



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.

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Chris McComb  
Deputy Clerk of KCCDA Board of Directors