



MEETING MINUTES

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

ITEM 1 – CALL TO ORDER

The Regular Meeting of the Technical Advisory Committee was called to order by Chief Bryan Ergang at 10:00 a.m. on Wednesday, January 8, 2025, in the Chief Switalski Meeting Room at Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo, Michigan.

ITEM 2 –ROLL CALL

Members Present: Scott Merlo (WMUPD), Matt Huber (KDPS), Bryan Ergang (KTPD), Mike Bentley (KCMCA), Scott Ernstes (MSP), Logan Bishop (KCSO), Nicholas Arnold (PDPS)

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

ITEM 3 – ORGANIZATIONAL ITEMS

A. Election of Chair and Vice Chair

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

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

ITEM 4 - APPROVAL OF MEETING MINUTES

A. Regular Meeting Minutes from September 4, 2024

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

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

ITEM 5 - CITIZENS' TIME

There was none.

ITEM 6 – FOR CONSIDERATION

A. Administrative Monthly Report

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

B. Old Business

1. UPDATE: Imprivata – Two Factor Authentication

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

2. UPDATE: Radio Template Update

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

3. UPDATE: AI Non-Emergency Call Taking

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

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

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

C. New Business

1. CAD WebView Demo – Emergency Management Test User

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

Mr. Ergang inquired about why Emergency Management needed access.

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

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

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

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

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

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

ITEM 7 – **OTHER ITEMS**

D. Announcements and Member Comments

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

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

E. Next Meeting

The next regular scheduled Technical Advisory Committee meeting will be Wednesday, March 5, 2025, at 10:00 am, and will be held in the Chief Switalski Meeting Room at KCCDA, 7040 Stadium Drive, Kalamazoo, MI 49009.

ITEM 7 - **ADJOURNMENT**

F. Adjournment

The meeting adjourned at 10:49 a.m.