



# **NOTICE and AGENDA for**

## **Kalamazoo County Consolidated Dispatch Authority**

### **BOARD OF DIRECTORS**

### **September 11, 2025 – Regular Meeting**

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**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, September 11, 2025** at 3:30 p.m. for consideration of items, namely, on this Agenda.

#### **ITEM 1 – CALL TO ORDER**

#### **ITEM 2 – ROLL CALL**

<b>Western Michigan University</b> <i>Jan VanDerKley, Chairperson</i> (Alt. C. Ghiringhelli)	<b>City of Kalamazoo</b> <i>Jim Ritsema, Vice-Chairperson</i> (Alt. R. Tibbets)	
<b>Western Michigan University</b> <i>Scott Merlo</i> (Alt. T. Unangst)	<b>City of Kalamazoo</b> <i>Matt Huber</i> (Alt. D. Boysen)	
<b>City of Portage</b> <i>Pat McGinnis</i> (Alt. A. Herringa)	<b>Township of Kalamazoo</b> <i>Tracie Moored, Treasurer</i> (Alt. D. Combs)	
<b>City of Portage</b> <i>Nick Arnold</i> (Alt. P. Randall)	<b>Township of Kalamazoo</b> <i>Bryan Ergang</i> (Alt. D. Combs)	
<b>Kalamazoo County Board of Commissioners</b> <i>Dale Deleeuw</i> (Alt. J. Heppler)	<b>Kalamazoo County Fire Chiefs Association</b> <i>Greg McComb</i> (Alt. S. Smith)	
<b>Kalamazoo County Sheriff</b> <i>Richard Fuller, Clerk</i> (Alt. M. Greenlee)	<b>Michigan State Police</b> <i>Scott Ernstes</i> (Alt. D. Hinz)	
<b>Kalamazoo County Medical Control Authority</b> <i>William Fales</i> (Alt. M. Bentley)		

#### **ITEM 3 – APPROVAL OF MEETING MINUTES**

- A. July 10<sup>th</sup> – Regular Meeting
- B. July 10<sup>th</sup> – Closed Session (available at the meeting for review by Directors only)

#### **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 confirm 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 Reports
  - 1. Administrative Monthly Report
  - 2. July and August Reconciliation Reports
  - 3. Year-to-Date Budget Performance Reports
    - a. 2025 General Fund
    - b. 2025 Capital Projects Fund
  - 4. Correspondence
- B. Committee Reports
  - 1. Executive Committee – Jan Van Der Kley
    - a. September 2<sup>nd</sup> DRAFT Meeting Minutes (Information Only)
  - 2. Personnel Committee – Pat McGinnis
  - 3. Technical Advisory Committee – Scott Merlo
    - a. July 9<sup>th</sup> Meeting Minutes and September 3<sup>rd</sup> DRAFT Meeting Minutes (Information Only)

4. Finance Committee – Tracie Moored

- a. August 26<sup>th</sup> DRAFT Meeting Minutes (Information Only)
- b. Resolution 2025-02: Mercantile Bank Line of Credit Increase
- c. RFP #25-01 – Architectural and Construction Services Recommendation
- d. RFP #25-02 – Financial Audit Services Recommendation

C. Old Business

- 1. Back-Up Dispatch Center Update

D. New Business

**ITEM 6 – OTHER ITEMS**

- A. Announcements and Member Comments
- B. Next regular scheduled meeting – November 13, 2025 (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](mailto:admin@kccda911.org) or calling (269) 488-8911.



## MINUTES

### REGULAR MEETING

July 10, 2025

#### ITEM 1 – CALL TO ORDER

The Regular Meeting of the Kalamazoo County Consolidated Dispatch Authority Board was called to order by Chair Jan VanDerKley at 3:30 p.m. in the Chief Switalski Meeting Room, Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo, Michigan on Thursday, July 10, 2025.

#### ITEM 2 – ROLL CALL

Members Present: Jan VanDerKley, Scott Merlo, Pat McGinnis, Nick Arnold, Bryan Ergang, Dale Deleeuw, Rick Fuller, Greg McComb, Mike Bentley

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

#### ITEM 3 – APPROVAL OF MEETING MINUTES

“Motion by Mr. Fuller, second by Mr. Arnold to approve the meeting minutes of the May 8, 2025, Regular Meeting as presented.”

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

#### ITEM 4 - CITIZENS' TIME

There was none.

#### ITEM 5 – FOR CONSIDERATION

##### A. Executive Director Report

##### 1. Administrative Monthly Report

Mr. Troyer stated the report was included in the packet. He noted that Network and Systems Administrator Jon Moored accepted a position at Allegan County and his last day will be July 24. The position has been posted, and first-round interviews will be conducted in the next week. After the last meeting there was a storm burst on May 15, causing very high call load. He stated the Authority will do more informational releases about when it is necessary to call 911 during storm events. On the 16<sup>th</sup>, there was a major Metronet outage, and service was switched to an alternate provider. Mr. Troyer noted a snapshot of how AVA has been working was included in the packet.

2. May and June Reconciliation Reports

Mr. Troyer stated the reconciliation reports were included in the packet. He noted there was a \$2.5 million transfer to the MIClass investment account after the quarterly millage was received.

3. Year-to-date Budget Performance Reports

a. 2025 General Fund

b. 2025 Capital Projects Fund

Mr. Troyer stated the reports were included in the packet. He stated he has followed up with the County because only January and February 911 funds have been received.

4. Correspondence

Mr. Troyer stated that the Board of Commissioners' Resolution appointing Ryan Tibbets as alternate to the Board of Directors and the Personnel Committee as well as primary on the Finance Committee was included in the packet.

B. Committee Reports

1. Executive Committee – Jan VanDerKley

Ms. VanDerKley stated the committee minutes were included.

2. Personnel Committee – Pat McGinnis

Mr. McGinnis stated the Personnel Committee had no report.

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 Finance Committee had nothing to report.

C. Old Business

1. Back-Up Dispatch Center Lease Agreement

Mr. Troyer stated there has been a tentative agreement between the County and the City of Portage and he received the first draft of the lease agreement. He stated he would have more information at the September meeting.



D. New Business

1. Michigan Tri-Share Program Modifications

a. Employer Agreement – 2025 Addendum

b. Administrative Guidelines – Dependent Care Assistance Program V2

Mr. Troyer stated that the Tri-Share program sent notification of addendums to the program. The program will be expanded from a maximum income threshold of 325% above the Federal Poverty Limit to 400%. They have added a sub-program, Care-Share, to allow employer coverage of one third of the costs, within the income threshold. There has also been a clarification of the limitation of one, seven-night camp per child.

McGinnis, Fuller CARRIED

“Motion by Mr. McGinnis, second by Mr. Fuller to approve the Michigan Tri-Share Employer Agreement 2025 Addendum and version two of the Dependent Care Assistance Program Administrative Guidelines as presented.”

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

2. Closed Session MCL 15.268(c) – Strategy and negotiations sessions connected with the negotiation of a collective bargaining agreement

Request to enter closed session

“Motion by Mr. McGinnis, second by Mr. McComb to retire to closed session to discuss strategy connected with the negotiation of a collective bargaining agreement.”

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

The Board retired to closed session at 3:54 p.m.

The Board returned to open session at 4:28 p.m.

ITEM 6 – OTHER ITEMS

A. Announcements and Member Comments

Ms. VanDerKley announced that Mr. Troyer was awarded the International Communications Center Director of the Year for the Association of Public Safety Communications Officials. She presented the submission made to APCO that led to the award. Ms. VanDerKley recognized and congratulated Mr. Troyer on his accomplishments and for all he’s done for the Authority.

Mr. Troyer stated he was thankful for his staff, especially Deputy Director Rose.

Mr. McComb stated he and his agency will miss Network and Systems Administrator Jon Moored. He stated this is an incredible loss for KCCDA.

B. Next regular scheduled meeting – September 2, 2025 (Chief Switalski Meeting Room)

ITEM 7 - ADJOURNMENT

The meeting was adjourned at 4:34 p.m.

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Chris McComb  
Deputy Clerk of KCCDA Board of Directors

## **KCCDA Administrative Report**

*August 2025*

*(Completed September 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:*

- 63 – 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)***  
Administration has completed the recommended law enforcement template and is working on the fire template. Multiple agencies have started the re-templating process with their vendors. We continue to announce this project at all end-user meetings we attend.
- ***#2 – Backup Dispatch Center (Budget: Design/Reno-\$500,000 & Equipment/Software-\$500,000)***  
Administration continues to work on a long-term lease agreement with the County pertaining to backup Dispatch Center space at the Portage Industrial Drive facility. Tentative terms include the following: lump sum payment in the amount of \$300,000 to assist with the purchase of the facility, rent of \$0.00 for 100 years, 1,796 dedicated square feet for the back-up center and access to common/shared areas, renovation related to KCCDA operations will be KCCDA's expense, and electrical usage will be separately metered. We are just waiting for the County and City of Portage to agree on purchase terms.
- ***#3 – Tyler Technologies System – Windows Server Upgrade & Migration (Budget: \$100,328)***  
The Tyler Technologies System server migration and upgrade was completed on August 26<sup>th</sup>. Tyler resources and IT staff from end-user agencies and KCCDA continued to work on a few core systems and ancillary issues into the following day. Everything is stable in the new environment, and the old environment will be decommissioned on Monday, September 22<sup>nd</sup> at 9 a.m.

- *#4 – Vesta E911 Telephony System Refresh (Budget: \$250,000)*  
INdigital will be on site September 2<sup>nd</sup> – 5<sup>th</sup> to install the new hardware. We will operate all positions for a month before INdigital comes back on October 1<sup>st</sup> and 2<sup>nd</sup> to complete the Vesta Application update.
- *#5 – Stadium Drive Facility Upgrades (Budget: \$75,000)*  
Administration released the Request for proposal (RFP) for Professional Architectural and Construction Services on June 12<sup>th</sup> and proposals were due by July 15<sup>th</sup>. KCCDA received THREE proposals (listed in alphabetical order):

Abonmarche Byce	\$25,230
Schley Nelson Architects	\$22,600
Spark 43 Architects, LLC	\$72,735

The Finance Committee will make a recommendation to the Board of Directors at the September 11<sup>th</sup> Board meeting.

- *#6 – VHF Radio Communications Monitoring System Upgrade (Budget: \$34,670)*  
The Statement of Work with Roe Comm was executed for this project on May 12<sup>th</sup> 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 September 2, 2025:

<b>POSITION/TITLE</b>	<b>POSITIONS Budgeted</b>	<b>POSITIONS Filled</b>	<b>NOTES</b>
ECO – I	16	11	
ECO – II	32	23	
PT ECO's	7	7	
Dispatch Supervisor	6	6	
<b>TOTAL:</b>	<b>61</b>	<b>47</b>	

CONGRATULATIONS to ECO-I Gearhart who was released from training on August 14th. ECO-I Anselm is projected to be released by mid-September. KCCDA would like to welcome ECO-I Megan Waschak who began her 911 journey on September 2<sup>nd</sup>.

We are excited to announce that ECO-I Lara will be transitioning to an ECO-II role in the coming months.

KCCDA also welcomes back Jon Moored to the Network and Systems Administrator role. Jon returned to KCCDA after serving 14 days in Allegan County.

- *FINANCIAL AUDIT SERVICES*

Administration released an RFP on June 13<sup>th</sup> for Financial Audit Services for three consecutive years. Proposals were due before 3 p.m. on July 15<sup>th</sup> and we only received one bid – Kruggel Lawton CPAs. The Finance Committee will make a recommendation to the Board of Directors at the September 11<sup>th</sup> meeting.

- *MONTH END FINANCIALS*

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

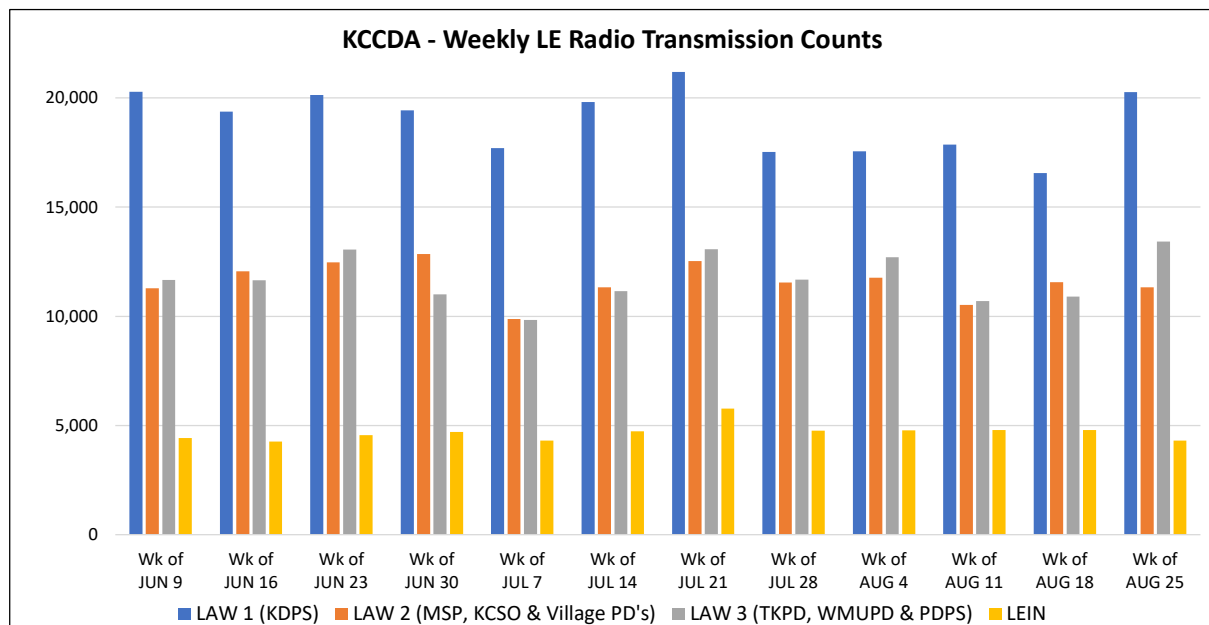
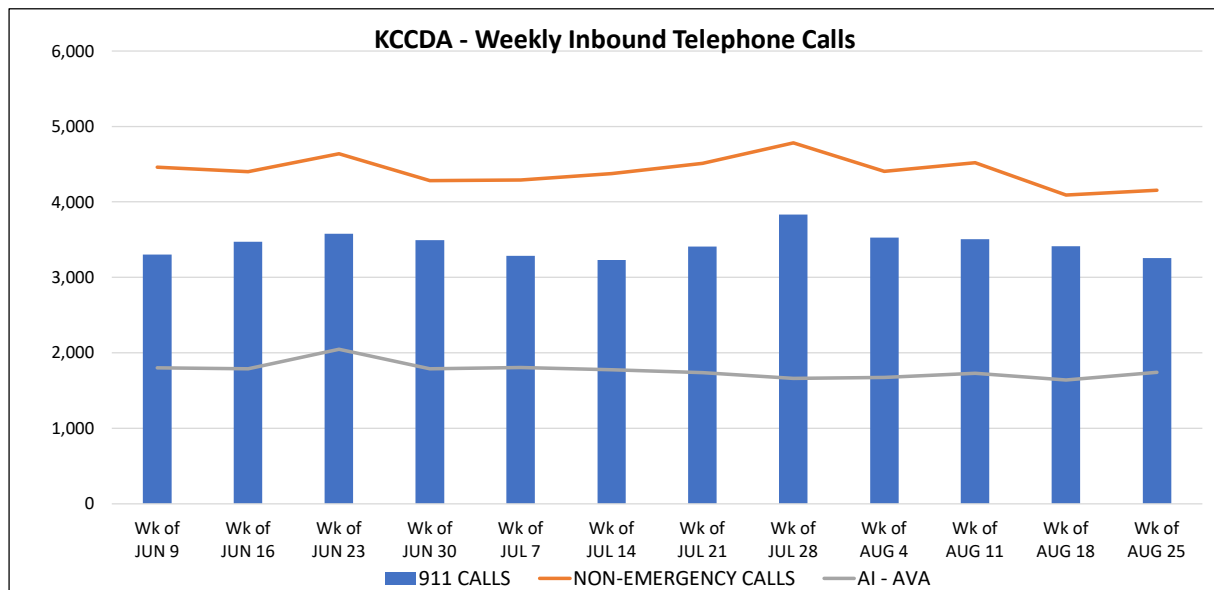
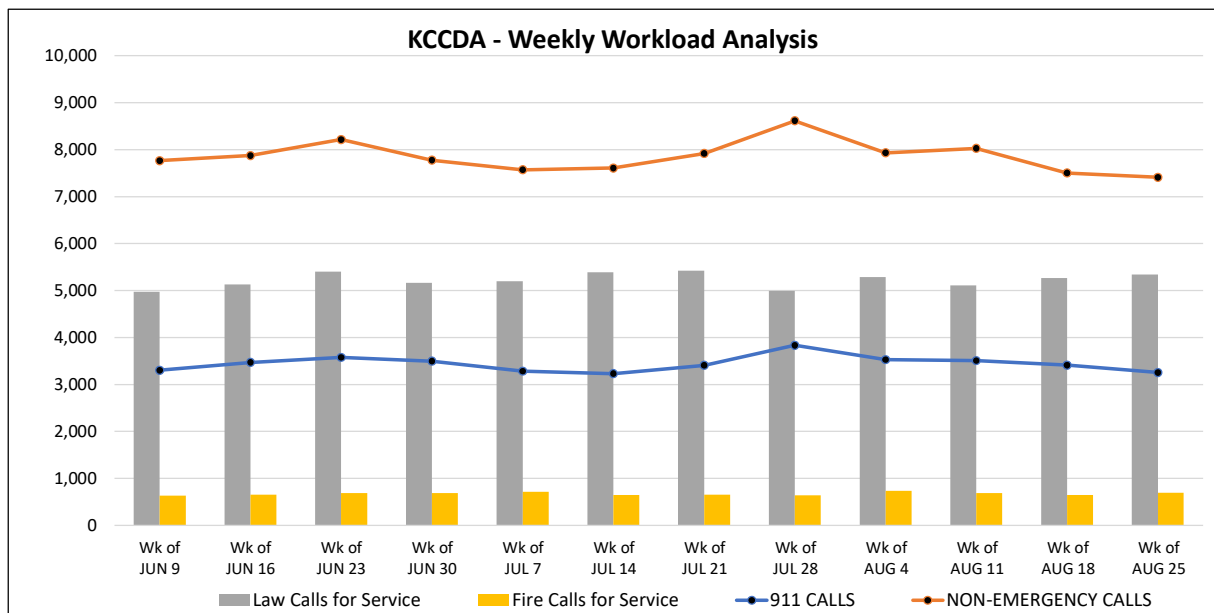
- *STATISTICS & METRICS*

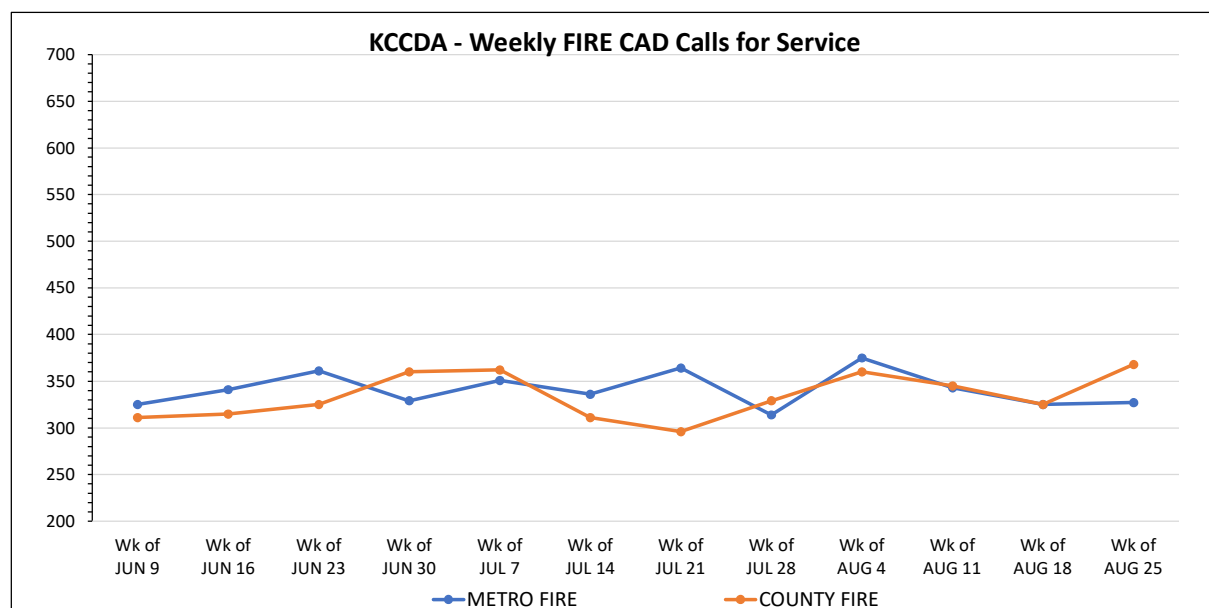
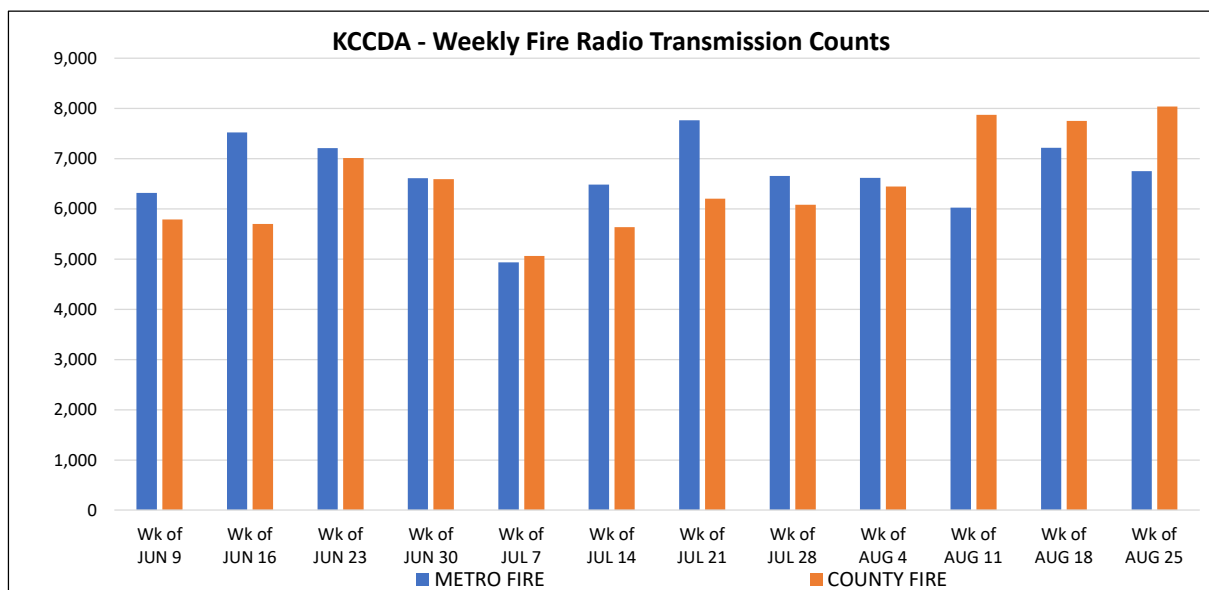
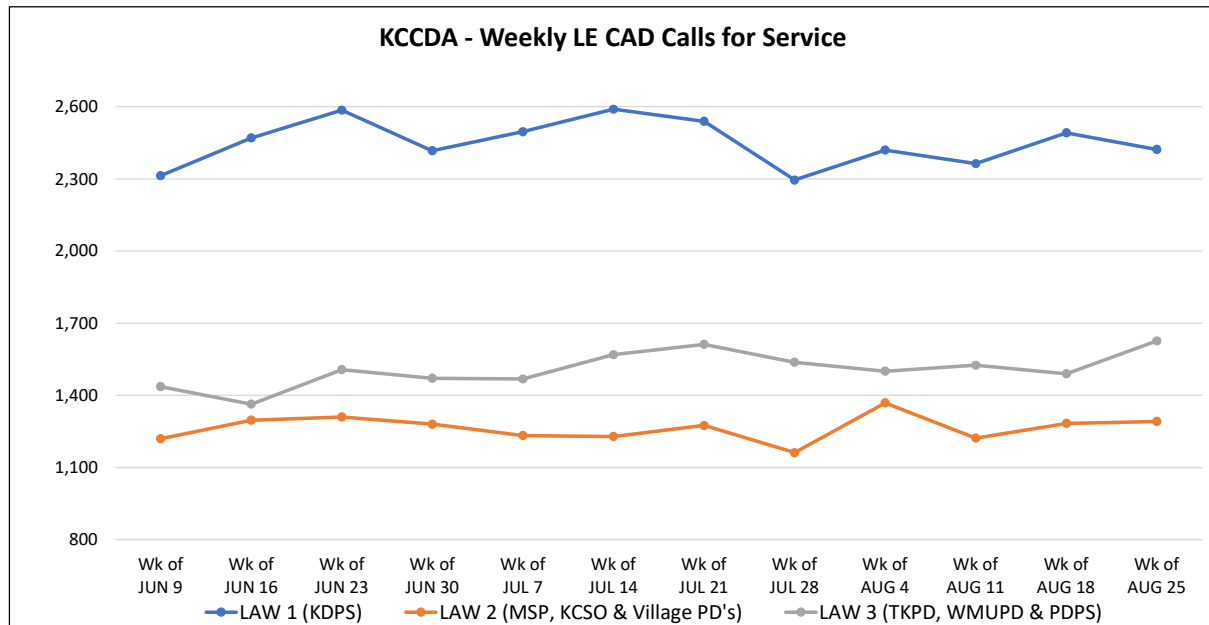
Attached are several different statistical and performance metrics reports:

- ✓ 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

## August 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)
8/1/2025	KDPS	A/C Huber	CFS #3483	7/31/2025	PSO reported they were toned out to a priority 1. Upon arriving, the subject was in respiratory arrest. Life EMS stated they attempted to raise KCCDA on the radio a couple times with no response. Life EMS unit stated they told their dispatch the patient was in respiratory arrest and that was relayed to KCCDA staff who failed to provide an update.	Review of the phone call indicated Life EMS dispatch stated a Life unit on scene was requesting KDPS rescue respond to the scene priority 1. The life dispatcher did then say it was a "class 2". The call taker did not question what a "class 2" was. After fire was toned out, Life EMS unit raised dispatch to give an update. The update was difficult to hear on playback. The update was given by Life EMS over 499Fire so KDPS units responding would have also heard the update. Radio traffic 30 minutes prior to the incident was reviewed and no radio traffic trying to raise KCCDA was located prior to the update received at 1458 hours after the call was toned out.	All information was sent to A/C Huber including the recordings.
8/7/2025	PFD	A/C VanderWiere	CFS #404	8/7/2025	PFD was dispatched to 2429 Mansfield Ave and it should have been Mansfield St which is in Oshtemo Township	Review of the phone call indicated the medical alarm company did say Mansfield St in Kalamazoo, MI. The call taker failed to verify the address and selected the address in Portage not Kalamazoo.	Call Taker's supervisor will address appropriately with the call taker.
8/13/2025	LifeCare	Lori Phillips	CFS #6267	8/12/2025	LifeCare received a phone call that a LifeCare call was given to Life EMS instead of LifeCare. They wanted to know the specifics as to why that occurred.	Review of the phone call indicated the call taker made an error and transferred to Life EMS instead of LifeCare.	Email sent to supervisor to address with the call taker. Response sent back to LifeEMS letting them know of the error.
9/2/2025	KDPS	Lt. Schemenauer	Several	Complaints received from KDPS through their online comments; limited information received so no way to research them.	<p>"The automated system at the beginning before I finally got to a dispatcher was horrid and tedious and could not answer proper questions AND THE TIME IT TOOK TO GET TO A REAL PERSON COULD HAVE MEANT LIFE IT DEATH IN A BAD SITUATION GET THE F RID OF IT. Take some of the bike lane money or something and hire more dispatchers no wonder Kalamazoo Michigan is the number one city in the entire nation- yes I read it in the news- for people leaving this city. They can't even get proper police response! And no, I'm not giving a dispatcher my name and address for them to tell the criminal that a neighbor made the call from on if the houses so the criminal can come back and retaliate. Are you kidding me?"</p> <p>"The AI Ava completely slowed down the process and eventually passed me on to a dispatcher. It's a hassle to use."</p> <p>"The addition of the AI/ chat bot feature when you call dispatch is absolutely vile. I work at a business downtown and we are encouraged to use the "non emergency" line to get assistance from police on issues that may not require a desperate 911 style response, but now when I am trying to respond to the chat bot, and monitor a situation it renders that route pointless and i'd rather have just dialed 911 in the first place. Even when i say explicitly put me on with a person, put me one with dispatch it asks more questions."</p> <p>"I was less than impressed about the robo answer in the beginning of my call. I would prefer to speak to a representative."</p>		







## 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>
<b><u>Primary Dispatch:</u></b>													
LAW 1	65,625	62,252	80,213	76,824	81,754	84,888	86,024	79,529					617,109
LAW 2	46,481	38,959	43,957	44,590	47,716	49,501	51,864	49,620					372,688
LAW 3	51,781	44,828	52,683	54,064	51,437	50,040	50,197	52,806					407,836
METRO FIRE	28,194	22,388	26,509	27,077	29,311	27,719	29,403	29,065					219,666
COUNTY FIRE	28,503	23,272	22,461	26,778	30,469	26,650	26,138	32,479					216,750
LEIN	16,629	15,938	20,074	19,887	19,869	19,101	21,765	20,506					153,769
<b><u>Tactical Channels:</u></b>													
800-TAC 1	5,313	4,458	4,861	4,925	6,766	7,032	4,372	5,440					43,167
800-TAC 2	1,095	811	1,035	1,008	1,075	629	1,192	736					7,581
800-TAC 3	1,862	1,611	2,466	2,687	1,797	2,285	1,678	1,747					16,133
800-TAC 4	407	177	557	445	593	410	361	243					3,193
800-TAC 5	2,876	1,671	3,332	2,939	1,994	2,363	3,637	2,013					20,825
800-TAC 6	61	7	15	41	24	12	1	53					214
800-TAC 7	54	1	455	20	12	94	6	100					742
800-TAC 8	17	1	9	69	2	150	485	25					758
<b>TOTAL:</b>	<b>248,898</b>	<b>216,374</b>	<b>258,627</b>	<b>261,354</b>	<b>272,819</b>	<b>270,874</b>	<b>277,123</b>	<b>274,362</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,080,431</b>
<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>	<i>-5.08%</i>	<i>-5.62%</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>
<b>KCCDA PHONE CALLS:</b>													
911 CALLS	11,992	10,486	13,394	12,912	15,908	14,742	14,898	15,095					109,427
NON-EMERGENCY	18,478	15,873	18,906	17,581	19,780	19,149	19,362	18,733					147,862
<b>VOICE CALL TOTAL:</b>	<b>30,470</b>	<b>26,359</b>	<b>32,300</b>	<b>30,493</b>	<b>35,688</b>	<b>33,891</b>	<b>34,260</b>	<b>33,828</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>257,289</b>
<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>	<i>-11.77%</i>	<i>-13.75%</i>					
<b>AI - AVA PROCESSED:</b>	<b>6,832</b>	<b>5,495</b>	<b>6,859</b>	<b>6,854</b>	<b>7,371</b>	<b>7,556</b>	<b>8,659</b>	<b>7,458</b>					<b>57,084</b>

## 2025 CAD CALLS FOR SERVICE

(Does not include canceled calls)

<b><u>DISPATCH POSITION:</u></b>	<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	11,044	8,641					79,822
LAW 2	5,096	4,779	5,769	5,160	5,547	5,397	5,580	4,486					41,814
LAW 3	6,352	5,909	6,790	7,484	6,593	6,153	6,868	5,382					51,531
METRO FIRE	1,340	1,257	1,536	1,392	1,488	1,441	1,539	1,219					11,212
COUNTY FIRE	1,488	1,355	1,565	1,344	1,721	1,442	1,465	1,217					11,597
<b>TOTAL:</b>	<b>23,205</b>	<b>22,372</b>	<b>26,230</b>	<b>25,520</b>	<b>26,301</b>	<b>24,907</b>	<b>26,496</b>	<b>20,945</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>195,976</b>
<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>	<i>1.46%</i>	<i>-26.45%</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>
<b><u>Primary Dispatch:</u></b>													
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
<b><u>Tactical Channels:</u></b>													
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
<b>TOTAL:</b>	<b>259,789</b>	<b>259,832</b>	<b>265,852</b>	<b>257,151</b>	<b>292,724</b>	<b>295,197</b>	<b>291,194</b>	<b>289,792</b>	<b>280,699</b>	<b>271,901</b>	<b>255,892</b>	<b>244,179</b>	<b>3,264,202</b>
<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>
<b>PHONE CALLS</b>													
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
<b>TOTAL:</b>	<b>33,739</b>	<b>30,876</b>	<b>33,772</b>	<b>34,504</b>	<b>39,896</b>	<b>40,243</b>	<b>38,292</b>	<b>38,479</b>	<b>38,086</b>	<b>36,854</b>	<b>32,742</b>	<b>31,122</b>	<b>428,605</b>
<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)

<b><u>DISPATCH POSITION:</u></b>	<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
<b>TOTAL:</b>	<b>22,635</b>	<b>22,925</b>	<b>23,405</b>	<b>24,401</b>	<b>25,804</b>	<b>25,632</b>	<b>26,108</b>	<b>26,484</b>	<b>25,513</b>	<b>25,426</b>	<b>23,283</b>	<b>22,855</b>	<b>294,471</b>
<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: 09/03/2025 06:43:34 AM

Grouping: Month

Date Range: 08/01/2025 12:00:00 AM - 08/31/2025 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
Aug	Call Count	113	13,017	1,501	309	71	21	4	0	15,036
	Cumulative Percentage		87 %	97 %	99 %	100 %	100 %	100 %	100 %	
Total	Call Count	113	13,017	1,501	309	71	21	4	0	15,036
	Cumulative Percentage		87 %	97 %	99 %	100 %	100 %	100 %	100 %	

# Emergency Call Wait Time Range

For (Month)



Creation Date: 09/03/2025 06:43:34 AM

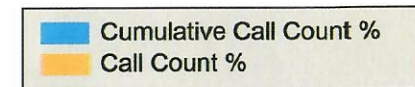
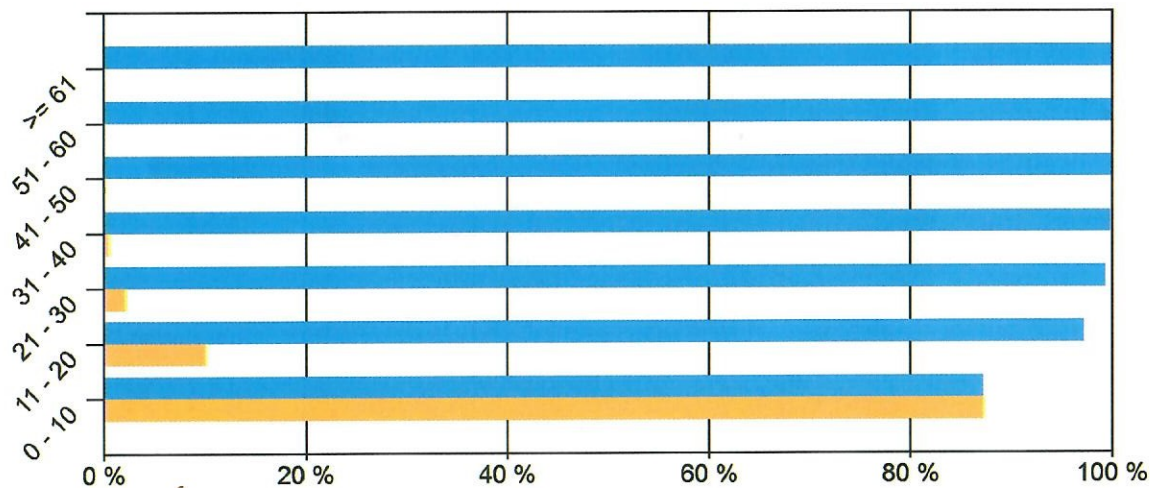
Grouping: Month

Date Range: 08/01/2025 12:00:00 AM - 08/31/2025 11:59:59 PM

Filter Criteria: Please, refer to the last page.

## Summary Chart

Call Count % by Wait Time Range





Performance - Kalamazoo

Time Range  
August 1, 2025 - August 31, 2025

12,523

Calls Handled

5,065

Calls Transferred to Dispatch

187

Allowlisted Calls

1,038

Emergency Calls

40.45%

Calls Transferred to Dispatch

3,844

Action Items Generated

98.31%

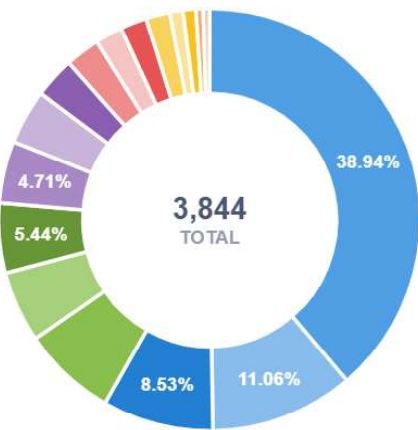
Action Items Handled Successfully

3.78

Median Time to Resolve Call (in Minutes)

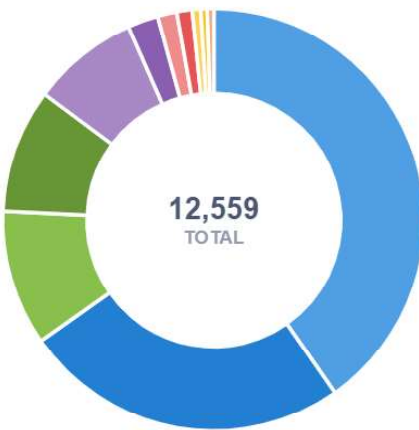
Action Items By Resolution Type

- CFS Manually Created
- Other action taken
- CFS Manually Created
- Update on previous call
- No Action
- CFS Auto Create
- Released - Lein Entry
- Officer message (Sent via C
- Call back attempted
- Released - No Lein Entry
- Courtesy text
- Negative Lein - Tow
- Online Form
- No action
- Officer message
- Other Action
- Stolen - Do Not Tow



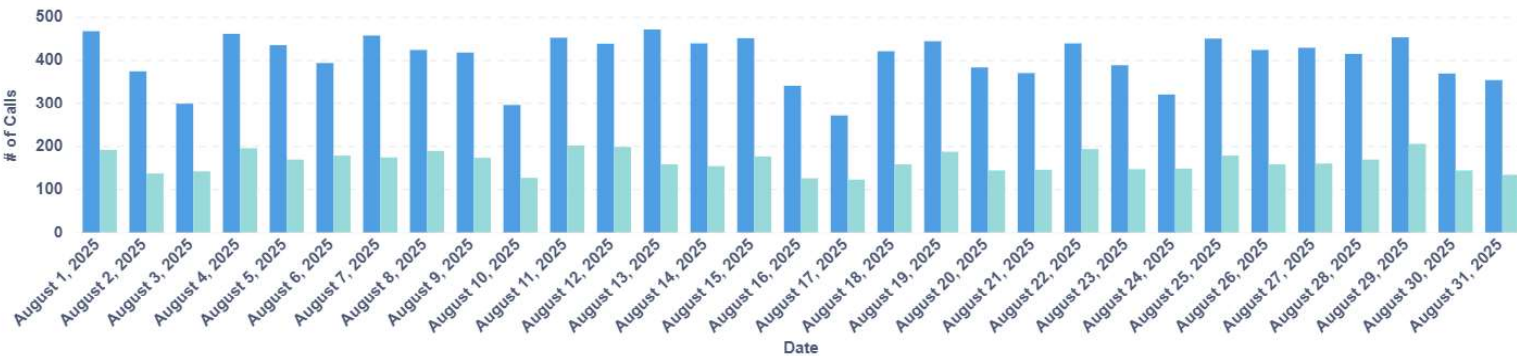
Call Outcome

- Transferred to a Dis
- Collected Informati
- Caller Hung Up Bef
- Other
- Identified as Emerge
- Forwarded to Differ
- Allowlisted
- Sent Text to Caller
- Provided Informati
- Identified as Alarm C
- Deflected



Total Calls Handled & Calls Transferred to Dispatcher

- Total Calls
- Calls Transferred to Dispatcher



Median Time to Acknowledgement & Resolution

- Median of Time to Acknowledgement
- Median of Time to Resolution



## Kalamazoo County Dispatch Authority

## Mercantile General Busn, Checking, Period Ending 07/31/2025

## RECONCILIATION REPORT

Reconciled on: 08/06/2025

Reconciled by: Jeff Troyer

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

Summary	USD
Statement beginning balance	1,580,128.00
Checks and payments cleared (63)	-508,057.02
Deposits and other credits cleared (4)	306,568.41
Statement ending balance	1,378,639.39
Uncleared transactions as of 07/31/2025	293,413.61
Register balance as of 07/31/2025	1,672,053.00
Cleared transactions after 07/31/2025	0.00
Uncleared transactions after 07/31/2025	-161,647.58
Register balance as of 08/06/2025	1,510,405.42

## Details

Checks and payments cleared (63)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
06/25/2025	Bill Payment	4563	Cohl, Stoker & Toskey, P.C.	-440.00
06/25/2025	Bill Payment	4573	Insight Public Sector, Inc.	-1,080.60
06/25/2025	Bill Payment	4572	MEC	-358.41
06/25/2025	Bill Payment	4571	Colby Investigations, LLC	-2,950.40
06/25/2025	Bill Payment	4570	West Michigan Office Interiors	-55.00
06/25/2025	Bill Payment	4569	Michigan Municipal Risk Management Autho...	-13,310.25
06/25/2025	Bill Payment	4568	Imprivata	-5,322.24
06/25/2025	Bill Payment	4567	AT&T Mobility	-546.19
06/25/2025	Bill Payment	4566	Kyle Cummins	-121.10
06/25/2025	Bill Payment	4549	The Rossow Group	-630.00
06/25/2025	Bill Payment	4550	AT&T - Box 5019	-1,622.94
06/25/2025	Bill Payment	4551	Consumers Energy	-5,205.66
06/25/2025	Bill Payment	4552	Krugger, Lawton & Company, LLC	-200.00
06/25/2025	Bill Payment	4553	Besco	-231.50
06/25/2025	Bill Payment	4554	Sohn Linen Service	-92.50
06/25/2025	Bill Payment	4555	Unum Insurance Company of America	-2,342.70
06/25/2025	Bill Payment	4556	Clear Choice Headsets & Technology	-418.75
06/25/2025	Bill Payment	4557	Language Line Services, Inc	-502.91
06/25/2025	Bill Payment	4565	Handley's Tree Service	-950.00
06/25/2025	Bill Payment	4559	DirecTV	-148.99
06/25/2025	Bill Payment	4560	Total Fire Protection, Inc.	-425.00
06/25/2025	Bill Payment	4561	Brynn Howard	-175.44
06/25/2025	Bill Payment	4564	DL Gallivan Office Solutions	-267.26
07/10/2025	Bill Payment	4580	Besco	-168.00
07/10/2025	Bill Payment	4576	OTM Cyber	-6,726.25
07/10/2025	Bill Payment	4577	Hi-Tech Electric Company	-1,093.42
07/10/2025	Bill Payment	4578	Dixon Lawn Care	-519.00
07/10/2025	Bill Payment	4579	Consumers Energy	-1,803.33
07/10/2025	Bill Payment	4581	Sohn Linen Service	-46.25
07/10/2025	Bill Payment	4583	Language Line Services, Inc	-467.25
07/10/2025	Bill Payment	4584	CertaSite, LLC	-589.65
07/10/2025	Bill Payment	4585	Williams Building Services LLC	-2,460.00
07/10/2025	Bill Payment	4586	Nicole Face	-591.81
07/10/2025	Bill Payment	4587	TransUnion Risk and Alternative Data Soluti...	-320.00
07/10/2025	Bill Payment	4588	Wolverine Power Systems	-391.00
07/10/2025	Bill Payment	4589	VISA - Mercantile Bank of Michigan	-3,685.39
07/10/2025	Bill Payment	4590	Roto-Rooter	-284.25
07/10/2025	Bill Payment	4591	Total Fire Protection, Inc.	-540.00
07/10/2025	Bill Payment	4592	Imprivata	-7,022.46
07/10/2025	Bill Payment	4593	Indigital	-60,786.19
07/10/2025	Bill Payment	4594	Roe Comm	-8,199.00
07/10/2025	Bill Payment	4595	MEC	-666.23
07/10/2025	Bill Payment	4596	Victoria Rose	-249.06
07/10/2025	Bill Payment	4597	Rose Pest Solutions	-106.00
07/10/2025	Bill Payment	4598	Insight Public Sector, Inc.	-1,080.78
07/10/2025	Bill Payment	4599	Integrity Business Solutions	-20.28
07/10/2025	Bill Payment	4600	United Way of Northwest Michigan	-160.00
07/11/2025	Expense	07.11.25	PAYROLL	-148,442.64
07/12/2025	Expense	071125	MERS - Alerus Financial	-4,871.06
07/12/2025	Expense	071125	MERS - Alerus Financial	-250.00
07/12/2025	Expense	071125	MERS - Alerus Financial	-541.40
07/12/2025	Expense	071125	MERS - Alerus Financial	-15,345.42
07/15/2025	Expense		Mercantile Bank of Michigan	-55.00
07/21/2025	Expense		Consumers Life Insurance Company	-1,033.35
07/21/2025	Expense		Blue Cross Blue Shield of Michigan	-4,147.04
07/21/2025	Expense		Blue Cross Blue Shield of Michigan	-36,640.82
07/21/2025	Expense		Metronet	-4,229.02
07/24/2025	Expense	702340807		-1,029.04
07/25/2025	Expense	072525	PAYROLL	-135,549.76
07/26/2025	Expense	072525	MERS - Alerus Financial	-541.40
07/26/2025	Expense	07.25.25	MERS - Alerus Financial	-4,603.77
07/26/2025	Expense	072525	MERS - Alerus Financial	-15,153.86
07/26/2025	Expense	072525	MERS - Alerus Financial	-250.00

Total	-508,057.02
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Deposits and other credits cleared (4)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
07/09/2025	Deposit			9,008.72
07/18/2025	Deposit		Kalamazoo County - Surcharge REV	294,863.83
07/21/2025	Deposit			2,058.08
07/31/2025	Deposit		Mercantile Bank of Michigan	637.78
<b>Total</b>				<b>306,568.41</b>

**Additional Information**

Uncleared checks and payments as of 07/31/2025

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
06/25/2025	Bill Payment	4558	Runata Wilson	-29.98
06/25/2025	Bill Payment	4562	Kearstan Nast	-337.50
07/10/2025	Bill Payment	4582	Michael VanderWeele	-344.77
<b>Total</b>				<b>-12,733.64</b>

Uncleared deposits and other credits as of 07/31/2025

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
01/06/2025	Deposit		Snow, Chelsea Adele	333.32
03/27/2025	Deposit		Kalamazoo County - Surcharge REV	305,813.93
<b>Total</b>				<b>306,147.25</b>

Uncleared checks and payments after 07/31/2025

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
08/04/2025	Bill Payment	4610	Besco	-320.50
08/04/2025	Bill Payment	4612	AT&T Mobility	-546.13
08/04/2025	Bill Payment	4613	State of Michigan - DTMB	-80,742.64
08/04/2025	Bill Payment	4614	Trace3	-19,067.28
08/04/2025	Bill Payment	4615	Unum Insurance Company of America	-2,342.70
08/04/2025	Bill Payment	4616	Sohn Linen Service	-46.25
08/04/2025	Bill Payment	4617	Bronson Healthcare Group	-212.00
08/04/2025	Bill Payment	4618	Michigan State Police - Cashiers Office	-387.00
08/04/2025	Bill Payment	4619	Wolverine Power Systems	-2,195.24
08/04/2025	Bill Payment	4620	VISA - Mercantile Bank of Michigan	-8,162.41
08/04/2025	Bill Payment	4621	DirecTV	-136.99
08/04/2025	Bill Payment	4622	Peninsula Fiber Network	-4,878.80
08/04/2025	Bill Payment	4623	Rose Pest Solutions	-106.00
08/04/2025	Bill Payment	4601	Antenna Designs	-2,196.00
08/04/2025	Bill Payment	4602	AT&T - Box 5019	-1,622.94
08/04/2025	Bill Payment	4603	Integrity Business Solutions	-129.98
08/04/2025	Bill Payment	4604	Cohl, Stoker & Toskey, P.C.	-462.00
08/04/2025	Bill Payment	4609	Equature	-29,241.42
08/04/2025	Bill Payment	4611	DL Gallivan Office Solutions	-156.25
08/04/2025	Bill Payment	4605	Hi-Tech Electric Company	-405.00
08/04/2025	Bill Payment	4606	Dixon Lawn Care	-1,255.00
08/04/2025	Bill Payment	4607	Consumers Energy	-6,340.07
08/04/2025	Bill Payment	4608	Republic Services	-694.98
<b>Total</b>				<b>-161,647.58</b>

## Kalamazoo County Dispatch Authority

## Mercantile General Busn, Checking, Period Ending 08/29/2025

## RECONCILIATION REPORT

Reconciled on: 09/02/2025

Reconciled by: Jeff Troyer

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

Summary	USD
Statement beginning balance	1,378,639.39
Checks and payments cleared (65)	-542,925.16
Deposits and other credits cleared (5)	275,263.73
Statement ending balance	1,110,977.96
Uncleared transactions as of 08/29/2025	-25,089.06
Register balance as of 08/29/2025	1,085,888.90

## Details

Checks and payments cleared (65)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
06/25/2025	Bill Payment	4558	Runata Wilson	-29.98
07/10/2025	Bill Payment	4582	Michael VanderWeele	-344.77
08/04/2025	Bill Payment	4622	Peninsula Fiber Network	-4,878.80
08/04/2025	Bill Payment	4615	Unum Insurance Company of America	-2,342.70
08/04/2025	Bill Payment	4616	Sohn Linen Service	-46.25
08/04/2025	Bill Payment	4617	Bronson Healthcare Group	-212.00
08/04/2025	Bill Payment	4618	Michigan State Police - Cashiers Office	-387.00
08/04/2025	Bill Payment	4619	Wolverine Power Systems	-2,195.24
08/04/2025	Bill Payment	4620	VISA - Mercantile Bank of Michigan	-8,162.41
08/04/2025	Bill Payment	4621	DirecTV	-136.99
08/04/2025	Bill Payment	4623	Rose Pest Solutions	-106.00
08/04/2025	Bill Payment	4601	Antenna Designs	-2,196.00
08/04/2025	Bill Payment	4602	AT&T - Box 5019	-1,622.94
08/04/2025	Bill Payment	4603	Integrity Business Solutions	-129.98
08/04/2025	Bill Payment	4604	Cohl, Stoker & Toskey, P.C.	-462.00
08/04/2025	Bill Payment	4605	Hi-Tech Electric Company	-405.00
08/04/2025	Bill Payment	4606	Dixon Lawn Care	-1,255.00
08/04/2025	Bill Payment	4607	Consumers Energy	-6,340.07
08/04/2025	Bill Payment	4608	Republic Services	-694.98
08/04/2025	Bill Payment	4609	Equature	-29,241.42
08/04/2025	Bill Payment	4610	Besco	-320.50
08/04/2025	Bill Payment	4611	DL Gallivan Office Solutions	-156.25
08/04/2025	Bill Payment	4612	AT&T Mobility	-546.13
08/04/2025	Bill Payment	4613	State of Michigan - DTMB	-80,742.64
08/04/2025	Bill Payment	4614	Trace3	-19,067.28
08/07/2025	Check	1058	Lloyd & McDaniel, PLC	-566.42
08/08/2025	Check	1059	Lloyd & McDaniel, PLC	-445.18
08/08/2025	Expense	080825	PAYROLL	-147,550.57
08/09/2025	Expense	080825	MERS - Alerus Financial	-16,211.24
08/09/2025	Expense	080825	MERS - Alerus Financial	-541.40
08/09/2025	Expense	080825	MERS - Alerus Financial	-21,675.24
08/09/2025	Expense	080825	MERS - Alerus Financial	-5,047.73
08/15/2025	Expense		Mercantile Bank of Michigan	-68.00
08/19/2025	Bill Payment	4635	Williams Building Services LLC	-2,460.00
08/19/2025	Bill Payment	4624	Cameron VanZile	-11.62
08/19/2025	Bill Payment	4625	AT&T - Box 5019	-1,622.94
08/19/2025	Bill Payment	4626	Integrity Business Solutions	-45.24
08/19/2025	Bill Payment	4627	Hi-Tech Electric Company	-450.00
08/19/2025	Bill Payment	4628	Consumers Energy	-5,202.79
08/19/2025	Bill Payment	4629	Besco	-143.50
08/19/2025	Bill Payment	4630	Sohn Linen Service	-92.50
08/19/2025	Bill Payment	4631	Unum Insurance Company of America	-2,342.70
08/19/2025	Bill Payment	4632	Hopkins Propane	-75.00
08/19/2025	Bill Payment	4637	Eaton Corporation	-7,497.00
08/19/2025	Bill Payment	4638	Kalamazoo City Treasurer	-896.45
08/19/2025	Bill Payment	4639	MACNLOW Associates	-2,250.00
08/19/2025	Bill Payment	4640	Tyler Rairigh	-21.00
08/19/2025	Bill Payment	4642	Michael Gordon	-441.88
08/19/2025	Bill Payment	4644	AT&T Mobility	-521.21
08/19/2025	Bill Payment	4645	GMIS International	-250.00
08/19/2025	Bill Payment	4646	Core Technology Corporation	-5,480.20
08/19/2025	Bill Payment	4648	Katie Dunfield	-161.70
08/19/2025	Bill Payment	4649	Bronson Healthcare Group	-212.00
08/19/2025	Bill Payment	4650	Bel Aire Heating and Air Conditioning	-283.34
08/19/2025	Bill Payment	4651	West Michigan Office Interiors	-1,129.14
08/19/2025	Bill Payment	4652	Colby Investigations, LLC	-1,520.30
08/19/2025	Bill Payment	4653	MEC	-1,145.12
08/19/2025	Bill Payment	4654	Insight Public Sector, Inc.	-1,080.78
08/22/2025	Check	1060	Lloyd & McDaniel, PLC	-44.50
08/23/2025	Expense	082225	MERS - Alerus Financial	-250.00
08/23/2025	Expense	082225	MERS - Alerus Financial	-4,480.14
08/23/2025	Expense	082225	MERS - Alerus Financial	-14,583.15
08/23/2025	Expense	082225	MERS - Alerus Financial	-541.40
08/27/2025	Expense	082225	PAYROLL	-132,522.85
08/29/2025	Expense		Mutual of Omaha	-1,038.60

Total	-542,925.16
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Deposits and other credits cleared (5)



DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
08/04/2025	Deposit		UNUM - STD Reimbursement	1,200.00
08/07/2025	Deposit		Kalamazoo County - Surcharge REV	131,217.00
08/13/2025	Deposit			11,116.09
08/28/2025	Deposit		Kalamazoo County Consolidated Dispatch A...	131,281.47
08/29/2025	Deposit		Mercantile Bank of Michigan	449.17
<b>Total</b>				<b>275,263.73</b>

**Additional Information**

Uncleared checks and payments as of 08/29/2025

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
06/25/2025	Bill Payment	4562	Kearstan Nast	-337.50
08/19/2025	Bill Payment	4636	Runata Wilson	-398.81
08/19/2025	Bill Payment	4647	Trace3	-7,392.64
08/19/2025	Bill Payment	4643	DL Gallivan Office Solutions	-288.04
08/19/2025	Bill Payment	4633	Clear Choice Headsets & Technology	-270.00
08/19/2025	Bill Payment	4634	Language Line Services, Inc	-529.99
08/19/2025	Bill Payment	4641	Cohl, Stoker & Toskey, P.C.	-88.00
08/26/2025	Bill Payment	4658	Besco	-68.50
08/26/2025	Bill Payment	4655	Consumers Energy	-542.41
08/26/2025	Bill Payment	4657	Bel Aire Heating and Air Conditioning	-2,882.00
08/26/2025	Bill Payment	4656	Republic Services	-348.11
08/26/2025	Bill Payment	4659	DirecTV	-148.99
08/26/2025	Bill Payment	4660	Rose Pest Solutions	-106.00
<b>Total</b>				<b>-25,422.38</b>

Uncleared deposits and other credits as of 08/29/2025

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

Kalamazoo County Dispatch Authority

Michigan CLASS, Period Ending 07/31/2025

RECONCILIATION REPORT

Reconciled on: 08/06/2025

Reconciled by: Jeff Troyer

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

Summary	USD
Statement beginning balance	7,339,130.89
Checks and payments cleared (0)	0.00
Deposits and other credits cleared (1)	27,303.66
Statement ending balance	7,366,434.55
Register balance as of 07/31/2025	7,366,434.55

Details

Deposits and other credits cleared (1)				
DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
07/31/2025	Deposit		Michigan CLASS	27,303.66
Total				27,303.66

Kalamazoo County Dispatch Authority

Michigan CLASS, Period Ending 08/31/2025

RECONCILIATION REPORT

Reconciled on: 09/02/2025

Reconciled by: Jeff Troyer

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

Summary	USD
Statement beginning balance	7,366,434.55
Checks and payments cleared (0)	0.00
Deposits and other credits cleared (1)	27,270.61
Statement ending balance	7,393,705.16
Register balance as of 08/31/2025	7,393,705.16

Details

Deposits and other credits cleared (1)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
08/31/2025	Deposit		Michigan CLASS	27,270.61
Total				27,270.61



Kalamazoo County Consolidated Dispatch Authority

Budget vs. Actuals: 2025 General Fund Budget - REV I - FY25 P&L Businesses  
January - December 2025

	2911 - GENERAL OPERATIONS			2913 - TRAINING			TOTAL		
	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING
Income									
402.000 Property Taxes	5,121,150.00	6,828,200.00	1,707,050.00				\$5,121,150.00	\$6,828,200.00	\$1,707,050.00
573.000 Local Community Stabilization Share	447,300.00	596,400.00	149,100.00				\$447,300.00	\$596,400.00	\$149,100.00
615.010 Surcharge Revenue - State 911	263,399.00	494,000.00	230,601.00	23,404.00	52,000.00	28,596.00	\$286,803.00	\$546,000.00	\$259,197.00
615.020 Surcharge Revenue - Local 911	427,591.07	1,150,000.00	722,408.93				\$427,591.07	\$1,150,000.00	\$722,408.93
651.000 Charges for Services - User Fees	16,340.00	18,750.00	2,410.00				\$16,340.00	\$18,750.00	\$2,410.00
665.000 Interest Earned	172,096.16	228,000.00	55,903.84				\$172,096.16	\$228,000.00	\$55,903.84
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	13,503.99	5,917.00	(7,586.99)				\$13,503.99	\$5,917.00	\$ (7,586.99)
<b>Total Income</b>	<b>\$6,470,080.22</b>	<b>\$9,329,967.00</b>	<b>\$2,859,886.78</b>	<b>\$23,404.00</b>	<b>\$52,000.00</b>	<b>\$28,596.00</b>	<b>\$6,493,484.22</b>	<b>\$9,381,967.00</b>	<b>\$2,888,482.78</b>
GROSS PROFIT	<b>\$6,470,080.22</b>	<b>\$9,329,967.00</b>	<b>\$2,859,886.78</b>	<b>\$23,404.00</b>	<b>\$52,000.00</b>	<b>\$28,596.00</b>	<b>\$6,493,484.22</b>	<b>\$9,381,967.00</b>	<b>\$2,888,482.78</b>
Expenses									
700 thru 718 Personnel Services							\$0.00	\$0.00	\$0.00
702.010 Salaries - Administration	237,958.71	355,796.00	117,837.29				\$237,958.71	\$355,796.00	\$117,837.29
702.020 Wages - Regular					20,000.00	20,000.00	\$0.00	\$20,000.00	\$20,000.00
702.021 Administrative Support	169,427.02	260,841.00	91,413.98				\$169,427.02	\$260,841.00	\$91,413.98
702.022 Dispatch Supervisors	285,060.09	447,212.00	162,151.91				\$285,060.09	\$447,212.00	\$162,151.91
702.023 ECO II's	928,698.66	1,653,624.00	724,925.34				\$928,698.66	\$1,653,624.00	\$724,925.34
702.024 ECO I's	393,403.44	610,823.00	217,419.56				\$393,403.44	\$610,823.00	\$217,419.56
702.026 Bereavement	5,880.40		(5,880.40)				\$5,880.40	\$0.00	\$ (5,880.40)
702.040 Wages - Short Term Disability	5,056.28		(5,056.28)				\$5,056.28	\$0.00	\$ (5,056.28)
<b>Total 702.020 Wages - Regular</b>	<b>1,787,525.89</b>	<b>2,972,500.00</b>	<b>1,184,974.11</b>		<b>20,000.00</b>	<b>20,000.00</b>	<b>\$1,787,525.89</b>	<b>\$2,992,500.00</b>	<b>\$1,204,974.11</b>
702.030 Wages - Overtime		356,175.00	356,175.00				\$0.00	\$356,175.00	\$356,175.00
702.031 Administrative Support	950.79		(950.79)				\$950.79	\$0.00	\$ (950.79)
702.032 Dispatch Supervisors	60,666.34		(60,666.34)				\$60,666.34	\$0.00	\$ (60,666.34)
702.033 ECO II's	162,984.17		(162,984.17)				\$162,984.17	\$0.00	\$ (162,984.17)
702.034 ECO I's	42,694.04		(42,694.04)				\$42,694.04	\$0.00	\$ (42,694.04)
<b>Total 702.030 Wages - Overtime</b>	<b>267,295.34</b>	<b>356,175.00</b>	<b>88,879.66</b>				<b>\$267,295.34</b>	<b>\$356,175.00</b>	<b>\$88,879.66</b>
702.050 CTO Pay	9,168.07	25,000.00	15,831.93				\$9,168.07	\$25,000.00	\$15,831.93
706.000 Wages - Holiday Premium	71,696.45	187,362.00	115,665.55				\$71,696.45	\$187,362.00	\$115,665.55
712.000 Payment in Lieu of Benefits	35,575.00	49,900.00	14,325.00				\$35,575.00	\$49,900.00	\$14,325.00
714.000 Longevity		13,650.00	13,650.00				\$0.00	\$13,650.00	\$13,650.00
715.010 Auto Allowance	6,516.00	8,688.00	2,172.00				\$6,516.00	\$8,688.00	\$2,172.00
<b>Total 700 thru 718 Personnel Services</b>	<b>2,415,735.46</b>	<b>3,969,071.00</b>	<b>1,553,335.54</b>		<b>20,000.00</b>	<b>20,000.00</b>	<b>\$2,415,735.46</b>	<b>\$3,989,071.00</b>	<b>\$1,573,335.54</b>
719 thru 725 Benefits and Taxes							\$0.00	\$0.00	\$0.00
719.000 Workers Comp Insurance	2,925.00	13,805.00	10,880.00				\$2,925.00	\$13,805.00	\$10,880.00
720.010 Medical/Health Insurance	336,606.90	425,717.00	89,110.10				\$336,606.90	\$425,717.00	\$89,110.10
720.020 Dental Insurance	19,939.95	32,824.00	12,884.05				\$19,939.95	\$32,824.00	\$12,884.05
720.030 Vision Insurance	3,099.72	5,138.00	2,038.28				\$3,099.72	\$5,138.00	\$2,038.28
720.040 Life Insurance	13,180.27	10,737.00	(2,443.27)				\$13,180.27	\$10,737.00	\$ (2,443.27)
720.050 Unemployment		9,000.00	9,000.00				\$0.00	\$9,000.00	\$9,000.00
720.060 HSA Contributions	96,156.25	114,219.00	18,062.75				\$96,156.25	\$114,219.00	\$18,062.75



# Kalamazoo County Consolidated Dispatch Authority

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

January - December 2025

	2911 - GENERAL OPERATIONS			2913 - TRAINING			TOTAL		
	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING
720.070 Short-Term Disability Insurance	20,529.63	37,110.00	16,580.37				\$20,529.63	\$37,110.00	\$16,580.37
721.000 Social Security	144,705.01	243,404.00	98,698.99				\$144,705.01	\$243,404.00	\$98,698.99
722.000 Medicare	33,756.40	56,925.00	23,168.60				\$33,756.40	\$56,925.00	\$23,168.60
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	1,756.66		(1,756.66)				\$1,756.66	\$0.00	\$ (1,756.66)
724.020 DCAP 1/3	2,359.51		(2,359.51)				\$2,359.51	\$0.00	\$ (2,359.51)
<b>Total 724.000 Dependent Care Assistance Program</b>	<b>4,116.17</b>	<b>30,000.00</b>	<b>25,883.83</b>				<b>\$4,116.17</b>	<b>\$30,000.00</b>	<b>\$25,883.83</b>
725.010 Retirement - MERS DC	187,466.73	316,177.00	128,710.27				\$187,466.73	\$316,177.00	\$128,710.27
725.020 Retirement - MERS 457	12,448.25	25,317.00	12,868.75				\$12,448.25	\$25,317.00	\$12,868.75
725.030 Retirement - MERS HCSP	54,164.08	64,867.00	10,702.92				\$54,164.08	\$64,867.00	\$10,702.92
<b>Total 719 thru 725 Benefits and Taxes</b>	<b>929,094.36</b>	<b>1,385,240.00</b>	<b>456,145.64</b>				<b>\$929,094.36</b>	<b>\$1,385,240.00</b>	<b>\$456,145.64</b>
726 thru 799 Supplies							\$0.00	\$0.00	\$0.00
727.000 Office Supplies	2,281.88	15,000.00	12,718.12				\$2,281.88	\$15,000.00	\$12,718.12
730.000 Maintenance Supplies	716.51	6,000.00	5,283.49				\$716.51	\$6,000.00	\$5,283.49
740.000 Uniform Supplies		8,000.00	8,000.00				\$0.00	\$8,000.00	\$8,000.00
760.000 Kitchen Supplies	675.80	1,750.00	1,074.20				\$675.80	\$1,750.00	\$1,074.20
764.000 Food Supplies	126.98	1,750.00	1,623.02				\$126.98	\$1,750.00	\$1,623.02
<b>Total 726 thru 799 Supplies</b>	<b>3,801.17</b>	<b>32,500.00</b>	<b>28,698.83</b>				<b>\$3,801.17</b>	<b>\$32,500.00</b>	<b>\$28,698.83</b>
800 thru 969 Services & Other Charges							\$0.00	\$0.00	\$0.00
801.010 Contractual Services	659,308.17	919,941.00	260,632.83				\$659,308.17	\$919,941.00	\$260,632.83
805.010 Professional Services - Audit	6,700.00	6,700.00	0.00				\$6,700.00	\$6,700.00	\$0.00
810.000 Administrative Fees		3,600.00	3,600.00				\$0.00	\$3,600.00	\$3,600.00
813.000 Legal Fees	1,650.50	15,000.00	13,349.50				\$1,650.50	\$15,000.00	\$13,349.50
820.010 Interpreter Fees	3,339.69	12,000.00	8,660.31				\$3,339.69	\$12,000.00	\$8,660.31
835.010 Medical Services - Physical Exams	960.00	3,500.00	2,540.00				\$960.00	\$3,500.00	\$2,540.00
835.020 Medical Services - Drug Testing	312.00	1,500.00	1,188.00				\$312.00	\$1,500.00	\$1,188.00
850.010 Telephone Service	8,916.22	17,500.00	8,583.78				\$8,916.22	\$17,500.00	\$8,583.78
850.020 Internet Service	54,074.47	83,280.00	29,205.53				\$54,074.47	\$83,280.00	\$29,205.53
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	8,067.00	14,000.00	5,933.00	16,202.00	24,000.00	7,798.00	\$24,269.00	\$38,000.00	\$13,731.00
870.020 Travel - Lodging	18,494.98	18,000.00	(494.98)	3,615.50	2,500.00	(1,115.50)	\$22,110.48	\$20,500.00	\$ (1,610.48)
870.030 Travel- Meals/Food	4,068.36	8,000.00	3,931.64	1,069.31	2,500.00	1,430.69	\$5,137.67	\$10,500.00	\$5,362.33
870.040 Travel - Mileage	1,855.98	5,000.00	3,144.02	1,336.44	2,500.00	1,163.56	\$3,192.42	\$7,500.00	\$4,307.58
870.050 Travel - Other	6,467.39	12,000.00	5,532.61	240.00	500.00	260.00	\$6,707.39	\$12,500.00	\$5,792.61
871.010 Education Expense	647.32	2,000.00	1,352.68				\$647.32	\$2,000.00	\$1,352.68
900.000 Printing	214.55	2,000.00	1,785.45				\$214.55	\$2,000.00	\$1,785.45
905.000 Advertising	7,913.80	10,000.00	2,086.20				\$7,913.80	\$10,000.00	\$2,086.20
915.000 Dues & Subscriptions	5,684.26	12,000.00	6,315.74				\$5,684.26	\$12,000.00	\$6,315.74
920.010 Utilities - Gas	2,267.93	8,000.00	5,732.07				\$2,267.93	\$8,000.00	\$5,732.07
920.020 Utilities - Electricity	40,915.76	76,000.00	35,084.24				\$40,915.76	\$76,000.00	\$35,084.24
920.030 Utilities - Water & Sewer	3,835.02	6,400.00	2,564.98				\$3,835.02	\$6,400.00	\$2,564.98



Kalamazoo County Consolidated Dispatch Authority

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

January - December 2025

	2911 - GENERAL OPERATIONS			2913 - TRAINING			TOTAL		
	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING
934.010 Repair & Maintenance - Equipment	11,905.44	28,000.00	16,094.56				\$11,905.44	\$28,000.00	\$16,094.56
955.000 Miscellaneous Operating	6,322.10	20,000.00	13,677.90				\$6,322.10	\$20,000.00	\$13,677.90
958.010 Insurance Premium	53,241.00	54,000.00	759.00				\$53,241.00	\$54,000.00	\$759.00
<b>Total 800 thru 969 Services &amp; Other Charges</b>	<b>907,252.64</b>	<b>1,343,921.00</b>	<b>436,668.36</b>	<b>22,463.25</b>	<b>32,000.00</b>	<b>9,536.75</b>	<b>\$929,715.89</b>	<b>\$1,375,921.00</b>	<b>\$446,205.11</b>
970 thru 989 Equipment & Capital Outlay							\$0.00	\$0.00	\$0.00
976.000 Project Costs	10,239.00	15,000.00	4,761.00				\$10,239.00	\$15,000.00	\$4,761.00
980.010 Equipment/Software - Small	17,154.86	34,000.00	16,845.14				\$17,154.86	\$34,000.00	\$16,845.14
<b>Total 970 thru 989 Equipment &amp; Capital Outlay</b>	<b>27,393.86</b>	<b>49,000.00</b>	<b>21,606.14</b>				<b>\$27,393.86</b>	<b>\$49,000.00</b>	<b>\$21,606.14</b>
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
<b>Total 990 thru 994 Debt Service</b>		<b>1,355,218.00</b>	<b>1,355,218.00</b>				<b>\$0.00</b>	<b>\$1,355,218.00</b>	<b>\$1,355,218.00</b>
<b>Total Expenses</b>	<b>\$4,283,277.49</b>	<b>\$8,134,950.00</b>	<b>\$3,851,672.51</b>	<b>\$22,463.25</b>	<b>\$52,000.00</b>	<b>\$29,536.75</b>	<b>\$4,305,740.74</b>	<b>\$8,186,950.00</b>	<b>\$3,881,209.26</b>
NET OPERATING INCOME	<b>\$2,186,802.73</b>	<b>\$1,195,017.00</b>	<b>\$ (991,785.73)</b>	<b>\$940.75</b>	<b>\$0.00</b>	<b>\$ (940.75)</b>	<b>\$2,187,743.48</b>	<b>\$1,195,017.00</b>	<b>\$ (992,726.48)</b>
Other Expenses									
995 thru 999 Transfers Out & Other Financing Uses							\$0.00	\$0.00	\$0.00
995.010 Transfer Out - Capital Projects Fund		1,150,000.00	1,150,000.00				\$0.00	\$1,150,000.00	\$1,150,000.00
<b>Total 995 thru 999 Transfers Out &amp; Other Financing Uses</b>		<b>1,150,000.00</b>	<b>1,150,000.00</b>				<b>\$0.00</b>	<b>\$1,150,000.00</b>	<b>\$1,150,000.00</b>
<b>Total Other Expenses</b>	<b>\$0.00</b>	<b>\$1,150,000.00</b>	<b>\$1,150,000.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$1,150,000.00</b>	<b>\$1,150,000.00</b>
NET OTHER INCOME	<b>\$0.00</b>	<b>\$ (1,150,000.00)</b>	<b>\$ (1,150,000.00)</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$ (1,150,000.00)</b>	<b>\$ (1,150,000.00)</b>
NET INCOME	<b>\$2,186,802.73</b>	<b>\$45,017.00</b>	<b>\$ (2,141,785.73)</b>	<b>\$940.75</b>	<b>\$0.00</b>	<b>\$ (940.75)</b>	<b>\$2,187,743.48</b>	<b>\$45,017.00</b>	<b>\$ (2,142,726.48)</b>



# Kalamazoo County Dispatch Authority

## Budget vs. Actuals: 2025 Capital Projects Fund - REV I - 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		1,150,000.00	-1,150,000.00		\$0.00	\$1,150,000.00	\$ -1,150,000.00	0.00%
<b>Total Income</b>	<b>\$0.00</b>	<b>\$1,150,000.00</b>	<b>\$ -1,150,000.00</b>	<b>0.00%</b>	<b>\$0.00</b>	<b>\$1,150,000.00</b>	<b>\$ -1,150,000.00</b>	<b>0.00%</b>
GROSS PROFIT	<b>\$0.00</b>	<b>\$1,150,000.00</b>	<b>\$ -1,150,000.00</b>	<b>0.00 %</b>	<b>\$0.00</b>	<b>\$1,150,000.00</b>	<b>\$ -1,150,000.00</b>	<b>0.00 %</b>
Expenses								
970 thru 989 Equipment & Capital Outlay					\$0.00	\$0.00	\$0.00	0.00%
980.000 Equipment/Software - Capital	67,598.19	945,957.00	-878,358.81	7.15 %	\$67,598.19	\$945,957.00	\$ -878,358.81	7.15 %
980.020 Facility - Capital		575,000.00	-575,000.00		\$0.00	\$575,000.00	\$ -575,000.00	0.00%
<b>Total 970 thru 989 Equipment &amp; Capital Outlay</b>	<b>67,598.19</b>	<b>1,520,957.00</b>	<b>-1,453,358.81</b>	<b>4.44 %</b>	<b>\$67,598.19</b>	<b>\$1,520,957.00</b>	<b>\$ -1,453,358.81</b>	<b>4.44 %</b>
<b>Total Expenses</b>	<b>\$67,598.19</b>	<b>\$1,520,957.00</b>	<b>\$ -1,453,358.81</b>	<b>4.44 %</b>	<b>\$67,598.19</b>	<b>\$1,520,957.00</b>	<b>\$ -1,453,358.81</b>	<b>4.44 %</b>
NET OPERATING INCOME	<b>\$ -67,598.19</b>	<b>\$ -370,957.00</b>	<b>\$303,358.81</b>	<b>18.22 %</b>	<b>\$ -67,598.19</b>	<b>\$ -370,957.00</b>	<b>\$303,358.81</b>	<b>18.22 %</b>
NET INCOME	<b>\$ -67,598.19</b>	<b>\$ -370,957.00</b>	<b>\$303,358.81</b>	<b>18.22 %</b>	<b>\$ -67,598.19</b>	<b>\$ -370,957.00</b>	<b>\$303,358.81</b>	<b>18.22 %</b>



# 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](mailto: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**

**September 2, 2025**

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#### **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, September 2, 2025.

#### **ITEM 2 – ROLL CALL**

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

Others Present: Jeff Troyer, Torie Rose, Chris McComb

#### **ITEM 3 – APPROVAL OF MEETING MINUTES**

A. Meeting Minutes from July 1, 2025

“Motion by Mr. Fuller, second by Ms. Moored to approve the meeting minutes from July 1, 2025, as presented.”

On a voice vote, MOTION CARRIED.

#### **ITEM 4 – CITIZENS’ TIME**

There was none.

#### **ITEM 5 – FOR CONSIDERATION**

A. Old Business

1. Back-Up Dispatch Center

Mr. Troyer stated the County, and the City of Portage were getting closer to a purchase agreement on the property. He then provided an overview of the draft lease terms that have been negotiated with the County.

B. New Business

1. Draft Board Agenda for September 11, 2025

Mr. Troyer stated the draft agenda was included in the packet. He noted that the Board’s closed session minutes from July 10 were not listed on the draft agenda, but they will be added. He then presented an overview of the Board agenda items.

**ITEM 6 – OTHER ITEMS**

A. Announcements and Member Comments

Mr. McGinnis expressed his appreciation to staff for changing to sustainable practices with cups that can be washed instead of thrown away. He noted that the company used to provide bottles of water was from Battle Creek and requested staff to consider changing to a company from Kalamazoo.

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

**ITEM 7 – ADJOURNMENT**

The meeting was adjourned at 4:15 p.m.

DRAFT



# 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](mailto: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 July 9, 2025 – Regular Meeting**

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#### **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, July 9, 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), Scott Ernstes (MSP), Chris Franks (KDPS), Nicholas Arnold (PDPS), Mike Bentley (KCMCA), Gerry Luedecking (KCFA)

Others Present: Steve Stryd, Ryan McGregor, Marc Rifenberg, Jeff Heppler, Jeff Troyer, Jon Moored, Marty Ftacek, Justin Johnson, Marie Gleesing, Nicole Face and Chris McComb

#### **ITEM 3 - APPROVAL OF MEETING MINUTES**

##### **A. Regular Meeting Minutes from May 7, 2025**

"Motion by Mr. McGregor, second by Mr. Arnold to approve the Regular Meeting Minutes from May 7, 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 announced that Network and Systems Administrator Jon Moored would be leaving for a position at Allegan County on July 24. He also noted we had a significant storm since the last meeting and that was followed by a Metronet outage. It took time to recover and as a result we have switched primary internet providers.

##### **B. Old Business**

##### **1. NEW Fire Talkgroups – 39CFPAG, 39CFOPS, 39MFPAG, 39MFOPS**

Mr. Troyer announced that the new Fire Talkgroups have been approved and are online. The date for patching them has not been identified yet.

## 2. Radio Templates/Programming

Mr. Troyer stated The Board allocated \$60,000 for the Executive Director to pursue programming/retemplating for 800 radios. He stated he would be pushing out a resolution to begin the process of addressing each agency individually because of different vendors, equipment and policies.

## 3. Behavioral Health Crisis Calls

Mr. Troyer stated he had no updates other than an agreement with 988 which was in draft form.

## C. New Business

### 1. Extreme Risk Protection Orders

Mr. Troyer stated that Extreme Risk Protection Orders are issued out of Circuit Court. Since March 2024, there have been five issued in the county. MSP has been entering them, but they discontinued on June 23. At this time Dispatch does not enter anything unless it has a protected party but has agreed to temporarily enter ERPOs until they were discussed today. He noted that every agency can get access to enter them.

Mr. Arnold proposed that KCCDA enter them because there are so few.

Mr. Troyer stated that the standard of this committee has been that Dispatch only enter PPOs and Conditional Bonds with a protected party.

Mr. Ernstes stated that he believed Dispatch should enter them but needs to articulate that it is only being done because it is an extreme risk and safety issue for the public.

“Motion by Mr. Ernstes, second by Mr. Arnold to approve the entry of Extreme Risk Protection Orders by KCCDA at this time.”

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

The Committee agreed that KCCDA will enter at this time, but the real goal remains to have Circuit Court enter their own orders. TAC requested administration to monitor the amount of ERPO's and if it increases, the Committee will review.

### 2. New Incident Type: Crash Notification Only

Mr. Troyer proposed a new incident type for calls where the only notification we get is an automatic crash notification. Fire agencies have changed their response to these notifications because they are commonly a dropped phone or malfunction.

After discussion, the committee had no objections to creating a new incident type for these calls so each agency can determine their response.

### 3. Tyler Public Safety System – August 26<sup>th</sup> Server Migration/Go-Live New Environment

Mr. Troyer stated the mock migration has been completed with only a couple issues found.

Mr. Moored stated there will be a new server environment. He noted there was a follow up call to address the large increase of data when nothing is being entered but test calls.

#### 4. Dispatch Console Encryption

Mr. Troyer stated encryption keys for ADP and AES for consoles have been received. Todd from the State will be here this week to install and then we be able to get Allegan and Calhoun's new talkgroups.

#### 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, September 3, 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 10:37 a.m.



## **MEETING MINUTES**

### **Kalamazoo County Consolidated Dispatch Authority TECHNICAL ADVISORY COMMITTEE September 3, 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 10:10 a.m. on Wednesday, September 3, 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), Scott Ernstes (MSP), Matt Huber (KDPS), Bryan Ergang (KTPD), Mike Bentley (KCMCA), Gerry Luedecking (KCFCA)

Others Present: Steve Stryd, Jeff Heppler, Sean Gordon, Jeff Troyer, Jon Moored and Chris McComb

#### **ITEM 3 - APPROVAL OF MEETING MINUTES**

##### **A. Regular Meeting Minutes from July 9, 2025**

"Motion by Mr. McGregor, second by Mr. Arnold to approve the Regular Meeting Minutes from May 7, 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 announced that the Administrative Monthly Report will be distributed when compiled. He gave an update on the new back-up dispatch center location. The County is planning to purchase the building from the City of Portage for Emergency Management and dispatch will lease part of the lower level. Staffing update – welcome back Jon Moored. A firm to complete a needs assessment for the primary facility is going to board next week, and the last ECO posting has not gone out yet because administration is considering a one or two day hiring fair.

##### **B. Old Business**

##### **1. NEW Fire Talkgroups – 39CFPAG, 39CFOPS, 39MFPAG, 39MFOPS**

Mr. Troyer stated work was still being done with state pertaining to 39CFPAG and 39MFPAG so there wasn't a firm date for the patching to take effect but they are hoping around December 1<sup>st</sup>.

## 2. Radio Templates/Programming

Mr. Troyer stated that the Unified Communications Plan needs revisions to include the new fire talk groups. A lot of vendors are unwilling to complete templates for agencies. Dispatch has created a general template recommendation for law enforcement and sent it to smaller agencies, but each agency will need to determine what is best for them. A new general fire template will be drafted as well.

## 3. UPDATE – Tyler Public Safety System Server Migration

Mr. Troyer stated the migration went well. KCCDA IT staff and other agency IT departments had a Teams meeting open for two straight days keeping communication open. The LERMS server had some issues, but everything was worked through, and it's been stable since the morning after the migration. The old system will be decommissioned on 8/22.

## 4. New Incident Type: *Unk Accident – Auto Crash Notify*

Mr. Troyer stated the roll out of this was held off until after the migration of the Tyler system to the new environment. Fire agencies will have the choice whether to use the incident type or not. Approximately, less than 5% of crash notifications only are actual emergencies, most are dropped phones or pocket dials.

## C. New Business

### 1. LOA for Talkgroup Access – FBI Kalamazoo

Mr. Troyer stated that the FBI in Kalamazoo was requesting access to the primary law enforcement and TAC channels.

“Motion by Mr. Ernstes, second by Mr. Huber to approve the LOA for FBI Kalamazoo access to talkgroups as presented.”

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

## ITEM 6 – **OTHER ITEMS**

### D. Announcements and Member Comments

Mr. Luedeking inquired if addresses and business names were being programmed into the system because he felt dispatchers were not providing business names to assist first responders in locating an address. He asked that dispatch provide a business name when available.

### E. Next Meeting

The next regular scheduled Technical Advisory Committee meeting will be Wednesday, September 3, 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 10:37 a.m.

DRAFT



# KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

## Agenda Request Form

Please fill in the boxes below with the appropriate information.

Name: Finance Committee

Agency: KCCDA

Phone Number:

Length of Time Needed:

Agenda Item #: 5B-4a

Topic: Finance 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:

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**MEETING MINUTES for**  
**Kalamazoo County Consolidated Dispatch Authority**  
**FINANCE COMMITTEE**  
**August 26, 2025**

---

**ITEM 1 – CALL TO ORDER**

The Regular Meeting of the Finance Committee, held in the Chief Switalski Meeting Room, was called to order by Chair Tracie Moored at 2:00 p.m. on Tuesday, August 26, 2025.

**ITEM 2 – ROLL CALL**

Members Present: Tracie Moored, Kevin Catlin, Jim Ritsema, Jeff VanderWiere, Cheri Bell

Others Present: Jeff Troyer, Torie Rose, Chris McComb

**ITEM 3 – APPROVAL OF MEETING MINUTES**

A. April 29, 2025 – Regular Meeting

“Motion by Mr. Ritsema, second by Ms. Bell to approve the minutes of the April 26, 2025, meeting of the Finance Committee.”

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

**ITEM 4 - CITIZENS TIME**

There were no public comments.

**ITEM 5 – FOR CONSIDERATION**

A. OLD BUSINESS

There was no old business.

B. NEW BUSINESS

1. Mercantile Line of Credit Increase

Mr. Troyer stated he and Deputy Director Rose conducted a two-year treasury review with Mercantile representatives and one thing evaluated was monthly credit card expenses. The line of credit has been at \$11,500 since 2016 and has not increased. We have run into a few instances where transactions were declined between the end of month statement and payment processing period. Administration recommends increasing the line of credit to \$20,000.

“Motion by Mr. Catlin, supported by Mr. VanderWiere to approve the Mercantile line of credit increase to \$20,000.”

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

## 2. RFP #25-01 – Architectural and Construction Services Recommendation

Mr. Troyer stated the RFP was to conduct an overall assessment of the facility and present recommendations for upgrades. The RFP was sent out in June, and we received three proposals for the Phase 1 needs assessment and cost analysis. The RFP also asked for estimate for Phase 2, which will be based on the needs assessment. Schley Nelson Architects' proposal was included in the packet and was the lowest bid at \$22,600 for Phase I. They are local on 9<sup>th</sup> Street and are highly recommended by references.

“Motion by Mr. Ritsema, supported by Ms. Bell to approve the proposal submitted by Schley Nelson Architects in response to RFP #25-01 for the purpose of assessing and completing necessary renovations at KCCDA's primary emergency communications center.”

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

## 3. RFP #25-02 – Financial Audit Services Recommendation

Mr. Troyer stated he received one proposal for RFP #25-02 from the same firm that has been with us for the last three years, Kruggel Lawton. The quoted fees are slightly higher than in the past, but we are recommending them.

“Motion by Mr. Catlin, supported by Mr. VanderWiere to approve the proposal from Kruggel Lawton CPA in response to RFP #25-02 for Financial Audit Services for fiscal years 2025 through 2027 totaling \$29,250.”

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

## ITEM 6 - **OTHER ITEMS**

### A. Announcements and Member Comments

Ms. Bell thanked dispatch for their work on the recent accident in Oshtemo Township.

Mr. Catlin stated the County and Portage were getting closer to an agreement on the back-up site property.

### B. Next Regular Scheduled Meeting

The next regular scheduled meeting of the KCCDA Finance Committee is October 28, 2025.

## ITEM 7 - **ADJOURNMENT**

The meeting was adjourned at 2:21 p.m.



# KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

## Agenda Request Form

Please fill in the boxes below with the appropriate information.

Name: Finance Committee and Administration

Agency: KCCDA

Phone Number:

Length of Time Needed: 2 mins

Agenda Item #: 4B-4b

Topic: Resolution 2025-02: Mercantile Bank Line of Credit Increase

### Brief Description:

Administration presented the attached memo to the Finance Committee at the August 26<sup>th</sup> meeting recommending the Mercantile Bank Line of Credit be increased from \$11,500 to \$20,000. The Finance Committee unanimously supported the request and recommends the same to the Board.

Resolution 2025-02 is presented for the Board's consideration increasing the Mercantile Bank Line of Credit to \$20,000.

### Proposed Motion:

Motion to approve resolution 2025-02 increasing the Mercantile Bank Line of Credit to \$20,000

Agenda Request Approved: 8/26/25

Meeting Date: 9/11/25

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](mailto: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



**DATE:** August 15, 2025

**TO:** Finance Committee Members and Board of Directors

**FROM:** Jeff Troyer  
KCCDA Executive Director

**SUBJECT:** Mercantile Bank – Line of Credit Increase

In April of 2016, the Board of Directors established a Line of Credit totaling \$11,500 with Mercantile Bank of Michigan for Business Credit/Purchase Cards. This limit remains the same today even though our organization has grown significantly in the last nine years.

Recently, Deputy Director Rose and I conducted a Treasury Review with Mercantile Bank representatives and one item analyzed was credit/purchase card use for the organization. There have been a couple of instances where transactions were declined because the overall line of credit has been reached. In all cases, this happens after month-end statements and reconciliations are complete but before the payment for the same is processed. Below is a summary of Monthly Spending Trends:

MONTH	2023 SPEND	2024 SPEND	2025 SPEND
JANUARY	\$ 8,943.86	\$ 3,281.30	\$ 3,921.99
FEBRUARY	\$ 1,930.93	\$ 3,461.56	\$ 7,958.92
MARCH	\$ 1,525.93	\$ 2,851.46	\$ 2,927.23
APRIL	\$ 4,506.63	\$ 4,621.52	\$ 3,320.15
MAY	\$ 1,713.88	\$ 6,242.31	\$ 6,717.95
JUNE	\$ 5,340.07	\$ 3,905.28	\$ 6,660.91
JULY	\$ 2,092.92	\$ 2,693.76	
AUGUST	\$ 2,264.35	\$ 5,993.15	
SEPTEMBER	\$ 2,377.37	\$ 2,297.60	
OCTOBER	\$ 6,234.69	\$ 4,064.39	
NOVEMBER	\$ 4,263.61	\$ 3,815.00	
DECEMBER	\$ 8,912.63	\$ 4,048.25	
TOTAL	\$ 50,106.87	\$ 47,275.58	\$ 31,507.15

It is administration's recommendation for the Finance Committee and Board of Directors to increase the Mercantile Business Credit/Purchase Cards Line of Credit from \$11,500 to \$20,000, and authorize the Executive Director to execute appropriate documentation with Mercantile Bank.



# Kalamazoo County Consolidated Dispatch Authority



## RESOLUTION 2025-02

### **Mercantile Bank Line of Credit Increase**

**WHEREAS**, the Kalamazoo County Consolidated Dispatch Authority (“KCCDA”) Board of Directors (“Board”) established a line of credit with Mercantile Bank in 2016 equal to Eleven Thousand Five Hundred Dollars (\$11,500); and

**WHEREAS**, KCCDA utilizes the line of credit for procurement/business credit cards in accordance with fiscal policy 01.05 – Procurement Card; and

**WHEREAS**, KCCDA’s organizational needs have significantly increased since the line of credit was established in 2016; and

**WHEREAS**, a treasury review conducted this year revealed the line of credit is no longer sufficient based on monthly charges against the procurement/business credit cards.

**NOW, THEREFORE, BE IT RESOLVED** the Board authorizes the Executive Director to execute the documents required to increase the line of credit with Mercantile Bank to Twenty Thousand Dollars (\$20,000).

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: Finance Committee and Administration

Agency: KCCDA

Phone Number:

Length of Time Needed: 2 mins

Agenda Item #: 4B-4c

Topic: RFP #25-01 – Architectural and Construction Services Recommendation

### Brief Description:

The attached memo summarizes the Request for Proposal (RFP) process and bids received related to #25-01 Architecture and Construction Services for the primary PSAP facility and includes the recommended vendor/contractor proposal and reference checks.

The Finance Committee approved administration's recommendation to contract with Schley Nelson Architects in response to RFP #25-01 for the purpose of assessing and completing necessary renovations at KCCDA's primary emergency communications center.

### Proposed Motion:

Motion to approve proposal from Schley Nelson Architects to perform work in accordance with the terms and conditions outlined in RFP #25-01.

Agenda Request Approved: 8/26/25

Meeting Date: 9/11/25

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](mailto: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



**DATE:** August 19, 2025

**TO:** Finance Committee Members and Board of Directors

**FROM:** Jeff Troyer  
KCCDA Executive Director

**SUBJECT:** RFP #25-01 – Architecture and Construction Services

On June 12, 2025, administration released a Request for Proposal (RFP) for Architecture and Construction Services for the purpose of assessing and completing necessary renovations at KCCDA's emergency communications center facility located at 7040 Stadium Drive, Kalamazoo, Michigan. The RFP was electronically distributed to architectural firms, and it was posted on KCCDA's website until 3 p.m. on Tuesday, July 15<sup>th</sup>.

KCCDA received three proposals (listed in alphabetical order):

## **ABONMARCHE BYCE – 306 South Kalamazoo Mall, Kalamazoo, MI 49007**

<b><u>PHASE I - Cost</u> Needs Assessment, Cost Analysis, and Conceptual Schematics</b>	<b><u>PHASE II - Estimate</u> Final Design, Detailed Drawings and Construction Services</b>	<b><u>EXCEPTIONS</u> Specifications and/or Terms and Conditions</b>
<b>\$25,230</b>	Phase II services will include professional architectural and engineering services and their respective deliverables. Phase II services will include service phases from Schematic Design, Design Development, Construction Documents, and Construction Contract Administration Services. The recommended general scope of work will be defined in Phase I, Phase II will further refine and define the solution and scope of work. We will provide a budget analysis and assist in establishing a budget. Our fee would be in the 6% to 7% range of the cost of work.	<u>Phase I</u> Assumes use of AIA B210-2017 Standard Form of Agreement, Facility Support  Excludes expense of Owners Commonwealth Systems Consultant Vendor



# Kalamazoo County Consolidated Dispatch Authority



## SCHLEY NELSON ARCHITECTS – 4200 9th Street, Oshtemo, MI 49077

<u>PHASE I - Cost</u> Needs Assessment, Cost Analysis, and Conceptual Schematics	<u>PHASE II - Estimate</u> Final Design, Detailed Drawings and Construction Services	<u>EXCEPTIONS</u> Specifications and/or Terms and Conditions
\$22,600	We would estimate that Phase II Architectural and Engineering fees for this project would be about 5.9% of the total construction cost of the work. Initial rough guestimate for the construction cost might be up to \$3,000,000, depending on the final scope of the renovation work. If the construction cost is higher than the percentage fee may go down some and if the construction costs are lower that percentage may go higher. This is intended to be only an estimate without knowing the final scope of the project after design.	None

## SPARK 43 ARCHITECTS, LLC – 6749 Fulton East, Suite A1115, Ada, MI 49301

<u>PHASE I - Cost</u> Needs Assessment, Cost Analysis, and Conceptual Schematics	<u>PHASE II - Estimate</u> Final Design, Detailed Drawings and Construction Services	<u>EXCEPTIONS</u> Specifications and/or Terms and Conditions
\$72,735	<p>Upon completion of the Phase I analysis, programming and conceptual design work, Spark 43 Architects will develop a comprehensive fee based on the amount of effort required to complete the subsequent design work and to administer the contract through construction.</p> <p>As part of our process, we show all our hourly rates, anticipated hours per team member estimated reimbursable costs, markups and margin. We believe in being as transparent as possible when it comes to fee setting – especially on public projects.</p>	<p><u>Phase I</u> Spark 43 proposes using AIA contracts for Phase I of the Project. Spark 43 proposes using a separate AIA contract for Phase II when it moves forward and the scope is more clearly defined. Phase I Limitation of liability: Client agrees, to the fullest extent permitted by law, to limit liability of Spark43 and its consultants to Client, for any and all claims, losses, costs, damages of any nature whatsoever or claims expenses from any cause or causes, including Attorney ffees and costs and expert witness fees and costs, so that the total aggregate liability of Spark 43 and its consultants to Client will not exceed Spark43's or its consultant's total fee for schematic conceptual design services rendered on this Project. This limitation is intended to apply to any and all liability or cause of actions, however alleged or arising, unless otherwise prohibited by law. <u>This paragraph will apply if Client is utilizing Spark43's services for Phase 1 services only</u> and will not apply to subsequent phases.</p>

Governmental collaborative to create an efficient and non-duplicative way of providing cost effective and efficient response to public safety emergency services, including the dispatch of emergency police, fire, and medical services within Kalamazoo County.



# Kalamazoo County Consolidated Dispatch Authority

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Schley Nelson Architects bid of \$22,600 for Phase I is the lowest proposal and cited no exceptions to the terms and conditions contained in the RFP. The firm's complete proposal is attached to this memo.

Each firm submitting a proposal was required to submit three references. In addition, as part of administration's customer satisfaction survey sent to the references, we ask if they are aware of any other customers who have contracted with the firm, and if any are identified, they too receive a similar survey. Attached are four completed customer satisfaction surveys (pages 24 through 36) which reveal a high level of satisfaction in all areas assessed.

It is my recommendation that the Finance Committee and Board of Directors approve the proposal submitted by Schley Nelson Architects in response to RFP #25-01 for the purpose of assessing and completing necessary renovations at KCCDA's primary emergency communications center.



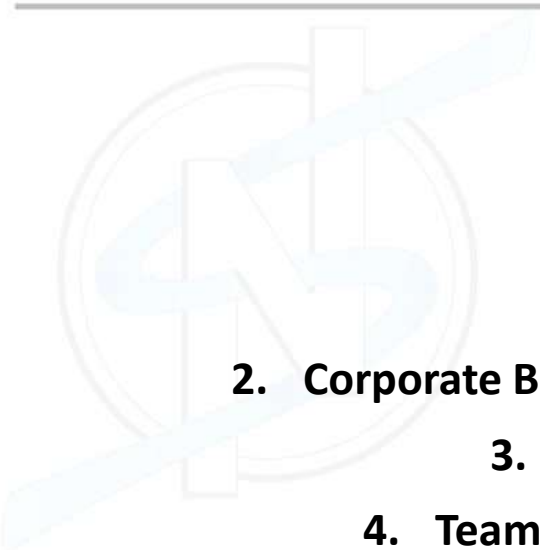
**Request for Proposal:**  
**Professional Architecture and Construction Services**

Prepared By:



4200 9th Street, PO Box 239 Oshtemo, MI 49077

July 15, 2025



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# Cover Letter:

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KCCDA  
7040 Stadium Dr.  
Kalamazoo, MI 49009

RE: RFP: Architecture and Construction Services

Dear Selection Committee Members,

Schley Nelson Architects (SNA) has structured a team for the ideal fit for KCCDA. Firm President Kris Nelson will be your initial point of contact as our main Designer and Quality Assurance Administrator. We anticipate that Greg Good, with over 30 years of experience, will be assigned as the Project Manager for your project. You will find our complete team members and our process to have a distinct commitment to delivering KCCDA's best informed options for your project.

Our background in assessing existing facilities and government sector projects is extensive in fact, it is a primary focus of work. A key example is our experience with Michigan State Police. During the Phase 300 work SNA presented a comparative study for the project through offering varying Schematic Studies, Square Footage and pricing options in order to find the most appropriate fit for final project needs.

We recently completed a long project in multiple phases with Paw Paw Fire Department starting in 2014 with Phase 1 of the study to evaluate the condition and sizing of the existing facility to the departments needs. Phase 2 of the study was to explore options for how the existing facility could be expanded and to determine availability of viable alternative sites where a new station could be located if that was determined as the direction for the project. SNA designed the new facility and it was completed in 2024.

In closing, our experience with designing for government sectors involves creating functional, secure, and community-oriented spaces that meet strict regulatory standards and public needs. When working with existing facilities, SNA carefully assess current conditions, integrates modern systems, and preserve structural integrity while enhancing usability, sustainability, and accessibility. This requires a balanced approach that respects historical value, supports long-term adaptability, and minimizes disruptions to ongoing operations. The success of your project will be of the highest importance to us, and we pledge the full efforts of this firm.

The following person is authorized to answer questions regarding this Proposal:

**Kristopher Nelson, AIA, LEED AP, NCARB**  
**President**  
**P: (269) 375.8360**  
**Email: knelson@schley-aia.com**

If you have any questions, please do not hesitate to contact us.

Respectfully,  
SCHLEY NELSON ARCHITECTS



Kris Nelson, AIA, LEED AP, NCARB  
President

July 15, 2025



## Corporate Background: Firm History & Profile

Schley Nelson Architects proposes to provide to Kalamazoo County Consolidated Dispatch Authority as the primary organization for this proposal. Our office is located and with contacts as follows:

**Schley Nelson Architects, Inc.**

4200 South 9<sup>th</sup> Street  
PO Box 239  
Oshtemo, Michigan 49077  
Phone: (269) 375.8360  
E-mail: knelson@schley-aia.com  
FIN: 38-3008029

Schley Nelson Architects is a State of Michigan "C" Corporation, formerly known as Schley Architects, Inc., as well as, Service & Design Group \* Architects, Inc., first founded in August of 1991. The firm is wholly owned by Kristopher Nelson, who is licensed to practice architecture in Michigan (License No. 1301050548).

Schley Nelson is known among our community as extremely innovative and demanding in excellence. We will work with your team to develop a complete approach appropriate to KCCDAs needs and requirements. We believe strongly in a "hands on" relationship. This personalized approach will be very responsive to the needs of your projects. We are proven as understanding the goals necessary to achieve solutions within your market segment. We feel our past project experience will be an asset to our contribution as the leader of your design team.

Our staff blends experience and established credentials in Government, Non-Profit, Civic, Healthcare and Commercial projects. At Schley Nelson Architects every project is unique to us. As your Architect, we are determined to help you find that unique quality, value and conclusion and bring it out in its best form. We have learned that the most important part of the project is YOU, listening to your ideas, and incorporating them into our work for your project.

At Schley Nelson, in 2024 over 90% of our work came from direct referrals or repeat relationships. We are unique in our ability to deliver consistent design efficiently to projects of any scale. Our clients receive our specialized experience with all our staff's personal commitments to delivery and services.

SNA is seriously committed to providing our clients with exemplary service and quality design. We accomplish this by having a Senior team member remain directly involved as manager of your project. This provides hands-on, quality design for every project that goes out our door. Our historic strong relationships with Owners come by delivering consistency and reliability and this also is how we select our team partners.

In summary and approach, Schley Nelson Architects delivers a high level of excellent service for our clients. You will get this excellence in design and great service from our team for your project.

## Team Experience: Key Personnel



**Kristopher Nelson, AIA, LEED AP, NCARB**  
**President/ Quality Assurance**  
**SCHLEY NELSON ARCHITECTS**

### Overview

Kris has over 25 years of experience in the design and construction industry. His experience includes Governmental, Not-for-Profit, Commercial, Residential, and Institutional planning projects. Kris, as the firms Principal and Design lead will assure quality and creativity in design matters. Kris will provide oversight to the project committing further quality assurance as we pledge the firm to the KCCDA with our fullest attention and best skills.

### Education

Graduate, University of Detroit, School of Architecture, 1996  
 Bachelor of Architecture

### Affiliations & Memberships

- LEED AP (Accredited Professional)
- National Council of Architectural Registration Boards (NCARB)
- Registered Architect, State of Michigan
- Registered Architect, State of New Jersey
- Past President, Southwest Michigan Chapter, AIA
- Treasurer, Southwest Michigan Chapter, AIA
- Past President, Kiwanis of Downtown Kalamazoo
- Almena Township Planning Commissioner (Vice Chair)
- Almena Township Construction Board of Appeals

### Experience

#### **Kalamazoo Gospel Ministries Women's and Children's Shelter** **Kalamazoo, Michigan**

Schley Nelson Architects has been proud to serve as the Architects for the Kalamazoo Gospel Ministries for over 20 years. We are recently completed construction on their latest project that started by demolishing their existing dilapidated Women's shelter building that had been condemned in several areas. The new building rising up is a three story building of 36,900 s.f. that will work to house Women and Children in apartment style facilities on the 2<sup>nd</sup> and 3<sup>rd</sup> floors with critical overnight shelter space on the main floor.

#### **Existing Facility Space Needs Assessment and Land Use Study for Paw Paw Fire Department** **Paw Paw, Michigan**

Schley Nelson Architects evaluated the existing facility conditions to determine the feasibility of renovating or expanding the existing building. The evaluation of the existing building included reviewing the existing systems, layout, space size, expansion potential and overall fit to the site and building and forecasting preliminary space needs based on Owner needs.



## Team Experience: Key Personnel (Cont.)

### **Phase 2 Feasibility Study for Paw Paw Fire Department**

#### **Paw Paw, Michigan**

Schley Nelson Architects expanded the initial study from existing facility evaluation to a broader scope. This study reviewed the entire fire district makeup as well as location of past calls and current fire fighter locations to evaluate the location options for either a new fire station or multiple satellite stations. This also include evaluating programming of spaces and potential site size needs.

### **Replacement Design for the Back-up Offices of the State Communications System**

#### **Ionia, Michigan**

SNA finalized design work on a building replacement design for the backup offices of the State communications system in a building shared with MSP doubling as a highway weigh station. During the Phase 300 work, Kris presented a comparative study for the project through offering varying Schematic Studies, Square Footage and pricing options in order to find the most appropriate fit for final project needs. The building will encompass space for offices, conference rooms, bathrooms, radio equipment room and weigh station

### **Study /Programming for New Administrative Offices Kalamazoo Community Mental Health & Substance Abuse Services**

#### **Kalamazoo, Michigan**

This facility study, programming for need and schematic designs for a proposed new centralized office facility were to combine administrative offices and services within the City of Kalamazoo in a new efficient footprint. This work included a related site feasibility study of land for a potential purchase. The new building was programmed at a gross square footage of 49,700 - 56,800. Under separate initiative the project was combined into another approach.

### **Building Evaluation/ Programming & Renovation Design for: Woodlands Behavioral Health Network**

#### **Cassopolis, Michigan**

SNA was hired to evaluate both the owners existing building as well as a building across the street to determine if it made sense for them to either, renovate the existing building or purchase the building across the street and renovate that to fit their needs. The existing building was a conglomeration of building additions that starts as a pole barn, with a car wash added onto it, at some point it was renovated and turned into the offices they use now. The building across the street was formerly a cooperative electrical company's headquarters. It became obvious quickly that the building across the street was a much better option. We were able to program the owners use to fit the building and ultimately designed the building out to meet their needs. The project made it through the design and bidding phases and the county ultimately decided not to do the construction.

### **New Medical Office Building OB-GYN P.C.**

#### **Kalamazoo, Michigan**

Kris was Project Manager for this new free standing medical clinic for an OB/GYN practice. The new facility is approximately 14,400 square feet containing 22 exam rooms a procedure room, two ultra sound rooms, stress rooms, lab spaces, space for massage therapy, boutique sales area, kiosk check-in, as well as staff areas for offices, exercise space and break rooms. The facility is situated in Oshtemo Township on a beautiful but challenging wooded and sloped site. The project was completed in the fall of 2015.

## Team Experience: Key Personnel



**Greg J. Good**  
**Project Manager**  
**SCHLEY NELSON ARCHITECTS**

### Overview

Greg has over 30 years of project management, project design and construction documentation assembly experience. Greg has extensive experience with DTMB, Government sector projects and assessing existing facilities projects and expectations.

### Education

Graduate, University of Detroit, School of Architecture  
 Bachelor of Architecture, 1990

### Experience

#### **Westbound I-96 Fowlerville Weigh Station**

**State of Michigan DTMB**

**Fowlerville, Michigan**

Schley Nelson Architects with Greg as Project Manager and working directly with DTMB, MSP and MDOT designed this masonry bearing, brick veneer weigh station to replace the existing outdated weigh station. The project bid in February 2022.

#### **Westbound I-96 Ionia Weigh Station**

**State of Michigan DTMB**

**Ionia, Michigan**

Schley Nelson Architects with Greg as Project Manager and working directly with DTMB, MSP, MPSCS and MDOT designed this masonry bearing, brick veneer weigh station to replace the existing outdated weigh station and to provide emergency public safety communication services. The project was completed in 2019.

#### **Eastbound I-96 Ionia Weigh Station**

**State of Michigan DTMB**

**Ionia, Michigan**

Schley Nelson Architects with Greg as Project Manager and working directly with DTMB, MSP and MDOT designed this masonry bearing, brick veneer weigh station to replace the existing outdated weigh station. The project will be completed in 2025.

#### **Kalamazoo Psychiatric Hospital Roof Repair / Roof Replacement**

**State of Michigan DTMB / DHHS**

**Kalamazoo, Michigan**

Schley Nelson Architects with Greg as Project Manager and working directly with DTMB and DHHS designed and detailed this roof repair / roof replacement project which included several different buildings on the campus at KPH and involved over 80,000 square foot of roof being removed, repaired and replaced where necessary. The projects were managed under Mr. Chris Kulhanek; file numbers 391/16442.CAK and 491/16442.CAK.

#### **Fire Suppression System**

**State of Michigan DTMB**

**Grand Rapids Home for Veterans, Grand Rapids, Michigan**

This project included a comprehensive fire suppression system being installed in an occupied 168,000 gross square foot Skilled Nursing building. Schley led this design work which was managed by Greg and successfully completed under the State of Michigan DTMB.

## Team Experience: **Organizational Chart**

**Schley Nelson Architects** will be responsible as the **Project Leader** for all architectural and project management aspects of the project. We will work closely with the KCCDA to help turn any and all projects into successful endeavors.

This team is led by Kris Nelson, AIA, LEED AP, NCARB, a well-respected design leader having many successful experiences in governmental and not for profit projects. Kris will manage the overall project from start to finish with one of our highly qualified Project Managers to lead Schley Nelson in the Architectural capacity of your project. All Project Management will be conducted from our office in Kalamazoo.

The organizational chart below diagrams how we foresee the relationship of this team taking shape. Schley Nelson Architects will be your main point of contact for any of the work related to the project, all communications will flow through SNA that way nothing will be missed along the way to the end product.



Contractors and Engineers will be added for the phase II portion of this project when the time comes.

## MICHIGAN STATE POLICE- BACK-UP NETWORK COMMUNICATIONS CENTER



**Location:** Ionia, Michigan

**Description:** Schley Nelson Architects has just recently finalized design work on a building replacement design for the backup offices of the State communications system in a building shared with MSP doubling as a highway weigh station. During the Phase 300 work, Schley Nelson presented a comparative study for the project through offering varying Schematic Studies, Square Footage and pricing options in order to find the most appropriate fit for final project needs. The building will encompass space for offices, conference rooms, bathrooms, radio equipment room and weigh station.

**Const. Cost:** \$2,367,000

**Contact:** Chris Kulhanek, R.A.

MEMO - RFP #24-17 Page 12 (517) 284-7909

July 15, 2025

Board Mtg Packet - Page #54





**Location:** Paw Paw, Michigan

**Description:** In 2014 Schley Nelson Architects was hired to perform a feasibility study to determine if the existing fire station would be able to accommodate the needs of the fire district now and 50 years into the future, the answer was no. After a series of studies to add onto the existing building followed by evaluations of 8 potential new sites a direction was determined with this new site. SNA designed the new facility with a 5 lane double stacked apparatus bay, two offices, a large education center, a workout room, a decontamination room, hose tower, a commercial kitchen, and a fire education room to house the historic fire truck which was visually connected to a new memorial park in front of the building. The future was planned for by including a pad in rear for a new training tower which is currently going thru a fundraising process.



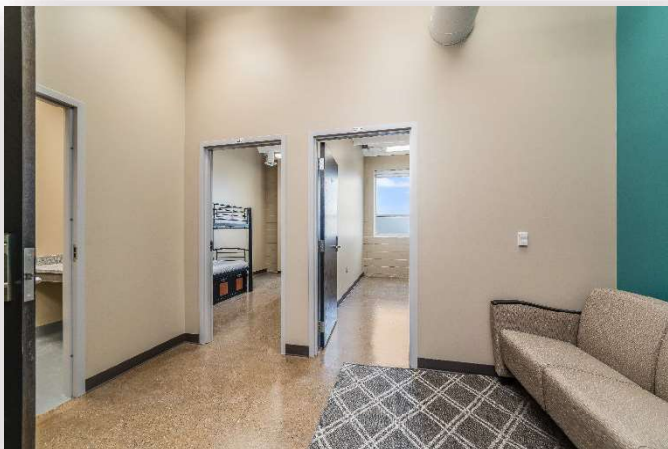


## Kalamazoo Gospel Ministries Women's and Children's Shelter



**Location:** Kalamazoo, Michigan

**Description:** KGM is a faith based not-for-profit group that uses their faith as an anchor to help guide their way in helping the most vulnerable populations in the Kalamazoo community. The building is three stories totaling approximately 37,000 s.f. The building is connected to the existing Hildebrand building which contains the main dining and kitchen facilities for the entire KGM campus. The dining acts as a hub between this new women's and children's shelter and the men's shelter. There are 32 total apartments on the two floors.



# **APPENDIX A**

## **Certifications and Assurances Form**

THIS FORM MUST BE COMPLETED AND RETURNED WITH YOUR PROPOSAL. FAILURE TO SUBMIT THIS COMPLETED FORM MAY RESULT IN DISQUALIFICATION.

**Company/Firm Name: Schley Nelson Architecture**

I/we make the following statement of assurances as a required element of the proposal to which it is attached, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related contract(s):

1. The prices and/or data have been determined independently, without consultation, communication, or agreement with other proposers for the purpose of restricting competition. However, I/we may freely join with other persons or organizations for the purpose of presenting a single proposal.
2. The attached proposal is a firm offer and valid for a period of not less than of 180 calendar days after the proposal due date ( contained herein}, and it may be accepted by the KCCDA without further negotiation (except where obviously required by lack of certainty in key terms} at any time within this 180 calendar days period.
3. In preparing this proposal, I/we have not been assisted by any current or former employee of the KCCDA whose duties relate (or did relate} to this proposal or prospective contract, and who was assisting in other than his or her official public capacity. Neither does such a person nor any member of his or her immediate family have any financial interest in the outcome of proposal. (Any exceptions to these assurances are described in full detail on a separate page and attached to this document.)
4. I/we understand that the KCCDA will not reimburse me/us for any costs incurred in the preparation of this proposal. All proposals become the property of KCCDA, and I/we claim no proprietary right to the ideas, writings, items, or samples, unless so stated in this proposal.
5. Unless otherwise required by law, the prices and/or cost data which have been submitted have not been knowingly disclosed by the proposer and will not knowingly be disclosed by him/her prior to opening, in the case of a proposal directly or indirectly to any other proposer or to any competitor.

6. No attempt has been made or will be made by the proposer to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition, nor have I/we made any agreement with, nor offered or accepted anything of value from, an official or employee of KCCDA that would tend to destroy or hinder free competition.
7. I/we agree that submission of the attached proposal constitutes acceptance of the solicitation contents and the attached sample contract and general terms and conditions. If there are any exceptions to these terms, I/we have described those exceptions in detail at the end of the Proposal Cost Worksheet.
8. I/we acknowledge communication of any kind regarding my/our proposal directed to parties other than the identified Project Administrator and/or Point-of- Contact may result in my/our disqualification.
9. I/we warrant that no conflict of interest knowingly exists for any member of the project team that contributed to this proposal or prospective contract.
10. I/we the undersigned, understand that the above information, along with any additionally submitted documents, become part of any agreement subsequently made with KCCDA and I/we attest to the best of my/our knowledge to its accuracy.

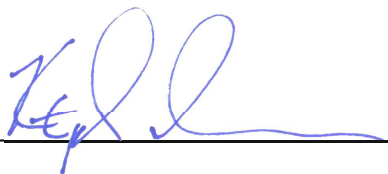
Name of Person Completing this Form:

**Kristopher Nelson**

Title:

**President**

Signature: \_\_\_\_\_



Date: **7/15/2025**



**APPENDIX B****Certificate of Compliance with Public Act 517 of 2012**

I certify that neither **Schley Nelson Architects** (Company/Firm), nor any of its successors, parent companies, subsidiaries, or companies under common control, is an "Iran Linked Business" engaged in investment activities of \$20,000,000.00 or more with the energy sector of Iran, within the meaning of Michigan Public Act 517 of 2012. In the event it is awarded a Contract as a result of this solicitation, Company will not become an "Iran linked business" during the course of performing the work under the Contract.

NOTE: IF A PERSON OR ENTITY FALSELY CERTIFIES THAT IT IS NOT AN IRAN LINKED BUSINESS AS DEFINED BY PUBLIC ACT 517 OF 2012, IT WILL BE RESPONSIBLE FOR CIVIL PENALTIES OF NOT MORE THAN \$250,000.00 OR TWO TIMES THE AMOUNT OF THE CONTRACT FOR WHICH THE FALSE CERTIFICATION WAS MADE, WHICHEVER IS GREATER, PLUS COSTS AND REASONABLE ATTORNEY FEES INCURRED, AS MORE FULLY SET FORTH IN SECTION 5 OF ACT NO. 517, PUBLIC ACTS OF 2012.

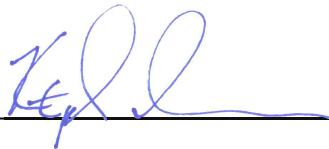
Name of Person Completing this Form:

**Kristopher Nelson**

Title:

**President**

Signature: \_\_\_\_\_



Date: **7/15/2025**

### APPENDIX C

#### Customer Reference Form

Please fill out this form completely and be as detailed as possible. Use a separate form for each reference listed. Submit a minimum of three references.

#### Project Name

**Michigan State Police – Back-up Network Communications Center**

#### Primary Customer Contact

**Name: Chris Kulhanek, R.A**

**Address: 3111 W. St. Joseph Lansing, MI 48917**

**Telephone Number: (517) 284-7909**

**Email: Kulhanekc@michigan.gov**

#### Description of Project

SNA finalized design work on a building replacement design for the backup offices of the State Communications System in a building shared with MSP doubling as a highway weigh station. During the phase 300 work, SNA presented a comparative study for the project through offering various schematic studies, square footage and pricing options in order to find the most appropriate fit for final project needs. SNA completed the full building design and through construction completion utilizing all phases of the State of Michigan process. The building included space for offices, conference rooms, bathrooms, radio equipment and weigh station. This project began in 2015 and was completed in 2017,

**APPENDIX C****Customer Reference Form**

Please fill out this form completely and be as detailed as possible. Use a separate form for each reference listed. Submit a minimum of three references.

**Project Name**

**New Paw Paw Fire Department Station**

**Primary Customer Contact**

**Name: Jim DeGroff, Past Chief**

**Address: 832 S. Gremps, Paw Paw, MI 49079**

**Telephone Number: (269) 377-8760**

**Email: degroff@btc.bci.com**

**Description of Project**

In 2014 SNA was hired to perform a feasibility study to determine if the existing fire station would be able to accommodate the needs of the fire district now and 50 years into the future. After a series of studies to add onto the existing building followed by evaluations of 8 potential new sites a direction was determined with the new site. SNA designed the new facility with a 5 lane double stacked apparatus bay, two offices, a large education center, a workout room, a decontamination room, hose tower, a commercial kitchen, and a fire education room to house the historic fire truck which was visually connected to a new memorial park in front of the building. The future was planned for by including a pad in rear for a new training tower which is currently going thru a fundraising process. This was completed by May 14, 2024.

### APPENDIX C

#### Customer Reference Form

Please fill out this form completely and be as detailed as possible. Use a separate form for each reference listed. Submit a minimum of three references.

#### Project Name

**Kalamazoo Gospel Ministries Women's and Children's Shelter**

#### Primary Customer Contact

**Name: Pastor John Simpson**

**Address: 448 N. Burdick Kalamazoo, MI 49007**

**Telephone Number: (269) 345-2974**

**Email: jsimpson@kzoogospel.org**

#### Description of Project

KGM is a faith based not-for-profit group that uses their faith as an anchor to help guide their way in helping the most vulnerable populations in the Kalamazoo community. The building is 3 stories totaling approximately 37,000 s.f. The building is connected to the existing Hildebrand building which contains the main dining and kitchen facilities for the entire KGM campus. The dining acts as a hub between the new women's and children's shelter and the men's shelter. There are 32 total apartments between the two floors. This project began in 2018 and was finalized in 2023.

**APPENDIX D****Proposal Cost Worksheet**

I, the undersigned, certify that I have read and fully understand the specifications supplied by the Kalamazoo County Consolidated Dispatch Authority (KCCDA) in this Request for Proposal.

ALL EXCEPTIONS TAKEN TO SPECIFICATIONS AND TERMS/CONDITIONS CONTAINED HEREIN MUST BE IDENTIFIED BY NUMERICAL REFERENCE TO THE REQUEST FOR PROPOSAL SECTION AT THE END OF THIS COSTWORKSHEET.

**PROVIDER PRIMARY POINT OF CONTACT**

Company/Vendor/ Firm Name: **Schley Nelson Architects**

Address: **4200 S. 9th St., PO Box 239 Oshtemo, MI 49077**

Primary Point of Contact: **Kristopher Nelson, President**

Telephone Number: **(269) 375-8360**

Email: **knelson@schley-aia.com**

**PROPOSAL/BID - COST*****PHASE I - Needs Assessment, Cost Analysis, and Conceptual Schematics***

This should be inclusive of all costs to complete Phase I of the Scope of Work and should not include taxes.

**\$ 22,600.00 (twenty-two thousand six hundred dollars) Fixed Fee**

***PHASE II - Final Design, Detailed Drawings and Construction Services*** This should include an estimate and an explanation of the general cost structure/concept for services included in Phase II (optional) of the Scope of Work

We would estimate that Phase II Architectural and Engineering fees of this project would be about 5.9% of the total construction cost of the work. Initial rough guesstimate for the construction cost might be up to \$3,000,000, depending on the final scope of the renovation work. If the construction cost is higher then the percentage fee may go down some and if the construction costs are lower that percentage may go higher. This is intended to be only an estimate without knowing the final scope of the project after design.

### Payment Policy/Terms:

I hereby state that I have the authority to submit this proposal which will become a binding contract if accepted and selected by the KCCDA. I further state that I have not communicated with nor otherwise colluded with any other person or Provider, nor have I made any agreement with nor offered or accepted anything of value from an official or employee of the KCCDA that would tend to destroy or hinder free competition.

No business agreement or contract is created until the proposal is authorized by KCCDA's Board of Directors.

I hereby state that I have read, understand, and agree to be bound by all terms and conditions of this Request for Proposal document.

### PERSON COMPLETING FORM:

Name: **Kristopher Nelson**

Title: **President**

Telephone: **(269) 375-8360**

Email: **knelson@schley-aia.com**

Signature:  Date: **7/15/2025**

### ANY/ALL EXCEPTIONS TO SPECIFICATIONS AND/OR TERMS AND CONDITIONS:





# **CERTIFICATE OF LIABILITY INSURANCE**

DATE (MM/DD/YYYY)

06/19/2025

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

**IMPORTANT:** If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

<b>PRODUCER</b> Professional Concepts Insurance Agency, Inc. 1127 South Old US Highway 23 Brighton MI 48114-9881		<b>CONTACT NAME:</b> Certs@pciaonline.com <b>PHONE (A/C, No, Ext):</b> (800) 969-4041 <b>FAX (A/C, No):</b> (800) 969-4081 <b>E-MAIL ADDRESS:</b> Certs@pciaonline.com	
<b>INSURED</b> Schley Nelson Architects, Inc. 4200 S. 9th Street P.O. Box 239 Oshtemo MI 49077-0239		<b>INSURER(S) AFFORDING COVERAGE</b> <b>INSURER A:</b> Hartford Underwriters Ins. Co. <b>NAIC #</b> 30104 <b>INSURER B:</b> Everest <b>INSURER C:</b> <b>INSURER D:</b> <b>INSURER E:</b> <b>INSURER F:</b>	

## COVERAGES

CERTIFICATE NUMBER: 25-26 New All

REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> <b>COMMERCIAL GENERAL LIABILITY</b> <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:	Y		35SBWAS4HDE	05/16/2025	05/16/2026	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COMP/OP AGG \$ 4,000,000 AICNT \$
A	<b>AUTOMOBILE LIABILITY</b> <input type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> OWNED AUTOS ONLY <input checked="" type="checkbox"/> SCHEDULED AUTOS NON-OWNED AUTOS ONLY <input type="checkbox"/> HIRED AUTOS ONLY			35SBWAS4HDE	05/16/2025	05/16/2026	COMBINED SINGLE LIMIT (Ea accident) \$ 2,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input checked="" type="checkbox"/> <b>UMBRELLA LIAB</b> <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000			35SBWAS4HDE	05/16/2025	05/16/2026	EACH OCCURRENCE \$ 2,000,000 AGGREGATE \$ 2,000,000 \$ PER STATUTE <input type="checkbox"/> OTH-ER <input type="checkbox"/> E.L. EACH ACCIDENT \$ E.L. DISEASE - EA EMPLOYEE \$ E.L. DISEASE - POLICY LIMIT \$
B	<b>WORKERS COMPENSATION AND EMPLOYERS' LIABILITY</b> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	AAEP000080-251	03/27/2025	03/27/2026	Per Claim \$ 1,000,000 Aggregate \$ 2,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

The Kalamazoo County Consolidated Dispatch Authority, All Elected And Appointed Officials, All Employees And Volunteers, All Boards, Commission, And/or Authorities And Board Members, Including Employees And Volunteers Thereof are named as Additional Insured as respects to the General Liability Policy and would apply so long as required within a written contract.

## CERTIFICATE HOLDER

## CANCELLATION

Kalamazoo County Consolidated Dispatch Authority 7040 Stadium Dr Kalamazoo MI 49009	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE 
---	---

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Responses Overview Active

## Responses

1



Average Time

01:53



### Duration

15 Days

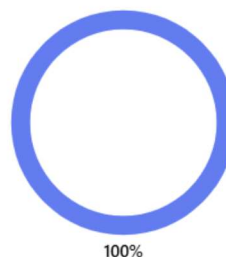


**1. PROJECT NAME - Kalamazoo Gospel Ministries Wormen's and Children's Shelter.**

The following is the detail listed by SNA on the project form:

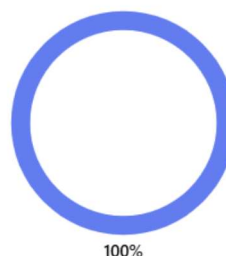
KGM is a faith based not-for-profit group that uses their faith as an anchor to help guide their way in helping the most vulnerable population s in the Kalamazoo community. The building is 3 stories totaling approximately 37,000 s.f. The building is connected to the existing Hildebran d building which contains the main dining and kitchen facilities for the entire KGM campus. The dining acts as a hub between the new wome n's and children's shelter and the men's shelter. There are 32 total apartments between the two floors. This project began in 2018 and was fina lized in 2023.

Does the above accurately reflect the services/project completed by SNA?



100%

2. Were the services performed within the timeline established by the scope of work (Was the project completed on time)?

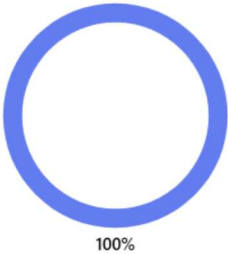


100%



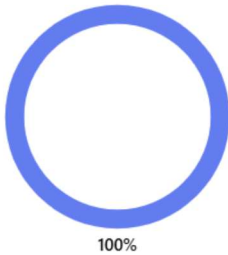
3. Was the project/services completed within budget?

- Yes1
- No0
- Other0



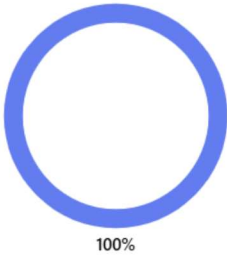
4. Overall, how satisfied are/were you with SNA?

- Extremely satisfied1
- Very satisfied0
- Somewhat satisfied0
- Dissatisfied0
- Very dissatisfied0



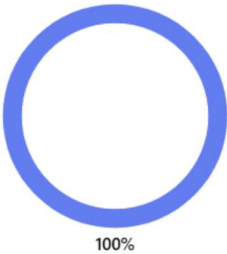
5. How well did SNA meet your needs?

- Extremely well1
- Very well0
- Somewhat well0
- Not so well0
- Not at all well0



6. How would you rate the value for money for the services SNA delivered?

- Excellent1
- Above average0
- Average0
- Below average0
- Poor0



7. How responsive was SNA during your project when you posed questions or concerns?

- Extremely responsive

Very responsive

Somewhat responsive

Not so responsive

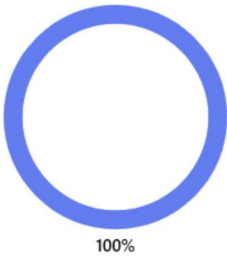
Not at all responsive
- 1

0

0

0

0



8. How likely are you to contract with SNA for similar/like services in the future?

- Extremely likely

Very likely

Somewhat likely

Not so likely

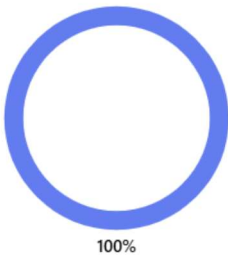
Not at all likely
- 1

0

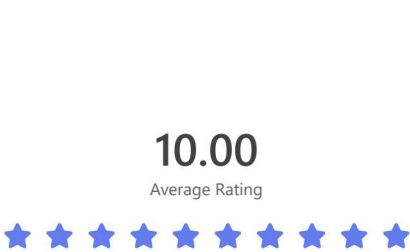
0

0

0



9. How likely are you to recommend SNA to a colleague?



10. Are you aware of any other customers who have contracted with SNA? If so, can you please provide the name of the business/entity, contact name, and email address??

1

Responses

Latest Responses

"No, but they have completed several projects with us over the last 20 years."

Active

1



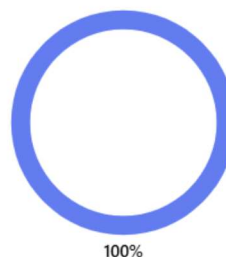
05:13



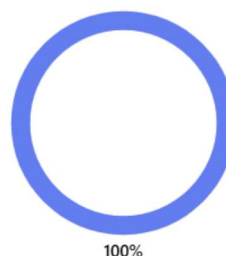
15 Days



● Yes	1
● No	0
● Other	0

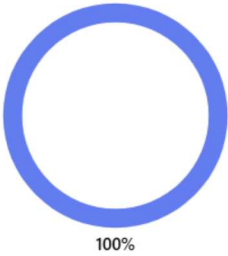


● Yes	1
● No	0
● Other	0



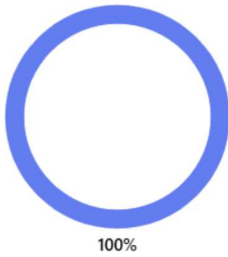
3. Was the project/services completed within budget?

- Yes 1
- No 0
- Other 0



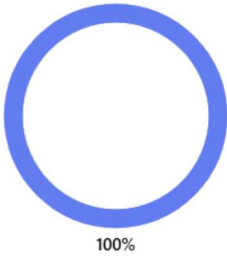
4. Overall, how satisfied are/were you with SNA?

- Extremely satisfied 1
- Very satisfied 0
- Somewhat satisfied 0
- Dissatisfied 0
- Very dissatisfied 0



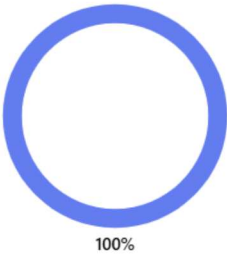
5. How well did SNA meet your needs?

- Extremely well 1
- Very well 0
- Somewhat well 0
- Not so well 0
- Not at all well 0



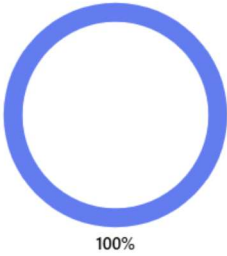
6. How would you rate the value for money for the services SNA delivered?

- Excellent 1
- Above average 0
- Average 0
- Below average 0
- Poor 0



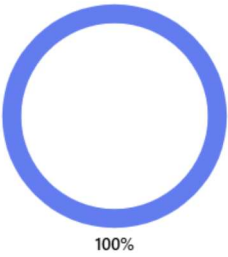
7. How responsive was SNA during your project when you posed questions or concerns?

- Extremely responsive 1
- Very responsive 0
- Somewhat responsive 0
- Not so responsive 0
- Not at all responsive 0



8. How likely are you to contract with SNA for similar/like services in the future?

- Extremely likely 1
- Very likely 0
- Somewhat likely 0
- Not so likely 0
- Not at all likely 0



9. How likely are you to recommend SNA to a colleague?



10. Are you aware of any other customers who have contracted with SNA? If so, can you please provide the name of the business/entity, contact name, and email address??

1  
Responses

Latest Responses  
"No."

Responses Overview

Active

Responses

1

Average Time

03:12

Duration

15 Days

1. PROJECT NAME - Paw Paw Fire Department Station.

The following is the detail listed by SNA on the project form:

*In 2014 SNA was hired to perform a feasibility study to determine if the existing fire station would be able to accommodate the needs of the fire district now and 50 years into the future. After a series of studies to add onto the existing building followed by evaluations of 8 potential new sites a direction was determined with the new site. SNA designed the new facility with a 5 lane double stacked apparatus bay, two offices, a large education center, a workout room, a decontamination room, hose tower, a commercial kitchen, and a fire education room to house the historic fire truck which was visually connected to a new memorial park in front of the building. The future was planned for by including a pad in rear for a new training tower which is currently going thru a fundraising process. This was completed by May 14, 2024.*

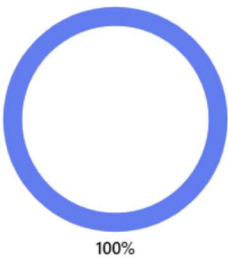
Does the above accurately reflect the services/project completed by SNA?

- Yes

1
- No

0
- Other

0



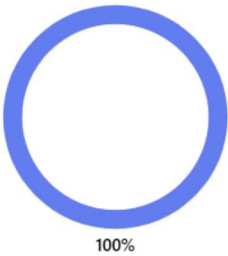
2. Were the services performed within the timeline established by the scope of work (Was the project completed on time)?

- Yes

1
- No

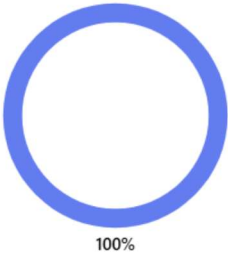
0
- Other

0



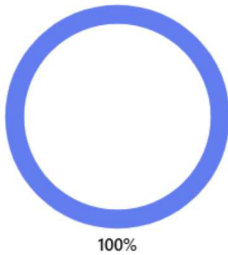
3. Was the project/services completed within budget?

- Yes1
- No0
- Other0



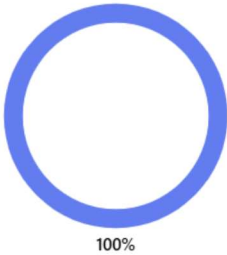
4. Overall, how satisfied are/were you with SNA?

- Extremely satisfied1
- Very satisfied0
- Somewhat satisfied0
- Dissatisfied0
- Very dissatisfied0



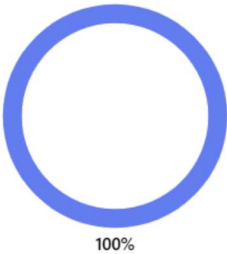
5. How well did SNA meet your needs?

- Extremely well1
- Very well0
- Somewhat well0
- Not so well0
- Not at all well0



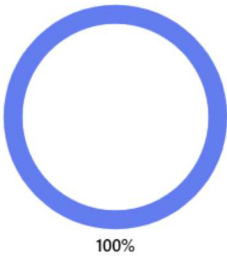
6. How would you rate the value for money for the services SNA delivered?

- Excellent1
- Above average0
- Average0
- Below average0
- Poor0



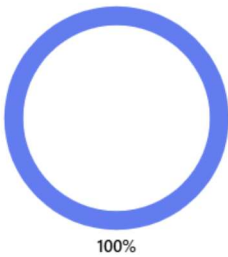
7. How responsive was SNA during your project when you posed questions or concerns?

- Extremely responsive
- Very responsive
- Somewhat responsive
- Not so responsive
- Not at all responsive
- 1
- 0
- 0
- 0
- 0



8. How likely are you to contract with SNA for similar/like services in the future?

- Extremely likely
- Very likely
- Somewhat likely
- Not so likely
- Not at all likely
- 1
- 0
- 0
- 0
- 0



9. How likely are you to recommend SNA to a colleague?



10. Are you aware of any other customers who have contracted with SNA? If so, can you please provide the name of the business/entity, contact name, and email address??

1  
Responses

Latest Responses  
"Oshtemo Township and Almena Township"



**From:** [Kyle Richardson](#)  
**To:** [Jeff Troyer](#)  
**Subject:** Re: FW: Schley Nelson Architects Reference  
**Date:** Wednesday, August 6, 2025 9:31:47 PM

---

**CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

Jeff,

I completed the survey. We really enjoyed working with the Schley Nelson Team for the new Paw Paw Fire Station. Kris Nelson was great to work with and was always available to answer our questions. They designed a building that is very functional and fits our needs. Please contact me with any further questions.

Thanks,

Kyle Richardson  
Fire Chief  
Paw Paw Fire Dept.  
269-720-3052

On Wed, Aug 6, 2025 at 3:19 PM Jeff Troyer <[JTroyer@kccda911.org](mailto:JTroyer@kccda911.org)> wrote:

Chief Richardson,

Please see the email below. If you don't mind taking a few minutes and completing the short survey, I'd greatly appreciate it.

Thanks in advance.

**Jeffery Troyer**

Executive Director

Kalamazoo County Dispatch Authority

7040 Stadium Dr., Kalamazoo, MI 49009

Ofc: (269) 488-6616

Cell: (269) 718-2195

Responses Overview Active

Responses

1

Average Time

08:11

Duration

12 Days

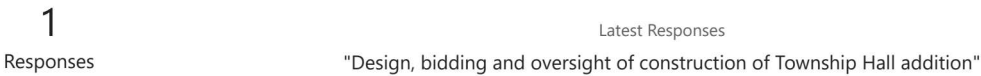
1. Name and Title of Person Completing Survey.



2. Organization/Entity/Business Name.



3. Please describe the project and/or services provided by Schley Nelson Architects including timeline and total project amount.

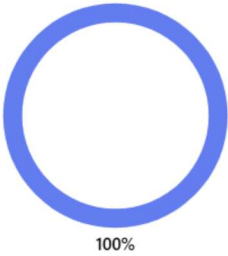


4. Were the services performed within the timeline established by the scope of work (Was the project completed on time)?



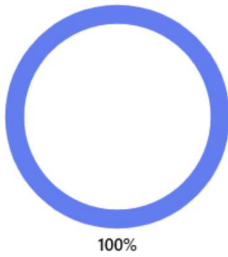
5. Was the project/services completed within budget?

- Yes 1
- No 0
- Other 0



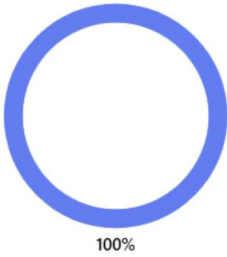
6. Overall, how satisfied are/were you with SNA?

- Extremely satisfied 1
- Very satisfied 0
- Somewhat satisfied 0
- Dissatisfied 0
- Very dissatisfied 0



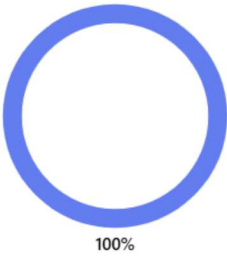
7. How well did SNA meet your needs?

- Extremely well 1
- Very well 0
- Somewhat well 0
- Not so well 0
- Not at all well 0



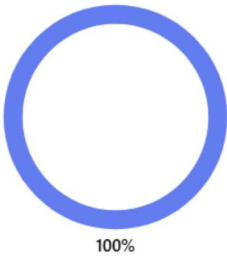
8. How would you rate the value for money for the services SNA delivered?

- Excellent 1
- Above average 0
- Average 0
- Below average 0
- Poor 0



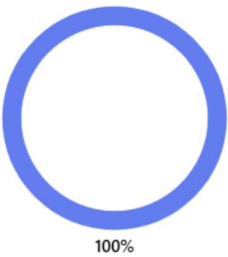
9. How responsive was SNA during your project when you posed questions or concerns?

- Extremely responsive 1
- Very responsive 0
- Somewhat responsive 0
- Not so responsive 0
- Not at all responsive 0



10. How likely are you to contract with SNA for similar/like services in the future?

- Extremely likely 1
- Very likely 0
- Somewhat likely 0
- Not so likely 0
- Not at all likely 0



11. How likely are you to recommend SNA to a colleague?



12. Are you aware of any other customers who have contracted with SNA? If so, can you please provide the name of the business/entity, contact name, and email address??

1  
Responses

Latest Responses  
"Gobles Veterinary Clinic, Andy Baker"



# KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

## Agenda Request Form

Please fill in the boxes below with the appropriate information.

Name: Finance Committee and Administration

Agency: KCCDA

Phone Number:

Length of Time Needed: 2 mins

Agenda Item #: 4B-4d

Topic: RFP #25-02 – Financial Audit Services Recommendation

### Brief Description:

The attached memo summarizes the Request for Proposal (RFP) process and bids received related to #25-02 Financial Audit Services for fiscal years 2025, 2026, and 2027.

The Finance Committee approved administration's recommendation to contract with Kruggel Lawton CPA in response to RFP #25-02 for Financial Audit Services for fiscal years 2025 through 2027 totaling \$29,250.

### Proposed Motion:

Motion to approve the proposal from Kruggel Lawton CPA to perform work in accordance with the terms and conditions outlined in RFP #25-02.

Agenda Request Approved: 8/26/25

Meeting Date: 9/11/25

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](mailto: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

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**DATE:** August 18, 2025

**TO:** Finance Committee Members and Board of Directors

**FROM:** Jeff Troyer   
KCCDA Executive Director

**SUBJECT:** RFP #25-02 – Financial Audit Services

---

On June 13, 2025, administration released a Request for Proposal (RFP) for professional financial audit services to conduct an annual financial audit for three consecutive years beginning with fiscal year ending December 31, 2025. Administration electronically distributed this RFP to twelve different firms and it was posted on KCCDA's website until 3 p.m. on Tuesday, July 15<sup>th</sup>.

KCCDA only received one proposal from Kruggel Lawton CPA (attached). This is the same firm that completed our financial audits for the last three years. The proposal is complete, and the firm is qualified to perform the professional services. The proposal total cost is \$29,250 (FY2025 - \$9,000, FY2026 - \$9,750, and FY2027 – \$10,500).

It is administration's recommendation for the Finance Committee and Board of Directors to accept and approve the proposal from Kruggel Lawton CPA in response to RFP #25-02 for Financial Audit Services for fiscal years 2025 through 2027 totaling \$29,250.



# **Professional Auditing Services for:**

## **Kalamazoo County Consolidated Dispatch Authority**

**SUBMITTED BY**

Alex Schaeffer, CPA | Partner  
[aschaeffer@klcpas.com](mailto:aschaeffer@klcpas.com)

July 15, 2025



526 Upton Drive  
St. Joseph, MI 49085  
Tel: 269.983.0131  
www.klcpas.com

Jeff Troyer, Executive Director  
Kalamazoo County Consolidated Dispatch Authority  
7040 Stadium Drive  
Kalamazoo, MI 49009

Dear Jeff:

Thank you for the opportunity to continue providing audit services to the Kalamazoo County Consolidated Dispatch Authority (KCCDA). We are confident that Kruggel, Lawton & Company, LLC (Kruggel Lawton) is well suited to meet your needs and further assist KCCDA's needs.

Based on our experience in serving government agencies, we believe that the following are key concerns and requirements for when choosing an accounting firm for audit services:

- Considerable knowledge and experience in the municipal sector;
- A proactive team that you feel comfortable working with and that can provide timely and relevant technical advice;
- High level of involvement from partners and senior members of the firm;
- Local proximity and responsiveness, combined with a depth and breadth of services;
- Reasonable fees for the services provided.

We believe the following qualities distinguish Kruggel Lawton's capabilities to serve KCCDA:

- Our people are critical to our success - Our team has substantial experience working with municipal organizations and has a deep understanding of service requirements.
- You will always deal with the decision-maker. Our decisions rest with our partners, supported by input from our management team. They are available when you need them throughout the year
- Through our independent membership in the BDO Alliance USA, we have access to a vast array of technical resources of BDO - the fifth largest accounting and consulting network in the world.

The next few pages will outline our understanding of the areas of specific interest to you and how Kruggel Lawton will meet your service needs. We are happy to provide any additional information to you and others on your team as needed. Again, we thank you for the opportunity to submit this proposal and we look forward to working with you in the future. This proposal is a firm and irrevocable offer for 90 days.

Best regards,

**Kruggel Lawton CPAs**  
**Alex Schaeffer, CPA | Partner**

## Proposal Table of Contents

Firm Overview and Qualifications.....	3
Audit Expertise .....	4
Approach.....	5
Schedule.....	6
Fee Structure.....	7
Team Members.....	8
Peer Review.....	9-10
Appendices A, B, C, and D.....	11-18

*"Kruggel Lawton provides excellent value for the service provided and great communication. I appreciate they are proactive and contact me regarding tax opportunities."*

-Client Survey Response



# Kruggel Lawton is committed to being your trusted partner.



## OUR HISTORY, YOUR FUTURE

Kruggel Lawton was founded in 1956 by visionary leader, Herm Kruggel who was wholeheartedly committed to creating a company devoted to the value of family life. He would always say that his clients were really more like friends who he just happened to do business with. He and his partner Roy Lawton knew about their clients' families, hobbies, worries, and joys. As the company grew and the demands of professions in public accountancy grew, Kruggel Lawton's core values remained the same -- to put family first.

Still today, we are able to attract some of our nation's top talent into our offices in Indiana, Michigan, and Tennessee because we provide a culture where accounting professionals can be trusted advisors and experts in their practice area, but also maintain flexible schedules to achieve work life balance and give back as volunteers and integral members of the communities we serve.

Some of our clients have been with us for over 65 years. Why? Because they enjoy the relationship that is formed with our team and have made us a part of their growth strategy.

## NATIONAL REACH IN ACCOUNTING EXPERTISE



Kruggel Lawton is an independent member of BDO Alliance USA, a nationwide association of accounting and consulting firms that links us to the resources, services, and technical knowledge of a national firm. Our firm stays in the know and sends out regular email updates and blog articles with timely information to all clients.

## PROFESSIONAL MEMBERSHIPS



## AWARD WINNING ACCOUNTING FIRM



## BY THE NUMBERS

**150**

professional staff in seven office locations across three states

**6 of 10**

accountants on staff have earned a CPA license

**62%**

workforce comprised of women professionals and leaders

**3x**

higher customer satisfaction rate than industry average

*"Great people to work with. Professional, informative, responsive. They help our staff with great patience."* -Client Survey Response

# Kruggel Lawton CPAs are *the* experts in Government Audit Services.

Kruggel Lawton's leadership and staff offer premier services for more than 40 municipal organizations each year. We understand the unique accounting, financial, and consulting requirements that deserve experienced attention in the government sector. We encourage you to reach out to our clients and learn more about their experience working with our firm.

## **Galien River Sanitary District (GRSD Sewer Authority)**

Josh Teeter, Superintendent | 269-469-3434  
jteeter@grsdsa.com  
10831 Kruger Road, New Buffalo, MI 49117

## **Southwest Michigan Regional Sanitary Sewer and Water Authority**

Steve Tilly, Chairman | 269-429-2501  
stilly@royaltontownship.org  
980 Miners Road, St. Joseph, MI 49085

## **City of Buchanan**

Tony McGhee, City Manager | 269-695-3844  
tmcghee@cityofbuchanan.com  
302 N. Redbud Trail, Buchanan, MI 49107



**98%**  
**clients would**  
**recommend**  
**Kruggel Lawton**

*"I have referred Kruggel Lawton and will continue to. The prompt response, proactive reminders, and understanding as I have learned new things has been , from the start, more than I could have ever expected."*  
-Client Survey Response

# Our approach goes far beyond providing an audit. We seek to understand your objectives, trends in your sector, and we are here to help you succeed.

## Audit Approach

**PROCESS** We will audit the financial statements of the governmental activities, business-type activities, each major fund, and the aggregate remaining fund information of KCCDA's fiscal year-end, along with the changes in financial position for the year ended December 31, 2025, 2026, and 2027. The audit will include examination for compliance with applicable directives of the laws, regulations and contracts or grant agreements.

**COMPLIANCE** Currently KCCDA is required to be audited under Governmental Auditing Standards, which is generally called a Yellow Book audit. Under this type of audit engagement, auditors are required to obtain reasonable assurance about whether KCCDA's financial statements are free from material misstatement. Auditors must also assess KCCDA's adherence to material provisions of laws, regulations, contracts and grant agreements. However, the objective of those procedures will not be to provide an opinion on overall compliance, and we will not express such an opinion in our reports on compliance issued pursuant to Generally Accepted Auditing Standards (GAAS).

### Coordinate Closely with Management

We will coordinate closely with management to gain a meaningful understanding of your organization's own risk assessments and procedures. Understanding and addressing risks early on will make our work as efficient as possible.

### Design Custom and Efficient Audit Procedures

We will gather sufficient information using a "prepared by client" list with an agreed-upon timetable for provision of information and pre year-end planning meetings. Items usually include: account reconciliations, grant reports, and budgets.

### Communicate Regularly and Proactively

Effective listening and regular, proactive two-way communication is an essential cornerstone of our audit quality and superior client service. We keep you updated regularly on the status of our services so you can provide timely input and evaluate expectations.

### Educate Your Team for Lifelong Results

Our senior staff is responsible for the day-to-day engagement operations and reports to the manager, who is responsible for reviewing the engagement for technical compliance. The partner is responsible for the overall engagement and signs off on the reports.

### Use Cloud-Based Technology

Our firm prefers to operate in a paperless environment and uses secure online portals to share documents quickly and efficiently, whenever possible. Our data software and other electronic tools are in place to make the audit run smoothly.

**1:1**  
**partner**  
**and staff**  
**interactions**  
**and service**

*"The Kruggel Lawton team was very responsive and the quality of work was exceptional. Much appreciated!" -Client Survey Response*

# Municipal Center of Excellence

## CORE SERVICES

- Specializing in municipal audit services
- Financial statement audits, reviews, and compilations.
- Internal controls and fraud
- Information security and risk assessment

## GOVERNANCE AND STRATEGY

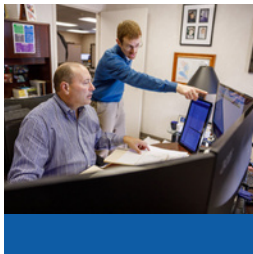
- Strategic planning
- Board and committee structure
- Guidance to finance and audit committees

## MANAGEMENT SERVICES

- CFO/Controllership
- Budgeting, forecasting, and projections
- Accounting for management/board and grantors/funders
- Implement proven technology and software solutions
- Training for staff and board members

## Schedule

The following proposed timeline is based upon our understanding of your organization's needs and other timing considerations. This timeline is dependent on your staff providing all documents completed in full on the dates requested for interim and year end fieldwork. Should the information not be available for us when requested, the timeline will be delayed accordingly.



### FIELDWORK (February - March)

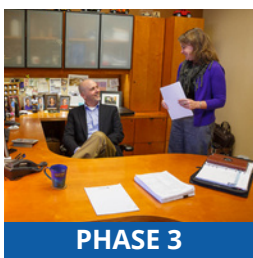
- Develop the preliminary audit plan based on updated information
- Schedule audit
- Document any changes in internal controls and accounting systems
- Perform preliminary risk assessments
- Determine reliance on controls
- Prepare the audit programs
- Assist with and observe audit of KCCDA



### PHASE 2

### TESTING (March - April)

- Assessment of risk
- Test internal controls, accounting systems, and review records as determined necessary
- Test and analyze support for transactions
- Determine whether financial statements are fairly stated in accordance with applicable standards, rules, and regulations



### PHASE 3

### SUBMISSION (April)

- Draft reports provided for review
- Prepare final report for issuance
- Consult with management on internal control findings
- Formal presentation of financial statements, management reports, and audit opinions to KCCDA's audit committee and/or board of directors
- Submit audit package to State of Michigan





# Fee Structure

Our fees for services are based on the assumption that we receive a reasonably adjusted trial balance and other required information on a timely basis, and that your team members prepare certain reconciliations and workpapers, provided in electronic format when possible. We will work with and communicate with members of your team to prepare the necessary schedules and reports.

Fees are based on your prior year financial statements. If changes in accounting rules, federal regulations, auditing standards, KCCDA’s overall structure, or your team members warrant additional time by our professionals, we would notify you in advance prior to additional billing.

Services for KCCDA	2025	2026	2027
Financial Statement Audit for December 31 Year End	\$9,000	\$9,750	\$10,500
Total for Services	\$9,000	\$9,750	\$10,500
Fee includes state submissions and F65 and Municipal Reporting. Any additional charges for new accounting pronouncements will be met and discussed before hand. Additional time will be billed at a blended rate of \$165 per hour.			

# Additional Services

We would be happy to address other business needs and opportunities with you outside of the services we have summarized above. If you occasionally call with simple questions that we answer relatively quickly, you will not be billed. If you encounter matters that require extended consultations or research, our rate will be blended at **\$165 per hour**. The hourly rate of \$160 has been discounted from our standard billing rates which can be seen below.

**\$165**  
Your blended,  
discounted rate.

**Partners**  
\$250-420 per hour

**Managers & Directors**  
\$150-350 per hour

**Senior Accountants**  
\$120-185 per hour

**Staff Accountants**  
\$85-150

“Kruggel Lawton provides consistency in all aspects of their service.” -Client Survey Response

# We took a close look at your needs and hand-selected a team of qualified experts just for you.

## WE ARE COMMITTED TO YOU

The following engagement team leaders will be assigned to your team because they have a proven record of experience in the field of government agencies, strong technical backgrounds, and outstanding management and client relationship skills. To the extent possible, staff assigned to your account will remain constant each and every year, providing for greater efficiencies as a result of familiarity.



**Alex Schaeffer, CPA**  
Partner

**Phone:** 269.983.0131 ext. 418  
**Email:** aschaeffer@klcpas.com  
**Office:** St. Joseph, MI

### Education & Credentials

- Western Michigan University, Kalamazoo, MI
  - B.B.A. in Accounting
  - B.B.A. in Finance

### Expertise

- Audit, review and compilation services
- Consultation regarding internal controls
- Corporate and individual tax preparation
- 990 tax preparation
- Supervise, review and perform single audits of federal funds expended in accordance with Uniform Guidance Subpart F



**Brian Hake, CPA**  
Manager/Tech Reviewer

**Phone:** 269.983.0131 ext. 421  
**Email:** bhake@klcpas.com  
**Office:** St. Joseph, MI

### Education & Credentials

- University of Dayton, Dayton, OH
  - B.S. in Accounting
  - B.S. in Finance

### Expertise

- Planning and performing audits of local units of government, privately held companies, and not-for-profit entities
- Individual and business tax planning and preparation
- Consulting on other various accounting issues, including payroll and bookkeeping



**Jeremy Tolsma**  
Senior Staff Accountant

**Phone:** 269.983.0131 ext. 428  
**Email:** jtolsma@klcpas.com  
**Office:** St. Joseph, MI

### Education & Credentials

- Western Michigan University, Kalamazoo, MI
  - Masters in Accountancy
  - B.S. in Accounting

### Expertise

- Audit and review services for government and nonprofit clients
- Corporate tax preparation
- Individual tax preparation



**Stella DiMarzio**  
Staff Accountant

**Phone:** 269.983.0131 ext. 420  
**Email:** sdimarzio@klcpas.com  
**Office:** St. Joseph, MI

### Education & Credentials

- Indiana University, Bloomington, IN
  - B.S. in Accounting
  - B.S. in Finance

### Expertise

- Audit and review services for government and nonprofit clients
- Corporate tax preparation
- Individual tax preparation



2425 E. Grand River Ave.,  
Suite 1, Lansing, MI 48912

☎ 517.323.7500

📠 517.323.6346

## **Report on the Firm's System of Quality Control**

January 10, 2025

To the Members of Kruggel, Lawton & Company, LLC and the  
Peer Review Alliance Report Acceptance Committee

We have reviewed the system of quality control for the accounting and auditing practice of Kruggel, Lawton & Company, LLC (the firm) in effect for the year ended July 31, 2024. Our peer review was conducted in accordance with the Standards for Performing and Reporting on Peer Reviews established by the Peer Review Board of the American Institute of Certified Public Accountants (Standards).

A summary of the nature, objectives, scope, limitations of, and the procedures performed in a System Review as described in the Standards may be found at [www.aicpa.org/prsummary](http://www.aicpa.org/prsummary). The summary also includes an explanation of how engagements identified as not performed or reported in conformity with applicable professional standards, if any, are evaluated by a peer reviewer to determine a peer review rating.

### **Firm's Responsibility**

The firm is responsible for designing and complying with a system of quality control to provide the firm with reasonable assurance of performing and reporting in conformity with the requirements of applicable professional standards in all material respects. The firm is also responsible for evaluating actions to promptly remediate engagements deemed as not performed or reported in conformity with the requirements of professional standards, when appropriate, and for remediating weaknesses in its system of quality control, if any.

### **Peer Reviewer's Responsibility**

Our responsibility is to express an opinion on the design of the system of quality control and the firm's compliance therewith based on our review.

### **Required Selections and Considerations**

Engagements selected for review included engagements performed under *Government Auditing Standards*, including compliance audits under the Single Audit Act, and audits of employee benefit plans.

As a part of our peer review, we considered reviews by regulatory entities as communicated by the firm, if applicable, in determining the nature and extent of our procedures.

#### Opinion

In our opinion, the system of quality control for the accounting and auditing practice of Kruggel, Lawton & Company, LLC in effect for the year ended July 31, 2024 has been suitably designed and complied with to provide the firm with reasonable assurance of performing and reporting in conformity with applicable professional standards in all material respects. Firms can receive a rating of *pass*, *pass with deficiency(ies)*, or *fail*. Kruggel, Lawton & Company, LLC has received a peer review rating of *pass*.

*Maney Costeiran PC*



## APPENDIX A

### Certifications and Assurances Form

THIS FORM MUST BE COMPLETED AND RETURNED WITH YOUR PROPOSAL. FAILURE TO SUBMIT THIS COMPLETED FORM MAY RESULT IN DISQUALIFICATION.

**Company/Firm Name:**

Krugger Lawton CPAs

I/we make the following statement of assurances as a required element of the proposal to which it is attached, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related contract(s):

1. The prices and/or data have been determined independently, without consultation, communication, or agreement with other proposers for the purpose of restricting competition. However, I/we may freely join with other persons or organizations for the purpose of presenting a single proposal.
2. The attached proposal is a firm offer and valid for a period of not less than 180 calendar days after the proposal due date (contained herein), and it may be accepted by the KCCDA without further negotiation (except where obviously required by lack of certainty in key terms) at any time within this 180 calendar days period.
3. In preparing this proposal, I/we have not been assisted by any current or former employee of the KCCDA whose duties relate (or did relate) to this proposal or prospective contract, and who was assisting in other than his or her official public capacity. Neither does such a person nor any member of his or her immediate family have any financial interest in the outcome of proposal. (Any exceptions to these assurances are described in full detail on a separate page and attached to this document.)
4. I/we understand that the KCCDA will not reimburse me/us for any costs incurred in the preparation of this proposal. All proposals become the property of KCCDA, and I/we claim no proprietary right to the ideas, writings, items, or samples, unless so stated in this proposal.
5. Unless otherwise required by law, the prices and/or cost data which have been submitted have not been knowingly disclosed by the proposer and will not knowingly be disclosed by him/her prior to opening, in the case of a proposal directly or indirectly to any other proposer or to any competitor.

6. No attempt has been made or will be made by the proposer to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition, nor have I/we made any agreement with, nor offered or accepted anything of value from, an official or employee of KCCDA that would tend to destroy or hinder free competition.
7. I/we agree that submission of the attached proposal constitutes acceptance of the solicitation contents and the attached sample contract and general terms and conditions. If there are any exceptions to these terms, I/we have described those exceptions in detail at the end of the Proposal Cost Worksheet.
8. I/we acknowledge communication of any kind regarding my/our proposal directed to parties other than the identified Project Administrator and/or Point-of-Contact may result in my/our disqualification.
9. I/we warrant that no conflict of interest knowingly exists for any member of the project team that contributed to this proposal or prospective contract.
10. I/we the undersigned, understand that the above information, along with any additionally submitted documents, become part of any agreement subsequently made with KCCDA and I/we attest to the best of my/our knowledge to its accuracy.

Name of Person Completing this Form:

Alex Schaeffer, CPA

Title:

Partner

Signature:

*Alex Schaeffer*

Date:

7/15/2025

## APPENDIX B

### Certificate of Compliance with Public Act 517 of 2012

I certify that neither Kruggel Lawton CPAs (Company/Firm), nor any of its successors, parent companies, subsidiaries, or companies under common control, is an "Iran Linked Business" engaged in investment activities of \$20,000,000.00 or more with the energy sector of Iran, within the meaning of Michigan Public Act 517 of 2012. In the event it is awarded a Contract as a result of this solicitation, Company will not become an "Iran linked business" during the course of performing the work under the Contract.

NOTE: IF A PERSON OR ENTITY FALSELY CERTIFIES THAT IT IS NOT AN IRAN LINKED BUSINESS AS DEFINED BY PUBLIC ACT 517 OF 2012, IT WILL BE RESPONSIBLE FOR CIVIL PENALTIES OF NOT MORE THAN \$250,000.00 OR TWO TIMES THE AMOUNT OF THE CONTRACT FOR WHICH THE FALSE CERTIFICATION WAS MADE, WHICHEVER IS GREATER, PLUS COSTS AND REASONABLE ATTORNEY FEES INCURRED, AS MORE FULLY SET FORTH IN SECTION 5 OF ACT NO. 517, PUBLIC ACTS OF 2012.

Name of Person Completing this Form:

Alex Schaeffer, CPA

Title:

Partner

Signature:

*Alex Schaeffer*

Date:

7/15/2025

## APPENDIX C

### Customer Reference Form

Please fill out this form completely and be as detailed as possible. Use a separate form for each reference listed. Submit a minimum of three references.

**Project Name**

Galien River Sanitary District (GRSD Sewer Authority)

**Primary Customer Contact**

**Name:** Josh Teeter

**Address:** 10831 Kruger Road

New Buffalo, MI 49117

**Telephone Number:** 269-469-3434

**Email:** jteeter@grsdsa.com

**Description of Project/Services**

(Include detailed summary of the services performed and the years in which the project began and/or finalized.)

Yearly annual audit. Client for 20 years.

## APPENDIX C

### Customer Reference Form

Please fill out this form completely and be as detailed as possible. Use a separate form for each reference listed. Submit a minimum of three references.

**Project Name**

Southwest Michigan Regional Sanitary Sewer and Water Authority

**Primary Customer Contact**

**Name:** Steve Tilly

**Address:** 980 Miners Road

St. Joseph, MI 49085

**Telephone Number:** 269-429-2501

**Email:** stilly@royaltontownship.org

**Description of Project/Services**

(Include detailed summary of the services performed and the years in which the project began and/or finalized.)

Yearly annual audit. Client for 6 years.

## APPENDIX C

### Customer Reference Form

Please fill out this form completely and be as detailed as possible. Use a separate form for each reference listed. Submit a minimum of three references.

**Project Name**

City of Buchanan

**Primary Customer Contact**

**Name:** Tony McGhee

**Address:** 302 N. Redbud Trail

Buchanan, MI 49107

**Telephone Number:** 269-695-3844

**Email:** tmcghee@cityofbuchanan.com

**Description of Project/Services**

(Include detailed summary of the services performed and the years in which the project began and/or finalized.)

Yearly annual audit for 6 years.



## APPENDIX D

### Proposal Cost Worksheet

I, the undersigned, certify that I have read and fully understand the specifications supplied by the Kalamazoo County Consolidated Dispatch Authority (KCCDA) in this Request for Proposal.

ALL EXCEPTIONS TAKEN TO SPECIFICATIONS AND TERMS/CONDITIONS CONTAINED HEREIN MUST BE IDENTIFIED BY NUMERICAL REFERENCE TO THE REQUEST FOR PROPOSAL SECTION AT THE END OF THIS COST WORKSHEET.

#### **PROVIDER PRIMARY POINT OF CONTACT**

Company/Vendor/Firm Name: Krugger Lawton CPAs

Address: 526 Upton Drive, St. Joseph, MI 49085

Primary Point of Contact: Alex Schaeffer, CPA

Telephone Number: 269-983-0131

Email: aschaeffer@klcpas.com

#### **PROPOSAL/BID - COST**

##### ***Year 1 – Financial Audit for fiscal year-end December 31, 2025***

This should be inclusive of all costs to complete year one of the scope of work and should not include taxes

\$ 9,000

##### ***Year 2 – Financial Audit for fiscal year-end December 31, 2026***

This should be inclusive of all costs to complete year two of the scope of work and should not include taxes

\$ 9,750

##### ***Year 3 – Financial Audit for fiscal year-end December 31, 2027***

This should be inclusive of all costs to complete year three of the scope of work and should not include taxes

\$ 10,500

**TOTAL (for all years):**

\$ 29,250



**Payment Policy/Terms:**

Monthly progress bill at end of month until contract price is reached.

I hereby state that I have the authority to submit this proposal which will become a binding contract if accepted and selected by the KCCDA. I further state that I have not communicated with nor otherwise colluded with any other person or Provider, nor have I made any agreement with nor offered or accepted anything of value from an official or employee of the KCCDA that would tend to destroy or hinder free competition.

No business agreement or contract is created until the proposal is authorized by KCCDA's Board of Directors.

I hereby state that I have read, understand, and agree to be bound by all terms and conditions of this Request for Proposal document.

**PERSON COMPLETING FORM:**

Name: Alex Schaeffer, CPA Title: Partner

Telephone: 269-983-0131 Email: aschaeffer@klcpas.com

Signature:  Date: 7/31/2025

**ANY/ALL EXCEPTIONS TO SPECIFICATIONS AND/OR TERMS AND CONDITIONS:**



Our mission is to continuously design, develop, and deliver services that help our clients achieve their goals. We do this through ongoing investments in relationships, knowledge, skills, and experience that enhance our position as trusted advisors within our communities.

[www.klcpas.com](http://www.klcpas.com) | [info@klcpas.com](mailto:info@klcpas.com) | 269.983.0131



# KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

## Agenda Request Form

Please fill in the boxes below with the appropriate information.

Name: Administration

Agency: KCCDA

Phone Number:

Length of Time Needed: 5 mins

Agenda Item #: 5C-1

Topic: Back-up Dispatch Center Update

### Brief Description:

Administration continues to work on a DRAFT long-term lease agreement with the County pertaining to backup Dispatch Center space at the Portage Industrial Drive facility.

Tentative terms include the following:

- Lump sum payment in the amount of \$300,000 to assist with the purchase of the facility
- Right of First Offer
- Rent of \$0.00 for 100 years
- 1,796 dedicated square feet for the back-up center and access to common/shared areas
- Renovations related to KCCDA operations will be at KCCDA's expense
- Electrical usage will be separately metered, but emergency power will be provided by the County

At this point, we are just waiting on the County and City of Portage finalize their purchase agreement.

### Proposed Motion:

Agenda Request Approved:

5/2/25

Meeting Date:

5/8/25

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](mailto:admin@kccda911.org). If you have any questions regarding this form, please feel free to contact KCCDA's administrative office at (269) 488-8911.