



MEETING MINUTES for

Kalamazoo County Consolidated Dispatch Authority TECHNICAL ADVISORY COMMITTEE May 1, 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, 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.