



NOTICE and AGENDA for

Kalamazoo County Consolidated Dispatch Authority

BOARD OF DIRECTORS

March 13, 2025 – 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, March 13th, 2025** 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>Tracie Moored, Treasurer</i> (Alt. D. Combs)	
City of Portage <i>Victor Ledbetter</i> (Alt. P. Randall)	Township of Kalamazoo <i>Bryan Ergang</i> (Alt. D. Combs)	
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. M. Greenlee)	Michigan State Police <i>Scott Ernstes</i> (Alt. D. Hinz)	
Kalamazoo County Medical Control Authority <i>William Fales</i> (Alt. M. Bentley)		

ITEM 3 – APPROVAL OF MEETING MINUTES

- A. January 9th – Regular Meeting
- B. February 20th – Special 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 or raise your hand. Please wait for the Chairperson to acknowledge you. Once acknowledged, please state your full name and address for the record, followed by your comments. 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. January and February Reconciliation Reports
 - 3. Year-to-Date Budget Performance Reports
 - a. 2024 General Fund & Capital Projects Fund
 - b. 2025 General Fund & Capital Projects Fund
 - 4. Correspondence
- B. Committee Reports
 - 1. Executive Committee – Jan Van Der Kley
 - a. Meeting Minutes – January 7th and March 4th (Information Only)
 - 2. Personnel Committee – Pat McGinnis
 - a. Meeting Minutes – January 3rd and February 12th (Information Only)
 - b. Executive Director Performance Appraisal

3. Technical Advisory Committee – Scott Merlo
 - a. Meeting Minutes – January 8th and March 5th (Information Only)
 - b. Resolution 2025-01 – Radio Template Project
 - c. MOU Template – KCCDA Imprivata End-User Agreement
 4. Finance Committee – Tracie Moored
- C. Old Business
- D. New Business

ITEM 6 – OTHER ITEMS

- A. Announcements and Member Comments
- B. Next regular scheduled meeting – May 8th (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

January 9, 2025

ITEM 1 – CALL TO ORDER

The Regular Meeting of the Kalamazoo County Consolidated Dispatch Authority Board was called to order by Secretary Rick Fuller at 3:00 p.m. in the Chief Switalski Meeting Room, Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo, Michigan on Thursday, January 9, 2025.

ITEM 2 – ROLL CALL

Members Present: Corey Ghiringhelli, Pat McGinnis, Rick Fuller, Mike Bentley, Tracie Moored, Scott Merlo, Greg McComb, Scott Ernstes

Others Present: Jeff Troyer, Victoria Rose, Chris McComb

ITEM 3 – ORGANIZATIONAL ITEMS

A. Election of 2025 Officers – Chairperson, Vice-Chairperson, Treasurer and Clerk

“Motion by Mr. Fuller, second by Mr. Merlo to retain the current Officers through 2025.”

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

ITEM 4 – APPROVAL OF MEETING MINUTES

A. Minutes of November 14, 2025, Regular Meeting

“Motion by Ms. Moored, second by Mr. Ernstes to approve the minutes of the November 14, 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 stated you can see the call volume drop in December when we implemented AI. Aurelian will have a better statistics report at the end of January when we can have a full month of numbers. We are currently only at resistance level 2, with the ability to increase when needed. The resistance level means that after the system cannot distinguish what the caller needs after being asked two times, it will send the call to a live calltaker. When resistance is increased to level 3, the third question will be different to try to prompt a response. Calltakers have been reaching out to those who are bypassing the AI frequently to encourage use. Roughly 2600 – 3000 calls are going to AVA on a weekly basis, and about 50% are being handled by the system.

2. November and December Reconciliation Reports

Mr. Troyer stated there was nothing out of the ordinary in the reports provided.

3. Year-to-Date Budget Performance Reports (2024)

Mr. Troyer stated there was nothing out of the ordinary in the reports provided.

4. Correspondence:

- a. Township of Kalamazoo – KCCDA Board of Director Appointments
- b. Kalamazoo County Sheriff's Office – KCCDA Board & Committee Alternate Appointments

Mr. Troyer stated that Kalamazoo Township has appointed a new primary and alternate to the Board of Directors. The Kalamazoo County Sheriff's Office has appointed the Undersheriff as the alternate on the Board of Directors and all other committees.

B. Committee Reports

1. Executive Committee – Rick Fuller

Committee met, discussed agenda

2. Personnel Committee – Pat McGinnis

a. Earned Sick Time Act Compliance

Mr. McGinnis stated he was confident that Mr. Troyer, Ms. Rose and staff are on top of it. He stated that Mr. Troyer worked hard on the plan, and he is circling back to get with the attorneys. He stated he and the committee would like Mr. Troyer to be able to handle what he needed to before February 21. He supported and endorsed staff, believing that they would make good decisions.

Mr. Troyer stated he was awaiting possible changes being made at the state level. He stated there will probably need to be another Personnel Committee meeting before February 21 then a Special Board Meeting to approve what the Personnel Committee comes up with.

b. Executive Director Performance Appraisal

Mr. McGinnis stated the Executive Director's Performance Appraisal template would be sent out to the Board members and alternates. He asked that they be returned to the Executive Administrative Assistant for compilation then he will sit down with Mr. Troyer to discuss.

3. Technical Advisory Committee – Scott Merlo

Mr. Merlo stated the Technical Advisory Committee had nothing to report.

4. Finance Committee – Tracie Moored

Ms. Moored stated the Committee has not met yet but will meet in April to discuss the audit.

C. Old Business

There was none.

D. New Business

There was none.

ITEM 7 – OTHER ITEMS

A. Announcements and Member Comments

Mr. Fuller stated that former Undersheriff Jim VanDyken will be retiring next Friday and extended an invitation to members of the Board.

B. Next regular scheduled meeting – March 13, 2025 (Chief Switalski Meeting Room)

ITEM 8 - ADJOURNMENT

The meeting was adjourned at 3:53 p.m.

Chris McComb
Deputy Clerk of KCCDA Board of Directors



MINUTES

REGULAR MEETING

February 20, 2025

ITEM 1 – CALL TO ORDER

The Special Meeting of the Kalamazoo County Consolidated Dispatch Authority Board was called to order by Chair Jan VanDerKley at 3:00 p.m. in the Chief Switalski Meeting Room, Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo, Michigan on Thursday, February 20, 2025.

ITEM 2 – ROLL CALL

Members Present: Jan VanDerKley, Scott Merlo, Matt Huber, Pat McGinnis, Dale Deleeuw, Michelle Greenlee, William Fales, Tracie Moored, Greg McComb, Scott Ernstes

Others Present: Mike Bentley, Jeff Heppler, Jeff Troyer, Victoria Rose, Chris McComb

ITEM 3 – CITIZENS' TIME

There was none.

ITEM 5 – FOR CONSIDERATION

A. Committee Reports

1. Personnel Committee – Pat McGinnis
 - a. REVISED Policy 4.7 – Michigan Paid Sick Leave
 - b. REVISED Policy 6.1 – Paid Time Off Accrual

Mr. McGinnis stated the State Legislature has not come to an agreement on the changes to the Michigan Paid Sick Leave

Mr. Troyer stated he was told that there had been an agreement, and the Governor would sign it tomorrow. He stated he had been given the impression that there would be major changes to the minimum wage, but he was not sure of the changes to ESTA.

Ms. VanDerKley stated she continued to hear they were looking at delayed implementation to July 1 for ESTA.

Mr. Troyer stated the recommendation provides authority for Administration to make changes that would keep the revisions as close to the current policy as possible.

Mr. McGinnis stated this was a unanimous recommendation from the Personnel Committee.

“Motion by Mr. McGinnis, second by Mr. Merlo, to approve the proposed changes to policy 4.7 and 6.1. Furthermore, in the event of an amendment, addition, deletion or other change, or change in interpretation of the ESTA, or any government, judicial, or legal action which enjoins or suspends implementation of the ESTA; then the KCCDA Executive Director is authorized to terminate, suspend, or amend these policies, in whole or in part.”

On a roll call vote, Yes – 9, No – 0. **MOTION CARRIED.**

Ms. VanDerKley requested a summary memo be sent out when ESTA is finalized so the Board knows what changes were settled on.

B. Old Business

There was none.

C. New Business

There was none.

ITEM 7 – OTHER ITEMS

A. Announcements and Member Comments

B. Next regular scheduled meeting – March 13, 2025 (Chief Switalski Meeting Room)

ITEM 8 - ADJOURNMENT

The meeting was adjourned at 3:11 p.m.

Chris McComb
Deputy Clerk of KCCDA Board of Directors

KCCDA Administrative Report

February 2025

(Completed March 4, 2025)

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:

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

Tasks and/or Projects

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

- **2025 CAPITAL IMPROVEMENT PROJECTS**

The following is a list of Capital Improvement Projects approved for the current budget year:

- ***#1 – MPSCS Template Programming Project (Budget: \$60,000)***
Administration is presenting to TAC a recommendation, Resolution #2025-01, that provides criteria and guidelines/processes for the Executive Director to work with end-user agencies (that are directly dispatched by KCCDA) and the agency's preferred contractor/vendor to complete re-templating of MPSCS radios.
- ***#2 – Backup Dispatch Center (Budget: Design/Reno-\$500,000 & Equipment/Software-\$500,000)***
Administration has been working with Portage's Chief Operating Officer Adam Herringa on getting the project started. Abonmarche is the engineering/architectural firm contracted by the City of Portage for their facilities assessment and site development. The Executive Director, Herringa and Abonmarche will be meeting this month to begin discussing KCCDA's needs and project scope.
- ***#3 – Tyler Technologies System – Windows Server Upgrade & Migration (Budget: \$82,330)***
The new Tyler server environment was completely built by KCCDA IT in mid-February. Tyler successfully completed the server readiness check last week and the only thing noted is that we do not have the 2022 Sequel licensing. This week, Tyler is on the server environment building out all applications and the GIS installation will begin on Wednesday. We are scheduled to start testing the new environment towards the end of March and the testing will run through end of June. All licensing will need to be procured, and keys installed by June 1st. Administration will present the 2022 Sequel licensing cost to the Finance Committee at the end of April as part of Revision I to the Capital Project Fund budget.

- *#4 – Vesta E911 Telephony System Refresh (Budget: \$250,000)*
Administration is working with INdigital to update and finalize the system refresh quote that was originally provided last year. This should be finalized in the coming days, a statement of work will be developed and evaluated prior to proceeding with the project.
- *#5 – Stadium Drive Facility Upgrades (Budget: \$75,000)*
This project has not been started.

- **KCCDA STAFFING**

The following is a snapshot of KCCDA staffing levels as of March 4, 2025:

POSITION/TITLE	POSITIONS Budgeted	POSITIONS Filled	NOTES
ECO – I	16	8	
ECO – II	32	23	
PT ECO's	7	7	
Dispatch Supervisor	6	6	
TOTAL:	61	44	

CONGRATULATIONS to Brynn Howard and Kearstan Nast who were promoted in January and have completed their fire dispatch training!

ECO applications were accepted January 7th through the 14th. 79 individuals submitted applications, 27 completed the skills testing, and 22 candidates were invited for first round interviews on February 6th and 7th. Ten candidates were invited to oral board interviews on February 14th, one withdrew, one was a no-show, and another failed to submit their background packet. Of the seven candidates that interviewed and submitted all required paperwork, six prospective candidates were moved into the background and observation phase. We anticipate this group of candidates having a start date in five or six weeks.

- **MONTH END FINANCIALS**

The Michigan Class investment account and the Mercantile General Business Checking were reconciled against the general ledger on March 3, 2025.

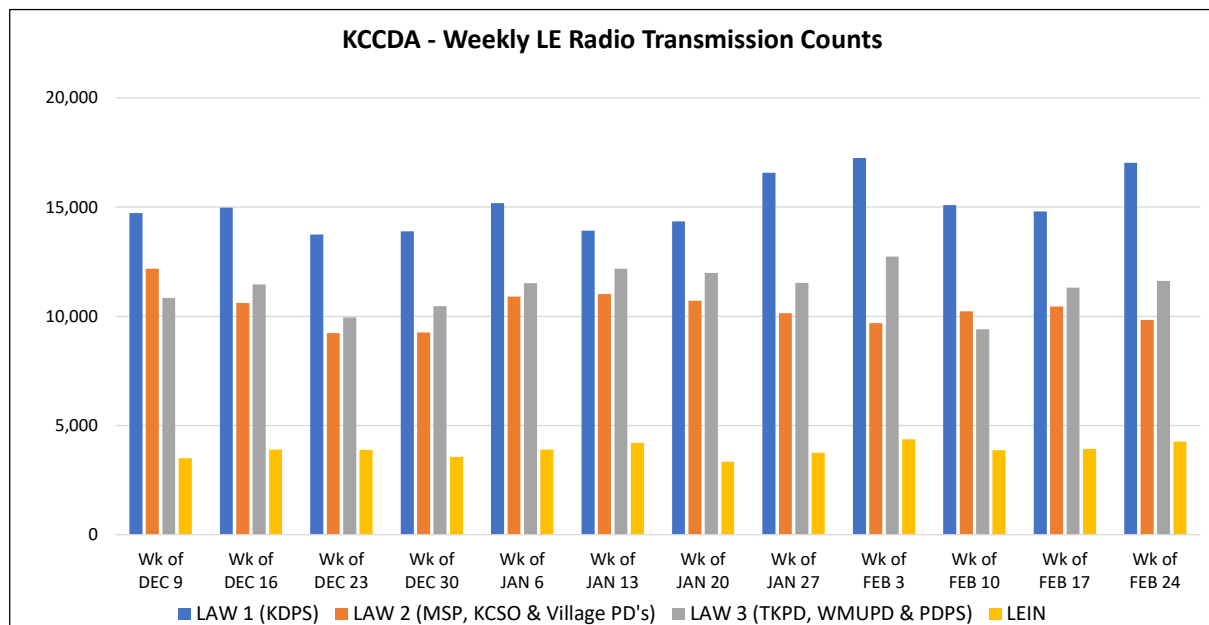
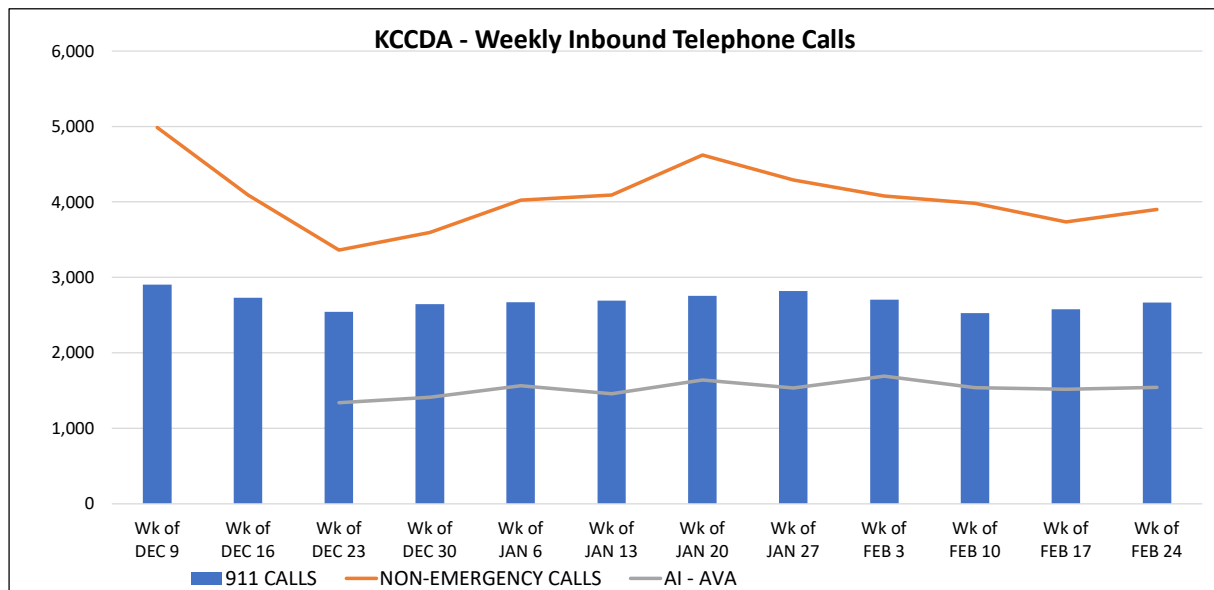
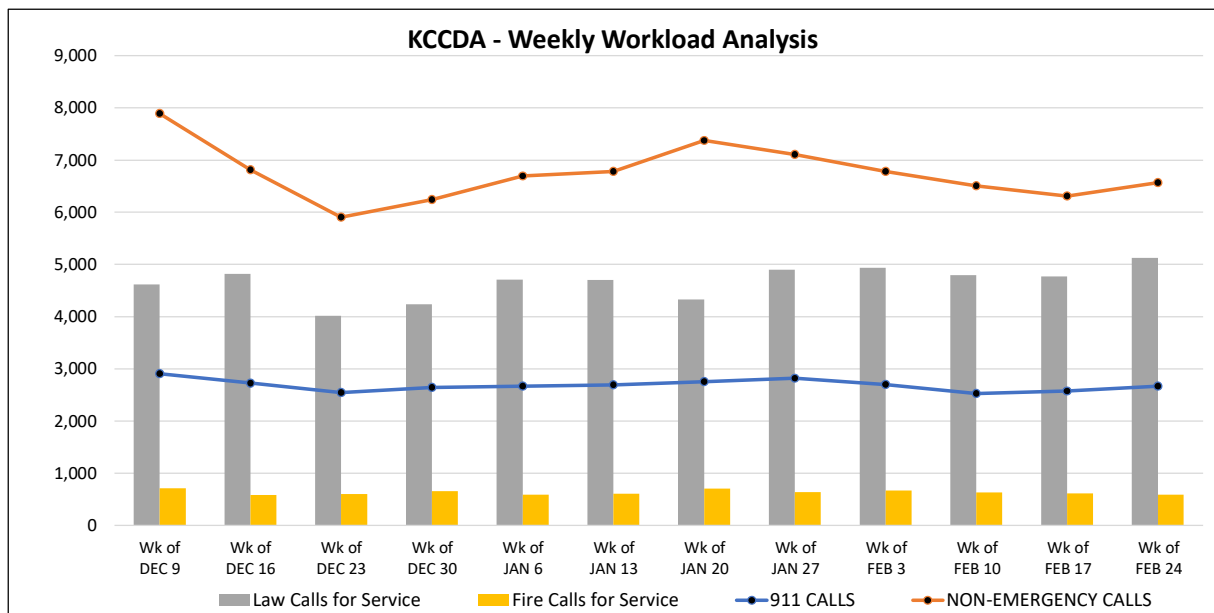
- **STATISTICS & METRICS**

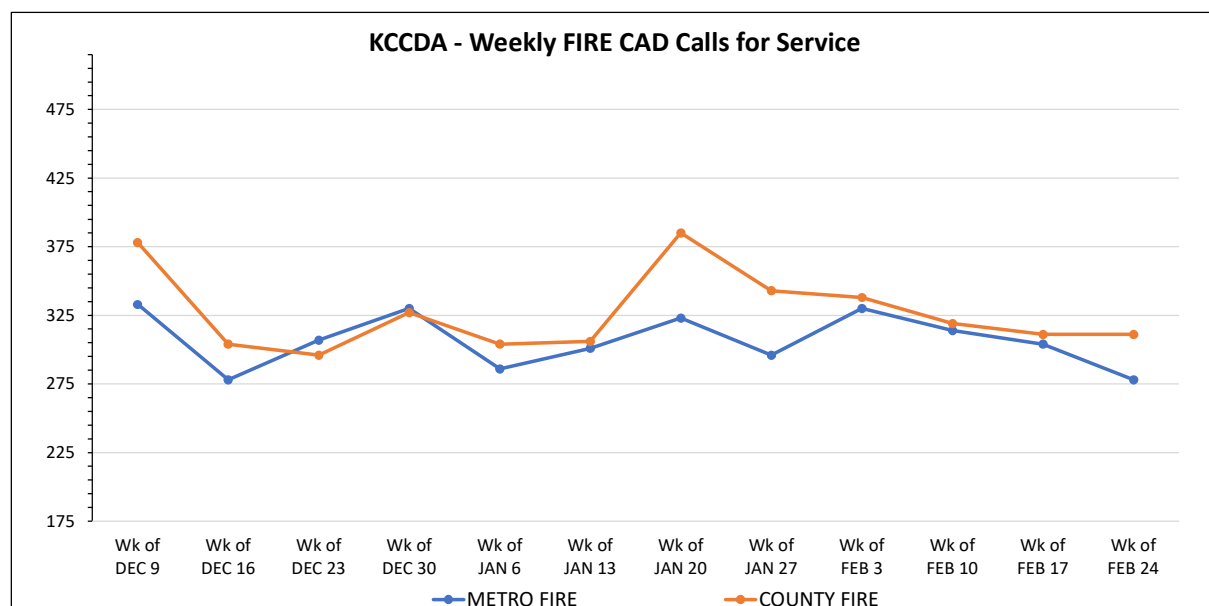
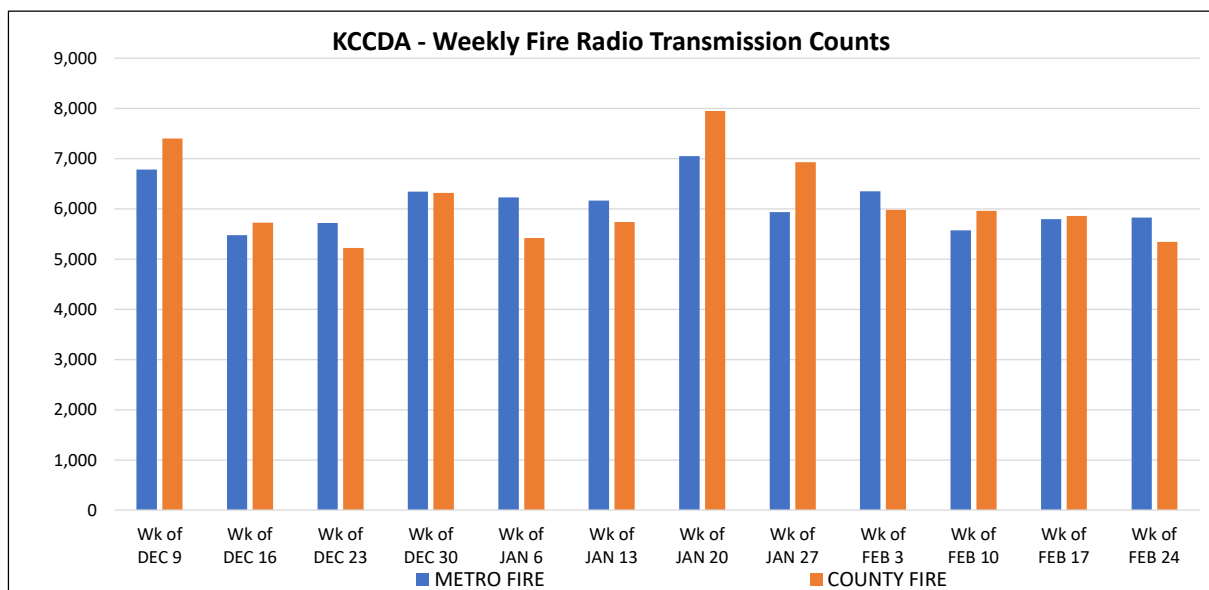
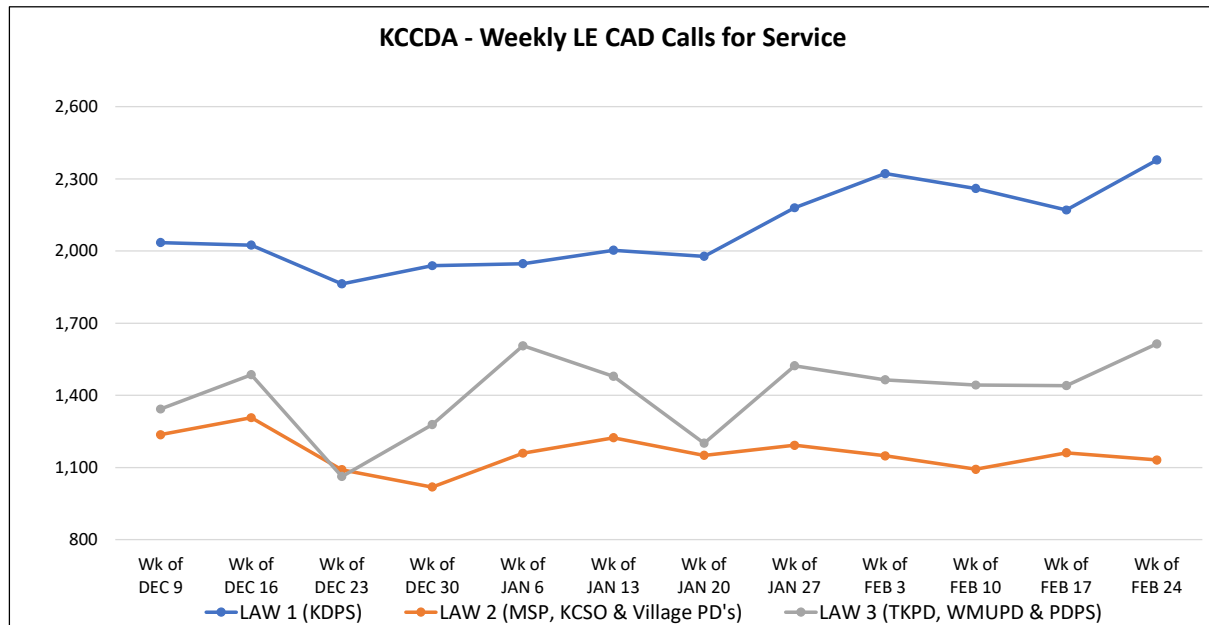
Attached are several different statistical and performance metrics reports:

- ✓ Monthly Accolades, Complaints and Suggestions
- ✓ Weekly Workload Graphs
- ✓ 2025 and 2024 Monthly workload statistics
- ✓ Emergency Call Wait Time Report
- ✓ Aurelian AI Non-Emergency Call Handling Statistics

February 2025 - 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)
2/20/2025	N/A	Citizen	N/A	2/19/2025	Citizen wrote in regarding a FB Comment left by a KCCDA employee on WWMT's post. The comment said "Maybe she shouldn't have broken into someone's car... and decided to stay the night at the Gospel Mission if she was considered a known figure there..." The citizen felt the comment was inappropriate for a KCCDA employee.	DD Rose interviewed the employee on 2/21/25. The employee admitted she posted the comment and realized after it probably wasn't a good decision so deleted the comment.	Appropriate actions were taken in accordance with KCCDA's personnel policy handbook.
2/27/2025	PDPS	Citizen	PDPS Case #25-3040	1/31/2025	INFORMATION received via PDPS Power Engage: However, the "virtual assistant" when I tried to call, definitely gets negative reviews. Absolute waste of time and could cause harm, especially if a young person is calling and can't get past the automation. It was very frustrating, as I needed to speak to a human being immediately. Could be grounds for suing the police Department if anything ever went wrong with getting transferred due to the virtual assistant. Please remove! Don't want my taxpayer dollars going to anything that makes me wait longer and delays service.	This call was investigated by administration. The caller did not attempt to communicate with the AI system and demanded to speak to a human. The incident was related to two vehicles being illegally parked in a private parking lot.	No actions taken.
2/27/2025	PDPS	Citizen	N/A	Unknown	INFORMATION received via Portage City Hall's Click/See/Fix Portal: Please update the website for "in progress" issues to reflect not to bother calling. The AI call screener is horse manure, and the dispatchers - if one is unfortunate enough to actually get through to one - of lesser value. Do not expect residents to report anything through the sick phone maze that "central dispatch" has become. Nobody has time, or if they do they can not tolerate the psychological abuse. Try using our tax dollars for something better.	This was a citizen comment with no information to research a specific incident. No further actions taken.	
2/27/2025	PDPS	Citizen	N/A	Unknown	INFORMATION received via Portage City Hall's Click/See/Fix Portal: Homeless people north-bound on Lovers Lane near Hamelink at 0100 and your police dispatch is as helpful as a hemorrhoid. Thanks for wasting my time and my tax dollars.	This was a citizen comment with no information to research a specific incident. No further actions taken.	





2025 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	65,625	62,252											127,877
LAW 2	46,481	38,959											85,440
LAW 3	51,781	44,828											96,609
METRO FIRE	28,194	22,388											50,582
COUNTY FIRE	28,503	23,272											51,775
LEIN	16,629	15,938											32,567
<u>Tactical Channels:</u>													
800-TAC 1	5,313	4,458											9,771
800-TAC 2	1,095	811											1,906
800-TAC 3	1,862	1,611											3,473
800-TAC 4	407	177											584
800-TAC 5	2,876	1,671											4,547
800-TAC 6	61	7											68
800-TAC 7	54	1											55
800-TAC 8	17	1											18
TOTAL:	248,898	216,374	0	0	0	0	0	0	0	0	0	0	465,272
<i>Compared to 2024:</i>	<i>-4.38%</i>	<i>-20.08%</i>											

2025 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>
KCCDA PHONE CALLS:													
911 CALLS	11,992	10,486											22,478
NON-EMERGENCY	18,478	15,873											34,351
VOICE CALL TOTAL:	30,470	26,359	0	0	0	0	0	0	0	0	0	0	56,829
<i>Compared to 2024:</i>	<i>-10.73%</i>	<i>-17.14%</i>											
AI - AVA PROCESSED:	6,832	5,495											12,327

2025 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	8,929	9,072											18,001
LAW 2	5,096	4,779											9,875
LAW 3	6,352	5,909											12,261
METRO FIRE	1,340	1,257											2,597
COUNTY FIRE	1,488	1,355											2,843
TOTAL:	23,205	22,372	0	0	0	0	0	0	0	0	0	0	45,577
<i>Compared to 2024:</i>	<i>2.46%</i>	<i>-2.47%</i>											

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	81,217	77,842	68,382	65,001	933,646
LAW 2	49,179	45,252	47,042	46,212	55,355	54,311	54,862	53,151	51,477	48,830	47,139	48,137	600,947
LAW 3	47,151	51,462	52,755	54,106	58,563	58,421	62,310	61,496	58,380	59,938	55,542	47,167	667,291
METRO FIRE	29,369	27,038	26,124	25,595	29,000	32,478	28,557	29,852	30,620	25,726	25,885	26,824	337,068
COUNTY FIRE	30,135	24,413	27,692	24,326	27,950	30,838	26,289	26,698	25,314	25,729	24,515	27,366	321,265
LEIN	16,486	19,927	19,615	18,073	20,480	20,804	21,278	22,958	21,075	20,782	19,818	16,605	237,901
<u>Tactical Channels:</u>													
800-TAC 1	8,042	9,265	6,312	5,784	4,823	5,388	5,847	5,860	6,413	5,468	6,205	5,390	74,797
800-TAC 2	1,034	621	830	712	1,938	981	863	1,013	750	2,262	1,574	717	13,295
800-TAC 3	1,215	1,571	1,319	812	2,171	1,019	2,846	1,282	1,974	2,869	1,458	1,439	19,975
800-TAC 4	186	1350	1398	350	1,202	622	1617	745	116	314	398	1,090	9,388
800-TAC 5	3,330	3,086	6,006	6,680	5,502	1,411	2,538	3,067	3,139	1,961	4,952	4,440	46,112
800-TAC 6	285	179	14	3	4	108	46	132	112	11	13	3	910
800-TAC 7	3	1	241	50	118	100	107	62	11	162	8	0	863
800-TAC 8	86	6	6	20	464	13	38	0	101	7	3	0	744
TOTAL:	259,789	259,832	265,852	257,151	292,724	295,197	291,194	289,792	280,699	271,901	255,892	244,179	3,264,202
<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>	<i>5.29%</i>	<i>0.50%</i>	<i>3.43%</i>	<i>-6.46%</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	13,804	13,280	12,050	12,147	158,559
NON-EMERGENCY	21,953	19,933	21,436	21,689	24,741	24,912	23,896	23,963	24,282	23,574	20,692	18,975	270,046
TOTAL:	33,739	30,876	33,772	34,504	39,896	40,243	38,292	38,479	38,086	36,854	32,742	31,122	428,605
<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>	<i>5.01%</i>	<i>0.87%</i>	<i>1.22%</i>	<i>-6.10%</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	10,225	9,955	8,913	8,808	121,327
LAW 2	4,854	5,046	5,178	5,242	5,731	5,486	5,462	5,783	5,583	5,481	5,195	5,318	64,359
LAW 3	5,398	5,847	5,697	6,130	6,384	6,017	6,755	7,090	6,983	7,341	6,588	5,912	76,142
METRO FIRE	1,331	1,191	1,170	1,310	1,366	1,436	1,383	1,371	1,377	1,269	1,292	1,379	15,875
COUNTY FIRE	1,498	1,265	1,252	1,284	1,570	1,587	1,377	1,477	1,345	1,380	1,295	1,438	16,768
TOTAL:	22,635	22,925	23,405	24,401	25,804	25,632	26,108	26,484	25,513	25,426	23,283	22,855	294,471
<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>	<i>3.86%</i>	<i>5.78%</i>	<i>2.33%</i>	<i>-2.05%</i>	

Emergency Call Wait Time Range

For (Month)



Creation Date: 03/05/2025 12:51:04 PM

Grouping: Month

Date Range: 02/01/2025 12:00:00 AM - 02/28/2025 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
Feb	Call Count	43	9,293	937	139	36	2	1	1	10,452
	Cumulative Percentage		89 %	98 %	100 %	100 %	100 %	100 %	100 %	
Total	Call Count	43	9,293	937	139	36	2	1	1	10,452
	Cumulative Percentage		89 %	98 %	100 %	100 %	100 %	100 %	100 %	

Emergency Call Wait Time Range

For (Month)



Creation Date: 03/05/2025 12:51:04 PM

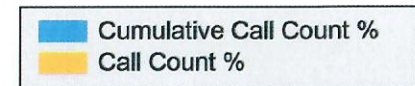
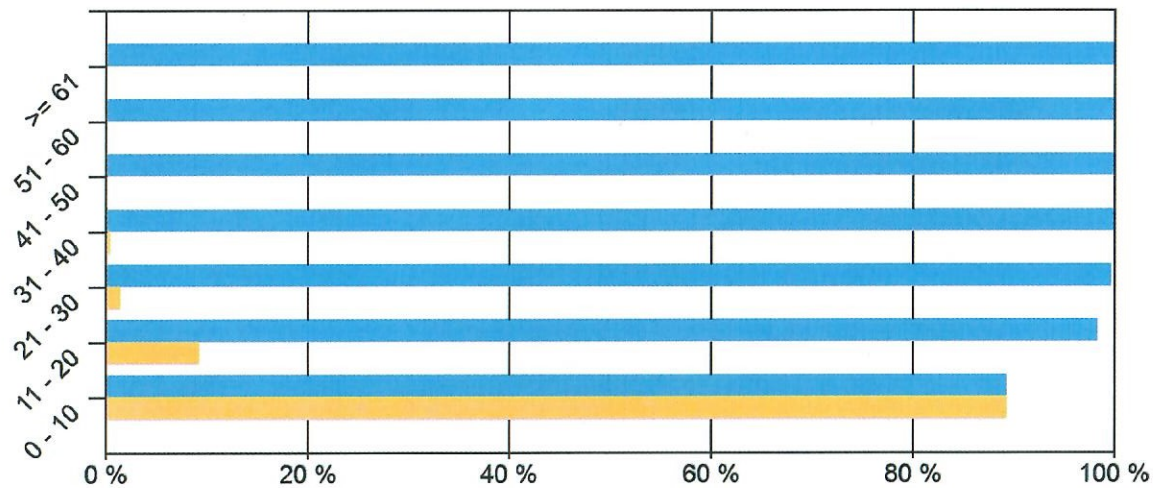
Grouping: Month

Date Range: 02/01/2025 12:00:00 AM - 02/28/2025 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: 03/05/2025 12:51:04 PM

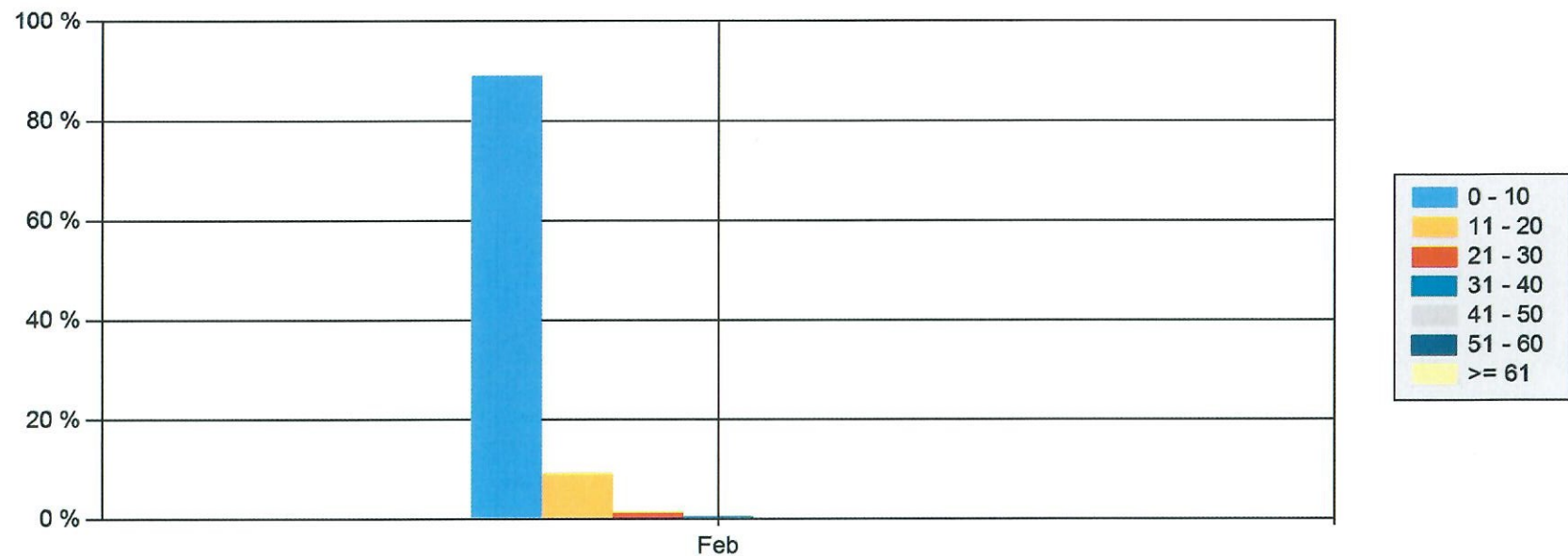
Grouping: Month

Date Range: 02/01/2025 12:00:00 AM - 02/28/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Chart

Call Count % by Wait Time (Month)



Performance

Time Range *
February 1, 2025 - February 28, 2025

10,163

Calls Handled

4,668

Calls Transferred to Dispatch

214

Allowlisted Calls

750

Emergency Calls

45.93%

Calls Transferred to Dispatch

3,080

Action Items Generated

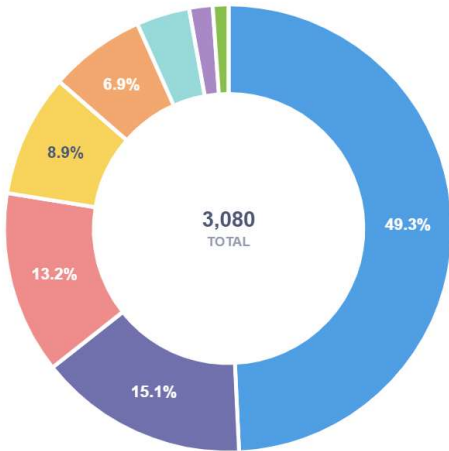
97.66%

Action Items Handled Successfully

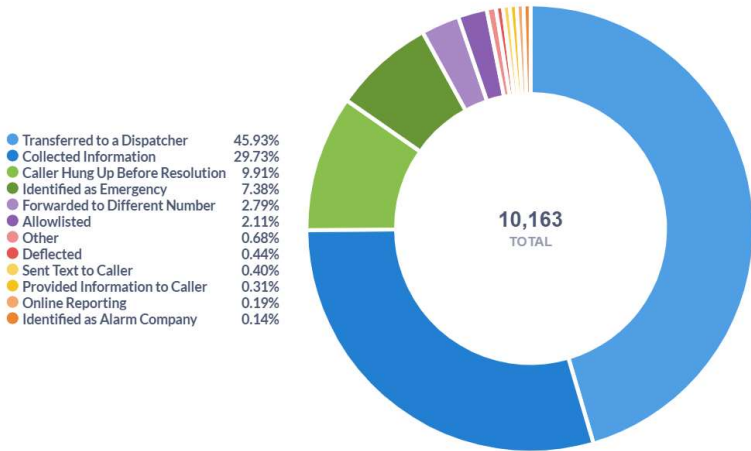
3.17

Median Time to Resolve Call (in Minutes)

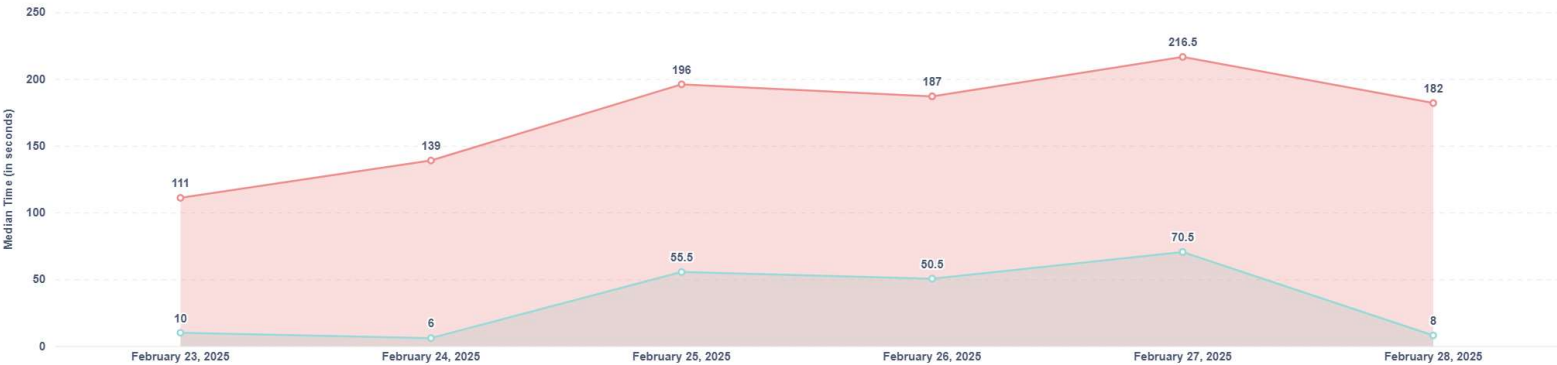
Action Items By Resolution Type



Call Outcome

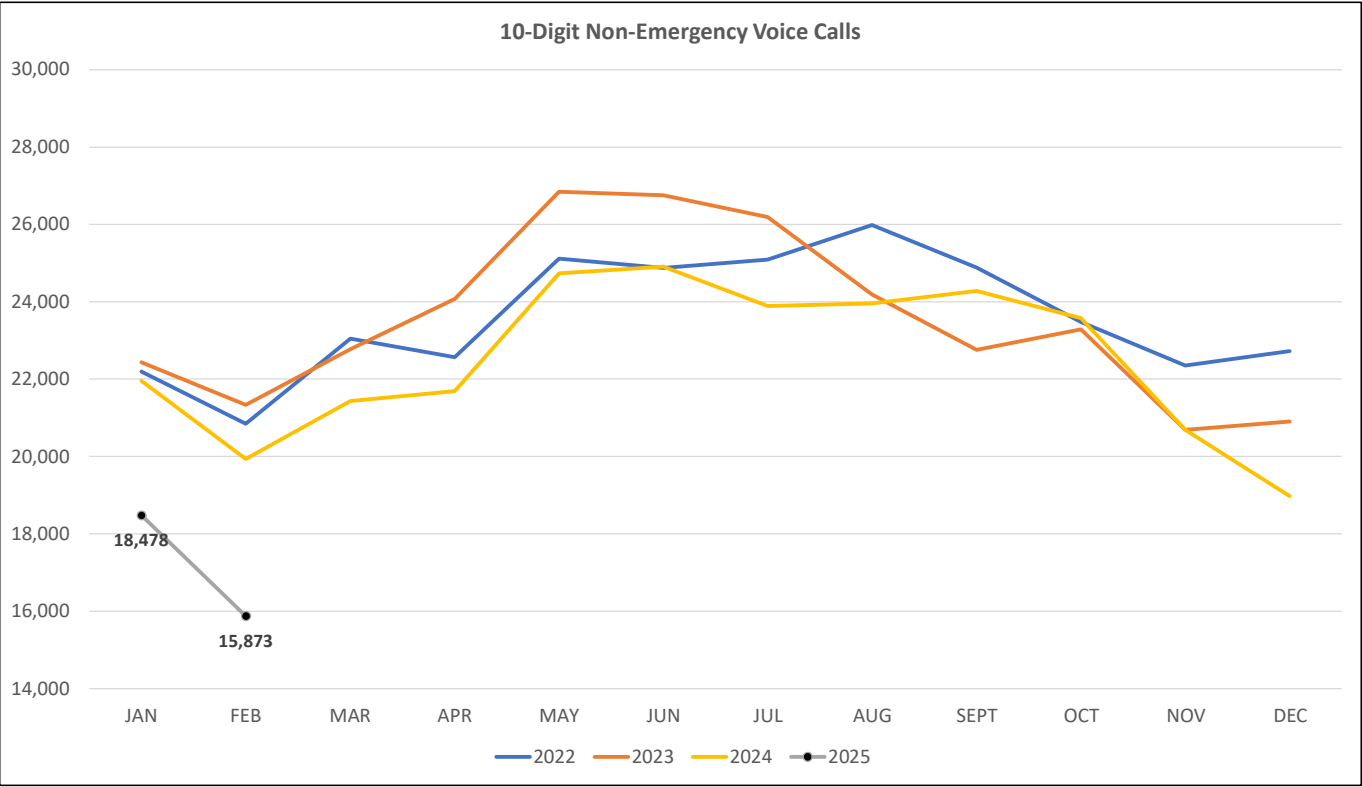


Median Time to Acknowledgement & Resolution
Median of Time to Acknowledgement Median of Time to Resolution



Action Items by Resolver

Resolved By	Count
Katelyn Hatfield	676
Amy Haworth	302
Felicia Gorang	278
Laura Heckelman	243
Robert Landeck	160
Brittany Phillips	158
Kearstan Nast	125
Kyra Moore	123
Alexis Bucher	101



Kalamazoo County Dispatch Authority

Mercantile General Busn, Checking, Period Ending 01/31/2025

RECONCILIATION REPORT

Reconciled on: 02/07/2025

Reconciled by: Jeff Troyer

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

Summary	USD
Statement beginning balance	2,934,425.32
Checks and payments cleared (61)	-631,631.19
Deposits and other credits cleared (2)	1,443.04
Statement ending balance	2,304,237.17
Uncleared transactions as of 01/31/2025	-15,572.46
Register balance as of 01/31/2025	2,288,664.71
Cleared transactions after 01/31/2025	0.00
Uncleared transactions after 01/31/2025	-135,959.13
Register balance as of 02/07/2025	2,152,705.58

Details

Checks and payments cleared (61)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
12/17/2024	Bill Payment	4295	Catering by GMC	-875.00
12/17/2024	Bill Payment	4279	Clear Choice Headsets & Technology	-585.85
12/17/2024	Bill Payment	4280	Consumers Energy	-4,519.06
12/17/2024	Bill Payment	4282	Trace3	-10,918.00
12/17/2024	Bill Payment	4293	Colby Investigations, LLC	-2,948.87
01/09/2025	Bill Payment	4323	Republic Services	-265.74
01/09/2025	Bill Payment	4319	NENA	-760.00
01/09/2025	Bill Payment	4327	Williams Building Services LLC	-2,460.00
01/09/2025	Bill Payment	4326	Rave Mobile Safety	-44,727.00
01/09/2025	Bill Payment	4325	Travelers - RMD	-2,925.00
01/09/2025	Bill Payment	4324	Trace3	-6,488.64
01/09/2025	Bill Payment	4320	OTM Cyber	-18,060.00
01/09/2025	Bill Payment	4322	PowerDMS	-3,606.84
01/09/2025	Bill Payment	4296	AT&T Mobility	-546.13
01/09/2025	Bill Payment	4297	DirecTV	-149.49
01/09/2025	Bill Payment	4298	Besco	-201.25
01/09/2025	Bill Payment	4299	Clear Choice Headsets & Technology	-786.50
01/09/2025	Bill Payment	4300	DL Gallivan Office Solutions	-147.38
01/09/2025	Bill Payment	4301	Hi-Tech Electric Company	-125.00
01/09/2025	Bill Payment	4302	Imprivata	-3,272.98
01/09/2025	Bill Payment	4303	Mueth Services, LLC	-175.00
01/09/2025	Bill Payment	4304	Sohn Linen Service	-46.25
01/09/2025	Bill Payment	4305	VISA - Mercantile Bank of Michigan	-2,016.34
01/09/2025	Bill Payment	4306	Integrity Business Solutions	-538.20
01/09/2025	Bill Payment	4307	CDW Government	-879.00
01/09/2025	Bill Payment	4321	Peninsula Fiber Network	-870.00
01/09/2025	Bill Payment	4309	Consumers Energy	-1,104.39
01/09/2025	Bill Payment	4310	Dixon Lawn Care	-2,485.00
01/09/2025	Bill Payment	4311	Insight Public Sector, Inc.	-940.60
01/09/2025	Bill Payment	4312	Language Line Services, Inc	-722.15
01/09/2025	Bill Payment	4313	TransUnion Risk and Alternative Data Soluti...	-320.00
01/09/2025	Bill Payment	4314	United Way of Northwest Michigan	-1,006.68
01/09/2025	Bill Payment	4315	Victoria Rose	-31.02
01/09/2025	Bill Payment	4316	911 Training Institute	-379.00
01/09/2025	Bill Payment	4317	HelpNet	-1,125.00
01/09/2025	Bill Payment	4318	Kzoom	-420.00
01/10/2025	Expense	011025	PAYROLL	-258,389.57
01/11/2025	Expense	011025	MERS - Alerus Financial	-5,186.34
01/11/2025	Expense	011025	MERS - Alerus Financial	-520.58
01/11/2025	Expense	011025	MERS - Alerus Financial	-250.00
01/11/2025	Expense	011025	MERS - Alerus Financial	-18,403.47
01/15/2025	Expense		Mercantile Bank of Michigan	-55.00
01/21/2025	Bill Payment	4337	Roto-Rooter	-489.50
01/21/2025	Bill Payment	4338	MACNLOW Associates	-750.00
01/21/2025	Bill Payment	4339	Sohn Linen Service	-46.25
01/21/2025	Bill Payment	4331	Consumers Energy	-4,544.45
01/21/2025	Bill Payment	4334	Antenna Designs	-2,152.95
01/21/2025	Bill Payment	4336	Michigan Municipal Risk Management Autho...	-26,620.50
01/21/2025	Bill Payment	4328	Besco	-256.25
01/21/2025	Bill Payment	4329	VISA - Mercantile Bank of Michigan	-1,796.13
01/21/2025	Bill Payment	4332	DL Gallivan Office Solutions	-162.44
01/21/2025	Bill Payment	4333	MEC	-335.38
01/24/2025	Expense	01,24,25	PAYROLL	-130,584.19
01/25/2025	Expense	012425	MERS - Alerus Financial	-4,239.60
01/25/2025	Expense	012425	MERS - Alerus Financial	-14,255.80
01/25/2025	Expense	012425	MERS - Alerus Financial	-520.58
01/25/2025	Expense	012425	MERS - Alerus Financial	-250.00
01/27/2025	Expense		Consumers Life Insurance Company	-828.27
01/27/2025	Expense		Metronet	-5,619.79
01/27/2025	Expense		Blue Cross Blue Shield of Michigan	-3,598.05
01/27/2025	Expense		Blue Cross Blue Shield of Michigan	-34,348.74

Total	-631,631.19
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Deposits and other credits cleared (2)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
01/23/2025	Receive Payment		Snow, Chelsea Adele	329.97
01/31/2025	Deposit		Mercantile Bank of Michigan	1,113.07
Total				1,443.04
<hr/>				
Additional Information				
Uncleared checks and payments as of 01/31/2025				
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
12/17/2024	Bill Payment	4277	The Healthy Dispatcher LLC	-11,000.00
01/09/2025	Bill Payment	4308	Christine McComb	-37.79
01/21/2025	Bill Payment	4330	Cohl, Stoker & Toskey, P.C.	-814.00
01/21/2025	Bill Payment	4340	OTM Cyber	-1,500.00
01/21/2025	Bill Payment	4335	Michigan Critical Power	-1,532.60
Total				-15,905.78
<hr/>				
Uncleared deposits and other credits as of 01/31/2025				
DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
01/06/2025	Deposit		Snow, Chelsea Adele	333.32
Total				333.32
<hr/>				
Uncleared checks and payments after 01/31/2025				
DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
02/05/2025	Bill Payment	4357	Language Line Services, Inc	-446.07
02/05/2025	Bill Payment	4358	Roe Comm	-31,997.68
02/05/2025	Bill Payment	4359	Roto-Rooter	-343.38
02/05/2025	Bill Payment	4341	Trace3	-828.00
02/05/2025	Bill Payment	4342	AT&T - Box 5019	-2,226.25
02/05/2025	Bill Payment	4343	AT&T Mobility	-546.19
02/05/2025	Bill Payment	4344	Equature	-29,241.42
02/05/2025	Bill Payment	4345	Insight Public Sector, Inc.	-81.72
02/05/2025	Bill Payment	4346	Motorola Solutions, Inc.	-32,546.52
02/05/2025	Bill Payment	4347	Sohn Linen Service	-92.50
02/05/2025	Bill Payment	4348	Michigan Critical Power	-250.00
02/05/2025	Bill Payment	4349	911 Training Institute	-4,073.00
02/05/2025	Bill Payment	4350	Consumers Energy	-515.96
02/05/2025	Bill Payment	4351	MCDA	-700.00
02/05/2025	Bill Payment	4352	Besco	-159.00
02/05/2025	Bill Payment	4353	Republic Services	-266.67
02/05/2025	Bill Payment	4354	Nicole Face	-412.75
02/05/2025	Bill Payment	4355	Clear Choice Headsets & Technology	-185.00
02/05/2025	Bill Payment	4356	Integrity Business Solutions	-65.40
02/05/2025	Bill Payment	4363	Peninsula Fiber Network	-752.00
02/05/2025	Bill Payment	4364	TransUnion Risk and Alternative Data Soluti...	-320.00
02/05/2025	Bill Payment	4365	Tyler Rainigh	-1,757.59
02/05/2025	Bill Payment	4366	DirecTV	-136.99
02/05/2025	Bill Payment	4367	Lew Bender	-850.00
02/05/2025	Bill Payment	4360	United Way of Northwest Michigan	-666.66
02/05/2025	Bill Payment	4361	Dixon Lawn Care	-4,750.00
02/05/2025	Bill Payment	4362	NENA	-304.00
02/08/2025	Expense		MERS - Alerus Financial	-250.00
02/08/2025	Expense		MERS - Alerus Financial	-4,364.15
02/08/2025	Expense		MERS - Alerus Financial	-520.58
02/08/2025	Expense		MERS - Alerus Financial	-16,309.65
Total				-135,959.13

Kalamazoo County Dispatch Authority

Mercantile General Busn, Checking, Period Ending 02/28/2025

RECONCILIATION REPORT

Reconciled on: 03/03/2025

Reconciled by: Jeff Troyer

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

Summary	USD
Statement beginning balance	2,304,237.17
Checks and payments cleared (57)	-526,296.08
Deposits and other credits cleared (5)	133,738.90
Statement ending balance	1,911,679.99
Uncleared transactions as of 02/28/2025	-11,725.86
Register balance as of 02/28/2025	1,899,954.13

Details

Checks and payments cleared (57)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
01/21/2025	Bill Payment	4340	OTM Cyber	-1,500.00
01/21/2025	Bill Payment	4330	Cohl, Stoker & Toskey, P.C.	-814.00
01/21/2025	Bill Payment	4335	Michigan Critical Power	-1,532.60
02/05/2025	Bill Payment	4365	Tyler Rairigh	-1,757.59
02/05/2025	Bill Payment	4364	TransUnion Risk and Alternative Data Soluti...	-320.00
02/05/2025	Bill Payment	4363	Peninsula Fiber Network	-752.00
02/05/2025	Bill Payment	4362	NENA	-304.00
02/05/2025	Bill Payment	4361	Dixon Lawn Care	-4,750.00
02/05/2025	Bill Payment	4359	Roto-Rooter	-343.38
02/05/2025	Bill Payment	4367	Lew Bender	-850.00
02/05/2025	Bill Payment	4366	DirecTV	-136.99
02/05/2025	Bill Payment	4360	United Way of Northwest Michigan	-666.66
02/05/2025	Bill Payment	4341	Trace3	-828.00
02/05/2025	Bill Payment	4342	AT&T - Box 5019	-2,226.25
02/05/2025	Bill Payment	4343	AT&T Mobility	-546.19
02/05/2025	Bill Payment	4344	Equature	-29,241.42
02/05/2025	Bill Payment	4345	Insight Public Sector, Inc.	-81.72
02/05/2025	Bill Payment	4346	Motorola Solutions, Inc.	-32,546.52
02/05/2025	Bill Payment	4347	Sohn Linen Service	-92.50
02/05/2025	Bill Payment	4348	Michigan Critical Power	-250.00
02/05/2025	Bill Payment	4349	911 Training Institute	-4,073.00
02/05/2025	Bill Payment	4350	Consumers Energy	-515.96
02/05/2025	Bill Payment	4351	MCDA	-700.00
02/05/2025	Bill Payment	4352	Besco	-159.00
02/05/2025	Bill Payment	4353	Republic Services	-266.67
02/05/2025	Bill Payment	4354	Nicole Face	-412.75
02/05/2025	Bill Payment	4355	Clear Choice Headsets & Technology	-185.00
02/05/2025	Bill Payment	4356	Integrity Business Solutions	-65.40
02/05/2025	Bill Payment	4357	Language Line Services, Inc	-446.07
02/05/2025	Bill Payment	4358	Roe Comm	-31,997.68
02/06/2025	Expense	020725	PAYROLL	-142,762.25
02/08/2025	Expense	020725	MERS - Alerus Financial	-520.58
02/08/2025	Expense	020725	MERS - Alerus Financial	-4,500.07
02/08/2025	Expense	020725	MERS - Alerus Financial	-15,680.67
02/08/2025	Expense	020725	MERS - Alerus Financial	-250.00
02/12/2025	Bill Payment	4376	Cohl, Stoker & Toskey, P.C.	-418.00
02/12/2025	Bill Payment	4378	Williams Building Services LLC	-2,460.00
02/12/2025	Bill Payment	4374	DL Gallivan Office Solutions	-128.92
02/12/2025	Bill Payment	4375	MEC	-333.51
02/12/2025	Bill Payment	4377	Besco	-75.00
02/12/2025	Bill Payment	4370	Rose Pest Solutions	-102.00
02/12/2025	Bill Payment	4371	VISA - Mercantile Bank of Michigan	-4,309.06
02/12/2025	Bill Payment	4373	Unum Insurance Company of America	-4,079.70
02/12/2025	Bill Payment	4372	Consumers Energy	-671.85
02/12/2025	Bill Payment	4368	Insight Public Sector, Inc.	-1,147.62
02/12/2025	Bill Payment	4369	Kalamazoo City Treasurer	-444.53
02/15/2025	Expense		Mercantile Bank of Michigan	-55.00
02/21/2025	Expense	022125	PAYROLL	-129,154.71
02/21/2025	Expense		PAYROLL	-1,834.06
02/22/2025	Expense	022125	MERS - Alerus Financial	-4,282.75
02/22/2025	Expense	022125	MERS - Alerus Financial	-520.58
02/22/2025	Expense	022125	MERS - Alerus Financial	-32,988.84
02/22/2025	Expense	022125	MERS - Alerus Financial	-14,603.75
02/25/2025	Bill Payment		Consumers Life Insurance Company	-703.15
02/26/2025	Bill Payment		Metronet	-5,756.75
02/26/2025	Bill Payment		Blue Cross Blue Shield of Michigan	-36,553.33
02/27/2025	Bill Payment		Blue Cross Blue Shield of Michigan	-3,598.05

Total	-526,296.08
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Deposits and other credits cleared (5)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
02/19/2025	Deposit		Michigan Municipal Risk Management Autho...	2,916.00
02/19/2025	Deposit		Michigan Municipal Risk Management Autho...	519.00
02/20/2025	Deposit			4,041.18
02/21/2025	Deposit		Kalamazoo County - Surcharge REV	125,462.00
02/28/2025	Deposit		Mercantile Bank of Michigan	800.72

Total	133,738.90
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Additional Information

Uncleared checks and payments as of 02/28/2025

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
12/17/2024	Bill Payment	4277	The Healthy Dispatcher LLC	-11,000.00
01/09/2025	Bill Payment	4308	Christine McComb	-37.79
Total				-12,059.18

Uncleared deposits and other credits as of 02/28/2025

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
01/06/2025	Deposit		Snow, Chelsea Adele	333.32
Total				333.32

Kalamazoo County Dispatch Authority

Michigan CLASS, Period Ending 01/31/2025

RECONCILIATION REPORT

Reconciled on: 02/07/2025

Reconciled by: Jeff Troyer

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

Summary	USD
Statement beginning balance	4,728,025.02
Checks and payments cleared (0)	0.00
Deposits and other credits cleared (1)	18,143.96
Statement ending balance	4,746,168.98
Register balance as of 01/31/2025	4,746,168.98

Details

Deposits and other credits cleared (1)				
DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
01/31/2025	Deposit		Michigan CLASS	18,143.96
Total				18,143.96

Kalamazoo County Dispatch Authority

Michigan CLASS, Period Ending 02/28/2025

RECONCILIATION REPORT

Reconciled on: 03/03/2025

Reconciled by: Jeff Troyer

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

Summary	USD
Statement beginning balance	4,746,168.98
Checks and payments cleared (0)	0.00
Deposits and other credits cleared (1)	16,298.08
Statement ending balance	4,762,467.06
Register balance as of 02/28/2025	4,762,467.06

Details

Deposits and other credits cleared (1)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
02/28/2025	Deposit		Michigan CLASS	16,298.08
Total				16,298.08



Kalamazoo County Consolidated Dispatch Authority

Budget vs. Actuals: 2024 General Fund Budget - REVISION II - FY24 P&L Businesses

January - December 2024

	2911 - GENERAL OPERATIONS				2913 - TRAINING				TOTAL	
	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING	REMAINING
Income										
402.000 Property Taxes	7,603,815.10	7,603,815.00	(0.10)				\$7,603,815.10	\$7,603,815.00		\$ (0.10)
573.000 Local Community Stabilization Share	596,400.00	596,400.00	0.00				\$596,400.00	\$596,400.00		\$0.00
615.010 Surcharge Revenue - State 911	477,944.00	484,000.00	6,056.00	53,272.00	50,000.00	(3,272.00)	\$531,216.00	\$534,000.00		\$2,784.00
615.020 Surcharge Revenue - Local 911	900,131.75	1,120,000.00	219,868.25				\$900,131.75	\$1,120,000.00		\$219,868.25
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	245,480.39	240,000.00	(5,480.39)				\$245,480.39	\$240,000.00		\$ (5,480.39)
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	17,150.96	12,895.00	(4,255.96)				\$17,150.96	\$12,895.00		\$ (4,255.96)
673.000 Sale of Assets	800.00	800.00	0.00				\$800.00	\$800.00		\$0.00
Total Income	\$9,866,762.20	\$10,082,950.00	\$216,187.80	\$53,272.00	\$50,000.00	\$ (3,272.00)	\$9,920,034.20	\$10,132,950.00		\$212,915.80
GROSS PROFIT	\$9,866,762.20	\$10,082,950.00	\$216,187.80	\$53,272.00	\$50,000.00	\$ (3,272.00)	\$9,920,034.20	\$10,132,950.00		\$212,915.80
Expenses										
700 thru 718 Personnel Services							\$0.00	\$0.00		\$0.00
702.010 Salaries - Administration							\$343,529.02	\$340,976.00		\$ (2,553.02)
702.020 Wages - Regular	343,529.02	340,976.00	(2,553.02)		13,000.00	13,000.00	\$0.00	\$13,000.00		\$13,000.00
702.021 Administrative Support	238,621.08	244,675.00	6,053.92	1,023.20		(1,023.20)	\$239,644.28	\$244,675.00		\$5,030.72
702.022 Dispatch Supervisors	428,861.76	444,405.00	15,543.24	5,705.06		(5,705.06)	\$434,566.82	\$444,405.00		\$9,838.18
702.023 ECO II's	1,370,714.85	1,709,475.00	338,760.15	22,658.96		(22,658.96)	\$1,393,373.81	\$1,709,475.00		\$316,101.19
702.024 ECO I's	542,083.85	639,340.00	97,256.15	4,557.60		(4,557.60)	\$546,641.45	\$639,340.00		\$82,698.55
702.026 Bereavement	4,185.12		(4,185.12)				\$4,185.12	\$0.00		\$ (4,185.12)
702.040 Wages - Short Term Disability	24.12		(24.12)				\$24.12	\$0.00		\$ (24.12)
Total 702.020 Wages - Regular	2,584,490.78	3,037,895.00	453,404.22	33,944.82	13,000.00	(20,944.82)	\$2,618,435.60	\$3,050,895.00		\$432,459.40
702.030 Wages - Overtime		390,539.00	390,539.00				\$0.00	\$390,539.00		\$390,539.00
702.031 Administrative Support	617.85		(617.85)				\$617.85	\$0.00		\$ (617.85)
702.032 Dispatch Supervisors	94,284.83		(94,284.83)				\$94,284.83	\$0.00		\$ (94,284.83)
702.033 ECO II's	233,485.62		(233,485.62)				\$233,485.62	\$0.00		\$ (233,485.62)
702.034 ECO I's	59,457.11		(59,457.11)				\$59,457.11	\$0.00		\$ (59,457.11)
Total 702.030 Wages - Overtime	387,845.41	390,539.00	2,693.59				\$387,845.41	\$390,539.00		\$2,693.59
702.050 CTO Pay	17,808.68	25,000.00	7,191.32				\$17,808.68	\$25,000.00		\$7,191.32
706.000 Wages - Holiday Premium	151,121.44	201,170.00	50,048.56				\$151,121.44	\$201,170.00		\$50,048.56
712.000 Payment in Lieu of Benefits	51,600.00	48,100.00	(3,500.00)				\$51,600.00	\$48,100.00		\$ (3,500.00)
714.000 Longevity	14,450.00	18,075.00	3,625.00				\$14,450.00	\$18,075.00		\$3,625.00
715.010 Auto Allowance	8,688.00	8,683.00	(5.00)				\$8,688.00	\$8,683.00		\$ (5.00)
Total 700 thru 718 Personnel Services	3,559,533.33	4,070,438.00	510,904.67	33,944.82	13,000.00	(20,944.82)	\$3,593,478.15	\$4,083,438.00		\$489,959.85
719 thru 725 Benefits and Taxes							\$0.00	\$0.00		\$0.00
719.000 Workers Comp Insurance	3,570.00	14,437.00	10,867.00				\$3,570.00	\$14,437.00		\$10,867.00
720.010 Medical/Health Insurance	348,574.63	397,239.00	48,664.37				\$348,574.63	\$397,239.00		\$48,664.37
720.020 Dental Insurance	26,140.82	31,265.00	5,124.18				\$26,140.82	\$31,265.00		\$5,124.18



Kalamazoo County Consolidated Dispatch Authority

Budget vs. Actuals: 2024 General Fund Budget - REVISION II - FY24 P&L Businesses

January - December 2024

	2911 - GENERAL OPERATIONS				2913 - TRAINING				TOTAL	
	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING	REMAINING
720.030 Vision Insurance	4,929.88	5,288.00	358.12				\$4,929.88	\$5,288.00	\$358.12	
720.040 Life Insurance	3,706.31	11,404.00	7,697.69				\$3,706.31	\$11,404.00	\$7,697.69	
720.050 Unemployment		9,000.00	9,000.00				\$0.00	\$9,000.00	\$9,000.00	
720.060 HSA Contributions	106,337.50	132,813.00	26,475.50				\$106,337.50	\$132,813.00	\$26,475.50	
720.070 Short-Term Disability Insurance	28,795.39	38,760.00	9,964.61				\$28,795.39	\$38,760.00	\$9,964.61	
721.000 Social Security	219,106.46	255,068.00	35,961.54				\$219,106.46	\$255,068.00	\$35,961.54	
722.000 Medicare	51,328.50	59,653.00	8,324.50				\$51,328.50	\$59,653.00	\$8,324.50	
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	4,586.19		(4,586.19)				\$4,586.19	\$0.00	\$ (4,586.19)	
724.020 DCAP 1/3	1,771.17		(1,771.17)				\$1,771.17	\$0.00	\$ (1,771.17)	
Total 724.000 Dependent Care Assistance Program	6,357.36	75,000.00	68,642.64				\$6,357.36	\$75,000.00	\$68,642.64	
725.010 Retirement - MERS DC	272,700.70	324,903.00	52,202.30				\$272,700.70	\$324,903.00	\$52,202.30	
725.020 Retirement - MERS 457	19,106.90	22,858.00	3,751.10				\$19,106.90	\$22,858.00	\$3,751.10	
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	1,141,566.39	1,443,763.00	302,196.61				\$1,141,566.39	\$1,443,763.00	\$302,196.61	
726 thru 799 Supplies							\$0.00	\$0.00	\$0.00	
727.000 Office Supplies	6,673.55	15,000.00	8,326.45				\$6,673.55	\$15,000.00	\$8,326.45	
730.000 Maintenance Supplies	4,631.11	6,000.00	1,368.89				\$4,631.11	\$6,000.00	\$1,368.89	
740.000 Uniform Supplies	6,198.32	8,000.00	1,801.68				\$6,198.32	\$8,000.00	\$1,801.68	
760.000 Kitchen Supplies	918.35	1,750.00	831.65				\$918.35	\$1,750.00	\$831.65	
764.000 Food Supplies	271.45	1,750.00	1,478.55				\$271.45	\$1,750.00	\$1,478.55	
Total 726 thru 799 Supplies	18,692.78	32,500.00	13,807.22				\$18,692.78	\$32,500.00	\$13,807.22	
800 thru 969 Services & Other Charges							\$0.00	\$0.00	\$0.00	
801.010 Contractual Services	681,518.04	735,566.00	54,047.96				\$681,518.04	\$735,566.00	\$54,047.96	
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	5,474.63	15,000.00	9,525.37				\$5,474.63	\$15,000.00	\$9,525.37	
820.010 Interpreter Fees	7,845.41	12,000.00	4,154.59				\$7,845.41	\$12,000.00	\$4,154.59	
835.010 Medical Services - Physical Exams	2,562.00	3,500.00	938.00				\$2,562.00	\$3,500.00	\$938.00	
835.020 Medical Services - Drug Testing	1,007.00	1,500.00	493.00				\$1,007.00	\$1,500.00	\$493.00	
850.010 Telephone Service	14,847.92	16,500.00	1,652.08				\$14,847.92	\$16,500.00	\$1,652.08	
850.020 Internet Service	87,996.90	80,180.00	(7,816.90)				\$87,996.90	\$80,180.00	\$ (7,816.90)	
850.030 Copying	2,198.14	2,500.00	301.86				\$2,198.14	\$2,500.00	\$301.86	
850.040 Mailing	394.97	3,000.00	2,605.03				\$394.97	\$3,000.00	\$2,605.03	
870.010 Travel - Training/Registration	6,655.00	14,000.00	7,345.00	20,543.00	29,000.00	8,457.00	\$27,198.00	\$43,000.00	\$15,802.00	
870.020 Travel - Lodging	14,096.87	18,000.00	3,903.13	2,476.52	2,500.00	23.48	\$16,573.39	\$20,500.00	\$3,926.61	
870.030 Travel- Meals/Food	4,777.58	8,000.00	3,222.42	511.03	2,500.00	1,988.97	\$5,288.61	\$10,500.00	\$5,211.39	
870.040 Travel - Mileage	3,874.46	5,000.00	1,125.54	609.20	2,500.00	1,890.80	\$4,483.66	\$7,500.00	\$3,016.34	
870.050 Travel - Other	4,677.10	12,000.00	7,322.90		500.00	500.00	\$4,677.10	\$12,500.00	\$7,822.90	



Kalamazoo County Consolidated Dispatch Authority

Budget vs. Actuals: 2024 General Fund Budget - REVISION II - FY24 P&L Businesses

January - December 2024

	2911 - GENERAL OPERATIONS				2913 - TRAINING				TOTAL	
	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING	REMAINING
871.010 Education Expense		2,000.00	2,000.00				\$0.00	\$2,000.00	\$2,000.00	
900.000 Printing	1,462.16	2,000.00	537.84				\$1,462.16	\$2,000.00	\$537.84	
905.000 Advertising	13,081.93	20,000.00	6,918.07				\$13,081.93	\$20,000.00	\$6,918.07	
915.000 Dues & Subscriptions	7,715.96	12,000.00	4,284.04				\$7,715.96	\$12,000.00	\$4,284.04	
920.010 Utilities - Gas	3,367.45	8,000.00	4,632.55				\$3,367.45	\$8,000.00	\$4,632.55	
920.020 Utilities - Electricity	71,248.81	76,000.00	4,751.19				\$71,248.81	\$76,000.00	\$4,751.19	
920.030 Utilities - Water & Sewer	5,785.19	6,000.00	214.81				\$5,785.19	\$6,000.00	\$214.81	
934.010 Repair & Maintenance - Equipment	7,763.07	28,000.00	20,236.93				\$7,763.07	\$28,000.00	\$20,236.93	
955.000 Miscellaneous Operating	16,871.73	20,000.00	3,128.27				\$16,871.73	\$20,000.00	\$3,128.27	
958.010 Insurance Premium	51,771.00	53,000.00	1,229.00				\$51,771.00	\$53,000.00	\$1,229.00	
Total 800 thru 969 Services & Other Charges	1,022,693.32	1,163,946.00	141,252.68	24,139.75	37,000.00	12,860.25	\$1,046,833.07	\$1,200,946.00	\$154,112.93	
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	28,408.89	30,000.00	1,591.11				\$28,408.89	\$30,000.00	\$1,591.11	
Total 970 thru 989 Equipment & Capital Outlay	30,483.89	45,000.00	14,516.11				\$30,483.89	\$45,000.00	\$14,516.11	
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	\$0.00	
991.020 Loan/Lease - Interest	64,010.00	64,011.00	1.00				\$64,010.00	\$64,011.00	\$1.00	
992.010 Lease - Facility		3,600.00	3,600.00				\$0.00	\$3,600.00	\$3,600.00	
Total 990 thru 994 Debt Service	1,333,546.00	1,337,147.00	3,601.00				\$1,333,546.00	\$1,337,147.00	\$3,601.00	
Total Expenses	\$7,106,515.71	\$8,092,794.00	\$986,278.29	\$58,084.57	\$50,000.00	\$ (8,084.57)	\$7,164,600.28	\$8,142,794.00	\$978,193.72	
NET OPERATING INCOME	\$2,760,246.49	\$1,990,156.00	\$ (770,090.49)	\$ (4,812.57)	\$0.00	\$4,812.57	\$2,755,433.92	\$1,990,156.00	\$ (765,277.92)	
Other Expenses										
995 thru 999 Transfers Out & Other Financing Uses							\$0.00	\$0.00	\$0.00	
995.010 Transfer Out - Capital Projects Fund	1,750,000.00	1,750,000.00	0.00				\$1,750,000.00	\$1,750,000.00	\$0.00	
Total 995 thru 999 Transfers Out & Other Financing Uses	1,750,000.00	1,750,000.00	0.00				\$1,750,000.00	\$1,750,000.00	\$0.00	
Total Other Expenses	\$1,750,000.00	\$1,750,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,750,000.00	\$1,750,000.00	\$0.00	
NET OTHER INCOME	\$ (1,750,000.00)	\$ (1,750,000.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$ (1,750,000.00)	\$ (1,750,000.00)	\$0.00	
NET INCOME	\$1,010,246.49	\$240,156.00	\$ (770,090.49)	\$ (4,812.57)	\$0.00	\$4,812.57	\$1,005,433.92	\$240,156.00	\$ (765,277.92)	



Kalamazoo County Dispatch Authority

Budget vs. Actuals: 2024 Capital Projects Fund - REVISION II - FY24 P&L Businesses
January - December 2024

	2930 - CAPITAL PROJECTS FUND				TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
Income								
699.000 Other Financing - Transfers In	1,750,000.00	1,000,000.00	750,000.00	175.00 %	\$1,750,000.00	\$1,000,000.00	\$750,000.00	175.00 %
Total Income	\$1,750,000.00	\$1,000,000.00	\$750,000.00	175.00 %	\$1,750,000.00	\$1,000,000.00	\$750,000.00	175.00 %
GROSS PROFIT	\$1,750,000.00	\$1,000,000.00	\$750,000.00	175.00 %	\$1,750,000.00	\$1,000,000.00	\$750,000.00	175.00 %
Expenses								
970 thru 989 Equipment & Capital Outlay					\$0.00	\$0.00	\$0.00	0.00%
980.000 Equipment/Software - Capital	325,728.44	341,418.00	-15,689.56	95.40 %	\$325,728.44	\$341,418.00	\$ -15,689.56	95.40 %
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	341,928.44	607,918.00	-265,989.56	56.25 %	\$341,928.44	\$607,918.00	\$ -265,989.56	56.25 %
Total Expenses	\$341,928.44	\$607,918.00	\$ -265,989.56	56.25 %	\$341,928.44	\$607,918.00	\$ -265,989.56	56.25 %
NET OPERATING INCOME	\$1,408,071.56	\$392,082.00	\$1,015,989.56	359.13 %	\$1,408,071.56	\$392,082.00	\$1,015,989.56	359.13 %
NET INCOME	\$1,408,071.56	\$392,082.00	\$1,015,989.56	359.13 %	\$1,408,071.56	\$392,082.00	\$1,015,989.56	359.13 %



Kalamazoo County Consolidated Dispatch Authority

Budget vs. Actuals: 2025 General Fund Budget - Original - FY25 P&L Businesses

January - December 2025

	2911 - GENERAL OPERATIONS				2913 - TRAINING				TOTAL	
	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING	REMAINING
Income										
402.000 Property Taxes		6,828,200.00	6,828,200.00				\$0.00	\$6,828,200.00	\$6,828,200.00	
573.000 Local Community Stabilization Share		596,400.00	596,400.00				\$0.00	\$596,400.00	\$596,400.00	
615.010 Surcharge Revenue - State 911		494,000.00	494,000.00		52,000.00	52,000.00	\$0.00	\$546,000.00	\$546,000.00	
615.020 Surcharge Revenue - Local 911		1,150,000.00	1,150,000.00				\$0.00	\$1,150,000.00	\$1,150,000.00	
651.000 Charges for Services - User Fees		18,750.00	18,750.00				\$0.00	\$18,750.00	\$18,750.00	
665.000 Interest Earned	36,355.83	228,000.00	191,644.17				\$36,355.83	\$228,000.00	\$191,644.17	
667.000 Rent/Lease Revenue		8,700.00	8,700.00				\$0.00	\$8,700.00	\$8,700.00	
671.000 Miscellaneous Revenue	5,922.61	50.00	(5,872.61)				\$5,922.61	\$50.00	\$ (5,872.61)	
Total Income	\$42,278.44	\$9,324,100.00	\$9,281,821.56	\$0.00	\$52,000.00	\$52,000.00	\$42,278.44	\$9,376,100.00	\$9,333,821.56	
GROSS PROFIT	\$42,278.44	\$9,324,100.00	\$9,281,821.56	\$0.00	\$52,000.00	\$52,000.00	\$42,278.44	\$9,376,100.00	\$9,333,821.56	
Expenses										
700 thru 718 Personnel Services							\$0.00	\$0.00	\$0.00	
702.010 Salaries - Administration		355,796.00	299,038.93				\$56,757.07	\$355,796.00	\$299,038.93	
702.020 Wages - Regular					15,000.00	15,000.00	\$0.00	\$15,000.00	\$15,000.00	
702.021 Administrative Support		260,841.00	219,944.95				\$40,896.05	\$260,841.00	\$219,944.95	
702.022 Dispatch Supervisors		443,686.00	381,419.19				\$62,266.81	\$443,686.00	\$381,419.19	
702.023 ECO II's	237,039.39	1,720,791.00	1,483,751.61				\$237,039.39	\$1,720,791.00	\$1,483,751.61	
702.024 ECO I's	88,206.91	750,594.00	662,387.09				\$88,206.91	\$750,594.00	\$662,387.09	
702.026 Bereavement	1,243.80		(1,243.80)				\$1,243.80	\$0.00	\$ (1,243.80)	
702.040 Wages - Short Term Disability	171.43		(171.43)				\$171.43	\$0.00	\$ (171.43)	
Total 702.020 Wages - Regular	429,824.39	3,175,912.00	2,746,087.61	15,000.00	15,000.00	15,000.00	\$429,824.39	\$3,190,912.00	\$2,761,087.61	
702.030 Wages - Overtime		356,175.00	356,175.00				\$0.00	\$356,175.00	\$356,175.00	
702.031 Administrative Support	208.84		(208.84)				\$208.84	\$0.00	\$ (208.84)	
702.032 Dispatch Supervisors	11,874.87		(11,874.87)				\$11,874.87	\$0.00	\$ (11,874.87)	
702.033 ECO II's	43,399.20		(43,399.20)				\$43,399.20	\$0.00	\$ (43,399.20)	
702.034 ECO I's	12,718.56		(12,718.56)				\$12,718.56	\$0.00	\$ (12,718.56)	
Total 702.030 Wages - Overtime	68,201.47	356,175.00	287,973.53				\$68,201.47	\$356,175.00	\$287,973.53	
702.050 CTO Pay	2,437.57	25,000.00	22,562.43				\$2,437.57	\$25,000.00	\$22,562.43	
706.000 Wages - Holiday Premium	35,472.31	204,424.00	168,951.69				\$35,472.31	\$204,424.00	\$168,951.69	
712.000 Payment in Lieu of Benefits	10,250.00	53,125.00	42,875.00				\$10,250.00	\$53,125.00	\$42,875.00	
714.000 Longevity		14,450.00	14,450.00				\$0.00	\$14,450.00	\$14,450.00	
715.010 Auto Allowance	2,172.00	8,683.00	6,511.00				\$2,172.00	\$8,683.00	\$6,511.00	
Total 700 thru 718 Personnel Services	605,114.81	4,193,565.00	3,588,450.19	15,000.00	15,000.00	15,000.00	\$605,114.81	\$4,208,565.00	\$3,603,450.19	
719 thru 725 Benefits and Taxes							\$0.00	\$0.00	\$0.00	
719.000 Workers Comp Insurance	2,925.00	14,692.00	11,767.00				\$2,925.00	\$14,692.00	\$11,767.00	
720.010 Medical/Health Insurance	148,249.51	429,680.00	281,430.49				\$148,249.51	\$429,680.00	\$281,430.49	
720.020 Dental Insurance	5,501.35	31,181.00	25,679.65				\$5,501.35	\$31,181.00	\$25,679.65	



Kalamazoo County Consolidated Dispatch Authority
Budget vs. Actuals: 2025 General Fund Budget - Original - FY25 P&L Businesses
January - December 2025

	2911 - GENERAL OPERATIONS				2913 - TRAINING				TOTAL		
	ACTUAL	BUDGET	REMAINING		ACTUAL	BUDGET	REMAINING		ACTUAL	BUDGET	REMAINING
720.030 Vision Insurance	853.75	5,028.00	4,174.25						\$853.75	\$5,028.00	\$4,174.25
720.040 Life Insurance	2,786.05	11,205.00	8,418.95						\$2,786.05	\$11,205.00	\$8,418.95
720.050 Unemployment		9,000.00	9,000.00						\$0.00	\$9,000.00	\$9,000.00
720.060 HSA Contributions	93,500.00	123,250.00	29,750.00						\$93,500.00	\$123,250.00	\$29,750.00
720.070 Short-Term Disability Insurance	4,079.70	38,760.00	34,680.30						\$4,079.70	\$38,760.00	\$34,680.30
721.000 Social Security	35,864.47	257,555.00	221,690.53						\$35,864.47	\$257,555.00	\$221,690.53
722.000 Medicare	8,301.82	60,235.00	51,933.18						\$8,301.82	\$60,235.00	\$51,933.18
724.000 Dependent Care Assistance Program		30,000.00	30,000.00						\$0.00	\$30,000.00	\$30,000.00
724.010 DCAP Tri-Share	666.66		(666.66)						\$666.66	\$0.00	\$ (666.66)
724.020 DCAP 1/3	376.83		(376.83)						\$376.83	\$0.00	\$ (376.83)
Total 724.000 Dependent Care Assistance Program	1,043.49	30,000.00	28,956.51						\$1,043.49	\$30,000.00	\$28,956.51
725.010 Retirement - MERS DC	57,497.39	334,437.00	276,939.61						\$57,497.39	\$334,437.00	\$276,939.61
725.020 Retirement - MERS 457	3,459.63	25,248.00	21,788.37						\$3,459.63	\$25,248.00	\$21,788.37
725.030 Retirement - MERS HCSP	32,738.84	64,731.00	31,992.16						\$32,738.84	\$64,731.00	\$31,992.16
Total 719 thru 725 Benefits and Taxes	396,801.00	1,435,002.00	1,038,201.00						\$396,801.00	\$1,435,002.00	\$1,038,201.00
726 thru 799 Supplies									\$0.00	\$0.00	\$0.00
727.000 Office Supplies	135.28	15,000.00	14,864.72						\$135.28	\$15,000.00	\$14,864.72
730.000 Maintenance Supplies		6,000.00	6,000.00						\$0.00	\$6,000.00	\$6,000.00
740.000 Uniform Supplies		8,000.00	8,000.00						\$0.00	\$8,000.00	\$8,000.00
760.000 Kitchen Supplies	245.90	1,750.00	1,504.10						\$245.90	\$1,750.00	\$1,504.10
764.000 Food Supplies	54.63	1,750.00	1,695.37						\$54.63	\$1,750.00	\$1,695.37
Total 726 thru 799 Supplies	435.81	32,500.00	32,064.19						\$435.81	\$32,500.00	\$32,064.19
800 thru 969 Services & Other Charges									\$0.00	\$0.00	\$0.00
801.010 Contractual Services	408,532.34	919,941.00	511,408.66						\$408,532.34	\$919,941.00	\$511,408.66
805.010 Professional Services - Audit		6,700.00	6,700.00						\$0.00	\$6,700.00	\$6,700.00
810.000 Administrative Fees		3,600.00	3,600.00						\$0.00	\$3,600.00	\$3,600.00
813.000 Legal Fees	418.00	15,000.00	14,582.00						\$418.00	\$15,000.00	\$14,582.00
820.010 Interpreter Fees	446.07	12,000.00	11,553.93						\$446.07	\$12,000.00	\$11,553.93
835.010 Medical Services - Physical Exams		3,500.00	3,500.00						\$0.00	\$3,500.00	\$3,500.00
835.020 Medical Services - Drug Testing		1,500.00	1,500.00						\$0.00	\$1,500.00	\$1,500.00
850.010 Telephone Service	276.19	17,500.00	17,223.81						\$276.19	\$17,500.00	\$17,223.81
850.020 Internet Service	16,094.99	83,280.00	67,185.01						\$16,094.99	\$83,280.00	\$67,185.01
850.030 Copying		2,500.00	2,500.00						\$0.00	\$2,500.00	\$2,500.00
850.040 Mailing	90.70	3,000.00	2,909.30						\$90.70	\$3,000.00	\$2,909.30
870.010 Travel - Training/Registration	4,393.00	14,000.00	9,607.00		6,702.00	29,000.00	22,298.00		\$11,095.00	\$43,000.00	\$31,905.00
870.020 Travel - Lodging	3,402.80	18,000.00	14,597.20			2,500.00	2,500.00		\$3,402.80	\$20,500.00	\$17,097.20
870.030 Travel- Meals/Food	734.58	8,000.00	7,265.42		357.13	2,500.00	2,142.87		\$1,091.71	\$10,500.00	\$9,408.29
870.040 Travel - Mileage		5,000.00	5,000.00		261.80	2,500.00	2,238.20		\$261.80	\$7,500.00	\$7,238.20



Kalamazoo County Consolidated Dispatch Authority
Budget vs. Actuals: 2025 General Fund Budget - Original - FY25 P&L Businesses
January - December 2025

	2911 - GENERAL OPERATIONS				2913 - TRAINING				TOTAL	
	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING	REMAINING
870.050 Travel - Other	2,836.28	12,000.00	9,163.72	165.00	500.00	335.00	\$3,001.28	\$12,500.00	\$9,498.72	
871.010 Education Expense	30.98	2,000.00	1,969.02				\$30.98	\$2,000.00	\$1,969.02	
900.000 Printing		2,000.00	2,000.00				\$0.00	\$2,000.00	\$2,000.00	
905.000 Advertising		10,000.00	10,000.00				\$0.00	\$10,000.00	\$10,000.00	
915.000 Dues & Subscriptions	4,095.99	12,000.00	7,904.01				\$4,095.99	\$12,000.00	\$7,904.01	
920.010 Utilities - Gas	481.54	8,000.00	7,518.46				\$481.54	\$8,000.00	\$7,518.46	
920.020 Utilities - Electricity	5,032.11	76,000.00	70,967.89				\$5,032.11	\$76,000.00	\$70,967.89	
920.030 Utilities - Water & Sewer	661.00	6,400.00	5,739.00				\$661.00	\$6,400.00	\$5,739.00	
934.010 Repair & Maintenance - Equipment	1,522.10	28,000.00	26,477.90				\$1,522.10	\$28,000.00	\$26,477.90	
955.000 Miscellaneous Operating	701.85	20,000.00	19,298.15				\$701.85	\$20,000.00	\$19,298.15	
958.010 Insurance Premium	26,620.50	60,000.00	33,379.50				\$26,620.50	\$60,000.00	\$33,379.50	
Total 800 thru 969 Services & Other Charges	476,371.02	1,349,921.00	873,549.98	7,485.93	37,000.00	29,514.07	\$483,856.95	\$1,386,921.00	\$903,064.05	
970 thru 989 Equipment & Capital Outlay							\$0.00	\$0.00	\$0.00	
976.000 Project Costs		15,000.00	15,000.00				\$0.00	\$15,000.00	\$15,000.00	
980.010 Equipment/Software - Small	691.83	30,000.00	29,308.17				\$691.83	\$30,000.00	\$29,308.17	
Total 970 thru 989 Equipment & Capital Outlay	691.83	45,000.00	44,308.17				\$691.83	\$45,000.00	\$44,308.17	
990 thru 994 Debt Service							\$0.00	\$0.00	\$0.00	
991.010 Loan/Lease - Principal		1,301,147.00	1,301,147.00				\$0.00	\$1,301,147.00	\$1,301,147.00	
991.020 Loan/Lease - Interest		32,399.00	32,399.00				\$0.00	\$32,399.00	\$32,399.00	
992.010 Lease - Facility		21,672.00	21,672.00				\$0.00	\$21,672.00	\$21,672.00	
Total 990 thru 994 Debt Service	1,355,218.00	1,355,218.00	1,355,218.00				\$0.00	\$1,355,218.00	\$1,355,218.00	
Total Expenses	\$1,479,414.47	\$8,411,206.00	\$6,931,791.53	\$7,485.93	\$52,000.00	\$44,514.07	\$1,486,900.40	\$8,463,206.00	\$6,976,305.60	
NET OPERATING INCOME	\$ (1,437,136.03)	\$912,894.00	\$2,350,030.03	\$ (7,485.93)	\$0.00	\$7,485.93	\$ (1,444,621.96)	\$912,894.00	\$2,357,515.96	
Other Expenses										
995 thru 999 Transfers Out & Other Financing Uses							\$0.00	\$0.00	\$0.00	
995.010 Transfer Out - Capital Projects Fund		900,000.00	900,000.00				\$0.00	\$900,000.00	\$900,000.00	
Total 995 thru 999 Transfers Out & Other Financing Uses	\$0.00	\$900,000.00	\$900,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$900,000.00	\$900,000.00	
Total Other Expenses	\$0.00	\$ (900,000.00)	\$ (900,000.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$ (900,000.00)	\$ (900,000.00)	
NET OTHER INCOME	\$ (1,437,136.03)	\$12,894.00	\$1,450,030.03	\$ (7,485.93)	\$0.00	\$7,485.93	\$ (1,444,621.96)	\$12,894.00	\$1,457,515.96	
NET INCOME										

KCCDA Board Packet
995 thru 999 Transfers Out & Other Financing Uses
995.010 Transfer Out - Capital Projects Fund
Total 995 thru 999 Transfers Out & Other Financing Uses



Kalamazoo County Dispatch Authority

Budget vs. Actuals: 2025 Capital Projects Fund - Original - FY25 P&L Businesses

January - December 2025

	2930 - CAPITAL PROJECTS FUND					TOTAL		
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
Income								
699.000 Other Financing - Transfers In		900,000.00	-900,000.00		\$0.00	\$900,000.00	\$ -900,000.00	0.00%
Total Income	\$0.00	\$900,000.00	\$ -900,000.00	0.00%	\$0.00	\$900,000.00	\$ -900,000.00	0.00%
GROSS PROFIT	\$0.00	\$900,000.00	\$ -900,000.00	0.00 %	\$0.00	\$900,000.00	\$ -900,000.00	0.00 %
Expenses								
970 thru 989 Equipment & Capital Outlay					\$0.00	\$0.00	\$0.00	0.00%
980.000 Equipment/Software - Capital		893,289.00	-893,289.00		\$0.00	\$893,289.00	\$ -893,289.00	0.00%
980.020 Facility - Capital		575,000.00	-575,000.00		\$0.00	\$575,000.00	\$ -575,000.00	0.00%
Total 970 thru 989 Equipment & Capital Outlay		1,468,289.00	-1,468,289.00		\$0.00	\$1,468,289.00	\$ -1,468,289.00	0.00%
Total Expenses	\$0.00	\$1,468,289.00	\$ -1,468,289.00	0.00%	\$0.00	\$1,468,289.00	\$ -1,468,289.00	0.00%
NET OPERATING INCOME	\$0.00	\$ -568,289.00	\$568,289.00	0.00 %	\$0.00	\$ -568,289.00	\$568,289.00	0.00 %
NET INCOME	\$0.00	\$ -568,289.00	\$568,289.00	0.00 %	\$0.00	\$ -568,289.00	\$568,289.00	0.00 %



KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

Agenda Request Form

Please fill in the boxes below with the appropriate information.

Name: Executive Committee

Agency: KCCDA

Phone Number:

Length of Time Needed:

Agenda Item #: 5B-1a

Topic: Executive Committee Meeting Minutes

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

Kalamazoo County Consolidated Dispatch Authority EXECUTIVE COMMITTEE January 7, 2025

ITEM 1 – CALL TO ORDER

The Regular Meeting of the Executive Committee, held in the Chief Switalski Meeting Room at KCCDA was called to order by Jan VanDerKley at 4:00 p.m. on Tuesday, January 7, 2025.

ITEM 2 – ROLL CALL

Members Present: Jan VanDerKley, Rick Fuller, Pat McGinnis, Jim Ritsema, Tracie Moored

Others Present: Jeff Troyer, Torie Rose, Chris McComb

ITEM 3 – APPROVAL OF MEETING MINUTES

A. Meeting Minutes from November 5, 2024

“Motion by Mr. Fuller, second by Mr. Ritsema to approve the meeting minutes from November 5, 2024, as presented.”

On a voice vote, MOTION CARRIED.

ITEM 4 – CITIZENS’ TIME

There was none.

ITEM 5 – FOR CONSIDERATION

A. Old Business

There was none.

B. New Business

1. Draft Board Agenda for January 9

Mr. Troyer stated he received Kalamazoo Township’s appointment of a second primary and an alternate as well as the Sheriff’s replacement for Jim VanDyken. He shared the revised agenda.

The Committee discussed Board of Director officer positions, and the Chair, Vice Chair, Secretary and Treasurer all stated they would like to remain in their position.

Mr. Troyer presented information on the Earned Sick time Act proposal that was taken to the to the Personnel Committee.

ITEM 6 – OTHER ITEMS

A. Announcements and Member Comments

Mr. Fuller reminded everyone that Undersheriff VanDyken's retirement celebration would be held the following Friday and everyone was invited.

B. Next Meeting – March 4, 2025, at 4:00 p.m.

ITEM 7 – ADJOURNMENT

The meeting was adjourned at 4:26 p.m.



MEETING MINUTES

Kalamazoo County Consolidated Dispatch Authority EXECUTIVE COMMITTEE March 4, 2025

ITEM 1 – CALL TO ORDER

The Regular Meeting of the Executive Committee, held in the Chief Switalski Meeting Room at KCCDA was called to order by Jim Ritsema at 4:00 p.m. on Tuesday, March 4, 2025.

ITEM 2 – ROLL CALL

Members Present: Rick Fuller, Pat McGinnis, Jim Ritsema, Tracie Moored

Others Present: Jeff Troyer, Torie Rose, Chris McComb

ITEM 3 – APPROVAL OF MEETING MINUTES

A. Meeting Minutes from January 7, 2025

“Motion by Mr. Fuller, second by Mr. McGinnis to approve the meeting minutes from January 7, 2025, as presented.”

On a voice vote, MOTION CARRIED.

ITEM 4 – CITIZENS’ TIME

There was none.

ITEM 5 – FOR CONSIDERATION

A. Old Business

There was none.

B. New Business

1. Draft Board Agenda for March 13

Mr. Troyer stated the Personnel Committee has completed the Executive Director’s Performance Appraisal and it will be presented for acceptance. The Technical Advisory Committee will be reviewing two items at their meeting tomorrow and, if approved, will present them to the Board. The first item, the radio template project resolution, was included in this meeting packet. A second item, a MOU template for end-user agencies to use the Imprivata multi-factor authentication solution, was just added to the agenda and was distributed in this meeting. The Board will need to approve the administrative fees for the Imprivata licenses.

ITEM 6 – OTHER ITEMS

A. Announcements and Member Comments

Ms. Moored stated she nor her alternate would be attending the Board meeting.

B. Next Meeting – May 6, 2025, at 4:00 p.m.

ITEM 7 – ADJOURNMENT

The meeting was adjourned at 4:19 p.m.



KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

Agenda Request Form

Please fill in the boxes below with the appropriate information.

Name: Personnel Committee

Agency: KCCDA

Phone Number:

Length of Time Needed:

Agenda Item #: 5B-2a

Topic: Personnel Committee Meeting Minutes

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.



Personnel Committee

January 3, 2025

10:00 a.m.

ITEM 1 – CALL TO ORDER

The Personnel Committee Meeting was called to order at 10:00 a.m. by Personnel Committee Chairperson Pat McGinnis remotely Friday, January 3, 2025. There was not an in-person quorum, so this meeting was for discussion purposes only.

ITEM 2 – ROLL CALL

Members Present: Pat McGinnis, Portage City Manager; Bryan Ergang, Chief of Police, Kalamazoo Township; Jim Ritsema, City of Kalamazoo Manager; Tracie Moored, Kalamazoo Township Superintendent

Others Present: Jeff Troyer, Executive Director; Torie Rose, Deputy Director; Chris McComb, Executive Administrative Assistant, Justin Johnson, Systems Support Specialist

ITEM 3 – APPROVAL OF MEETING MINUTES

A. February 16, 2024 – Regular Meeting

No action taken.

ITEM 4 - CITIZENS' TIME

There was no citizen comment.

ITEM 5 – FOR CONSIDERATION

A. Old Business

There was none.

B. New Business

1. Hiring Process Assessment Tool

- a. March 2024
- b. June 2024
- c. October 2024

Mr. Troyer stated the assessment tool is part of the recruitment plan and presented for informational purposes.

2. REVISED Personnel Policies

- a. 4.7 – Michigan Paid Sick Leave
- b. 6.1 – Paid Time Off Accrual

Mr. Troyer reviewed the existing and proposed new policies 4.7 and 6.1, explaining that currently there is only one time off bank of PTO. Troyer has been working with Legal Counsel on Act compliance since September and counsel recommends a sick bank be created employees are given the required time off in the Act. Policy 4.7 will transition from Michigan Paid Medical Leave to Michigan Paid Sick Leave. The Earned Sick Time Act will take effect February 21, 2025, and the new policies must take effect before or on that date. The changes will impact all non-union and part-time employees in February, and full-time bargaining unit members upon expiration of their existing collective bargaining agreement. Troyer requested flexibility in case any changes are made to the Act between the Board meeting and February 21, as we would prefer to keep our current system. Changes to policy 6.1 are recommended to offset some of the time off employees will be provided in 4.7. Mr. Troyer recommended reducing PTO accruals by two hours. He noted that if we were to stay with PTO only, we would have to have a 30-hour accrual basis, and we would have to remove carryover caps.

The Committee discussed options and requested Mr. Troyer obtain alternative opinions and reach out to the insurance broker for other options.

Mr. Troyer will follow up and the Committee will reconvene prior to February 21.

3. Executive Director 2024 Performance Appraisal – February Meeting

Mr. Troyer presented the appraisal form for the Chair to distribute for the February meeting. Mr. McGinnis requested Ms. McComb distribute the form to Board members at the January 9 meeting.

ITEM 6 – OTHER ITEMS

A. Announcements and Member Comments

There were none.

B. Next Meeting

The next meeting is to be determined.

ITEM 7 - ADJOURNMENT

The meeting was adjourned at 10:46 a.m.



***Personnel Committee
February 12, 2025
3:30 p.m.***

ITEM 1 – CALL TO ORDER

The Personnel Committee Meeting was called to order at 3:30 p.m. by Personnel Committee Chairperson Pat McGinnis in the Chief Switalski Meeting Room, Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo, Michigan on Friday, February 16, 2025.

ITEM 2 – ROLL CALL

Members Present: Pat McGinnis, Portage City Manager; Scott Merlo, Chief, WMU Police Department; Jeff Heppler, Kalamazoo County Board of Commissioners; Jim Ritsema, City of Kalamazoo Manager; Tracie Moored, Kalamazoo Township Superintendent

Others Present: Jeff Troyer, Executive Director; Torie Rose, Deputy Director; Chris McComb, Executive Administrative Assistant

ITEM 3 – APPROVAL OF MEETING MINUTES

A. January 3, 2025 – Regular Meeting

“Motion by Mr. Ritsema, second by Mr. Merlo, to approve the minutes of the January 2, 2025, Regular Meeting as presented.”

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

ITEM 4 - CITIZENS' TIME

There was no citizen comment.

ITEM 5 – FOR CONSIDERATION

A. Old Business

1. Revised Personnel Policies – ESTA Compliance

- a. 4.7 – Michigan Paid Sick Leave
- b. 6.1 – Paid Time Off

Mr. Troyer stated he received input from many different sources and there are many different interpretations on how to proceed with ESTA. He stated that as of his last conversation with legal counsel, the proposed policies do meet the current ESTA proposal. Counsel recommended that the policies be approved with the caveat the Executive Director can change or terminate the new policy dependent on the final ESTA terms.

Mr. McGinnis stated he was happy with what was been presented.

“Motion by Mr. Ritsema, second by Mr. Heppler to recommend Board approval of revised policies 4.7 and 6.1 as presented.”

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

B. New Business

1. Executive Director 2024 Performance Appraisal

Mr. McGinnis stated all the combined scores on the appraisal were above average. He stated he would send the appraisals to everyone for review, and he would present them to the Board at the March meeting.

“Motion by Mr. Heppler, second by Mr. Merlo to receive the 2024 Executive Director Performance Appraisal and recommend Board approval.”

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

ITEM 6 – OTHER ITEMS

A. Announcements and Member Comments

Mr. Merlo thanked Mr. Troyer and told him to keep up the good work.

Mr. Ritsema agreed with Mr. Merlo.

B. Next Meeting

The next meeting is to be determined.

ITEM 7 - ADJOURNMENT

The meeting was adjourned at 4:07 p.m.



KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

Agenda Request Form

Please fill in the boxes below with the appropriate information.

Name: Personnel Committee

Agency: KCCDA

Phone Number:

Length of Time Needed: 5 mins

Agenda Item #: 5B-2b

Topic: Executive Director Performance Appraisal

Brief Description:

The Personnel Committee completed the Executive Director's Performance Appraisal for February 2024 through January 2025. The evaluation is presented to the Board of Directors with an overall score of 4.15 out of 5. The Committee recommends the Board of Directors approve the Executive Director's Performance Appraisal.

Proposed Motion:

Motion to approve the Executive Director's Performance Appraisal with an overall score of 4.15.

Agenda Request Approved: 2/12/25

Meeting Date: 3/13/25

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.

Executive Director Performance Appraisal

EMPLOYEE NAME: Jeffery Troyer

POSITION TITLE: Executive Director

REVIEW PERIOD: February 2024 - January 2025

APPRAISAL DATE: 2-Feb-25



INSTRUCTIONS:

The Executive Director shall provide to the Personnel Committee a summary of accomplishments, including the mutually agreed upon goals/performance objectives for the review period. In the form, you will be asked to rate the Executive Director's performance for a number of essential job functions.

The Committee will convene a regular meeting in late January or early February to discuss each category and come to a consensus on an agreeable score for each sub-categorical. The categorical score will be formulated by the average of the sub-categorical ratings or if no sub-categories exist (mutually agreed upon goals/performance objectives), the categorical score will be inserted by the Committee. Committee members should be prepared to offer supporting comments for any areas in which you feel the Executive Director either excelled or performed poorly.

Each item will be scored on a one (1) thru (5) scale, as follows:

- 5 -- **Far Exceeds Normal Job Expectations**
Performance always exceeds normal job requirements/expectations and shows exceptional commitment to the position and tasks involved. Displays significant work effort that far exceeds the normative responsibilities.
- 4 -- **Exceeds Normal Job Expectations**
Performance often exceeds normal job requirements/expectations.
- 3 -- **Achieves Normal Job Expectations**
Performance meets normal job requirements/expectations but does rarely exceeds them.
- 2 -- **Below Normal Job Expectations**
Performance is below normal job requirements/expectations in important areas and immediate improvement is required.
- 1 -- **Far Below Normal Job Expectations**
Performance is significantly below normal job requirements/expectations especially in essential areas. Reassignment or termination should be considered.

Following the evaluation session, the Committee and the Executive Director will work to develop goals/performance objectives for the next review period. The Committee shall take action to present the completed performance appraisal and the mutually agreed upon goals/performance objectives for the next review period to the Board of Directors at their next regular scheduled meeting for consideration.

The Board of Directors shall review, consider any changes/modifications and ultimately approve the performance appraisal at which time the Board Chair, Personnel Committee Chair and the Executive Director shall sign the form.

CATEGORY 1: Operational Management		6.875% of Score	Overall Rating: <u>4.25</u>
		<u>Sub-Category Rating</u>	
1a --	Knowledge of PSAP/ECC statutory requirements and best practices		<u>4.89</u>
	Seeks input from agencies and workgroups/committees on issues impacting the		
1b --	operation and develops, recommends and implements countywide operational procedures accordingly		<u>3.94</u>
1c --	Analyze/Identify issues effecting the operation and develops strategies and plans for the future		<u>4.11</u>
1d --	Effectively manages time and competing priorities		<u>4.06</u>

CATEGORY 2: Financial Management		6.875% of Score	Overall Rating: <u>4.06</u>
		<u>Sub-Category Rating</u>	
2a --	Develops and adequately implements and manages the budget including plans for short and long-term capital improvement projects		<u>4.20</u>
	Knowledge of Generally Accepted Accounting Principles, the Uniform Budget and		
2b --	Accounting Act and adequately balances KCCDA's general ledger against financial statements		<u>4.09</u>
2c --	Develops efficient and innovative strategies to minimize business costs		<u>4.09</u>
2d --	Develops and recommends fiscal policies with strong checks and balances		<u>3.87</u>

CATEGORY 3: HR and Personnel Management		6.875% of Score	Overall Rating: <u>3.87</u>
		<u>Sub-Category Rating</u>	
3a --	Adequately promotes and recruits quality personnel and ensures all required personnel meet the State 911 Committee's minimum training standards		<u>3.83</u>
	Works well and maintains good interpersonal relations with various employee groups		
3b --	(union and non-union) and addresses employee needs while remaining fiscally responsible		<u>3.83</u>
3c --	Treats all employees equally and with respect; creates a healthy work environment		<u>3.94</u>

CATEGORY 4: Project Management		6.875% of Score	Overall Rating: <u>4.23</u>
		<u>Sub-Category Rating</u>	
4a --	Analyzes and determines appropriate measures, priorities, and coordinates measures to achieve project goals		<u>4.10</u>
	Produces clear project status reports and communicates candidly and tactfully with		
4b --	groups, committees and the board of project status; including any challenges or obstacles		<u>4.48</u>
4c --	Analyzes, recommends and communicates project go-live plans that minimize service interruptions for residents and end-user agencies.		<u>4.10</u>

CATEGORY 5: Leadership Skills		6.875% of Score	Overall Rating: <u>4.10</u>
		<u>Sub-Category Rating</u>	
5a --	Acts with integrity, treats others with respect and dignity, and promotes and encourages teamwork		4.28
5b --	Participates and collaborates with partner agencies/entities to resolve county-wide challenges/problems		4.31
5c --	Acknowledges the success of employees, recognizes their contributions and provides mentorship to others		3.98
5d --	Delegates key responsibilities to team members on a rational basis		3.83

CATEGORY 6: Communication Skills		6.875% of Score	Overall Rating: <u>4.18</u>
		<u>Sub-Category Rating</u>	
6a --	Written and verbal communications with staff, end-user agencies/partners, Committees and the Board are candid and tactful		4.42
6b --	Provides timely and quality reports to end-user agencies/partners, Committees and the Board		4.33
6c --	A constructive communicator capable of discussing difficult issues effectively and to the point; handles confrontational communication with ease		4.20
6d --	Facilitator of difficult conversations among team members and/or other parties that result in new ideas and compromised solutions		3.76

CATEGORY 7: Professionalism		6.875% of Score	Overall Rating: <u>4.36</u>
		<u>Sub-Category Rating</u>	
7a --	Acts ethically and honestly and represents KCCDA well in front of all audiences		4.61
7b --	Projects a professional image in dress and appearance		4.44
7c --	Acceptable to feedback and handles setbacks and failures constructively		3.89
7d --	Displays a passionate and positive attitude		4.50

CATEGORY 8: Board Relations		6.875% of Score	Overall Rating: <u>4.23</u>
		<u>Sub-Category Rating</u>	
8a --	Provides timely communications to Board Members on important topics impacting the organization		4.53
8b --	Prepares, distributes and posts Committee and Board meeting materials in accordance with Michigan's Open Meetings Act		4.06
8c --	Responds to Committee and Board member questions and concerns in a timely manner		4.11

GOAL/PERFORMANCE OBJECTIVE #1**22.50% of Score****Rating: 4.09**

Continue to strategically recruit quality staff members and remain consistent or increase the overall number of positions filled to meet organizational needs. This should include recommendations, if necessary, for recruitment and retention incentives.

GOAL/PERFORMANCE OBJECTIVE #2**22.50% of Score****Rating: 4.19**

Complete the proposal evaluation process and make recommendation(s) on KCCDA's Computer Aided Dispatch and Mobile Computing System. This should include a thorough vendor evaluation process with involvement from key stakeholders (dispatch staff, end-user agencies, Technical Advisory Committee, etc.).

GOAL/PERFORMANCE OBJECTIVE #3**0% of Score****Rating: _____****PERFORMANCE APPRAISAL SUMMARY**

	<u>Overall</u>		<u>Wiegthed</u>
	<u>Rating</u>	<u>Weight</u>	<u>Score</u>
CATEGORY 1: Operational Management	4.25	6.875%	0.2922
CATEGORY 2: Financial Management	4.06	6.875%	0.2792
CATEGORY 3: HR and Personnel Management	3.87	6.875%	0.2661
CATEGORY 4: Project Management	4.23	6.875%	0.2905
CATEGORY 5: Leadership Skills	4.10	6.875%	0.2819
CATEGORY 6: Communication Skills	4.18	6.875%	0.2872
CATEGORY 7: Professionalism	4.36	6.875%	0.2998
CATEGORY 8: Board Relations	4.23	6.875%	0.2910
GOAL/PERFORMANCE OBJECTIVE #1	4.09	22.50%	0.9200
GOAL/PERFORMANCE OBJECTIVE #2	4.19	22.50%	0.9422
GOAL/PERFORMANCE OBJECTIVE #3	0.0000	0%	0.0000
			<u>4.15</u>

SIGNATURES:*Personnel Committee Chairperson*

Date: _____

Board of Directors Chairperson

Date: _____

Executive Director

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

Kalamazoo County Consolidated Dispatch Authority TECHNICAL ADVISORY COMMITTEE January 8, 2025 – Regular Meeting

ITEM 1 – CALL TO ORDER

The Regular Meeting of the Technical Advisory Committee was called to order by Chief Bryan Ergang at 10:00 a.m. on Wednesday, January 8, 2025, 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), Matt Huber (KDPS), Bryan Ergang (KTPD), Mike Bentley (KCMCA), Scott Ernstes (MSP), Logan Bishop (KCSO), Nicholas Arnold (PDPS)

Others Present: Brandi Janes, Jeff Troyer, Torie Rose, Jon Moored, Marty Ftacek, Marie Gleesing and Chris McComb

ITEM 3 – ORGANIZATIONAL ITEMS

A. Election of Chair and Vice Chair

“Motion by Mr. Ergang, second by Mr. Arnold to nominate Mr. Merlo as Chair and Mr. Ernstes as Vice Chair of the KCCDA Technical Advisory Committee for 2025.”

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

ITEM 4 - APPROVAL OF MEETING MINUTES

A. Regular Meeting Minutes from September 4, 2024

“Motion by Mr. Arnold, second by Mr. Huber to approve the Regular Meeting Minutes from November 6, 2024, as presented.”

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

ITEM 5 - CITIZENS' TIME

There was none.

ITEM 6 – FOR CONSIDERATION

A. Administrative Monthly Report

Mr. Troyer noted the Administrative Monthly Report was in the packet and presented an update on workload after starting Aurelian AI. He stated there would be more statistics to come the longer the system is in place, but things were going well.

B. Old Business

1. UPDATE: Imprivata – Two Factor Authentication

Mr. Troyer stated Administration was working to bring back a recommendation in memo form pertaining to the deadline for end user agencies to access the Tyler System without two-factor authentication. The goal was to offer Imprivata to the smaller agencies as a solution, but it needs to be a viable solution before cutting off access. It won't be a big deal for larger agencies that are already connected to dispatch, but the smaller agencies will need testing. Mr. Troyer stated there should be recommendations in March.

2. UPDATE: Radio Template Update

Mr. Troyer stated he had been trying to find the most streamlined way to do a mass update. He stated he would have an update in March. It may come down to a recommendation that end user agencies could do an update within a certain timeframe and the authority would pay for it. He stated that if any agency was working on templates, they should hold off until March and the authority would work with the vendor.

3. UPDATE: AI Non-Emergency Call Taking

Mr. Troyer stated that referring contact calls to agency emails went into effect yesterday.

Ms. Rose stated she was working on directing tow companies with calls for repossessions and impounds. One agency was text to 911 because they didn't want to call in to the AI System. There is now a fillable form for them. She notified all tow companies, and it was currently only tow company impounds, starting with McDonalds.

Mr. Troyer stated the system was at level two resistance, meaning calls are transferred after the second question/response if the system can't help. When the resistance level is turned up, the third question will be different, asking what they need to speak with someone about. The system has made a significant difference in the call volume coming into the center.

C. New Business

1. CAD WebView Demo – Emergency Management Test User

Mr. Troyer stated he received a request from Emergency Management for access to Law Enforcement CAD WebViewer. KCCDA IT identified settings for user privileges that allows access to information to be restricted, but we cannot filter call types. The only concern is that CSC information such as addresses cannot be restricted.

Mr. Ergang inquired about why Emergency Management needed access.

Ms. Janes stated the request was to assist Emergency Management with planning and anticipating for major incidents.

Mr. Merlo inquired what information Emergency Management would need from this access that they wouldn't get from the request for help.

Ms. Janes stated it's often hard to contact people on a scene and this would help.

Mr. Troyer stated there would be three people who have access to the information and there would need to be an MOU because of the CSC restrictions.

“Motion by Mr. Ernstes, second by Mr. Merlo, to uphold TAC’s previous decision and allow Emergency Management access to only Fire and EMS incidents in CAD WebViewer.”

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

ITEM 7 – OTHER ITEMS

D. Announcements and Member Comments

Mr. Arnold stated that last Friday Portage Public Safety Services Manager Teresa Gipson retired, and Jackie Truman took over.

Mr. Troyer asked that the agencies remind officers to call dispatch on the field unit line, not the general like. He also asked that they DO NOT give the field unit number out to the public.

E. Next Meeting

The next regular scheduled Technical Advisory Committee meeting will be Wednesday, March 5, 2025, 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 10:49 a.m.



MEETING MINUTES

Kalamazoo County Consolidated Dispatch Authority TECHNICAL ADVISORY COMMITTEE March 5, 2025 – 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, March 5, 2025, 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), Matt Huber (KDPS), Bryan Ergang (KTPD), Mike Bentley (KCMCA), Nicholas Arnold (PDPS), Gerry Leudecking

Others Present: Logan Bishop, Ryan McGregor, Jeff Troyer, Torie Rose, Jon Moored, Marty Ftacek, Justin Johnson and Chris McComb

ITEM 3 - APPROVAL OF MEETING MINUTES

A. Regular Meeting Minutes from January 8, 2025

“Motion by Mr. Arnold, second by Mr. Huber to approve the Regular Meeting Minutes from January 8, 2025, 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 Report will be distributed when completed. He highlighted that progress had been made on the backup center in Portage and the Tyler upgrade and Windows migration were well underway. He stated staff was finalizing quotes on the Vesta refresh project.

B. Old Business

1. UPDATE: AI Non-Emergency Call Taking

Mr. Troyer stated that the Suggestions, Complaints and Accolades Form in the packet would include items sent from Portage. He requested that agencies send anything about dispatch to Administration. The resistance level on the AI system has been increased to three and Aurelian has made enhancements to the transcription functionality. He noted that the resistance level will not be increased again any time soon.

Ms. Rose asked if anyone found any calls for service that were not being entered into CAD timely that were handled by AI, to please let Administration know.

C. New Business

1. Calhoun County Law Enforcement – Transition o AES Encryption

Mr. Troyer stated that on June 1, Calhoun County will transition the law enforcement agencies in their county to AES encryption. This was just a heads up for cross county line discussions. Calhoun will be transitioning the fire agencies to the MPSCS system as well and KCCDA will be meeting with Calhoun County Consolidated Dispatch Authority soon to discuss interoperability for agencies providing mutual aid.

2. REVISED LOA Talk-group Access – Kalamazoo County Emergency Management

Mr. Troyer stated that Emergency Management requested the primary law enforcement talkgroups to be programmed into their radios including the radio cache. He recommended approval of the request after an MOU is executed between Emergency Management and KCCDA, background checks and fingerprints are completed, as well as all required CJIS Security Awareness Training. Troyer advised it will go a long way for the relationship between KCCDA and Emergency Management. He noted that no agency can give Emergency Management access to their single agency because talk-groups are assigned to more than one agency, so the approval needs to be from all agencies. Discussion occurred.

“Motion by Mr. Arnold, second by Mr. Huber, to deny the Kalamazoo County Emergency Management access to KCCDA talk-groups.”

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

3. REVISED SOP 04.02 – Mayday Firefighter Emergency

Ms. Rose stated she received a request from the KCCDA Training Supervisor to change the firefighter mayday alert tone. It has been Alert Tone 1, and the request is to change it to Alert Tone 3 so it will be easier to identify. Fire and Law Comm Ops were both in favor of the change.

“Motion by Mr. Ergang, second by Mr. McGregor to change the firefighter Mayday Alert Tone from Alert Tone 1 to Alert Tone 3.”

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

4. REVISED SOP 09.06 – Mass Casualty Incident

Mr. Troyer presented revised SOP 09.06, noting the mass casualty incident group reviewed the proposed changes. He noted the Supervisor would reach out to the NCC and acquire special event talk-groups. Different plan levels were presented. Mr. Troyer recommended approval.

“Motion by Mr. Huber, second by Mr. Ergang to approve revised SOP 09.06 – Mass Casualty Incident as presented.

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

5. Additional CAD Disposition Codes

Mr. Rose stated she was asked by Kalamazoo Township to bring this item forward. Axon is used for body cameras and the retention period is not long. If the seven disposition codes provided are used, agencies can change the retention period. Law Comm Ops approved the proposed codes. An X will be used at the beginning of each code, so they all fall to the bottom of the list.

“Motion by Mr. Arnold, second by Mr. Ergang to approve the additional disposition codes proposed with the addition of an X at the beginning.”

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

6. Standard MOU – Imprivata End-User Agency Agreement

Mr. Troyer stated the MOU would allow law enforcement agencies to join KCCDA’s Imprivata multi-factor authentication system with an administrative fee. Charges are broken down by number of users. KCCDA IT would support smaller agencies, but larger agencies would need to have their own support, as most smaller agencies don’t have IT support. If approved, the MOU will be sent to the Board for approval due to the charging of administrative fees.

“Motion by Mr. Arnold, second by Mr. McGregor to approve the MOU - Imprivata End-User Agency Agreement as presented.”

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

7. Resolution 2025-01 – Radio Template Project

Mr. Troyer stated the Board approved \$60,000 allocated for radio template updating. Due to the assets being in MPSCS’s radio management system, this resolution will allow for delegation of authority for the Executive Director to work with agencies individually. The project caps each agency at \$8,000. The Executive Director reports back to the Board on expenses.

Motion by Mr. Huber, second by Mr. Arnold to approve Resolution 2025-01 – Radio Template Project as presented.”

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

ITEM 7 – OTHER ITEMS

D. Announcements and Member Comments

There were none.

E. Next Meeting

The next regular scheduled Technical Advisory Committee meeting will be Wednesday, May 7, 2025, 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 10:41 a.m.



KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

Agenda Request Form

Please fill in the boxes below with the appropriate information.

Name: Technical Advisory Committee & Administration

Agency: KCCDA

Phone Number:

Length of Time Needed: 5 mins

Agenda Item #: 5B-3b

Topic: Resolution 2025-01 – Radio Template Project

Brief Description:

Administration presented to TAC at the March 5th meeting a Resolution (#2025-01) that provides criteria and guidelines/processes for the Executive Director to work with end-user agencies (that are directly dispatched by KCCDA) and the agency's preferred contractor/vendor to complete re-templating of MPSCS radios.

The TAC unanimously approved Resolution #2025-01 and recommends the same to the Board of Directors for consideration.

Proposed Motion:

Motion to approve Resolution #2025-01 – Policy and Delegation of Certain Authority Regarding KCCDA's Radio Template Project for Agencies Directly Dispatched by KCCDA.

Agenda Request Approved: 3/5/25

Meeting Date: 3/13/25

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



RESOLUTION 2025-01

Policy And Delegation of Certain Authority Regarding KCCDA's Radio Template Project for Agencies Directly Dispatched by KCCDA

WHEREAS, the Kalamazoo County Consolidated Dispatch Authority ("KCCDA") Board of Directors ("Board") approved Sixty Thousand Dollars (\$60,000) for a radio template update project for Unified Communications as part of KCCDA's 2025 Capital Project Fund Budget; and

WHEREAS, the Michigan Public Safety Communications System ("MPSCS") requires all radio assets to be managed in the Radio Management System by the agencies directly dispatched by KCCDA; and

WHEREAS, the agencies directly dispatched by KCCDA and their respective radio vendor(s) mutually have access and control within the MPSCS Radio Management System to submit requests for radio asset additions, deletions, and template changes; and

NOW, THEREFORE, BE IT RESOLVED the Board delegates to the Executive Director, authority to approve and/or utilize an amount not to exceed Sixty Thousand Dollars (\$60,000) for the radio template update project under the following terms and conditions:

1. Eligible agencies directly dispatched by KCCDA shall be defined as Law Enforcement Agencies, Fire Departments, Emergency Management, and Kalamazoo County Medical Control Authority Physician units who are directly attributable to the delivery of 9-1-1 service as defined/permitted by the Michigan State 9-1-1 Committee's Allowable/Disallowable Usage of 9-1-1 fees list.
2. All radios eligible for this project must install the Unified Communications Plan template minimum required talkgroups in the primary dispatch zone as approved by the KCCDA Technical Advisory Committee.
3. An agency or group of agencies meeting the criterion above, shall submit a written request to the Executive Director detailing the proposed number of radios they wish to have re-templated and the preferred contractor/vendor they intend to utilize for the reprogramming. The agency(ies) shall supply additional information as deemed appropriate by the Executive Director including but not limited to information to verify eligibility of the proposed use/device and a copy of the proposed template to verify eligibility. The Executive Director shall provide a written response to the agency's request within twenty calendar days after receipt of the written request.



Kalamazoo County Consolidated Dispatch Authority



4. The Executive Director shall work with the agency or group of agencies to obtain a detailed quote from the agency's contractor/vendor who will complete the re-templating of the radio(s). The Executive Director is authorized to approve or deny the contractor's/vendor's quote. If approved, KCCDA shall issue a purchase order for the work to be completed subject to the terms and conditions defined by KCCDA fiscal policies.
5. Requests will be accepted on a first-come first-serve basis and cannot be post-dated.
6. No individual agency shall be authorized to use more than Eight Thousand Dollars (\$8,000).

BE IT FURTHER RESOLVED the Executive Director shall maintain an accounting of all monies authorized under this project and provide a summary report to the Board at each meeting for the remainder of the calendar year or until the amount budgeted is expended; whichever comes first.

I, Christine McComb, Assistant Clerk for the Kalamazoo County Consolidated Dispatch Authority Board of Directors, hereby certify the foregoing resolution was adopted by the Board of Directors at the regular meeting of said Board held on _____, 2025, at which meeting a quorum was present.

SIGNATURE



KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

Agenda Request Form

Please fill in the boxes below with the appropriate information.

Name: Technical Advisory Committee & Administration

Agency: KCCDA

Phone Number:

Length of Time Needed: 5 mins

Agenda Item #: 5B-3c

Topic: MOU Template – KCCDA Imprivata End-User Agreement

Brief Description:

Administration presented to TAC at the March 5th meeting a standard MOU template for end-user agencies to utilize KCCDA's multi-factor authentication solution Imprivata. End-user agencies will be responsible for any/all hardware necessary to deploy the solution and will pay for annual licensing costs plus a small administrative fee consisting of 5% for large agencies and 15% for small agencies.

The TAC unanimously approved the MOU template and recommends the same to the Board of Directors for consideration.

NOTE: KCCDA Bylaws require the Board of Directors to authorize/approve all service fees related to any service KCCDA provides.

Proposed Motion:

Motion to approve standard template MOU for end-user agencies to utilize the Imprivata system which includes an administrative fee of five percent for large agencies and fifteen percent for small agencies.

Agenda Request Approved: 3/5/25

Meeting Date: 3/13/25

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



MEMORANDUM OF UNDERSTANDING BETWEEN KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY AND [Insert Law Enforcement Agency]

THIS MEMORANDUM OF UNDERSTANDING is entered into by and between the Kalamazoo County Consolidated Dispatch Authority ("KCCDA") and _____;

WHEREAS, the KCCDA implemented Imprivata's authentication solution for access management and control for shared devices, critical workflows, and remote access connectivity that exceeds existing Criminal Justice Information Security (CJIS) Policy guidelines; and

WHEREAS, KCCDA's End-User License Agreement with Imprivata identifies all law enforcement agencies directly dispatched by KCCDA as Non-Affiliated Facilities; and

WHEREAS, this allows KCCDA to extend a cost effective CJIS compliant authentication solution to end-user law enforcement agencies; and

WHEREAS, _____ has requested to join and utilize KCCDA's Imprivata authentication solution as a Non-Affiliated Facility per the KCCDA Imprivata End-User License Agreement.

NOW THEREFORE, the parties agree to the following provisions:

KCCDA agrees to allow _____, herein referred to as the "End-User Agency" to establish connectivity and utilize the Imprivata access management server to implement a multi-factor authentication solution. Furthermore, _____ shall be classified as a (SMALL or LARGE) agency.

KCCDA Responsibilities

KCCDA shall be responsible for the following:

- Network and system priorities and maintenance windows.
- Policy and/or standards for management and control of all KCCDA shared computer systems and network.
- Maintaining and updating the Imprivata server.
- Facilitate initial creation of no more than THREE agency administrators, known as the User Management Team, and provide training on the system for user access and control.
- KCCDA will be the primary licensee of the Imprivata system – all licensing will be purchased by KCCDA and passed on to the end-user agency.

- SMALL AGENCY: End-user agencies with 10 or less users, shall pay an administrative fee equal to fifteen percent (15%) on all Imprivata licensing costs. These fees include initial agency set-up and assistance with the agency's User Management Team.
- LARGE AGENCY: End-user agencies with 11 or more users, shall pay an administrative fee equal to five percent (5%) on all Imprivata licensing costs. This fee includes initial agency set-up and assistance with the agency's User Management Team.

End-User Agency Responsibilities

The end-user agency shall be responsible for the following:

- All associated user costs include but are not limited to Imprivata licensing, all hardware devices (RFID readers, biometric readers, authenticator application, etc), and network connections to KCCDA.
- The end-user agency shall pay KCCDA an administrative fee for initial agency set-up and assistance to the agency's User Management Team on all Imprivata licensing costs equal to:
 - SMALL AGENCY – Fifteen percent (15%).
 - LARGE AGENCY – Five percent (5%).
- Designation of Agency User Management Team:
 - SMALL AGENCY – A minimum of ONE but no more than TWO individuals shall be designated to serve as the Agency User Management Team. These individuals shall serve as primary team members and KCCDA IT shall serve in a support role.
 - LARGE AGENCY – A minimum of TWO but no more than FOUR individuals shall be designated to serve as the Agency User Management Team.
- User Management Team members must execute KCCDA's Systems Access and Management Control Agreement.
- User Management Team Members shall manage the agency's users, devices, user training, etc.
- User Management Team Members are responsible for troubleshooting agency user issues, settings, permissions, etc. This includes any after-hours issues the agency users may have.
- If the User Management Team is unable to resolve agency user problems, one of the Team Members shall notify KCCDA IT.
 - Regular business hours – Call 269-440-5503 (IT group ring)
 - Holidays, weekends, and after-hours – Call the on-duty Dispatch Supervisor at 269-488-6634 (not for public release)

This Memorandum of Understanding may be terminated by either party in writing. Termination shall take effect at the end of the licensing period for which the Agency and KCCDA are obligated under contract with Imprivata.

[INSERT LAW ENFORCEMENT AGENCY]

**KALAMAZOO COUNTY CONSOLDIATED
DISPATCH AUTHORITY**

????????????????, Chief/Director
Law Enforcement Agency

Jeffery Troyer
Kalamazoo County Consolidated Dispatch Authority