



MEETING MINUTES for

Kalamazoo County Consolidated Dispatch Authority TECHNICAL ADVISORY COMMITTEE September 4, 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, September 4, 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), Dale Hinz (MSP), Chris Franks (KDPS), Jeff VanderWiere (PDPS), Gerry Leudecking (KCFCA)

Others Present: Ryan McGregor, Jeff Heppler, Chip Everett, Steve Stryd, Jeff Troyer, Torie Rose, Jon Moored, Justin Johnson, and Chris McComb

ITEM 3 - APPROVAL OF MEETING MINUTES

- A. Regular Meeting Minutes from July 10, 2024

“Motion by Mr. Leudecking, second by Mr. VanderWiere to approve the Regular Meeting Minutes from July 10, 2024, as presented.”

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

ITEM 4 - CITIZENS' TIME

There was none.

ITEM 5 – FOR CONSIDERATION

- A. Administrative Monthly Report

Mr. Troyer stated the report is not complete because of the long holiday weekend but will be sent out in the next couple of days.

- B. Old Business

- 1. UPDATE: Conditions and Orders

Mr. Troyer stated District Court has been entering conditions and orders since August 1. There have been a couple issues and we are having trouble reaching the State for answers. District Court is now saying they would not be packing conditions and orders, which is opposite of what Dispatch was led to believe. The agencies are expected to pack them but no notification is being sent to the agencies to know that anything is entered. Dispatch is trying to figure out how to circle back to follow up on it. Circuit Court has had no movement and the last update from County Administration is that they have not been able to coordinate a meeting. Recommend to continue working with District Court to get that process smoothed out and working well because they are 90% of the work.

2. UPDATE: Two Factor Authentication Requirement

Mr. Troyer stated that IT staff is in the middle of the build out and configuration of the Imprivata System. We will be looking at a Mid-September roll out for Administrative staff, Supervisor's console downstairs after the next supervisors meeting and the end of September/beginning of October for the center- wide rollout. Administrative guidelines will be coming in November for the agencies. The charge will be \$100 per user, per year with a choice of device. Dispatch will have combo badge reader, fingerprint scanners for dispatch consoles and our Administrative laptops will have an app on our phone with key card reader. We have a good idea of what we can do and will bring administrative guidelines to the next meeting. If agencies want to join us on Imprivata, they will have to pay for licensing and devices but it can go through us. The larger agencies' IT will be in charge of their users. We are looking at cutting system access off around the first quarter of 2025. If an agency decides they don't want to use two factor, they will be cut off from the system because the State has been warning everyone for a while. This only affects law enforcement because it is for CJIS information.

3. UPDATE: Radio Inventory Survey

Mr. Troyer stated he received the last Fire Department survey so we have all the data and will be scheduling meetings with RoeComm and Norad. We will be shooting for fall or early winter for the 800 template reprogramming. There will be a plan presented at the November meeting.

C. New Business

1. U.S. Marshall Talkgroup Request

Mr. Troyer presented the US Marshall's request to access to the TAC channels plus 499DISP, 39P911, 395P911, 39SPEV1 and 39SPEV2. Staff recommends approval.

"Motion by Mr. Stryd, Second by Mr. Leudecking to approve the US Marshall's Talkgroup Request as presented."

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

2. YWCA – Domestic Violence Scheduled Reports

Mr. Troyer stated the monthly domestic violence coalition that meets at the Y. Victim Advocates expressed concern about the time it takes to schedule an appointment when a victim meets with an advocate. The meeting and issues were discussed at Law Comm Ops and it was determined there are only a couple incidents per month. It was suggested that the advocates try to schedule the appointments in the morning.

3. Semco Energy License Agreement – Kalamazoo MPSCS Simulcast Subsystem

Mr. Troyer stated this request is similar to Consumers Energy's to use the simulcast system. Semco has a very small area of coverage and they don't come in the county very often. He didn't think they will use it a lot. Mr. Troyer recommended approval with a flat fee.

"Motion by Mr. Hinz, second by Mr. VanderWiere to recommend approval of the Semco Energy License Agreement as presented."

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

4. AI Solution for Non-Emergency Call Taking

Mr. Troyer stated that staff has been evaluating AI solutions for QA and non-emergency call taking. Recently they have focused on the call taking solutions more. The dispatch center staff takes around 260,000 non-emergency calls per year, and around 131,000 could be handled by an AI solution. Staff is recommending Aurelian as a sole source. Mr. Troyer presented a demo of calls in Aurelian's system, which will handle the non-published alarm line and our general administrative number of (269)488-8911.

"Motion by Mr. Leudecking, Second by Mr. McGregor to approve the capital project in the amount of \$98,000 and authorization to sole source the project to Aurelian 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, November 6, 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 11:12 a.m.