - TYPE:**

From the drop-down list, select the radio type from these options:

**Control/Base Station** = control/base station radio

**Mobile** = standard mobile radio

**Mobile w/Remote Head** = mobile radio with single remote head

**Portable** = standard portable radio

**Mobile w/Dual Remote Head** = mobile radio with two remote heads

## **Column E - BAND:**

From the drop-down list, select the radio's band from these options:

**800/700** = A radio operating in the 800 or 700 MHz bandwidth, or capable of both.

**Dual Band** = A radio capable of operating on TWO entirely different bands (i.e. VHF & 800/700)

**Multi-Band** = A radio capable of operating on THREE or more different bands.

**VHF** = A radio capable of operating only on VHF.

## **Column F- QUANTITY:**

From the drop-down list, select the quantity of radios that are specific to the row entry you are working on. Make, Model Name, and Specific Model Number must match.

## **Column G/H/I - MAKE:**

From the drop-down list, select the appropriate manufacturer for the radio.

## **Column J/K - MODEL NAME:**

This is a free form field for you to enter the model name of the radio (i.e. XTS5000, Viking VP900, NX-5300, etc.)

## **Column L/M- SPECIFIC MODEL NUMBER:**

This is **VERY IMPORTANT** because it directly relates to the capabilities of that specific radio. The specific model number is typically located on the chassis (side, bottom, back, etc) of mobile radios and it can be found on the back of a portable radio underneath the battery.

## **Column N - AES LICENSED ENCRYPTION:**

This column is for Law Enforcement agencies ONLY. If your primary job function is not criminal justice related, you do not need to fill this out. **LAW ENFORCEMENT** - Please let us know if the radios for this row are licensed for AES encryption with the manufacturer.

## **Column O - NOTES:**

This is a free form column for you to enter/list any notes you think may be relevant to the survey.





# Kalamazoo County Consolidated Dispatch Authority

## Operational Policy and Procedure

SOP: 10.02	Page 1 of 5
Title: <b>Kalamazoo MPSCS Simulcast Subsystem</b> Contingency Plan (Storm Plan)	
Effective Date: October 2, 2018	NEW <input type="checkbox"/> REVISED <input checked="" type="checkbox"/> <b>July 10, 2024</b>
Approval:	
 <hr style="width: 100%;"/> Jeffery Troyer, Executive Director	or <hr style="width: 100%;"/> Torie Rose, Deputy Director

### PURPOSE

The purpose of this policy is to establish a radio communications contingency plan for agencies operating on the Michigan Public Safety Communications System (MPSCS). This plan, also known as a “Storm Plan”, allows for minimal functionality and communications during a system malfunction or failure condition.

### DEFINITIONS

The following are defined terms as they pertain to this operating procedure.

**Consolette:** A mobile radio in a box, which can be interfaced easily with a console. KCCDA has TEN (10) consolettes on the MPSCS.

**Conventional resource:** An RF channel that is neither trunked nor accessed thru a master site but rather accessed locally.

**Failsoft:** A condition as a result of an equipment failure at a remote or simulcast site. When this condition exists, the remote or simulcast site is no longer capable of sharing (trunking) its RF resources (channels). Each RF resource reverts back to being conventional functionality (conventional resource).

**Master site:** This is the master controller for all remote and simulcast sites. It provides the connectivity and control to enable all sites to communicate together seamlessly. There is a Master site for every zone in the system.

**Michigan Public Safety Communication System (MPSCS):** A trunked radio system owned and operated by the State of Michigan. The system consists of seven different zones, 200+ remote sites, and multiple simulcast sites. This system is commonly referred to as the “State’s 800 MHz System”.

**Network Communications Center (NCC):** The NCC is located in Lansing. Staff at the NCC monitor the “network” of the MPSCS, assist with troubleshooting problems, and provide users with system status updates. The NCC can be reached at (888) 554-4622.

**Radio frequency (RF):** This is the mode of communication for most wireless technologies: radio, GPS, cell phones, television broadcasts, remote controls, etc. Radio frequencies are often referred to as “channels” when it pertains to radio communications.

**Remote Site:** An RF site used for two-way communications. Each remote site is capable of providing “stand alone” (also called site trunking) communications. It is normally connected to a master site that assigns the site for use and enables it to be used in wide trunking mode. Each remote site has an assigned number and most of the MPSCS sites are of this type.

**Simulcast site:** A group of sites connected together, which are utilized as a single RF site for two-way communications. Each simulcast site has an assigned number. The simulcast site in Kalamazoo County is **SITE 51**.

**Site trunking:** A condition that results when a remote or simulcast site loses its connection to the associated master site. This can occur due to equipment failures or planned and unplanned network outages. When this occurs, the site(s) no longer communicate to adjacent sites and wide area communications is impaired. All sites experiencing this condition are isolated or “stand alone”.

**Subscriber unit (SU):** The actual mobile, portable, or console device used by a user.

**Wide trunking:** The normal state of operation for a site in the MPSCS. The remote or simulcast site communicates with adjacent sites and provides subscriber units with the ability to roam between sites seamlessly – providing wide area communications.

**User:** An individual or agency using a device on the MPSCS.

**Zone:** A way to organize remote and simulcast sites to allow more of these sites to be utilized in a wide trunking. Each remote and simulcast site is assigned to a particular zone. The assigned numbers that each remote and simulcast site has is per the zone they are assigned to.

## **POLICY**

This procedure will enable LIMITED communications to continue for agencies and departments operating on the MPSCS. This does not guarantee communications with KCCDA because of system functionality but will always allow for portable-to-portable communications. All agencies operating in Kalamazoo County must understand that LIMITED communications means radio traffic must be kept to **emergency communications only**.

KCCDA has FIVE (5) subscriber units in the form of consolettes interfaced to our radio consoles. All five (5) consolettes are found under the “Siren/BU” tab and are locked on remote tower sites. The following is a list of the consolettes interfaced with KCCDA radio consoles, their current status, and the primary channel/talkgroup the resource is dedicated to **under normative conditions (wide trunking) in the event KCCDA radio consoles lose connectivity**:

TABLE A

Consolette/Resource Name	Resource Status	Site	Primary Channel/Tlkgrp
39 KZOO SC 1	LOCKED on Site 5112	KZ Simulcast	499DISP
39 KZOO SC 2	LOCKED on Site 5112	KZ Simulcast	395P911
39 KZOO SC 3	LOCKED on Site 5112	KZ Simulcast	499FIRE
39 PLAINWELL 1	LOCKED on Site 5604	Plainwell	39P911
39 PLAINWELL 2	LOCKED on Site 5604	Plainwell	39LEIN
39 PLAINWELL 3	LOCKED on Site 5604	Plainwell	39SPEV1

The **six (6)** channels/talkgroups identified in the above table are of the highest priority. When conditions occur, restoration of communications on these channels/talkgroups will take precedence.

### **CONDITION: Single-Site Trunking - If ONE of the MPSCS sites goes into site trunking**

#### *DISPATCH*

This condition will be evident by looking to see which LOCKED consolettes are experiencing the condition. Those that are will display an abbreviated “site trunking” message and beep every 15 seconds. Table A above can be used to identify which site has entered into “site trunking”.

For instance – if site 5604 goes into “site trunking”, **consolettes named 39 Plainwell 1,2, and 3** will reflect the condition but no others.

#### Action to take/remedy the condition from the **Supervisors Radio Console**:

1. Change the channel on the consolette reflecting the site trunking condition to **G-Event01** and monitor it for field units.
2. Notify NCC of the condition.

#### *FIELD UNITS*

This condition will most likely not be an issue for field units. When a subscriber unit that is unlocked is on a site that enters site trunking, it should automatically search for a site that is operating normally (wide trunking). Due to the robustness of the infrastructure, the subscriber unit will usually find another site. If this does not automatically occur:

Action to take/remedy the condition:

1. Attempt a manual site search on the subscriber unit. If the unit still shows site trunking, go to step 2.
2. Change the Zone and Channel on the subscriber unit to **Zone G – Event01** and try to raise dispatch. In this scenario, the subscriber unit is isolated and cannot talk to other subscribers not experiencing the condition. In most cases the unit will still be able to communicate with KCCDA as well as other subscriber units experiencing the same condition and on the same site.

**CONDITION: Multi-Site Trunking - If MULTIPLE MPSCS sites go into site trunking**

**DISPATCH**

This condition will be evident by looking to see which LOCKED consolettes are experiencing the condition. Those that are will display an abbreviated “site trunking” message and beep every 15 seconds. Table B below can be used to identify which sites have entered into “site trunking”.

For instance – if sites **5112 and 5604** go into “site trunking”, consolettes named **39 KZOO SC** and **39 PLAINWELL** will reflect the condition.

TABLE B

Consolette/Resource Name	Resource Status	Site	Site trunking Talkgroup
39 KZOO SC 1	LOCKED on Site 5112	KZ Simulcast	39COM1
39 KZOO SC 2	LOCKED on Site 5112	KZ Simulcast	39COM2
39 KZOO SC 3	LOCKED on Site 5112	KZ Simulcast	G-EVENT 01
39 PLAINWELL 1	LOCKED on Site 5604	Plainwell	39COM1
39 PLAINWELL 2	LOCKED on Site 5604	Plainwell	39COM2
39 PLAINWELL 3	LOCKED on Site 5604	Plainwell	G-EVENT 01

Action to take/remedy the condition from the **Supervisors Radio Console:**

1. Change the zone and channel of all consolettes experiencing the condition to the talkgroups listed in “Table B”.
2. Make an announcement across all 800 consolettes of the Multiple Site Trunking Condition. Move all law enforcement units to talkgroup **39COM1** and all Fire units to **39COM2**. Any unit still affiliated with a tower in “Wide Trunking” should move to **G-EVENT 01**. Conduct a roll call of all units.
3. Notify NCC of the condition.

**FIELD UNITS**

This condition will most likely not be an issue for field units. When a subscriber unit that is unlocked is on a site that enters site trunking, it should automatically search for a site that is operating normally (wide trunking). Due to the robustness of the infrastructure, the subscriber unit will usually find another site. If this does not automatically occur:

Action to take/remedy the condition:

1. Attempt a manual site search on the subscriber unit. If the unit still shows site trunking, go to step 2.

2. Change the Zone and Channel on the subscriber unit to **Zone G – Event01** and try to raise dispatch. In this scenario, the subscriber unit is isolated and cannot talk to other subscribers not experiencing the condition. In most cases the unit will still be able to communicate with KCCDA as well as other subscriber units experiencing the same condition and on the same site.

**CONDITION: Failsoft – System Controller cannot assign frequencies and each site acts as a conventional repeater.**

Normally, voice transmissions on a trunked radio system are computer controlled. The system controller keeps track of which frequencies are available and, when you key up on any talkgroup, the controller routes your transmission through the next available frequency. It simultaneously tells every other radio tuned to the same talkgroup to listen to the appropriate frequency and everyone hears your message. This allows hundreds of talkgroups to share much fewer frequencies.

If the controller is no longer able to perform this task, or if there is some other failure that prevents it from communicating with your radios, the system can no longer operate in trunking mode. Rather than fail completely and stop all user communication, the system enters 'Failsoft' mode.

During Failsoft, each of the tower's frequencies begins acting as a conventional repeater. Since there are far fewer frequencies than talkgroups on the system, multiple talkgroups must share a frequency. This is accomplished in system and end-user device programming. All talkgroups are assigned one of three failsoft frequencies and these are identified in Appendix I. the talkgroup assigned frequencies correspond to appendix I.

***DISPATCH***

This condition will be evident as all Kalamazoo 700/800 resources will broadcast an intermittent tone to indicate failsoft mode (tone will sound like a *channel marker*).

**Action to take/remedy the condition from the *Supervisors Radio Console*:**

1. Tune the backup consolettes to the specified talkgroups listed in "Table B".
2. Make an announcement across all backup consolettes and CAD chat groups of the Failsoft condition and advise all units to minimize radio traffic to ***essential traffic only***.
3. All Law dispatchers should be monitoring **39COM1** and fire dispatchers should be monitoring **39COM2**. Someone shall also monitor **G-EVENT 01**.
4. Notify NCC of the condition.

***FIELD UNITS***

This condition will be evident as all portable and mobile radios associated to the Kalamazoo Simulcast Subsystem will hear an intermittent tone (like a channel marker) and the radio will begin flashing 'Failsoft'.

**Action to take/remedy the condition:**

1. All Law Enforcement Units shall switch to **39COM1** and all Fire/EMS Units to **39COM2**. Any additional units or any Law units that do not have 39COM1 and Fire/EMS units that do not have 39COM2, shall switch to **G-EVENT 01**.
2. Many units will be sharing three frequencies so it's very important that communications be limited to ***essential traffic only***.
3. User alternative means to communicate with dispatch – telephone, CAD chat, etc.
4. Groups of units operating together may choose to use a federal interop channel (8 TAC or 7 TAC) but KCCDA will not monitor these channels.

# APPENDIX I

Talkgroup ID	HEX	Alias	AKA	Description	Owner Agency	Site Pref	RFSS ID	Site Pref	Site ID	te	Preferenii	Soft RX	Fre	Access	Proc	Capability Profile
80003629	0E2D	11ECEMS	11EPRIDE	Pride Care / Coloma Ambulance	PRIDE-CARE-AMB							853.725	MSPDIS5			TEMPLATE03
80003457	0D81	139ADM		Admin	KALAMAZOO-CO-EM							853.725	39C 3			KALAMAZOO05-158
80003458	0D82	139CT1	COURT1	court talkgroup	KALAMAZOO-CO-EM							853.725	39C 3			KALAMAZOO03-158
80003459	0D83	139CT2	COURT2	court talkgroup	KALAMAZOO-CO-EM							853.725	39C 3			KALAMAZOO03-158
80003541	0DD5	139DET		Detective	KAZOO-CO-DISP-AUTH							852.2625	MSPDIS5			KALAMAZOO06-158
80003460	0D84	139S39	CAR CAR		KALAMAZOO-CO-EM							852.2625	39C 3			KALAMAZOO03-158
80003461	0D85	139SGT			KALAMAZOO-CO-EM							852.2625	39C 3			KALAMAZOO03-158
80003462	0D86	139TAC1		Tac Talkgroup	KALAMAZOO-CO-EM							852.2625	39C 3			KALAMAZOO03-158
80003463	0D87	139TAC2		Tac Talkgroup	KALAMAZOO-CO-EM							852.2625	39C 3			KALAMAZOO03-158
80003464	0D88	139TRAN	XPORT	transportation	KALAMAZOO-CO-EM							852.2625	ALLSITES			KALAMAZOO03-158
80013045	32F5	13ARC		Calhoun County	KAL-CO-REDCROSS							853.725	ALLSITES			TEMPLATE03
80023347	5B33	13NHBP		PD Main	NHB-POTAWATOMI							853.725	ALLSITES			TEMPLATE03
80003560	0DE8	37MCA		Isabella Co. MCA	KALAMAZOO-CO-MC							853.725	ALLSITES			TEMPLATE03
80003469	0D8D	395CIU		Kalamazoo Twp police CIU	KALAMAZOO-TWP.							853.725	39C 3			KALAMAZOO03-158
80003470	0D8E	395CMD		Kalamazoo Twp police Command	KALAMAZOO-TWP.							852.2625	39C 3			KALAMAZOO03-158
80003517	0DBD	395CPO			KALAMAZOO-TWP.							852.2625	39C 3			KALAMAZOO05-158
80003701	0E75	395KTWP		KALAMAZOO TWP	KALAMAZOO-TWP.							852.2625	39C 3			KALAMAZOO03-158
80003466	0D8A	395P3		Kalamazoo Twp police	KALAMAZOO-TWP.							852.2625	39C 3			KALAMAZOO03-158
80003467	0D8B	395P911	KTPD	Kalamazoo Twp Law Disp	KALAMAZOO-TWP.							852.2625	39C 3			KALAMAZOO03-158
80003465	0D89	395PVT	(395P2)	Kalamazoo Twp police PROPRIETAF	KALAMAZOO-TWP.							852.2625	39C 3			KALAMAZOO03-158
80003468	0D8C	395TAC1		Kalamazoo Twp police tac	KALAMAZOO-TWP.							852.2625	39C 3			KALAMAZOO03-158
80003820	0EEC	395TNG		Training Div.	KALAMAZOO-TWP.							852.2625	39C 3			KALAMAZOO03-158
80003425	0D61	39AD1		Kalamazoo Co. Admin 1	KAZOO-CO-DISP-AUTH							852.2625	39C 3			KALAMAZOO05
80003426	0D62	39AD2		Kalamazoo Co. Admin 2	KAZOO-CO-DISP-AUTH							852.2625	39C 3			KALAMAZOO05
80003427	0D63	39ADM		Kalamazoo Co. Admin	KAZOO-CO-DISP-AUTH							852.2625	39C 3			KALAMAZOO05-158
80003697	0E71	39ALAM		ALAMO TWP	KAZOO-CO-DISP-AUTH							852.4625	39C 3			KALAMAZOO07
80003428	0D64	39ANM	ANIMAL	animal control	KALAMAZOO-CO-EM							853.725	39C 3			KALAMAZOO03
80003429	0D65	39ANM2		animal control	KALAMAZOO-CO-EM							853.725	39C 3			KALAMAZOO03
80003430	0D66	39ANM3		animal control	KALAMAZOO-CO-EM							853.725	39C 3			KALAMAZOO03
80003431	0D67	39APD		Augusta PD	KAZOO-CO-DISP-AUTH							852.2625	39C 3			KALAMAZOO03
80013044	32F4	39ARC		Kalamazoo County	KAL-CO-REDCROSS							853.725	MSPDIS5			TEMPLATE03
80003700	0E74	39CLMX		CLIMAX TWP	KAZOO-CO-DISP-AUTH							852.4625	39C 3			KALAMAZOO03
80003434	0D6A	39CMCO		command Com	KAZOO-CO-DISP-AUTH							852.2625	39C 3			KALAMAZOO03
80003384	0D38	39COM		Kalamazoo Co. Common	KAZOO-CO-DISP-AUTH	3		51		Always		853.725	39C 3			KALAMAZOO05
80003714	0E82	39COM1	COMMOI	Kzoo Fire Dpts.	KAZOO-CO-DISP-AUTH	3		51		Always		852.2625	39C 3			KALAMAZOO03
80003715	0E83	39COM2	COMMOI	Kzoo Fire Dpts.	KAZOO-CO-DISP-AUTH							852.4625	39C 3			KALAMAZOO03
80003716	0E84	39COM3	COMMOI	Kzoo Fire Dpts.	KAZOO-CO-DISP-AUTH							853.725	39C 3			KALAMAZOO03
80003717	0E85	39COM4	COMMOI	Kzoo Fire Dpts.	KAZOO-CO-DISP-AUTH							853.725	39C 3			KALAMAZOO03
80003718	0E86	39COM5	COMMOI	Kzoo Fire Dpts.	KAZOO-CO-DISP-AUTH							853.725	39C 3			KALAMAZOO03
80003699	0E73	39COOP		COOPER TWP	KAZOO-CO-DISP-AUTH							852.4625	39C 3			KALAMAZOO03
80003698	0E72	39CSTK		COMSTOCK TWP	KAZOO-CO-DISP-AUTH							852.4625	39C 3			KALAMAZOO03
80003435	0D6B	39DET		Kalamazoo Co. Detective	KAZOO-CO-DISP-AUTH							852.2625	39C 3			KALAMAZOO06-158
80003082	0C0A	39DRUG		Kalamazoo Co. Drug Enforcement	KAZOO-CO-DISP-AUTH							852.2625	39C 3			KALAMAZOO03-158
80003644	0E3C	39E911		Kalamazoo Co. EMS Disp	KAZOO-CO-DISP-AUTH							853.725	39C 3			KALAMAZOO03
80003816	0EE8	39EDU		Education	KAZOO-CO-DISP-AUTH							853.725	39C 3			KALAMAZOO09

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80003497	ODA9	39EM1		Kalamazoo Co. Emergency Mng 1	KAZOO-CO-DISP-AUTH	3	51	Always	853.725 MSPDIS5	KALAMAZOO03
80003499	ODAB	39EM2		Kalamazoo Co. Emergency Mng 2	KAZOO-CO-DISP-AUTH				853.725 MSPDIS5	KALAMAZOO03
80003436	OD6C	39EM3		Kalamazoo Co. Emergency Mng 3	KAZOO-CO-DISP-AUTH				853.725 MSPDIS5	KALAMAZOO03
80003382	OD36	39EMS1		Kalamazoo Co. EMS Common1	KAZOO-CO-DISP-AUTH				853.725 39C 3	KALAMAZOO05
80003383	OD37	39EMS2		Kalamazoo Co. EMS Common 2	KAZOO-CO-DISP-AUTH				853.725 39C 3	KALAMAZOO05
80003740	OE9C	39FGRD1		CNTY FIRE GRD 1	KALAMAZOO-CO-RC				852.4625 39C 3	KALAMAZOO03
80003694	OE6E	39FGRD2		COUNTYWIDE FIRE 2	KAZOO-CO-DISP-AUTH				852.4625 39C 3	KALAMAZOO03
80003695	OE6F	39FGRD3		COUNTYWIDE FIRE 3	KAZOO-CO-DISP-AUTH				852.4625 39C 3	KALAMAZOO03
80003696	OE70	39FGRD4		COUNTYWIDE FIRE 4	KAZOO-CO-DISP-AUTH				852.4625 39C 3	KALAMAZOO03
80003711	OE7F	39FGRD5		Kzoo Fire Dpts.	KAZOO-CO-DISP-AUTH				852.4625 39C 3	KALAMAZOO03
80003712	OE80	39FGRD6		Kzoo Fire Dpts.	KAZOO-CO-DISP-AUTH				852.4625 39C 3	KALAMAZOO03
80003713	OE81	39FGRD7		Kzoo Fire Dpts.	KAZOO-CO-DISP-AUTH				852.4625 39C 3	KALAMAZOO03
80003437	OD6D	39FIRE		Kalamazoo Co. Fire Common	KAZOO-CO-DISP-AUTH	3	51	Always	852.4625 39C 3	KALAMAZOO05
80003693	OE6D	39GLBG		GALESBURG CITY	KAZOO-CO-DISP-AUTH				852.4625 39C 3	KALAMAZOO03
80003438	OD6E	39GPD		Gailsburg PD	KAZOO-CO-DISP-AUTH				852.2625 39C 3	KALAMAZOO03
80003439	OD6F	39HAZ	HAZMAT	Kalamazoo Co. HAZMAT	KAZOO-CO-DISP-AUTH				852.4625 MSPDIS5	KALAMAZOO03
80003640	OE38	39HD		Kalamazoo Co. Health Dept	KAZOO-DHS				853.725 39C 3	KALAMAZOO03
80003626	OE2A	39KCMS		Michigan State University Kalamazoo	KALAMAZOO-CO-MC				853.725 39C 3	KALAMAZOO06
80003818	OEEA	39KCSR	RESERVE		KALAMAZOO-CO-EM				852.2625 39C 3	KALAMAZOO03
80003952	OF70	39KPS01		Kalamazoo Public Schools 1	KALAMAZOO-P-SCH	3	51	Always	853.725 39C 3	KALAMAZOO03
80023500	5BCC	39KPS02		Kalamazoo Public Schools 2	KALAMAZOO-P-SCH	3	51	Always	853.725 39C 3	KALAMAZOO03
80013103	332F	39KVCC1			KALAMAZOO-VALLEY-CO				853.725 39C 3	TEMPLATE05
80013104	3330	39KVCC2			KALAMAZOO-VALLEY-CO				853.725 39C 3	TEMPLATE05
80013134	334E	39LCARE		Lifecare Ems	KAZOO-CO-DISP-AUTH				853.725 39C 3	TEMPLATE05
80003440	OD70	39LEIN	LEIN	Kalamazoo Co. LEIN	KAZOO-CO-DISP-AUTH				852.2625 39C 3	KALAMAZOO05-158
80003819	OEEB	39MEDCO		MED COMMON AMBULANCE	KAZOO-CO-DISP-AUTH				853.725 39C 3	KALAMAZOO03
80003726	OE8E	39METEM	MET BUS	metro transit emergency	KALAMAZOO-MT				853.725 39C 3	KALAMAZOO03
80003817	OEE9	39MOUNT	MOUNTE	horse patrol	KAZOO-CO-DISP-AUTH				852.2625 39C 3	KALAMAZOO03
80003424	OD60	39NARC		Kalamazoo Co. Narcotics	KAZOO-CO-DISP-AUTH				852.2625 39C 3	KALAMAZOO03-158
80013031	32E7	39OSH		Oshtemo FD	KAZOO-CO-DISP-AUTH				852.4625 39C 3	TEMPLATE03
80003702	OE76	39OSHT		OSHTEMO TWP	KAZOO-CO-DISP-AUTH				852.4625 39C 3	KALAMAZOO03
80003236	OCA4	39P911	PRIME	Kalamazoo Co. Law Disp	KAZOO-CO-DISP-AUTH				852.2625 39C 3	KALAMAZOO03-158
80003442	OD72	39PARK	PARKS	Kalamazoo Co. Parks Common	KAZOO-CO-DISP-AUTH				853.725 39C 3	KALAMAZOO09
80003443	OD73	39PARK1		Kalamazoo Co. Parks 1	KAZOO-CO-DISP-AUTH				853.725 39C 3	KALAMAZOO09
80003444	OD74	39PARK2		Kalamazoo Co. Parks 2	KAZOO-CO-DISP-AUTH				853.725 39C 3	KALAMAZOO09
80003704	OE78	39PAVL		PAVILION TWP	KAZOO-CO-DISP-AUTH				852.4625 39C 3	KALAMAZOO03
80003823	OEEF	39PFD1		Portage Fire Dept.	PORTAGE-PD				852.4625 39C 3	KALAMAZOO03
80003824	OEFO	39PFD2		Portage Fire Dept.	PORTAGE-PD				852.4625 39C 3	KALAMAZOO03
80013264	33D0	39PG911	39PG-911	Kalamazoo County PG All Call	KAZOO-CO-DISP-AUTH				853.725 39PG01	TEMPLATE03
80003705	OE79	39PORT1		PORTAGE CITY 1	KAZOO-CO-DISP-AUTH				852.4625 39C 3	KALAMAZOO03
80003706	OE7A	39PORT2		PORTAGE CITY 2	KAZOO-CO-DISP-AUTH				852.4625 39C 3	KALAMAZOO03
80003825	OE71	39PORT3		PORTAGE CITY 3	KAZOO-CO-DISP-AUTH				852.4625 39C 3	KALAMAZOO03
80003826	OE72	39PORT4		PORTAGE CITY 4	KAZOO-CO-DISP-AUTH				852.4625 39C 3	KALAMAZOO03
80003703	OE77	39PRCH		PARCHMENT	KAZOO-CO-DISP-AUTH				852.4625 39C 3	KALAMAZOO03
80003624	OE28	39PRIDE		Pride Care Ambulance	PRIDE-CARE-AMB				853.725 ALLSITES	KALAMAZOO03
80003735	OE97	39RC1	39KCRC1	ROAD COMM 1	KALAMAZOO-CO-RC				853.725 39C 3	KALAMAZOO06

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80003736	0E98	39RC2		ROADCOMM 2	KALAMAZOO-CO-RC	853.725 39C 3	KALAMAZOO03
80013149	335D	39RCT1		ROAD COMM 1	KALAMAZOO-CO-RC	853.725 39C 3	KALAMAZOO06
80013150	335E	39RCT2		ROAD COMM 2	KALAMAZOO-CO-RC	853.725 39C 3	KALAMAZOO06
80013151	335F	39RCT3		ROAD COMM 3	KALAMAZOO-CO-RC	853.725 39C 3	KALAMAZOO06
80003445	0D75	39RECV	KCJREC	Receiving - Jail	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO03-158
80003707	0E7B	39RICH		RICHLAND TWP	KAZOO-CO-DISP-AUTH	852.4625 39C 3	KALAMAZOO03
80003708	0E7C	39ROSS		ROSS TWP	KAZOO-CO-DISP-AUTH	852.4625 39C 3	KALAMAZOO03
80003822	0EEE	39RP678		Car to Car	PORTAGE-PD	852.2625 39C 3	KALAMAZOO03
80003446	0D76	39RPD		Richland PD	KAZOO-CO-DISP-AUTH	852.4625 39C 3	KALAMAZOO03
80003625	0E29	39SCEMS		South County EMS	KAZOO-CO-DISP-AUTH	853.725 39C 3	KALAMAZOO03
80003709	0E7D	39SCHL		SCHOOLCRAFT	KAZOO-CO-DISP-AUTH	852.4625 39C 3	KALAMAZOO03
80013063	3307	39SKCFA		South Kalamazoo Co Fire Auth	KAZOO-CO-DISP-AUTH	852.4625 39C 3	TEMPLATE A7.11
80003447	0D77	39SPD		Schoolcraft PD	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO03
80003448	0D78	39SPEV1		Kalamazoo Co. Special Event 1	KAZOO-CO-DISP-AUTH	853.725 39C 3	KALAMAZOO05
80003449	0D79	39SPEV2		Kalamazoo Co. Special Event 2	KAZOO-CO-DISP-AUTH	853.725 39C 3	KALAMAZOO05
80003450	0D7A	39SPEV3		Kalamazoo Co. Special Event 3	KAZOO-CO-DISP-AUTH	853.725 39C 3	KALAMAZOO05
80003451	0D7B	39SPEV4		Kalamazoo Co. Special Event 4	KAZOO-CO-DISP-AUTH	853.725 39C 3	KALAMAZOO05
80003737	0E99	39SPEV5		SPECIAL EVENT 5	KAZOO-CO-DISP-AUTH	853.725 41C 3	KALAMAZOO03
80003738	0E9A	39SPEV6		SPECIAL EVENT 6	KAZOO-CO-DISP-AUTH	853.725 41C 3	KALAMAZOO03
80003739	0E9B	39SPEV7		SPECIAL EVENT 7	KAZOO-CO-DISP-AUTH	853.725 41C 3	KALAMAZOO03
80003452	0D7C	39TAC1	TAC1	Tac Talkgroup (Primarily Used by K	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO03-158
80003782	0EC6	39TAC10	TAC10	Tac Talkgroup	KAZOO-CO-DISP-AUTH	852.2625 ALLSITES	KALAMAZOO05-158
80003783	0EC7	39TAC11	TAC11	Tac Talkgroup	KAZOO-CO-DISP-AUTH	852.2625 ALLSITES	KALAMAZOO05-158
80003784	0EC8	39TAC12	TAC12	Tac Talkgroup	KAZOO-CO-DISP-AUTH	852.2625 ALLSITES	KALAMAZOO05-158
80003785	0EC9	39TAC13	TAC13	Tac Talkgroup	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO05-158
80003786	0ECA	39TAC14	TAC14	Tac Talkgroup	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO05-158
80003787	0ECB	39TAC15	TAC15	Tac Talkgroup	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO05-158
80003453	0D7D	39TAC2	TAC2	Tac Talkgroup (Primarily Used by K	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO05-158
80003454	0D7E	39TAC3	TAC3	Tac Talkgroup (Primarily Used by K	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO05-158
80003455	0D7F	39TAC4	TAC4	Tac Talkgroup (Primarily Used by K	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO05-158
80003777	0EC1	39TAC5	TAC5	Tac Talkgroup (Primarily Used by K	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO05-158
80003778	0EC2	39TAC6	TAC6	Tac Talkgroup (Primarily Used by K	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO05-158
80003779	0EC3	39TAC7	TAC7	Tac Talkgroup (Primarily Used by K	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO05-158
80003780	0EC4	39TAC8	TAC8	Tac Talkgroup (Primarily Used by W	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO05-158
80003781	0EC5	39TAC9	TAC9	Tac Talkgroup	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO05-158
80003710	0E7E	39TEXS		TEXAS TWP	KAZOO-CO-DISP-AUTH	852.4625 39C 3	TEMPLATE A7.11
80003772	0EBC	39VCS1		Vicksburg Schools	VICKSBURG-SCHOO	853.725 39C 3	TEMPLATE09
80003773	0EBD	39VCS2		Vicksburg Schools	VICKSBURG-SCHOO	853.725 39C 3	TEMPLATE09
80003774	0EBE	39VCS3		Vicksburg Schools	VICKSBURG-SCHOO	853.725 39C 3	TEMPLATE09
80003775	0EBF	39VCS4		Vicksburg Schools	VICKSBURG-SCHOO	853.725 39C 3	TEMPLATE09
80003456	0D80	39VPD		Vicksburg PD	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO03
80003608	0E18	39WMAC		West Michigan Air Care	WEST-MICHIGAN-A	853.725 ALLSITES	TEMPLATE06
80003498	0DAA	39WMU		WMU Law Disp	WMU-PD	852.2625 39C 3	KALAMAZOO03
80013102	332E	39WOLV1		Wolverine Pipeline Fire & Safety	WOLVERINE-PIPE	853.725 39C 3	TEMPLATE03
80003471	0D8F	499AD1	499ADM:	Kalamazoo City admin	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO03
80003472	0D90	499AD2	499ADM:	Kalamazoo City admin	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO03

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80003473	0D91	499BMB1	Kalamazoo City bomb	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO03
80003474	0D92	499BMB2	Kalamazoo City bomb	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO03
80003475	0D93	499BMB3	Kalamazoo City bomb	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO03
80003476	0D94	499CID1	Kalamazoo City CID	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO03
80003477	0D95	499CID2	Kalamazoo City CID	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO03
80003478	0D96	499CID3	Kalamazoo City CID	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO03
80003479	0D97	499CMD	Kalamazoo City Command	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO03
80003788	0ECC	499CP01	499CPO1 Kalamazoo County Police Department	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO03
80003789	0ECD	499CP02	499CPO2 Kalamazoo County Police Department	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO03
80003480	0D98	499DISP	KDPSRED Kalamazoo City Disp	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO03-158
80003482	0D9A	499FIR2	Kalamazoo City fire	KAZOO-CO-DISP-AUTH	852.4625 39C 3	KALAMAZOO03
80003481	0D99	499FIRE	KPSFIRE Kalamazoo City Disp (Clear Only)	KAZOO-CO-DISP-AUTH	852.4625 39C 3	KALAMAZOO03
80003483	0D9B	499KV1	Kalamazoo City Drug	KAZOO-CO-DISP-AUTH	852.2625 ALLSITES	KALAMAZOO03
80003484	0D9C	499KV2	Kalamazoo City Drug	KAZOO-CO-DISP-AUTH	852.2625 ALLSITES	KALAMAZOO03
80003790	0ECE	499KV3	Kalamazoo County Police Department	KAZOO-CO-DISP-AUTH	852.2625 ALLSITES	KALAMAZOO03
80003791	0ECF	499KV4	Kalamazoo County Police Department	KAZOO-CO-DISP-AUTH	852.2625 ALLSITES	KALAMAZOO03
80003485	0D9D	499LEIN	39LEIN2 (Kalamazoo City LEIN	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO03-158
80003486	0D9E	499SW1	Kalamazoo City	KAZOO-CO-DISP-AUTH	852.2625 MSPDIS5	KALAMAZOO03
80003487	0D9F	499SW2	Kalamazoo City	KAZOO-CO-DISP-AUTH	852.2625 MSPDIS5	KALAMAZOO03
80003488	0DA0	499SW3	Kalamazoo City	KAZOO-CO-DISP-AUTH	852.2625 MSPDIS5	KALAMAZOO03
80003489	0DA1	499TAC1	Kalamazoo City TAC	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO03-158
80003490	0DA2	499TAC2	Kalamazoo City TAC	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO03-158
80003491	0DA3	499TAC3	Kalamazoo City TAC	KAZOO-CO-DISP-AUTH	852.2625 KZOO	KALAMAZOO03-158
80003492	0DA4	499TAC4	Kalamazoo City TAC	KAZOO-CO-DISP-AUTH	852.2625 KZOO	KALAMAZOO03-158
80003493	0DA5	499TAC5	Kalamazoo City TAC	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO03-158
80003494	0DA6	499TAC6	Kalamazoo City TAC	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO03-158
80003495	0DA7	499TRU1	Kalamazoo City Tactical Response Unit	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO03
80003496	0DA8	499TRU2	Kalamazoo City Tactical Response Unit	KAZOO-CO-DISP-AUTH	852.2625 39C 3	KALAMAZOO03
80003821	0EED	678P911	Primary Dispatch	PORTAGE-PD	852.2625 ALLSITES	TEMPLATE03
80002653	0A5D	ARCSW	Red Cross	KAL-CO-REDCROSS	853.725 ALLSITES	TEMPLATE09
80013030	32E6	BRONCMD	Bronson Methodist Hospital	BRONSON-HEALTHC	853.725 39C 3	TEMPLATE03
80003605	0E15	MCC5	Region 5 Trauma Doctor-Coordinator	KALAMAZOO-CO-MC	853.725 ALLSITES	TEMPLATE A7.11
80003527	0DC7	MEDCOM5	Medical Common 5th District - No	KALAMAZOO-CO-MC	853.725 ALLSITES	TEMPLATE05
80003733	0E95	METADM1	metro transit admin	KALAMAZOO-MT	853.725 ALLSITES	TEMPLATE A7.11
80003734	0E96	METADM2	metro transit admin	KALAMAZOO-MT	853.725 ALLSITES	TEMPLATE A7.11
80003727	0E8F	METBUS	metro transit bus	KALAMAZOO-MT	853.725 39C 3	TEMPLATE05
80003728	0E90	METCVAN	metro transit caravan	KALAMAZOO-MT	853.725 39C 3	TEMPLATE05
80003730	0E92	METEVT1	metro transit event	KALAMAZOO-MT	853.725 39C 3	TEMPLATE05
80003731	0E93	METEVT2	metro transit event	KALAMAZOO-MT	853.725 39C 3	TEMPLATE05
80003732	0E94	METPRVT	metro transit private	KALAMAZOO-MT	853.725 39C 3	TEMPLATE05
80003729	0E91	METVAN	metro transit	KALAMAZOO-MT	853.725 39C 3	TEMPLATE05
80023287	5AF7	NGPPOT	NHBP Only	NHB-POTAWATOMI	853.725 ALLSITES	TEMPLATE
80023289	5AF9	NHBSPV1	Special Event 1	NHB-POTAWATOMI	853.725 ALLSITES	TEMPLATE
80023290	5AFA	NHBSPV2	Special Event 2	NHB-POTAWATOMI	853.725 ALLSITES	TEMPLATE
80023291	5AFB	NHBSPV3	Special Event 3	NHB-POTAWATOMI	853.725 ALLSITES	TEMPLATE
80023288	5AF8	POTEMG	NHBP-Gun Lake-Pokagon Band Tri	NHB-POTAWATOMI	853.725 ALLSITES	TEMPLATE

# APPENDIX I

80013197	338D	WMUDPS	Dept. of Public Safety	WMU-PD	852.2625 39C 3	KALAMAZOO03-158
80013198	338E	WMUEVNT	WMUEVE WMU Special Event	WMU-PD	852.2625 39C 3	KALAMAZOO03-158
80013199	338F	WMULEIN	WMU Law LEIN	WMU-PD	852.2625 39C 3	KALAMAZOO03-158
80013200	3390	WMUPRIM	WMUPRI WMU Law Prime	WMU-PD	852.2625 39C 3	KALAMAZOO03-158

## Allegan Law Prime (03P911)

Jeremy Ludwig <JLudwig@ALLEGANCOUNTY.ORG>

Fri 5/3/2024 1:33 PM

Cc:Whitney Wisner <WWisner@ALLEGANCOUNTY.ORG>

At the April Allegan County 9-1-1 Policy Board meeting there was a motion made to pilot immediate utilization of one of the County's current encrypted talkgroups (03ALTAC) for day-to-day Law Enforcement operations. This motion was passed by a unanimous vote. The Allegan County Law Enforcement Council had subsequent conversations on the matter the following day and Central Dispatch received instructions April 26<sup>th</sup> to make the change immediately. This pilot will last until the July 16<sup>th</sup> 9-1-1 Policy Board meeting where lessons learned from the pilot will be shared and a more permanent plan will be put into place.

As of 1700 April 26<sup>th</sup>, all day-to-day LE operations for Allegan County moved to 03ALTAC. Surrounding County LE during the pilot should hail Dispatch if they need to speak on the radio with Allegan County LE and we can either work as an intermediary or have Allegan County LE move to 03P911 or one of our UIC talkgroups for interop.

Prepping for a more permanent plan, we are working to update our Memorandum of Understandings with surrounding Law Enforcement partners which will include our new encrypted talkgroup that was just approved by the state, 03LAW. While 03LAW is being written by the State (and while we're working on updating our templates to include Kent and Ottawa's talkgroups) we understand there will still be a communication gap with surrounding LE unable to monitor our day-to-day traffic on 03ALTAC.

We are mindful of the (temporary) inherent challenges this change may bring during multi-county events (pursuits, etc.). It will require us to coordinate with our surrounding Dispatch Centers to synchronize information sharing. Please reach out to Whiney or I with any questions or input you may have. We are always open to advice!

**Jeremy Ludwig**  
**Director**  
**Allegan County Central Dispatch - 911**  
**Office: (269)686 - 4564**  
**Fax: (269)686 - 5211**

# Allegan County Central Dispatch

Jeremy Ludwig, Director  
Whitney Wisner, Deputy Director



911 Central Dispatch  
3271 – 122<sup>nd</sup> Avenue  
Allegan, MI 49010  
Main Office: (269) 673-0316  
Main Fax: (269) 686-5211

May 7, 2024

Radio Programming Unit  
Michigan's Public Safety Communications System  
7150 Harris Dr PO Box 30631  
Dimondale, MI 48821

RE: Memorandum of Understanding for Allegan County Law Enforcement Talkgroup Authorization

Please accept this letter as authorization for any bona fide *law enforcement* agency surrounding Allegan County (Barry, Kalamazoo, Kent, Ottawa, and Van Buren counties as well as the Michigan State Police and any state, federal, or tribal law enforcement agency with personnel assigned to work within Allegan County) to program the following talkgroups into their radios:

Allegan TG Name	Function
03LAW	Law Enforcement Main – <b>Encrypted (ADP)</b>
03P911	Law Enforcement Back-Up
03SEC	Law Enforcement Back-Up
03UC1-14	Unified Incident Command
03SPEV1-14	Special Events

\*If prioritizing space, limiting programming of UIC and SPEV talkgroups to 03UC1-4 and 03SPEV1-4 will be sufficient.

This MOU may be terminated at any time by written notice from either party.

Respectfully,

**Whitney Wisner**  
Deputy Director  
Allegan County Central Dispatch

CC: Allegan County Law Enforcement Council

**From:** [Jeff Troyer](#)  
**To:** [Samuel Nowak](#)  
**Cc:** [Brian Ratter](#); [KCCDA Admin](#)  
**Subject:** RE: Talk groups & VHF frequencies  
**Date:** Monday, May 13, 2024 9:33:00 AM

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Samuel,

These requests go through our Technical Advisory Committee and the next time they meet will be July 10<sup>th</sup>. We will add this to our 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)

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**From:** Samuel Nowak <[samn@medic1ambulance.org](mailto:samn@medic1ambulance.org)>

**Sent:** Friday, May 10, 2024 11:12 AM

**To:** KCCDA Admin <[admin@kccda911.org](mailto:admin@kccda911.org)>

**Cc:** Brian Ratter <[bratter@medic1ambulance.org](mailto:bratter@medic1ambulance.org)>

**Subject:** Talk groups & VHF frequencies

To Whom It May Concern;

My name is Samuel Nowak and I am Paramedic and radio programmer with Medic 1 Ambulance in Berrien County. I am in the process of updating our VHF and 800 MHz radio templates and would like to know what talk groups we are able to have in our radios and what they are used for along with the VHF frequencies for agencies in the event mutual aid is requested.

Feel free to contact me if you have any questions or concerns via phone or email.

Thanks,  
Sam Nowak

**Samuel Nowak**

Paramedic; Medic 1 Ambulance

[samn@medic1ambulance.org](mailto:samn@medic1ambulance.org)

Cell: 574-298-2140

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