



# **NOTICE and AGENDA for**

## **Kalamazoo County Consolidated Dispatch Authority**

### **Technical Advisory Committee**

### **January 7, 2026**

**PLEASE TAKE NOTICE** that a REGULAR Meeting of the Kalamazoo County Consolidated Dispatch Authority Technical Advisory Committee will be held on **Wednesday, January 7<sup>th</sup>** at 10:00 a.m. in the Chief Switalski Meeting Room at Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo Michigan for consideration of items, namely, on this Agenda.

#### **ITEM 1 – CALL TO ORDER**

#### **ITEM 2 – ROLL CALL**

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

#### **ITEM 3 – ORGANIZATIONAL ITEMS**

- A. Election of 2026 Chairperson and Vice-Chairperson  
(NOTE: Elected Chair will immediately assume role and preside over the meeting)

#### **ITEM 4 – APPROVAL OF MEETING MINUTES**

- A. November 5, 2025 – Regular Meeting

#### **ITEM 5 – CITIZENS' TIME**

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

#### **ITEM 6 – FOR CONSIDERATION**

- A. Administrative Monthly Report
- B. Old Business
1. Radio Readiness Project – DRAFT Administrative Guidelines
- C. New Business
1. Talkgroup LOA's for Neighboring County Dispatch Centers and the Agencies they Directly Dispatch (Allegan, Barry, Calhoun, Cass, St. Joseph, and Van Buren)

#### **ITEM 6 – OTHER ITEMS**

- D. Announcements and Member Comments
- E. Next Regular Meeting – March 4, 2025

#### **ITEM 7 – ADJOURNMENT**

KCCDA meetings are open to all without regard to religion, race, color, national origin, sex, sexual orientation, gender identity or expression, height, weight, familial status, marital status, disability, or any other legally protected class. The KCCDA will provide special aid or assistance to attend a KCCDA meeting and will provide necessary reasonable auxiliary aids and services, such as signers for the hearing impaired and audio tapes of printed materials being considered at the meeting/hearing, to individuals with disabilities, upon four (4) business days' notice to the KCCDA. Individuals with disabilities requiring auxiliary aids or services should contact KCCDA by emailing [admin@kccda911.org](mailto:admin@kccda911.org) or calling (269) 488-8911.



## **MEETING MINUTES**

### **Kalamazoo County Consolidated Dispatch Authority TECHNICAL ADVISORY COMMITTEE November 5, 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, November 5, 2025, in the Chief Switalski Meeting Room at Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo, Michigan.

#### **ITEM 2 –ROLL CALL**

Members Present: Scott Merlo (WMUPD), Scott Ernstes (MSP), Matt Huber (KDPS), Scott Jackson (KTPD), Nick Arnold (PDPS), Mike Bentley (KCMCA), Gerry Luedecking (KCFCA)

Others Present: Jeff Heppler, Chris Franks, Sean Gordon, Bryan Mayhew, Jeff Troyer, Jon Moored, Marie Gleesing and Chris McComb

Immediately after Roll Call, Chair Merlo requested the Committee take a moment of silence for Oshtemo Township Firefighter Charlie Sullivan who lost his life in an accident early this morning.

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

##### **A. Regular Meeting Minutes from September 3, 2025**

"Motion by Mr. Ernstes, second by Mr. Huber to approve the Regular Meeting Minutes from September 3, 2025, as presented."

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

#### **ITEM 4 - CITIZENS' TIME**

There was none.

#### **ITEM 5 – FOR CONSIDERATION**

##### **A. Administrative Monthly Report**

Mr. Troyer stated that the Administrative Monthly Report will be distributed when compiled. He noted that there have been database issues since the Tyler upgrade. Fire Department run cards have been the most impacted. IT is working through it with Tyler but there is no projected timeframe for resolution. Mr. Troyer announced that the fall dispatch center deep cleaning will be on November 18. Staff will be transitioned upstairs at 5am and will remain on backup equipment in the Board Room until the cleaning is done and the carpets are dry. He noted that things may move a little slower that day and asked for patience with staff.

B. Old Business

1. New Incident Type: *UNK Accident – Auto Crash Notify*

Mr. Troyer stated the incident type went live. There have been a few updates, and they seem to be working well.

C. New Business

1. FBI Kalamazoo Request – Tyler System Access

Mr. Troyer stated that the FBI in Kalamazoo sent a request in late October requesting access to the Tyler system.

Ernstes motion to approve. No support.

“Motion by Mr. Ernstes to approve the request from FBI Special Agent Evan Alkema for access to the Tyler System as presented. There was no support for this motion.”

Motion failed due to lack of support.

2. Recommended Templates – Law Enforcement & Fire/EMS

Mr. Troyer stated staff created two sample templates for Law Enforcement and Fire/EMS to use as a guide when completing their MPSCS subscriber unit templates. He stated staff were working to create the new talkgroups for the AES migration. When completed, they will be brought to TAC, as they will be different from existing talkgroups. AES will be a different zone in radios to ensure seamless communication until the cutover.

3. MEMO – Fire VHF System Patch to Kalamazoo MPSCS Subsystem

Mr. Troyer stated that effective December 1, KCCDA will permanently patch fire VHF channels to the Kalamazoo MPSCS Subsystem talkgroups. The patches will establish interoperability across both platforms so fire departments will no longer have to purchase dual band radios.

4. REVISED – SOP 10.03 Unified Communications Plan

Mr. Troyer stated the only major change in the revision was the tables for County and Metro fire as we needed to incorporate the new fire talkgroups and TAC channels included for fireground ops.

“Motion by Mr. Ernstes, second by Mr. Arnold to approve the REVISED – SOP 10.03 Unified Communications Plan as presented.”

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

## 5. Capital Improvement Plan & End-User Radio Readiness Project

Mr. Troyer stated that the Finance Committee requested the Capital Improvement Plan as a multi-year planning document. It is presented for informational purposes. He noted that included in 2026 and 2027 was \$4million each year to complete the "Radio Readiness Project". This started with the radio survey last year and working to accomplish the fire transition to MPSCS and the law enforcement transition to AES. A plan needs to be outlined by October 2026 to be CJIS compliant. The Finance Committee has approved the budget proposal, including the initial \$4million allocation, for 2026. The Board meets next week and will consider the budget proposal. There will be follow up discussions with the agencies on how the program will work for them.

## 6. LE Interoperability with Calhoun

Mr. Troyer stated that DC Huber contacted him and requested the incident be added to the agenda because of interoperability issues. He noted that he reached out to Calhoun's Executive Director and shared the response. Kalamazoo requested Calhoun to transition to an unencrypted talkgroup and that was met with resistance. Calhoun Dispatch did not make any patches from their primary talkgroup to accommodate outside agencies.

After a lengthy discussion, the Committee agreed that correspondence would be sent to Calhoun's TAC Committee from Chair Merlo and Vice-Chair Ernstes encouraging them to adopt an interoperability standard when crossing jurisdictional boundaries.

## 7. 2026 Regular Meeting Dates

The Committee received and accepted the 2026 meeting dates.

## ITEM 6 – OTHER ITEMS

### D. Announcements and Member Comments

Mr. Merlo announced that Mr. Arnold was retiring in forty-one days. He thanked Mr. Arnold for his leadership and stated he would be missed.

Mr. Ernstes stated he appreciated Mr. Arnold's efforts in working together.

Mr. Troyer announced the annual Holiday Luncheon for Stakeholders would be December 17 from 10:00 to 1:00ish. He stated that agencies were welcome to make short year-end or update presentations. He noted that most municipal agencies attend.

### E. Next Meeting

The next regular scheduled Technical Advisory Committee meeting will be Wednesday, January 7, 2026, 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 11:05 a.m.

DRAFT

## **KCCDA Administrative Report**

*December 2025*

*(Completed January 6, 2026)*

### **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:*

- 44 – 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. This project will continue into next year and is embedded in the End-user Radio Readiness Project for 2026.
- ***#2 – Backup Dispatch Center (Budget: Design/Reno-\$500,000 & Equipment/Software-\$500,000)***  
The City of Portage and Kalamazoo County were unable to reach terms for the purchase of the Industrial Drive facility. Administration is working with the City of Portage to evaluate options with the facility.
- ***#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 was decommissioned on Monday, September 22<sup>nd</sup> at 9 a.m.
- ***#4 – Vesta E911 Telephony System Refresh (Budget: \$250,000)***  
INdigital installed the new hardware for workstations September 2<sup>nd</sup> – 5<sup>th</sup>. INdigital returned on October 1<sup>st</sup> and completed the Vesta Application upgrade. This project is complete, and final acceptance has been processed.

- *#5 – Stadium Drive Facility Upgrades (Budget: \$75,000)*  
Administration met with Schley Nelson Architects on September 12<sup>th</sup> and conducted a site walkthrough to begin working on the facility assessment. A preliminary report was reviewed on November 25<sup>th</sup>. The final report is complete and will be presented to the Board of Directors at this week's 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. A new server to run this system was ordered and received before the end of December. Configuration of the upgraded application will carry forward into next year.
- *DECEMBER 17<sup>th</sup> – GOVERNMENT STAKEHOLDERS HOLIDAY LUNCHEON*  
We hosted the Government Stakeholders Holiday Luncheon on December 17<sup>th</sup>. Approximately 50 people attended the event. The Luncheon consisted of the Monthly Township Supervisors Meeting, Round-Table Governmental Unit Hot Topic discussions, lunch, and administration provided a brief overview of the upcoming Radio Readiness Project.
- *RADIO READINESS PROJECT*  
Administration continues to field questions and receive feedback in reference to the DRAFT guidelines for administering the Radio Readiness Project. This will be the primary topic of conversation/discussion at the January Technical Advisory Committee (TAC) meeting. Administration hopes TAC will have a final version of the guidelines for consideration and recommendation to the Board of Directors at the March meeting.
- *KCCDA STAFFING*  
The following is a snapshot of KCCDA staffing levels as of January 5, 2026:

| <b>POSITION/TITLE</b>  | <b>POSITIONS<br/>Budgeted</b> | <b>POSITIONS<br/>Filled</b> | <b>NOTES</b> |
|------------------------|-------------------------------|-----------------------------|--------------|
| ECO – I                | 16                            | 11                          |              |
| ECO – II               | 32                            | 25                          |              |
| PT ECO's               | 7                             | 6                           |              |
| Dispatch<br>Supervisor | 6                             | 5                           |              |
| <b>TOTAL:</b>          | <b>61</b>                     | <b>47</b>                   |              |

PT ECO-II Brittany King resigned her position with KCCDA effective December 12<sup>th</sup> as she accepted a full-time position elsewhere.

We will be opening the ECO application process on January 20<sup>th</sup> for 48 hours and will conduct another condensed hiring cycle with ECO prospect days where pre-

employment skills testing, two rounds of interviews, and dispatch observations will all be conducted during three or four four-hour sessions.

- *MONTH END FINANCIALS*

The Michigan Class investment account and Mercantile General Business Checking were reconciled against the general ledger on January 6, 2026.

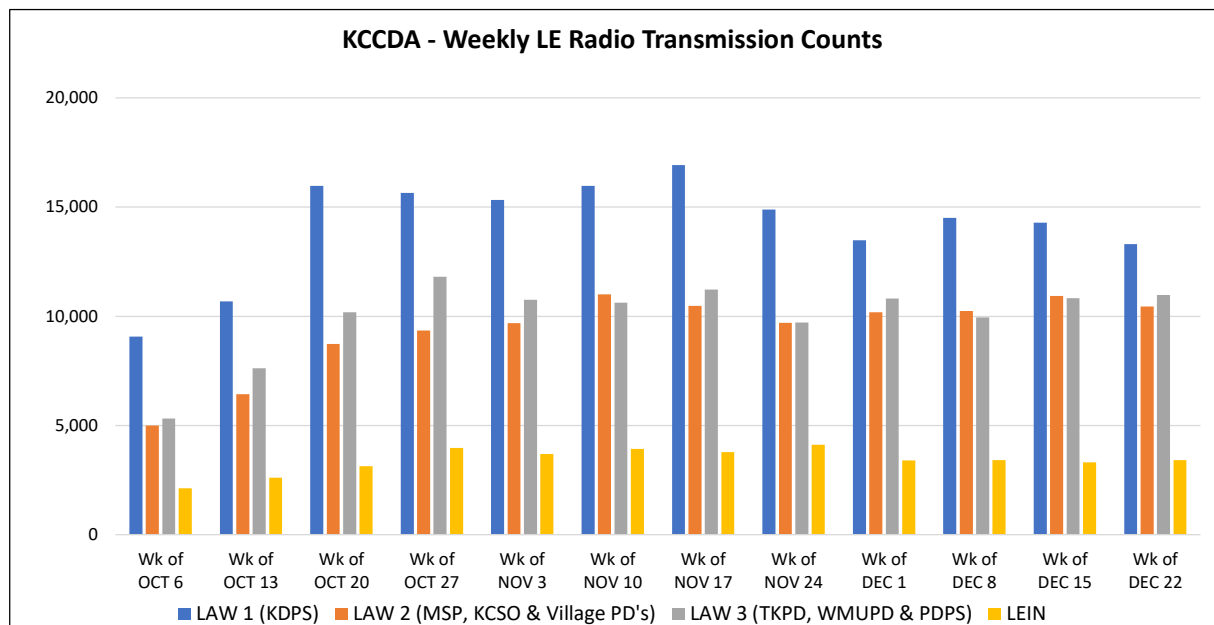
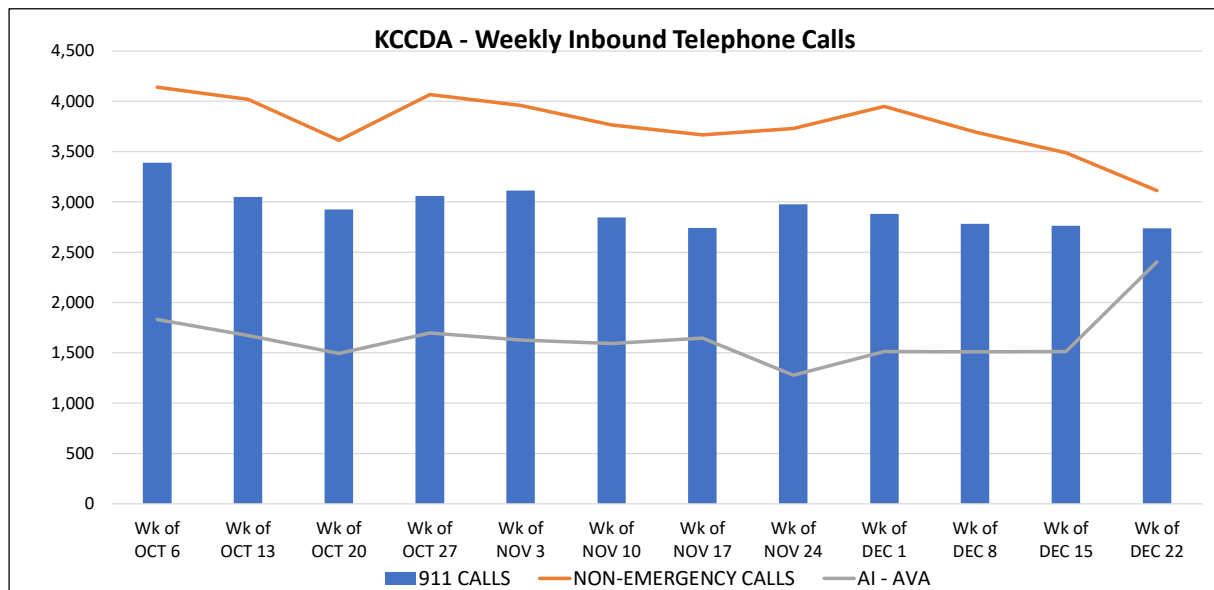
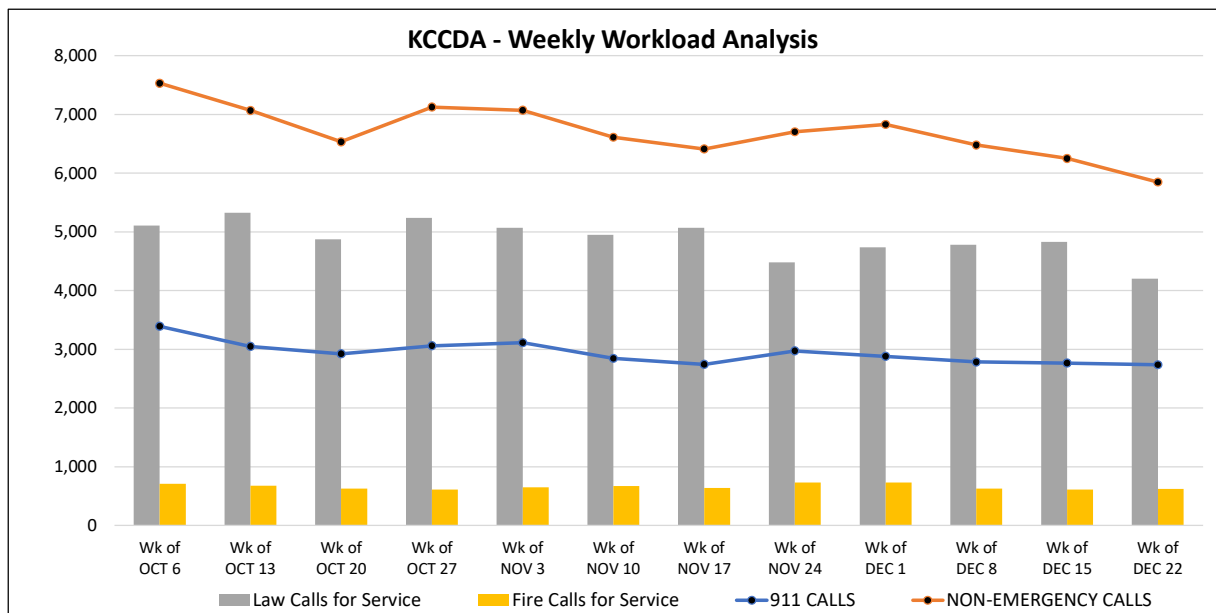
- *STATISTICS & METRICS*

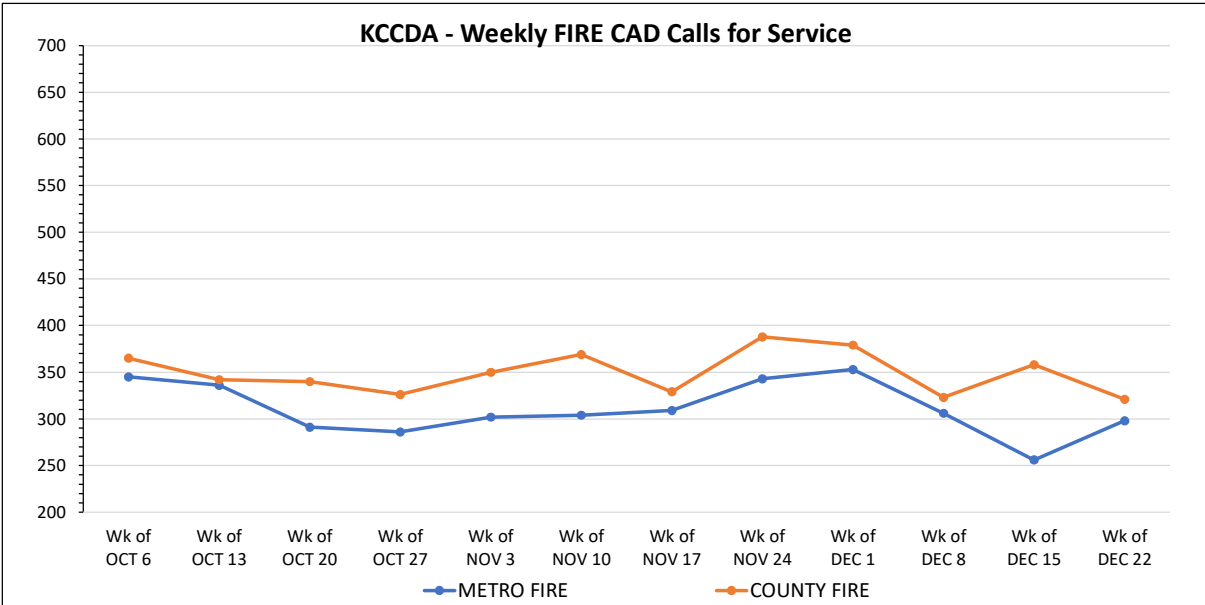
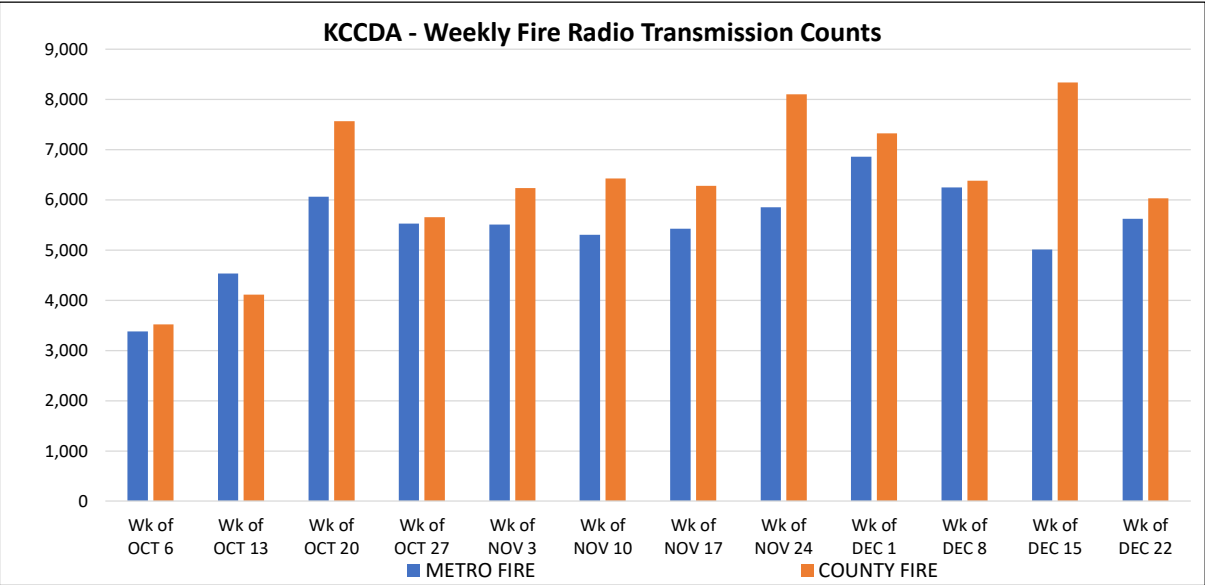
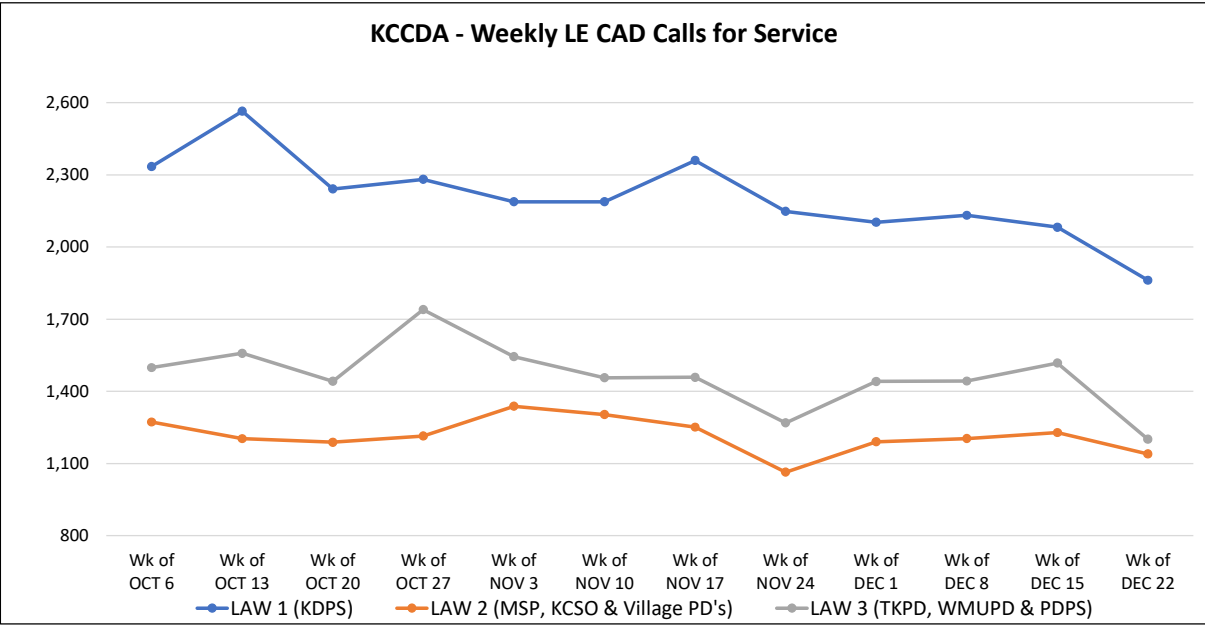
Attached are several different statistical and performance metrics reports:

- ✓ 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

## December 2025 - Accolades, Complaints and Suggestions

| Date Recvd | Related Dept | Received From | Incident Number | Date of Incident | Chief<br>Accolade, Complaint or Suggestion  | Investigative<br>Results  | KCCDA<br>Actions (if any)  |
|------------|--------------|---------------|-----------------|------------------|---|---|--|
| 12/7/2025  | KDPS         | Lt Heyduck    | CFS 4851        | 12/7/2025        | ECO working call taking took a PI accident 911 call regarding a car that flipped into a residence. The homeowner was injured inside the residence. Lt Heyduck put the following message in the KDPS chat room: Can you pass along to the call taker reference the car through the house on Mount Olivet that the RP was very appreciative of them and were very pleased with how they handled the call.   |   | ECO was notified of this information, and a copy of the message added to her file by supervisor Mayo.  |
| 12/16/2025 | Cooper FD    | AC Miles      | CFS 1760/1800   | 12/14/2025       | Other FD Agencies sent to Cooper FD calls   | These are border streets for jurisdictions so depending on the side of the street. Within Tyler's system, if there is a border street, the correct fire department must be selected even if the correct incident location is selected. The icon to indicate this needs to happen is very small and easily missed. | We are evaluating ways to make this easier on the dispatch staff and will also contact the vendor to see if there is a better way to handle these.   |
| 12/19/2025 | KCSO         | Lt. Bishop    | CFS 5350        | 12/18/2025       | Ofcr relayed his vehicle was hit by a vehicle fleeing and the notes stated the deputy's vehicle was rammed. Difference in wording which changes the intent and possible response from other deputies.   | In review the radio traffic, what was relayed in the complaint was accurate. The officer did state the vehicle was fleeing and just hit is vehicle. The notes do state "Rammed deputy's vehicle".   | Email was sent to the ECO involved. The CFS along with the radio traffic was sent so the ECO could review the two. The ECO was reminded it is the dispatcher's job to document and relay verbatim or as close as reasonably possible to ensure accuracy. |
| 12/31/2025 | KDPS         | Citizen       | CFS 6613        | 12/31/2025       | Citizen emailed KCCDA and wrote the following: I want to thank the dispatcher for being so clearly spoken and caring. She offered to stay on the phone with me until officers arrived, which was incredibly reassuring. I also want to sincerely apologize for being short with her during the call. I was shaking from adrenaline and was trying to focus entirely on the intruder rather than retreating to another room to talk. I hope she knows her presence on the line was a vital lifeline for me and I want her to know that she made me feel safe and secure. |   | Email was saved to the employee's file and was also shared with the employee.  |





## 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>  |                |                |                |                |                |                |                |                |                | No Radio Recording Oct 10-14 |                |                |                  |
| LAW 1                            | 65,625         | 62,252         | 80,213         | 76,824         | 81,754         | 84,888         | 86,024         | 79,529         | 79,490         | 59,817                       | 68,313         | 61,086         | 885,815          |
| LAW 2                            | 46,481         | 38,959         | 43,957         | 44,590         | 47,716         | 49,501         | 51,864         | 49,620         | 47,594         | 34,745                       | 43,529         | 46,730         | 545,286          |
| LAW 3                            | 51,781         | 44,828         | 52,683         | 54,064         | 51,437         | 50,040         | 50,197         | 52,806         | 51,200         | 40,523                       | 45,579         | 46,382         | 591,520          |
| METRO FIRE                       | 28,194         | 22,388         | 26,509         | 27,077         | 29,311         | 27,719         | 29,403         | 29,065         | 25,863         | 22,431                       | 23,762         | 26,556         | 318,278          |
| COUNTY FIRE                      | 28,503         | 23,272         | 22,461         | 26,778         | 30,469         | 26,650         | 26,138         | 32,479         | 27,713         | 24,298                       | 28,352         | 32,325         | 329,438          |
| LEIN                             | 16,629         | 15,938         | 20,074         | 19,887         | 19,869         | 19,101         | 21,765         | 20,506         | 21,021         | 14,103                       | 16,611         | 14,526         | 220,030          |
| <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          | 4,880          | 4,069                        | 4,862          | 4,485          | 61,463           |
| 800-TAC 2                        | 1,095          | 811            | 1,035          | 1,008          | 1,075          | 629            | 1,192          | 736            | 1,381          | 1,536                        | 1,915          | 1,075          | 13,488           |
| 800-TAC 3                        | 1,862          | 1,611          | 2,466          | 2,687          | 1,797          | 2,285          | 1,678          | 1,747          | 704            | 801                          | 1,529          | 1,361          | 20,528           |
| 800-TAC 4                        | 407            | 177            | 557            | 445            | 593            | 410            | 361            | 243            | 376            | 282                          | 230            | 115            | 4,196            |
| 800-TAC 5                        | 2,876          | 1,671          | 3,332          | 2,939          | 1,994          | 2,363          | 3,637          | 2,013          | 4,906          | 990                          | 1,614          | 957            | 29,292           |
| 800-TAC 6                        | 61             | 7              | 15             | 41             | 24             | 12             | 1              | 53             | 443            | 1,956                        | 208            | 19             | 2,840            |
| 800-TAC 7                        | 54             | 1              | 455            | 20             | 12             | 94             | 6              | 100            | 712            | 66                           | 0              | 1              | 1,521            |
| 800-TAC 8                        | 17             | 1              | 9              | 69             | 2              | 150            | 485            | 25             | 2              | 322                          | 17             | 43             | 1,142            |
| <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>266,285</b> | <b>205,939</b>               | <b>236,521</b> | <b>235,661</b> | <b>3,024,837</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>  | <i>-5.41%</i>  | <i>-32.03%</i>               | <i>-8.19%</i>  | <i>-3.61%</i>  |                  |

## 2025 TELEPHONE CALLS

| <b>KCCDA PHONE CALLS:</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>   |
|----------------------------|----------------|----------------|---------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|---------------|----------------|
| 911 CALLS                  | 11,992         | 10,486         | 13,394        | 12,912         | 15,908         | 14,742         | 14,898         | 15,095         | 14,355         | 13,968         | 12,566         | 12,466        | 162,782        |
| NON-EMERGENCY              | 18,478         | 15,873         | 18,906        | 17,581         | 19,780         | 19,149         | 19,362         | 18,733         | 17,758         | 17,635         | 16,271         | 16,007        | 215,533        |
| <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>32,113</b>  | <b>31,603</b>  | <b>28,837</b>  | <b>28,473</b> | <b>378,315</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> | <i>-18.60%</i> | <i>-16.62%</i> | <i>-13.54%</i> | <i>-9.30%</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>7,614</b>   | <b>7,408</b>   | <b>6,610</b>   | <b>6,340</b>  | <b>85,056</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          | 10,417        | 10,259        | 9,505         | 8,968         | 118,971        |
| LAW 2                            | 5,096         | 4,779         | 5,769         | 5,160         | 5,547         | 5,397         | 5,580         | 4,486          | 5,571         | 5,534         | 5,273         | 5,280         | 63,472         |
| LAW 3                            | 6,352         | 5,909         | 6,790         | 7,484         | 6,593         | 6,153         | 6,868         | 5,382          | 6,726         | 6,986         | 6,157         | 6,121         | 77,521         |
| METRO FIRE                       | 1,340         | 1,257         | 1,536         | 1,392         | 1,488         | 1,441         | 1,539         | 1,219          | 1,379         | 1,419         | 1,345         | 1,350         | 16,705         |
| COUNTY FIRE                      | 1,488         | 1,355         | 1,565         | 1,344         | 1,721         | 1,442         | 1,465         | 1,217          | 1,319         | 1,541         | 1,514         | 1,581         | 17,552         |
| <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>25,412</b> | <b>25,739</b> | <b>23,794</b> | <b>23,300</b> | <b>294,221</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> | <i>-0.40%</i> | <i>1.22%</i>  | <i>2.15%</i>  | <i>1.91%</i>  |                |

## 2024 ALL RADIO TRANSMISSIONS

(Includes Dispatch to Field Units, Field Unit to Dispatch, and Field Unit to Field Unit)

|                                  | <u>JAN</u>     | <u>FEB</u>     | <u>MAR</u>     | <u>APR</u>     | <u>MAY</u>     | <u>JUN</u>     | <u>JUL</u>     | <u>AUG</u>     | <u>SEP</u>     | <u>OCT</u>     | <u>NOV</u>     | <u>DEC</u>     | <u>YTD TOTAL</u> |
|----------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|------------------|
| <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: 01/02/2026 09:15:15 AM

Grouping: Month

Date Range: 12/01/2025 12:00:00 AM - 12/31/2025 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  |
|-------|-----------------------|--------|---------|---------|---------|---------|---------|-------|--------|
| Dec   | 91                    | 11,342 | 831     | 133     | 32      | 7       | 1       | 2     | 12,439 |
|       | Call Count            |        |         |         |         |         |         |       |        |
|       | Cumulative Percentage | 92 %   | 99 %    | 100 %   | 100 %   | 100 %   | 100 %   | 100 % |        |
| Total | 91                    | 11,342 | 831     | 133     | 32      | 7       | 1       | 2     | 12,439 |
|       | Call Count            |        |         |         |         |         |         |       |        |
|       | Cumulative Percentage | 92 %   | 99 %    | 100 %   | 100 %   | 100 %   | 100 %   | 100 % |        |

# Emergency Call Wait Time Range

For (Month)



Creation Date: 01/02/2026 09:15:15 AM

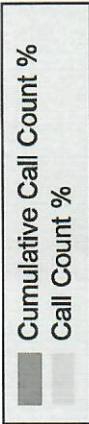
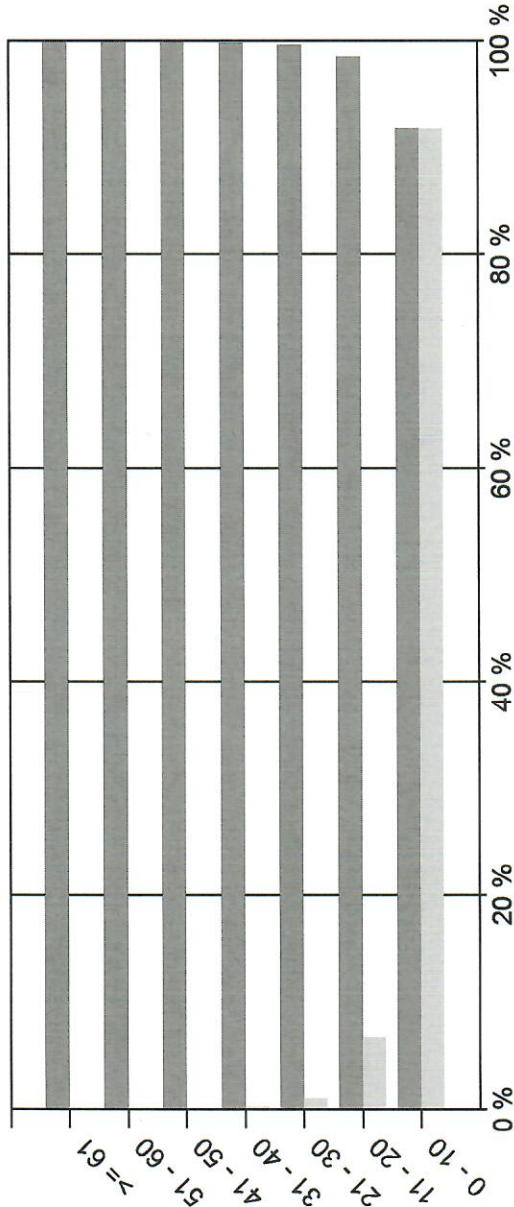
Grouping: Month

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

Filter Criteria: Please, refer to the last page.

## Summary Chart

Call Count % by Wait Time Range



# Emergency Call Wait Time Range

For (Month)



Creation Date: 01/02/2026 09:15:15 AM

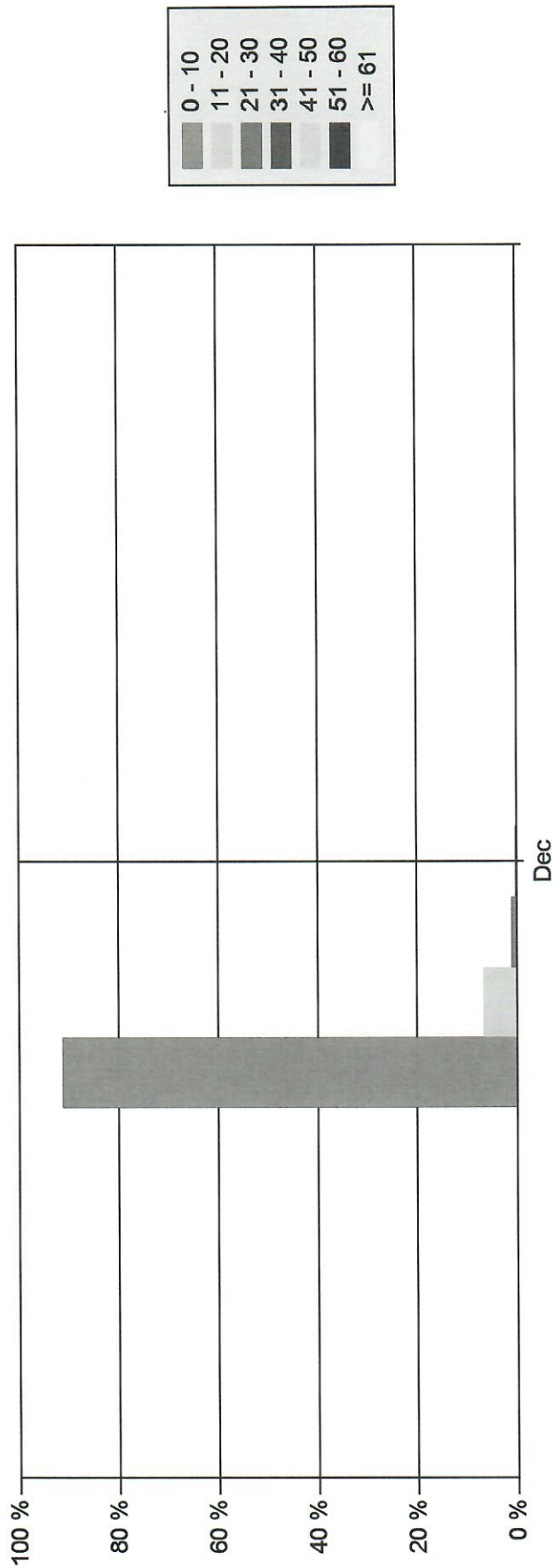
Grouping: Month

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

Filter Criteria: Please, refer to the last page.

## Detail Chart

Call Count % by Wait Time (Month)



Performance - Kalamazoo

Time Range  
December 1, 2025 - December 31, 2025

10,512  
Calls Handled

4,172  
Calls Transferred to Dispatch

241  
Allowlisted Calls

987  
Potential Emergency Calls

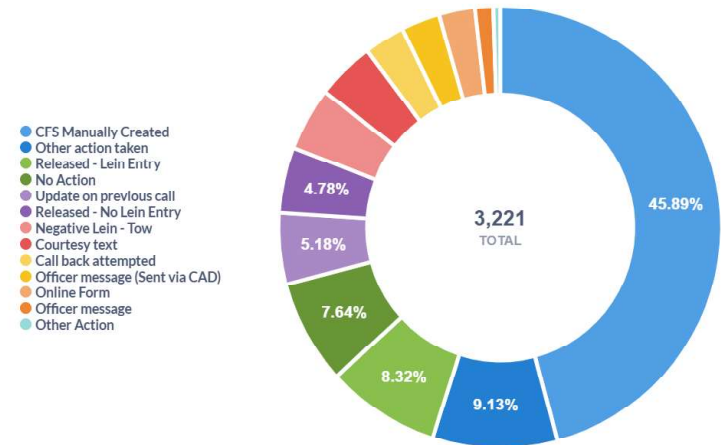
39.69%  
Calls Transferred to Dispatch

3,221  
Action Items Generated

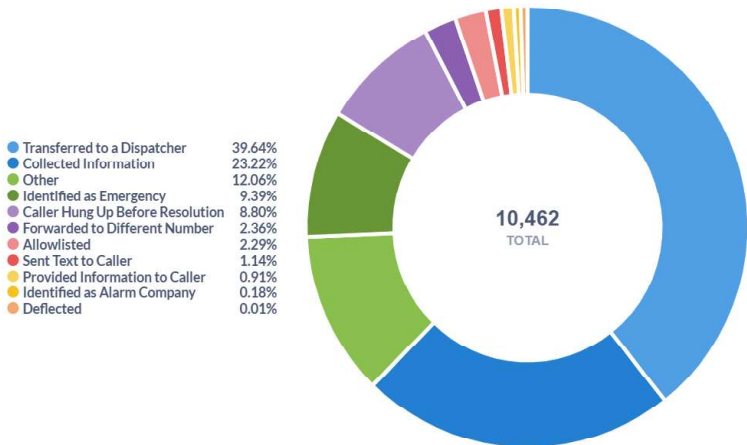
99.63%  
Action Items Handled Successfully

2.8  
Median Time to Resolve Call (in Minutes)

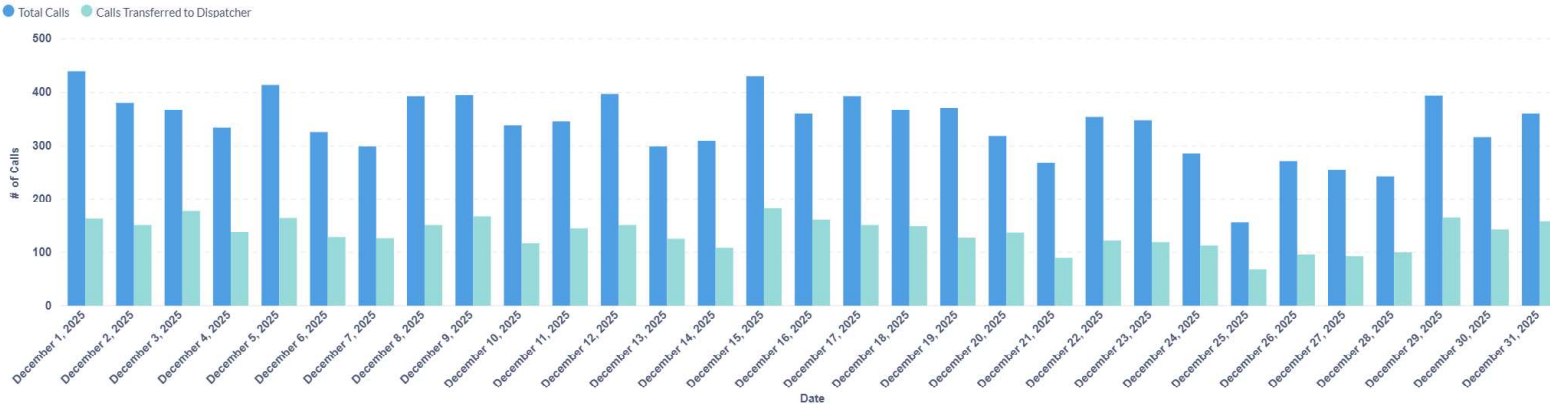
Action Items By Resolution Type



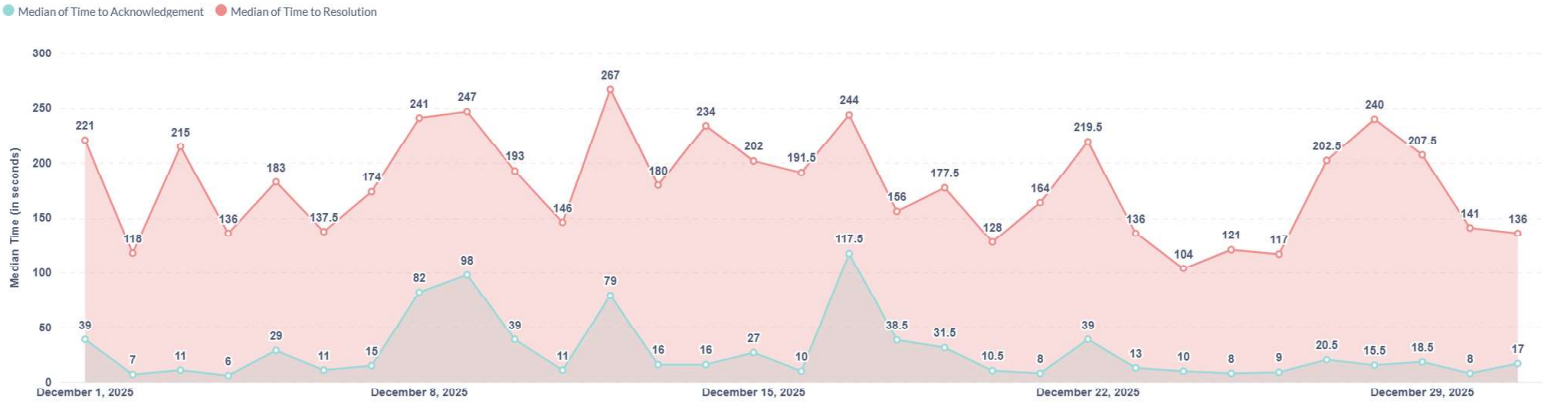
Call Outcome



Total Calls Handled & Calls Transferred to Dispatch



Median Time to Acknowledgement & Resolution





# Kalamazoo County Consolidated Dispatch Authority



**TO:** All Public Safety Agencies

**FROM:** Jeff Troyer, Executive Director

**DATE:** *TBD*

**SUBJECT:** End-User Agency Radio Readiness Project

---

KCCDA was asked in 2024 to develop a timeline and plan to accomplish two very important public safety radio communication goals in the coming years:

1. Migration of Fire Departments and Kalamazoo County Medical Control Authority from the Fire VHF Simulcast System to the Kalamazoo MPSCS Subsystem for primary communications.
2. Transition all Law Enforcement Agencies to AES encryption for primary dispatch communications.

To accomplish these goals, KCCDA's Capital Improvement Plan (utilized for planning purposes and presented to the Finance Committee on October 28, 2025), designates \$8,000,000 across the next two years (2026 - \$4 million and 2027 \$4 million) to assist end-user agencies become *Radio Ready* and complete this. The following are key aspects as it relates to KCCDA's radio readiness project:

I. Device Eligibility

- A. This readiness project is based on the public safety radio inventory survey completed in 2024 and includes radios directly attributable to the delivery of 9-1-1 service as defined and permitted by the Michigan State 9-1-1 Committee's Allowable/Disallowable Usage of 9-1-1 fees list.
- B. Radios utilized by an agency for any other purpose than section I (A), are not included in this project (for example – radios listed on the survey but not in-service, radios part of a cache, etc.).

- C. Radios not included in the 2024 survey are not eligible for this program unless they were purchased after the survey was completed, they replaced radios on the survey, and they meet all other eligibility requirements. NOTE: Proof of purchase is required.
- D. Radios must be programmed with KCCDA Unified Communications Plan talkgroups in the primary dispatch zone.
- E. Radios eligible for reimbursement under Section III must not be on the end-of-service/end-of-life list as determined by the MPSCS.

II. This project is based on the following estimated radio replacement costs which include installation and any accessories:

A. Law Enforcement Radios (Multi-Key Encryption)

- Portable Radios \$7,000
- Mobile Radios \$7,000
- Mobile Radio w/remote head \$7,000
- Control/Base Station \$7,000

B. Fire Departments and KCMCA Radios (Unencrypted)

- Portable Radios \$5,000
- Mobile Radios \$6,000
- Mobile Radio w/remote head \$6,500
- Mobile Radio w dual remote heads \$7,000
- Control/Base Station \$7,000

III. KCCDA's Radio Readiness Project will cover the following costs of radios that meet all other eligibility requirements up to a maximum amount equal to the percentage listed multiplied by the estimated replacement cost in Section II-A and II-B above:

**OPTION 1**

| Devices and/ or Purchase Date       | Applicable Percent of Estimated Cost  |
|-------------------------------------|---------------------------------------|
| New Devices                         | KCCDA 75%<br>(Agency Covers the Rest) |
| Devices Purchased 1/1/25 – 12/31/25 | Reimburse 70%                         |
| Devices Purchased 1/1/24 – 12/31/24 | Reimburse 65%                         |

|   |               |
|---|---------------|
| Devices Purchased 1/1/23 – 12/31/23     | Reimburse 60% |
| Devices Purchased 1/1/22 – 12/31/22     | Reimburse 55% |
| Devices Purchased 1/1/21 – 12/31/21     | Reimburse 50% |
| Devices Purchased 1/1/20 – 12/31/20     | Reimburse 45% |
| Devices Purchased 1/1/19 – 12/31/19     | Reimburse 40% |
| Devices Purchased 1/1/18 – 12/31/18     | Reimburse 35% |
| Devices Purchased 1/1/17 – 12/31/17     | Reimburse 30% |
| Devices Purchased earlier than 12/31/16 | Reimburse 25% |

## **OPTION 2**

### **NEW DEVICES**

KCCDA will cover the cost of new devices up to the following maximum amount per unit:

| <b><u>Type</u></b>               | <b><u>Law Enforcement</u></b> | <b><u>Fire/KCMCA</u></b> |
|----------------------------------|-------------------------------|--------------------------|
| Portable Radio                   | \$5,250                       | \$3,750                  |
| Mobile Radio                     | \$5,250                       | \$4,500                  |
| Mobile Radio w/remote head       | \$5,250                       | \$4,875                  |
| Mobile Radio w/dual remote heads | \$5,250                       | \$5,250                  |
| Control/Base Station             | \$5,250                       | \$5,250                  |

NOTE: Costs incurred that exceed the above amount(s) are the agency's responsibility.

### **DEVICES PURCHASE BEFORE THE EFFECTIVE DATE OF THESE GUIDELINES**

| <b><u>Devices and/ or Purchase Date</u></b> | <b><u>Applicable Percent of Estimated Cost</u></b> |
|---|--|
| Devices Purchased 1/1/25 – 12/31/25         | Reimburse 70%                                      |
| Devices Purchased 1/1/24 – 12/31/24         | Reimburse 65%                                      |
| Devices Purchased 1/1/23 – 12/31/23         | Reimburse 60%                                      |
| Devices Purchased 1/1/22 – 12/31/22         | Reimburse 55%                                      |
| Devices Purchased 1/1/21 – 12/31/21         | Reimburse 50%                                      |
| Devices Purchased 1/1/20 – 12/31/20         | Reimburse 45%                                      |
| Devices Purchased 1/1/19 – 12/31/19         | Reimburse 40%                                      |
| Devices Purchased 1/1/18 – 12/31/18         | Reimburse 35%                                      |
| Devices Purchased 1/1/17 – 12/31/17         | Reimburse 30%                                      |
| Devices Purchased earlier than 12/31/16     | Reimburse 25%                                      |

Reimbursement percentages shall only apply to costs actually incurred by the end-user agency minus any grant and/or endowment funds received in advance or part of a grant reimbursement program.

- IV. In the event of unique circumstances not clearly defined herein, the Executive Director shall utilize the Technical Advisory Committee (TAC) for assistance in interpretation.

DRAFT 12



# Kalamazoo County Consolidated Dispatch Authority



January 7, 2026

Barry County Central Dispatch  
Attn: Director Stephanie Lehman  
2600 Nashville Rd.  
Hastings, MI 49058

RE: Kalamazoo County Talk-group(s) Authorization

This letter serves as authorization for Barry County Central Dispatch and the departments/agencies directly dispatched by same (list of agencies included as Appendix A), to program Kalamazoo County primary talk-groups in their MPSCS radios. Kalamazoo County Consolidated Dispatch Authority, in conjunction with our Technical Advisory Committee, authorize the following talk groups to be programmed for interoperable communications:

|                 |         |         |
|-----------------|---------|---------|
| <i>39P911*</i>  | 39CFOPS | 499FIRE |
| <i>395P911*</i> | 39PGCO  | 39SPEV1 |
| <i>499DISP*</i> | 39MFOPS | 39SPEV2 |
|                 | 39PGMET | 39COM   |

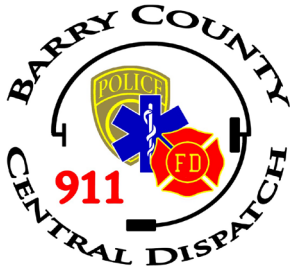
The talk-groups italicized and marked with asterisks above are encrypted (DES-OFB) law enforcement talk-groups. They shall only be programmed in a device belonging to an agency and individual whose primary job function is criminal justice and subject to CJIS security policy. Therefore, only those listed as Law Enforcement Agencies in Appendix A are granted access to these talkgroups.

If you or any agencies you serve have questions related to this authorization, please feel free to contact me at (269) 488-6616 or via email at [jtroyer@kccda911.org](mailto:jtroyer@kccda911.org).

Sincerely,

Jeffery Troyer, Executive Director  
Kalamazoo County Consolidated Dispatch Authority

# APPENDIX A



## Barry County Central Dispatch

2600 Nashville Rd., Hastings MI 49058  
269-948-4800 Fax 269-948-4892

Barry County Central Dispatch/911 is responsible for dispatching the following public safety resources

| <b>Law Enforcement</b>                  | <b>Fire Agencies</b>                    | <b>EMS Agencies</b>                                    | <b>Interop</b>                    |
|---|---|--|-----------------------------------|
| Barry County Sheriff's Office           | Bellevue Fire Department                | Castleton Maple Grove Nashville Area (CMGNA) Ambulance | Barry County Emergency Management |
| Barry Township Police Department        | Delton Fire Department                  | Life EMS   | Barry County Road Commission      |
| Freeport Police Department              | Freeport Fire Department                | LifeCare Ambulance                                     | MDOT – Hastings Garage            |
| Hastings Police Department              | Hastings Fire Department                | Thornapple Township Emergency Services                 | WMED Medical Examiner             |
| Michigan DNR                            | Hickory Corners Fire Department         | Wayland Area EMS                                       |                                   |
| Michigan State Police – Post 52         | Johnstown Township Fire Department      |  |                                   |
| Nashville Police Department             | Nashville Fire Department               |  |                                   |
| Prairieville Township Police Department | Orangeville Township Fire Department    |  |                                   |
| Woodland Township Police Department     | Prairieville Township Fire Department   |  |                                   |
|   | Thornapple Township Emergency Services  |  |                                   |
|   | Woodland Township Fire Department       |  |                                   |
|   | Yankee Springs Township Fire Department |  |                                   |

*Commitment and Dedication to the delivery of courteous, efficient, dependable, and professional 9-1-1 Public Safety communication services and support.*