



NOTICE and AGENDA for

Kalamazoo County Consolidated Dispatch Authority

Technical Advisory Committee

July 9, 2025

PLEASE TAKE NOTICE that a REGULAR Meeting of the Kalamazoo County Consolidated Dispatch Authority Technical Advisory Committee will be held on **Wednesday, July 9th** at 10:00 a.m. in the Chief Switalski Meeting Room at Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo Michigan for consideration of items, namely, on this Agenda.

ITEM 1 – CALL TO ORDER

ITEM 2 – ROLL CALL

Western Michigan University Public Safety <i>Scott Merlo, Chairperson</i> (Alt. Ryan McGregor)	Michigan State Police <i>Scott Ernstes, Vice-Chairperson</i> (Alt. Dale Hinz)
Kalamazoo Department of Public Safety <i>Matt Huber</i> (Alt. Chris Franks)	Kalamazoo County Sheriff's Office <i>Richard Fuller</i> (Alt. Michelle Greenlee)
Township of Kalamazoo Police Department <i>Bryan Ergang</i> (Alt. Scott Jackson)	Portage Department of Public Safety <i>Nick Arnold</i> (Alt. Jeff VanderWiere)
Kalamazoo County Medical Control Authority <i>Michael Bentley</i> (Alt. William Fales)	Kalamazoo County Fire Chief's Association <i>Gerry Luedecking</i> (Alt. Chip Everett)

ITEM 3 – APPROVAL OF MEETING MINUTES

- A. Regular Meeting Minutes from May 7, 2025

ITEM 4 – CITIZENS' TIME

The Committee welcomes members of the public to express their ideas or concerns about issues affecting Kalamazoo County Consolidated Dispatch Authority. Members of the public wishing to speak are requested to stand and state their full name and address for the record. Each member of the public is limited to four minutes or less.

ITEM 5 – FOR CONSIDERATION

- A. Administrative Monthly Report
- B. Old Business
 - 1. NEW Fire Talkgroups – 39CFPAG, 39CFOPS, 39MFPAG, 39MFOPS
 - 2. Radio Templates/Programming
 - 3. Behavioral Health Crisis Calls
- C. New Business
 - 1. Extreme Risk Protection Orders
 - 2. New Incident Type: Crash Notification Only
 - 3. Tyler Public Safety System – August 26th Server Migration/Go-Live New Environment
 - 4. Dispatch Console Encryption

ITEM 6 – OTHER ITEMS

- D. Announcements and Member Comments
- E. Next Meeting – September 3, 2025

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.



MEETING MINUTES

Kalamazoo County Consolidated Dispatch Authority TECHNICAL ADVISORY COMMITTEE May 7, 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, May 7, 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), Chip Everett (KCFCA)

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

ITEM 3 - APPROVAL OF MEETING MINUTES

A. Regular Meeting Minutes from March 5, 2025

“Motion by Mr. Huber, second by Mr. Arnold to approve the Regular Meeting Minutes from March 5, 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 noted that the ECO hiring posting just closed. The posting was active for one week and there were fifty-five people who signed up for skills testing.

B. Old Business

1. Calhoun County Transition – LE to AES Encryption & Fire to MPSCS

Mr. Troyer stated that Calhoun County will be switching to AES encryption and new talkgroups by June 1. This impacts all agencies going into Calhoun County, including fire mutual aid. They plan to turn off their VHF system right immediately after the transition.

C. New Business

1. Proposed NEW Fire Talkgroup – 39CFPAG, 39CFOPS, 39MFPAG, 39MFOPS

Mr. Troyer stated that there are four new fire talkgroups that were approved by Fire Comm Ops and he is asking this committee approve. They will be patched to each county and metro fire alert and operations channels.

“Motion by Mr. Ergang, second by Mr. Arnold to approve the addition of four new fire talkgroups, 39CFPAG, 39CFOPS, 39MFPAG, and 39MFOPS as presented.”

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

2. Behavioral Health Crisis Calls

Mr. Troyer stated that Administration has been working with 988 to develop best practices to transfer behavioral health crisis calls to them. He stated there will be more to come, hopefully with a recommendation in July.

Mr. Merlo stated WMU has their own crisis handling system through the college and would like to work with dispatch too.

3. Tyler Public Safety System – Server Migration & Upgrade

- a. ASAP – Network Configurations for Law Enforcement using LERMS
- b. June 30th – Functional Testing Must be Complete
- c. August 26 – Migration to New Server

Mr. Troyer stated Law Enforcement Agencies have until June 30 to test and make sure they are connected to the server. There will be a test migration on June 30. Once the actual migration starts, there is no halting it, so everyone needs to work on making sure they are connected now

4. Law Enforcement Agencies – Two Factor Authentication

Mr. Troyer presented the question of where everyone stood with enabling two factor authentication. Portage, KTPD, and City are done, County IT will be rolling it out soon and WMU is working on it.

5. CJIS Guidance – Criminal Justice Information Encryption Over Land Mobile Radio

Mr. Troyer stated that a release from MSP was included in the packet. The release states that MSP requires CJIS encryption by October 21, 2026. After that date, MSP’s CJIS audit staff will audit to the requirement and require a written corrective action plan be submitted for findings of non-compliance. Dispatch will have to transition to AES encryption.

ITEM 6 – OTHER ITEMS

D. Announcements and Member Comments

There were none.

E. Next Meeting

The next regular scheduled Technical Advisory Committee meeting will be Wednesday, July 2, 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 10:30 a.m.

KCCDA Administrative Report

June 2025

(Completed July 2, 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:

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

Tasks and/or Projects

The following are tasks carried out 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)***
The Board of Directors approved Resolution #2025-01 which 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 new fire talkgroups have been approved by the State and active on the Kalamazoo MPSCS Simulcast Subsystem.
- ***#2 – Backup Dispatch Center (Budget: Design/Reno-\$500,000 & Equipment/Software-\$500,000)***
The renovation planning process is currently on hold as the City of Portage, Kalamazoo County, and KCCDA discuss/negotiate the future of the Portage Industrial Drive facility.
- ***#3 – Tyler Technologies System – Windows Server Upgrade & Migration (Budget: \$100,328)***
The new Tyler server environment is completely built, and all applications have been installed. The environment is fully operational, and we have transitioned to the testing phase. All windows servers and database licensing have been procured and connections to primary end-user agencies have been configured. A mock migration was completed on June 26th and debrief meeting is scheduled for July 14th. The new environment is scheduled to go live on August 26th.
- ***#4 – Vesta E911 Telephony System Refresh (Budget: \$250,000)***
The agreement and purchase order were executed on March 19th and we had our kickoff meeting on April 23rd. The ship date for the hardware is currently July 31st.
- ***#5 – Stadium Drive Facility Upgrades (Budget: \$75,000)***
Administration released the Request for proposal (RFP) for Professional Architectural and Construction Services on June 12th and proposals are due July 15th.

- #6 – VHF Radio Communications Monitoring System Upgrade (Budget: \$34,670)
The Statement of Work with Roe Comm was executed for this project on May 12th and we are still waiting on a delivery date for the new application/software.

- KCCDA STAFFING

The following is a snapshot of KCCDA staffing levels as of July 1, 2025:

POSITION/TITLE	POSITIONS Budgeted	POSITIONS Filled	NOTES
ECO – I	16	11	
ECO – II	32	22	
PT ECO's	7	7	
Dispatch Supervisor	6	6	
TOTAL:	61	46	

The ECO application process was open from April 22nd – 29th. The following is a summary:

- ✓ 180 – Applications Received
- ✓ 116 – Invited to conduct pre-employment skills testing
- ✓ 70 – Confirmed interest to test
- ✓ 55 – Registered for the test
- ✓ 39 – Participated in 1st Round Interviews
- ✓ 9 – Invited to Oral Board Interviews
- ✓ 6 – Participated in Oral Board Interviews (2 withdrew & 1 did not register)
- ✓ 4 – Advanced to Backgrounds and Observations
- ✓ 1 – Conditional Employment Offer (one withdrew/two eliminated)

Network and Systems Administrator Jon Moored has accepted the IT Manager position in Allegan County. Jon's last day will be July 24th and we wish him the best of luck. The Network and Systems Administrator position is currently posted, and we are accepting applications through July 8th.

We will be posting for ECO Applicants again during the month of July.

- FINANCIAL AUDIT SERVICES

Administration released an RFP on June 13th for Financial Audit Services for three consecutive years. Proposals are due before 3 p.m. on July 15th.

- MONTH END FINANCIALS

The Michigan Class investment account and the Mercantile General Business Checking were reconciled against the general ledger on July 2, 2025.

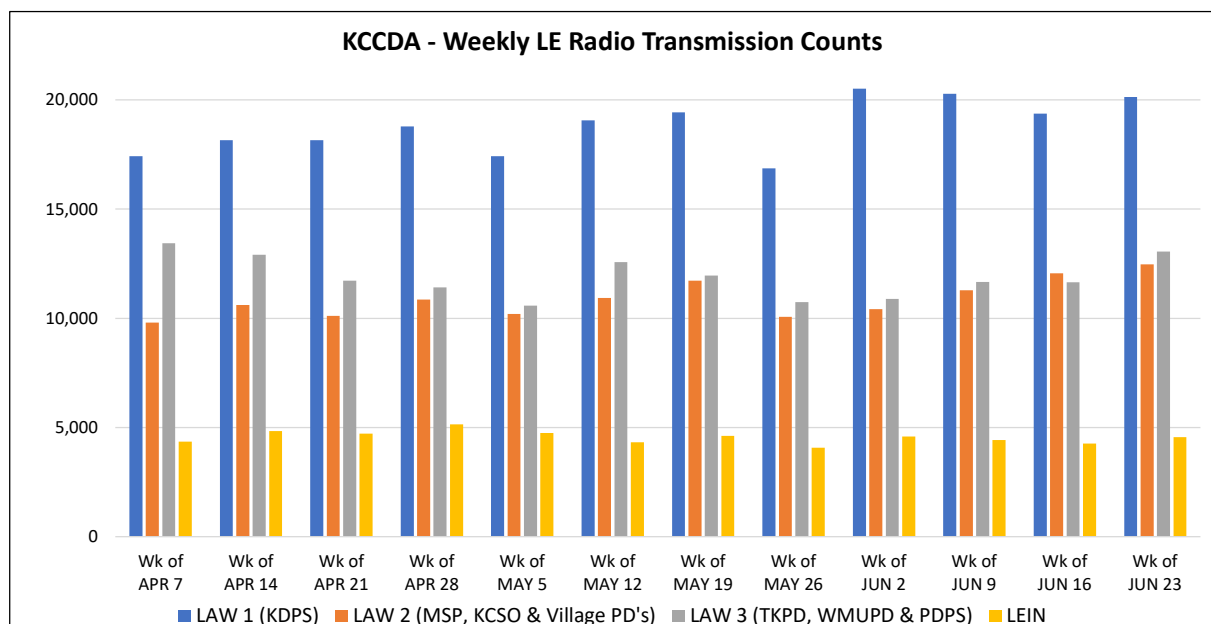
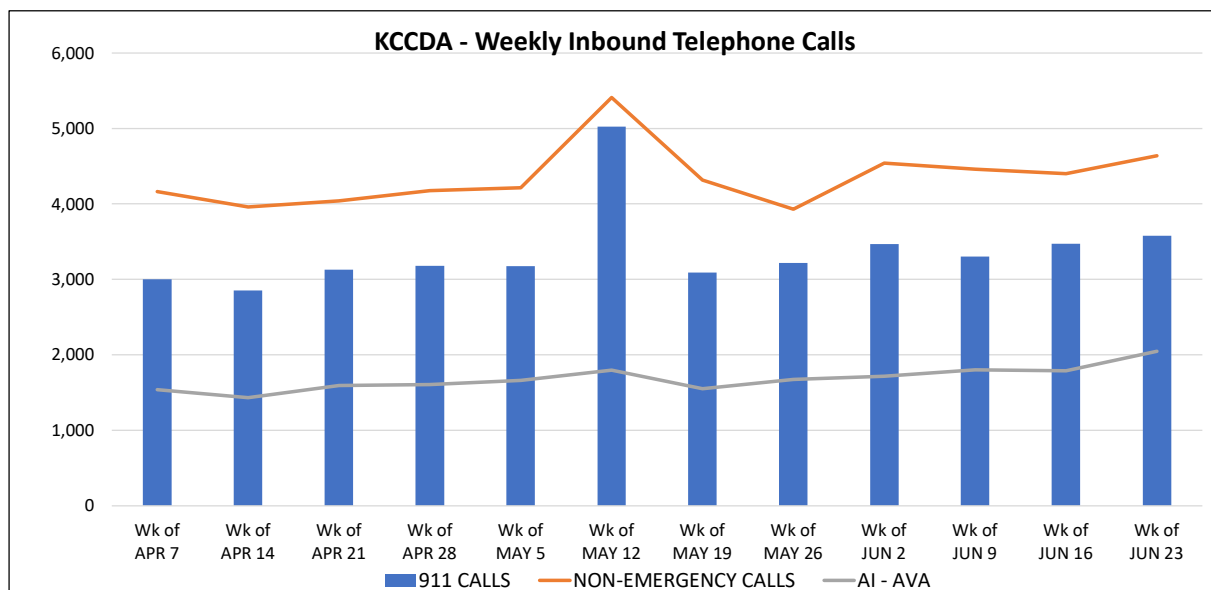
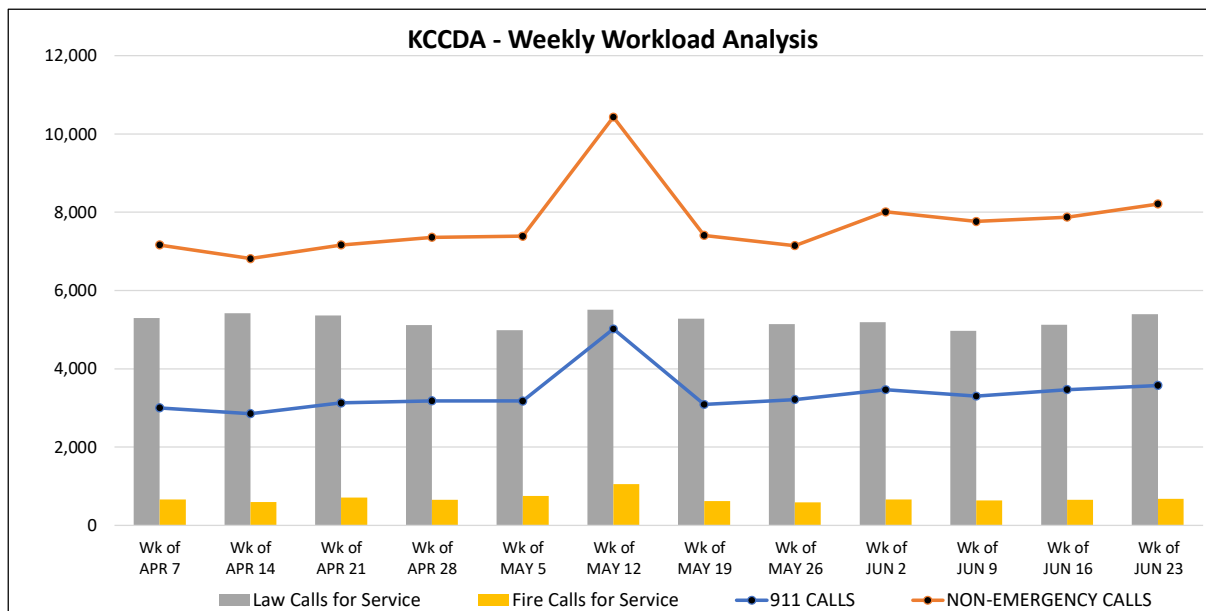
- **STATISTICS & METRICS**

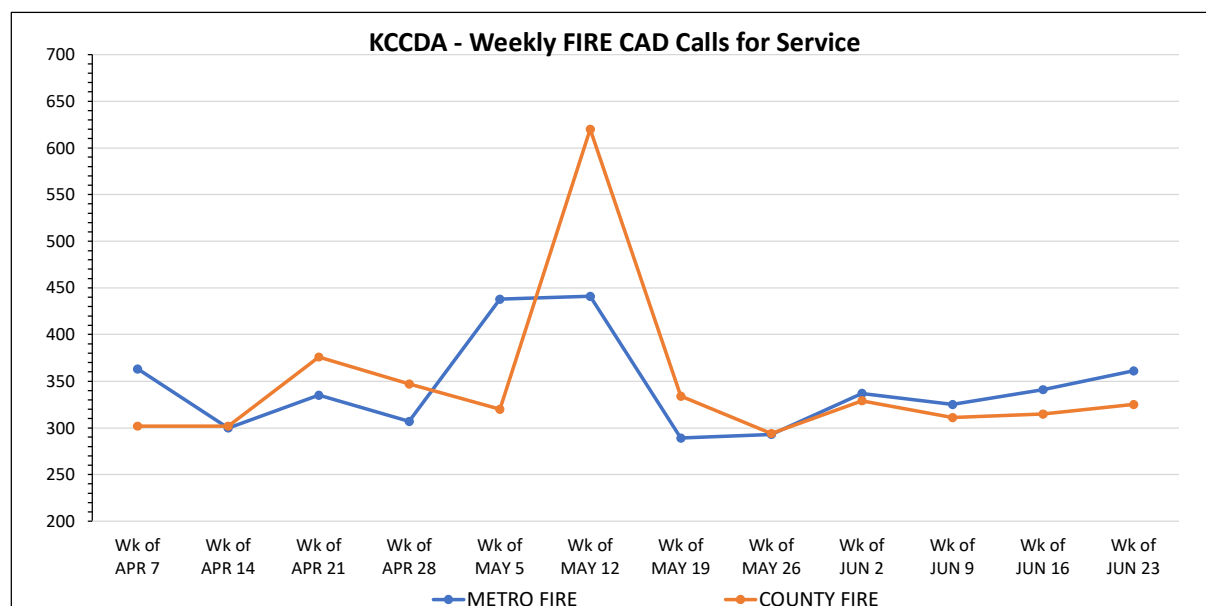
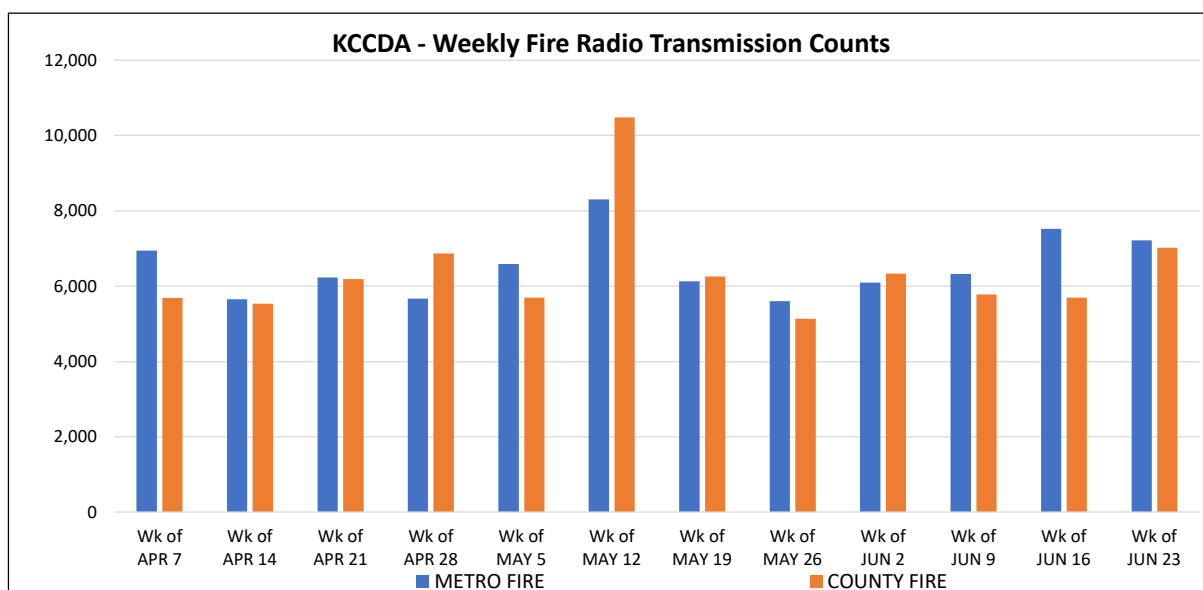
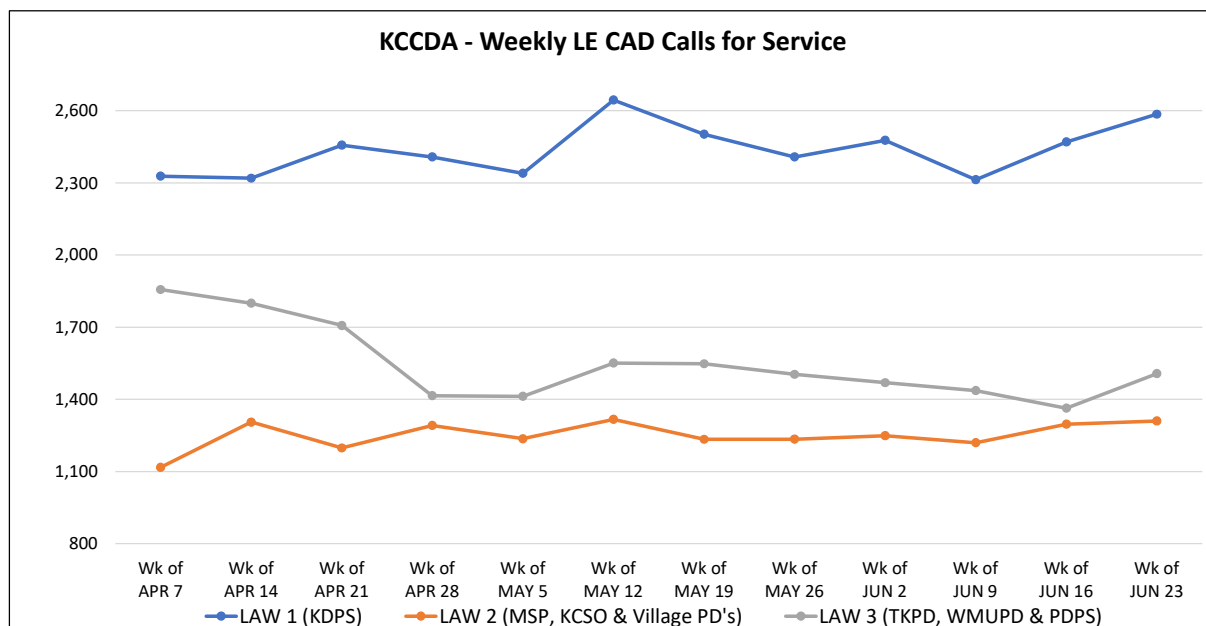
Attached are several different statistical and performance metrics reports:

- ✓ 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

June 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)
6/10/2025	PDPS	Deputy Director VanderWiere	CFS #9610	6/10/2025	UDAA/Kidnapping (8 month old) case that started down on Green Forest. It culminated in the recovery of the vehicle and child in the 600 block of Oak Street in the COK and the arrest of the suspect in the 12 block of S. Westnedge. Your dispatchers were invaluable in coordinating multiple departments and helping in this successful outcome. Please relay our appreciation to your dispatchers involved.....Outstanding Work!!!		Information passed on to the Staff working via CAD Message.
6/25/2025	Cooper FD	A/C Jim Miles	CFS #4656	6/24/2025	Request to check on why Alamo FD received notification of a PD Accident when it was Cooper FD's jurisdiction.	The road this incident occurred on is the jurisdictional line between Alamo and Cooper. Depending on which side of the road the PD accident occurred on determines appropriate jurisdiction. The call taker who entered this specific call for service, selected the wrong side of the road for this accident.	This incident was sent to the call taker's immediate supervisor to be addressed.
6/27/2025	Cooper FD	A/C Jim Miles	CFS #7987	6/27/2025	Request to check on why Alamo FD received notification of a PD Accident when it was Cooper FD's jurisdiction.	The road this incident occurred on is the jurisdictional line between Alamo and Cooper. Depending on which side of the road the accident occurs on determines the fire response but does not change the PD response. This initially came in as a PD accident. The address selection was made for the first address that appeared which was the Alamo side for fire. Once PD arrived on scene, they changed the call to a PI accident. The PD dispatcher did not verify the fire incident location after opening the call so the call was toned out for the original incident address selected. Once Alamo FD was on scene, it was determined to be Cooper FD's side of the road.	Supervisor on duty will speak to the PD dispatcher and reiterate the need to verify the correct address right away or for sure when the fire side of the accident is opened.





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	80,213	76,824	81,754	84,888							451,556
LAW 2	46,481	38,959	43,957	44,590	47,716	49,501							271,204
LAW 3	51,781	44,828	52,683	54,064	51,437	50,040							304,833
METRO FIRE	28,194	22,388	26,509	27,077	29,311	27,719							161,198
COUNTY FIRE	28,503	23,272	22,461	26,778	30,469	26,650							158,133
LEIN	16,629	15,938	20,074	19,887	19,869	19,101							111,498
<u>Tactical Channels:</u>													
800-TAC 1	5,313	4,458	4,861	4,925	6,766	7,032							33,355
800-TAC 2	1,095	811	1,035	1,008	1,075	629							5,653
800-TAC 3	1,862	1,611	2,466	2,687	1,797	2,285							12,708
800-TAC 4	407	177	557	445	593	410							2,589
800-TAC 5	2,876	1,671	3,332	2,939	1,994	2,363							15,175
800-TAC 6	61	7	15	41	24	12							160
800-TAC 7	54	1	455	20	12	94							636
800-TAC 8	17	1	9	69	2	150							248
TOTAL:	248,898	216,374	258,627	261,354	272,819	270,874	0	0	0	0	0	0	1,528,946
<i>Compared to 2024:</i>	<i>-4.38%</i>	<i>-20.08%</i>	<i>-2.79%</i>	<i>1.61%</i>	<i>-7.30%</i>	<i>-8.98%</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	13,394	12,912	15,908	14,742							79,434
NON-EMERGENCY	18,478	15,873	18,906	17,581	19,780	19,149							109,767
VOICE CALL TOTAL:	30,470	26,359	32,300	30,493	35,688	33,891	0	0	0	0	0	0	189,201
<i>Compared to 2024:</i>	<i>-10.73%</i>	<i>-17.14%</i>	<i>-4.56%</i>	<i>-13.15%</i>	<i>-11.79%</i>	<i>-18.74%</i>							
AI - AVA PROCESSED:	6,832	5,495	6,859	6,854	7,371	7,556							40,967

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	10,570	10,140	10,952	10,474							60,137
LAW 2	5,096	4,779	5,769	5,160	5,547	5,397							31,748
LAW 3	6,352	5,909	6,790	7,484	6,593	6,153							39,281
METRO FIRE	1,340	1,257	1,536	1,392	1,488	1,441							8,454
COUNTY FIRE	1,488	1,355	1,565	1,344	1,721	1,442							8,915
TOTAL:	23,205	22,372	26,230	25,520	26,301	24,907	0	0	0	0	0	0	148,535
<i>Compared to 2024:</i>	<i>2.46%</i>	<i>-2.47%</i>	<i>10.77%</i>	<i>4.38%</i>	<i>1.89%</i>	<i>-2.91%</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: 07/01/2025 09:43:07 AM

Grouping: Month

Date Range: 06/01/2025 12:00:00 AM - 06/30/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Summary Information

Month		None	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	>= 61	Total
Total	Call Count	121	12,704	1,447	287	81	23	2	14	14,679
	Cumulative Percentage		87 %	97 %	99 %	100 %	100 %	100 %	100 %	

Emergency Call Wait Time Range

For (Month)



Creation Date: 07/01/2025 09:43:07 AM

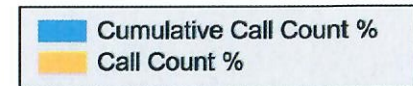
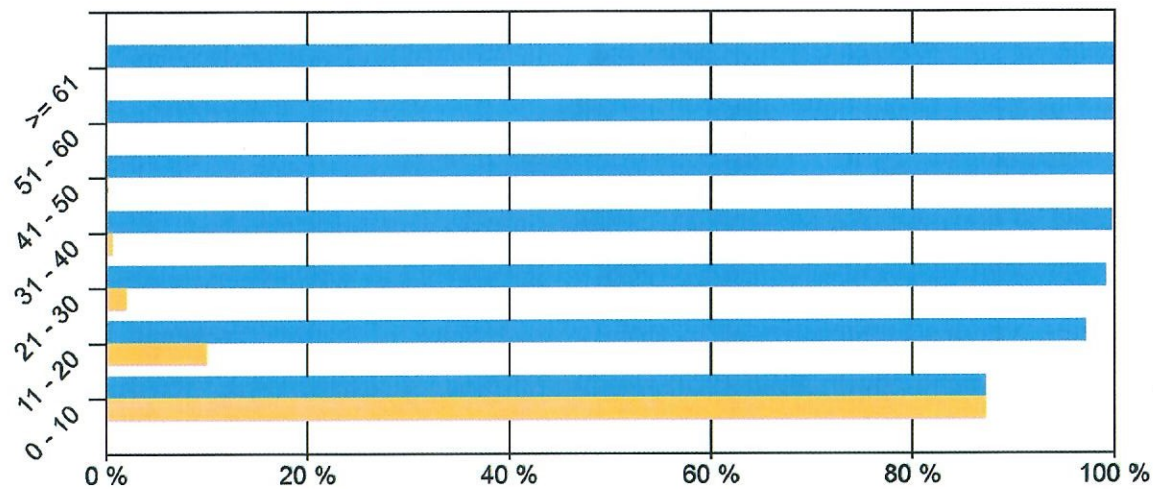
Grouping: Month

Date Range: 06/01/2025 12:00:00 AM - 06/30/2025 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: 07/01/2025 09:43:07 AM

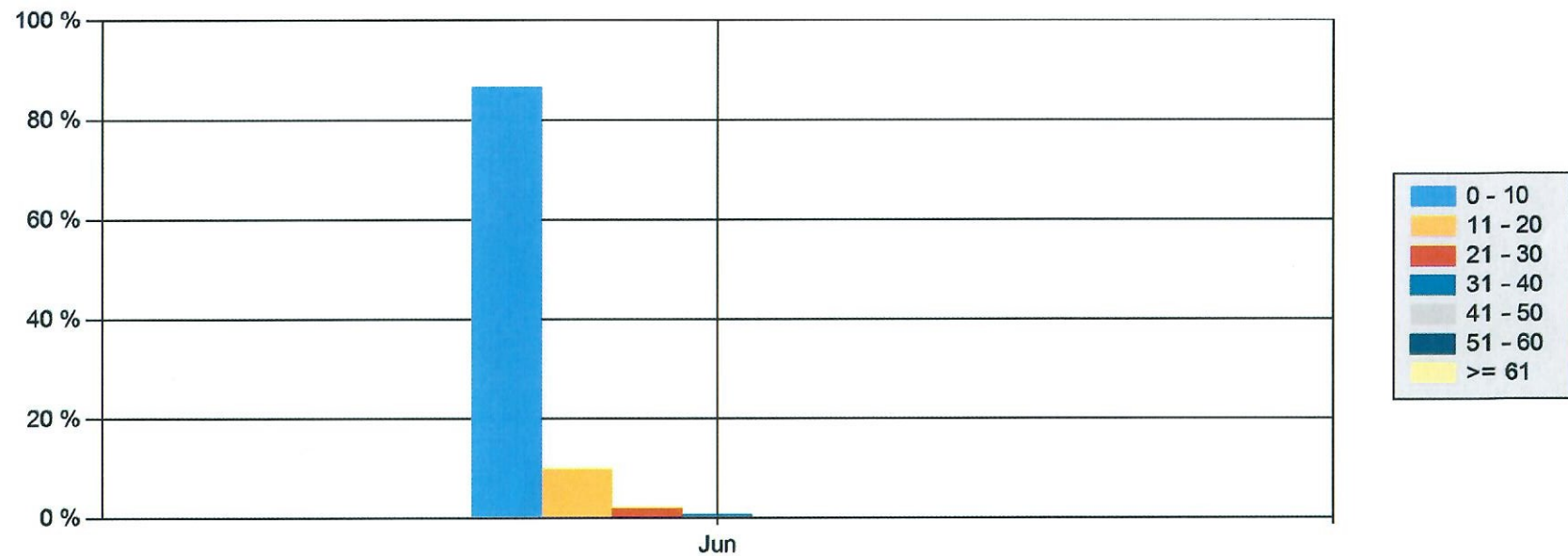
Grouping: Month

Date Range: 06/01/2025 12:00:00 AM - 06/30/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Chart

Call Count % by Wait Time (Month)



Performance - Kalamazoo

Time Range *
June 1, 2025 - June 30, 2025

12,424
Calls Handled

4,893
Calls Transferred to Dispatch

248
Allowlisted Calls

1,245
Emergency Calls

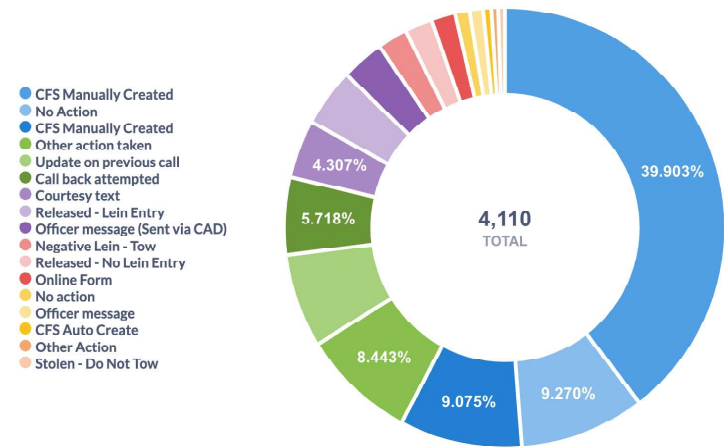
39.38%
Calls Transferred to Dispatch

4,110
Action Items Generated

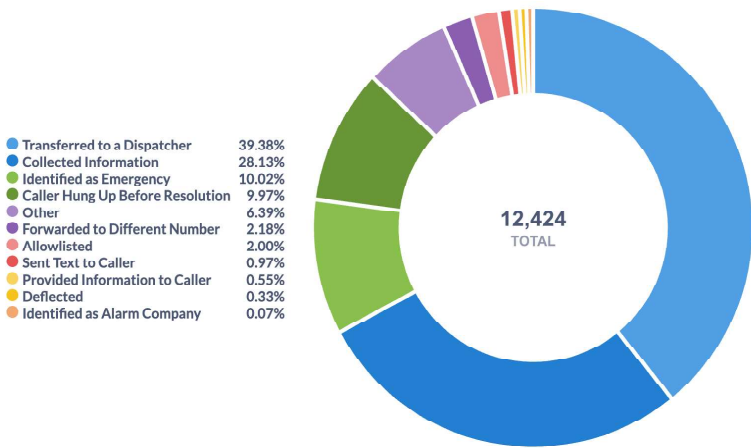
98.86%
Action Items Handled Successfully

3.37
Median Time to Resolve Call (in Minutes)

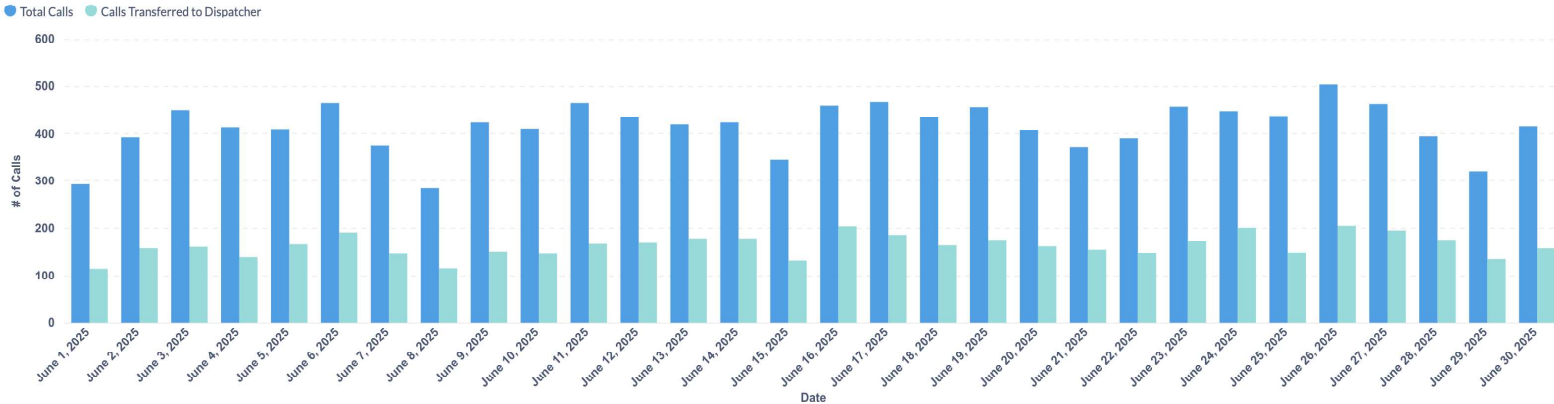
Action Items By Resolution Type



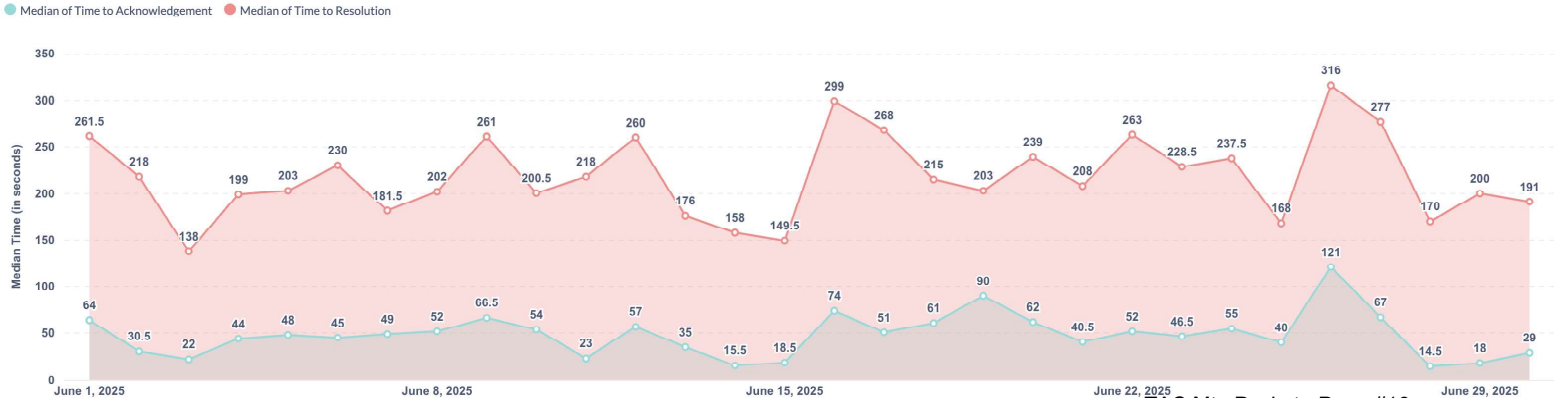
Call Outcome



Total Calls Handled & Calls Transferred to Dispatch



Median Time to Acknowledgement & Resolution





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.



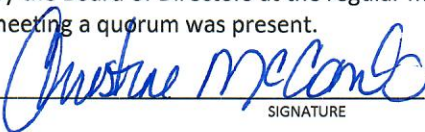
Kalamazoo County Consolidated Dispatch Authority



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 March 13, 2025, at which meeting a quorum was present.


SIGNATURE