



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 7th** at 10:00 a.m. in the Chief Switalski Meeting Room at Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo Michigan for consideration of items, namely, on this Agenda.

ITEM 1 – CALL TO ORDER

ITEM 2 – ROLL CALL

Western Michigan University Public Safety <i>Scott Merlo, Chairperson</i> (Alt. Ryan McGregor)	Michigan State Police <i>Scott Ernsts, Vice-Chairperson</i> (Alt. Dale Hinz)
Kalamazoo Department of Public Safety <i>Matt Huber</i> (Alt. Chris Franks)	Kalamazoo County Sheriff's Office <i>Richard Fuller</i> (Alt. Michelle Greenlee)
Township of Kalamazoo Police Department <i>Bryan Ergang</i> (Alt. Scott Jackson)	Portage Department of Public Safety <i>Nick Arnold</i> (Alt. Jeff VanderWiere)
Kalamazoo County Medical Control Authority <i>Michael Bentley</i> (Alt. William Fales)	Kalamazoo County Fire Chief's Association <i>Gerry Luedeking</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 or calling (269) 488-8911.



MEETING MINUTES

Kalamazoo County Consolidated Dispatch Authority TECHNICAL ADVISORY COMMITTEE November 5, 2025 – Regular Meeting

ITEM 1 – CALL TO ORDER

The Regular Meeting of the Technical Advisory Committee was called to order by Chief Scott Merlo at 10:00 a.m. on Wednesday, 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 Ernsts (MSP), Matt Huber (KDPS), Scott Jackson (KTPD), Nick Arnold (PDPS), Mike Bentley (KCMCA), Gerry Luedeking (KCFCA)

Others Present: Jeff Heppler, Chris Franks, Sean Gordon, Bryan Mayhew, Jeff Troyer, Jon Moore, 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. Ernsts, 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 26th. 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 22nd at 9 a.m.
- **#4 – Vesta E911 Telephony System Refresh (Budget: \$250,000)**
INdigital installed the new hardware for workstations September 2nd – 5th. INdigital returned on October 1st 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 12th and conducted a site walkthrough to begin working on the facility assessment. A preliminary report was reviewed on November 25th. 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 12th 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 17th – GOVERNMENT STAKEHOLDERS HOLIDAY LUNCHEON**
We hosted the Government Stakeholders Holiday Luncheon on December 17th. 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:

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

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

We will be opening the ECO application process on January 20th 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.

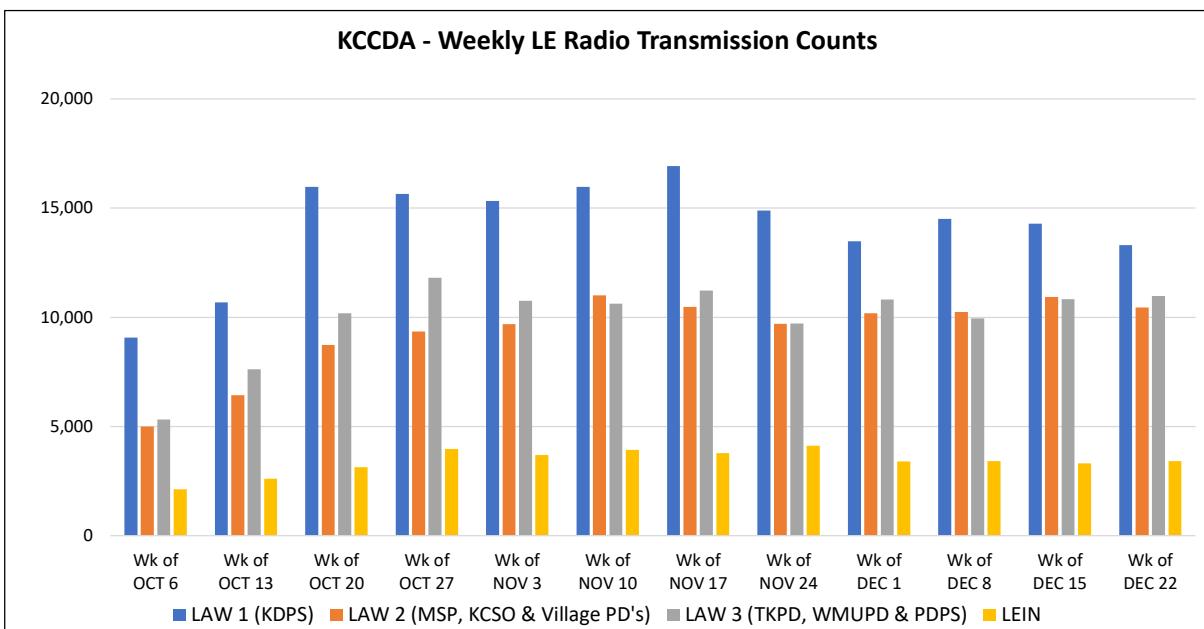
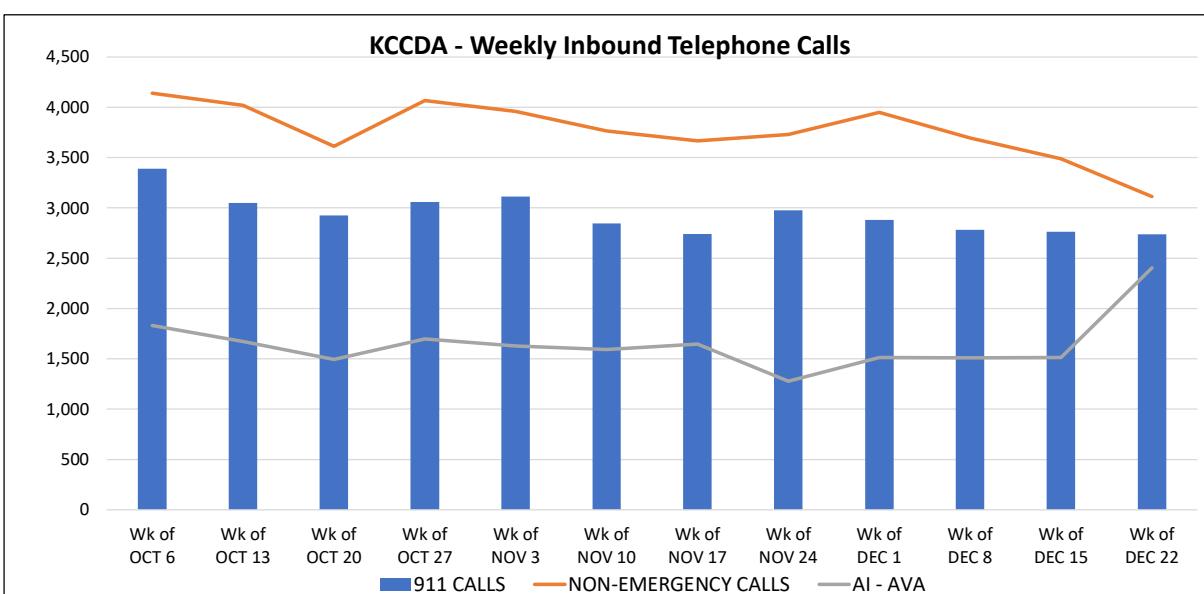
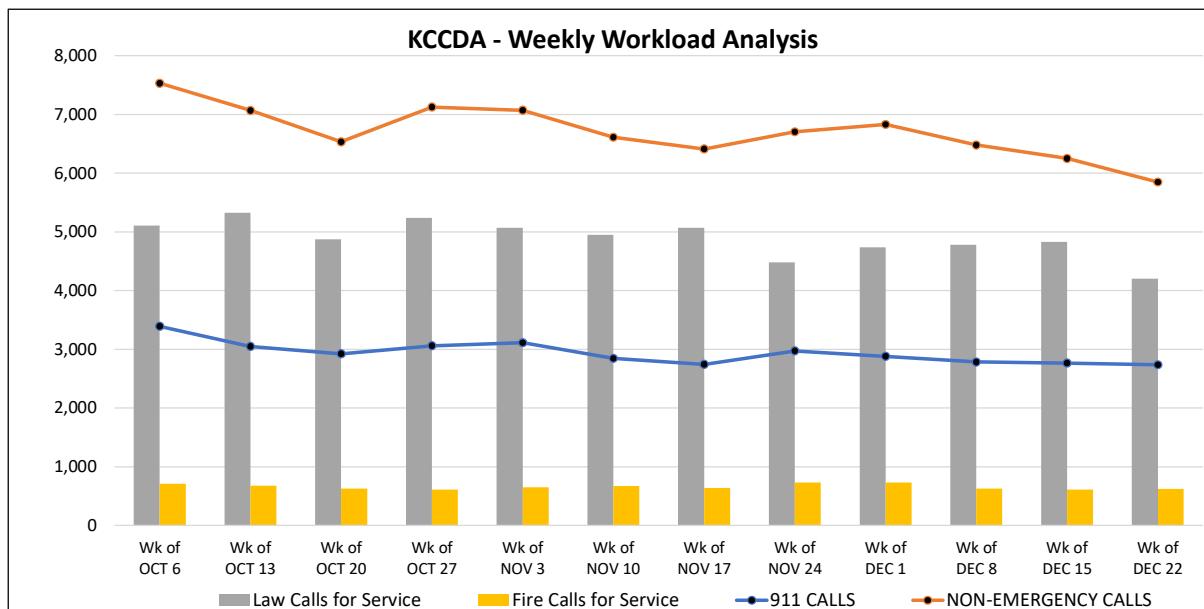
- **STATISTICS & METRICS**

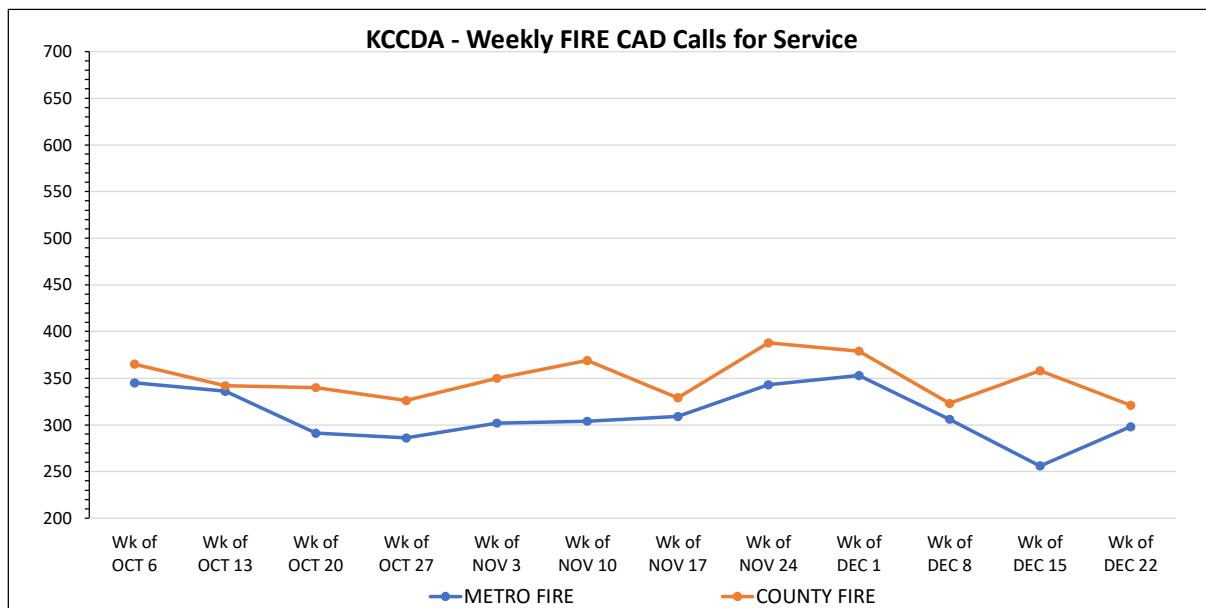
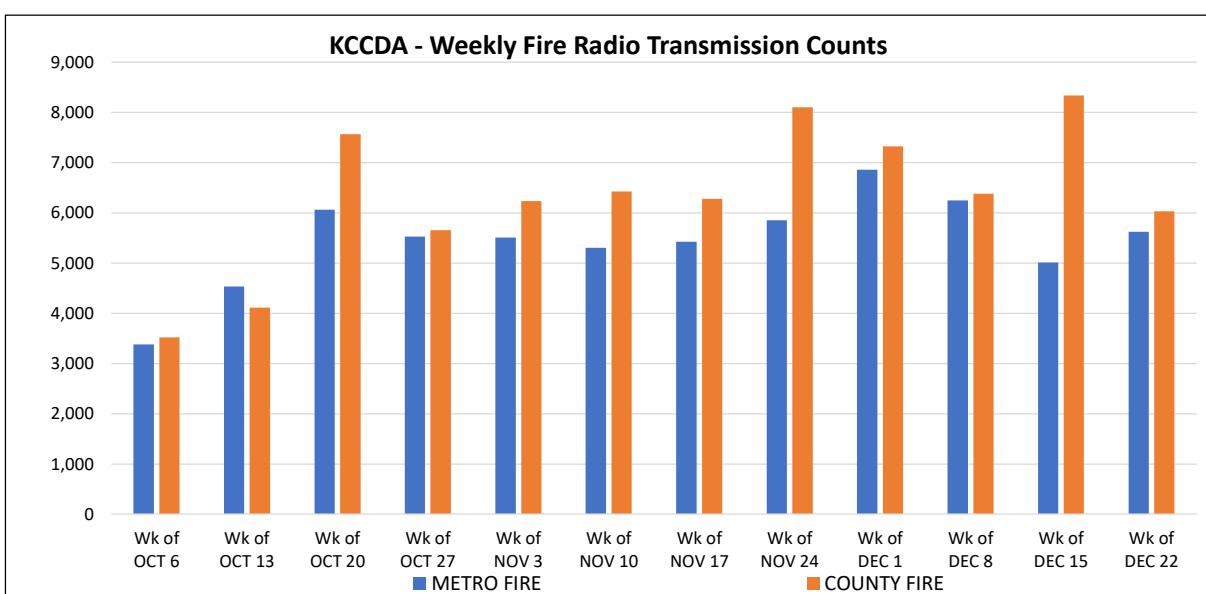
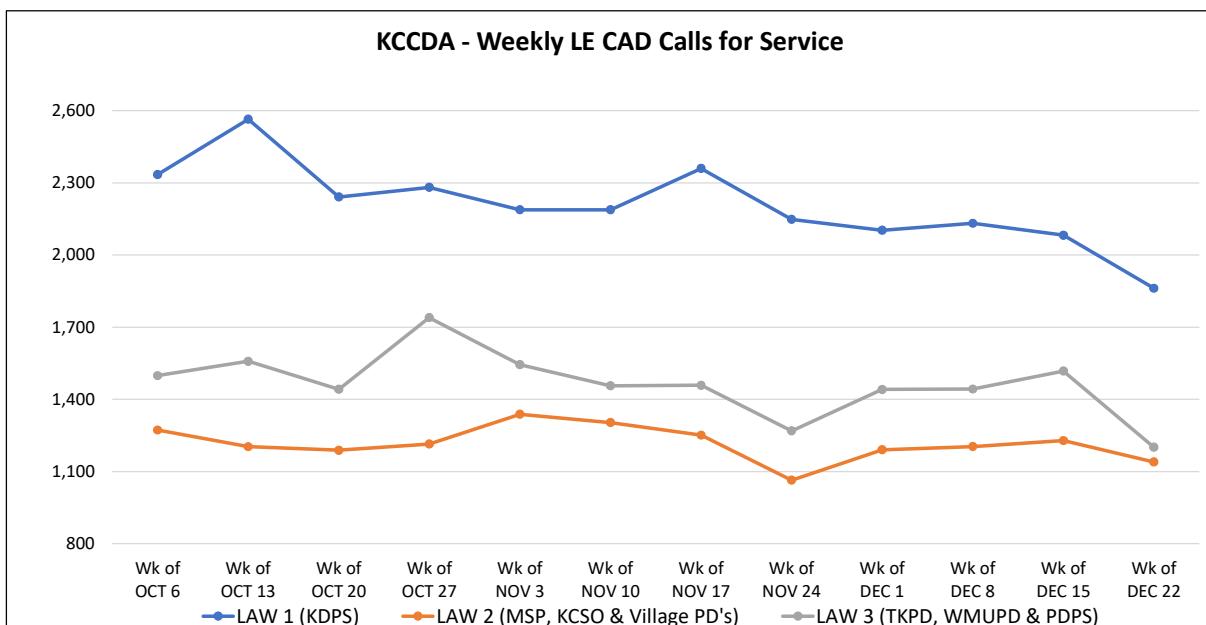
Attached are several different statistical and performance metrics reports:

- ✓ 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 Accolade, Complaint or Suggestion	Investigative Results	KCCDA 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 his 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>
<u>Primary Dispatch:</u>													
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
<u>Tactical Channels:</u>													
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
TOTAL:	248,898	216,374	258,627	261,354	272,819	270,874	277,123	274,362	266,285	205,939	236,521	235,661	3,024,837
<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

KCCDA PHONE 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>
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
VOICE CALL TOTAL:	30,470	26,359	32,300	30,493	35,688	33,891	34,260	33,828	32,113	31,603	28,837	28,473	378,315
<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>	
AI - AVA PROCESSED:	6,832	5,495	6,859	6,854	7,371	7,556	8,659	7,458	7,614	7,408	6,610	6,340	85,056

2025 CAD CALLS FOR SERVICE

(Does not include canceled calls)

DISPATCH POSITION:	<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
TOTAL:	23,205	22,372	26,230	25,520	26,301	24,907	26,496	20,945	25,412	25,739	23,794	23,300	294,221
<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>
<u>Primary Dispatch:</u>													
LAW 1	73,288	75,661	76,498	74,428	85,154	88,703	83,996	83,476	81,217	77,842	68,382	65,001	933,646
LAW 2	49,179	45,252	47,042	46,212	55,355	54,311	54,862	53,151	51,477	48,830	47,139	48,137	600,947
LAW 3	47,151	51,462	52,755	54,106	58,563	58,421	62,310	61,496	58,380	59,938	55,542	47,167	667,291
METRO FIRE	29,369	27,038	26,124	25,595	29,000	32,478	28,557	29,852	30,620	25,726	25,885	26,824	337,068
COUNTY FIRE	30,135	24,413	27,692	24,326	27,950	30,838	26,289	26,698	25,314	25,729	24,515	27,366	321,265
LEIN	16,486	19,927	19,615	18,073	20,480	20,804	21,278	22,958	21,075	20,782	19,818	16,605	237,901
<u>Tactical Channels:</u>													
800-TAC 1	8,042	9,265	6,312	5,784	4,823	5,388	5,847	5,860	6,413	5,468	6,205	5,390	74,797
800-TAC 2	1,034	621	830	712	1,938	981	863	1,013	750	2,262	1,574	717	13,295
800-TAC 3	1,215	1,571	1,319	812	2,171	1,019	2,846	1,282	1,974	2,869	1,458	1,439	19,975
800-TAC 4	186	1350	1398	350	1,202	622	1617	745	116	314	398	1,090	9,388
800-TAC 5	3,330	3,086	6,006	6,680	5,502	1,411	2,538	3,067	3,139	1,961	4,952	4,440	46,112
800-TAC 6	285	179	14	3	4	108	46	132	112	11	13	3	910
800-TAC 7	3	1	241	50	118	100	107	62	11	162	8	0	863
800-TAC 8	86	6	6	20	464	13	38	0	101	7	3	0	744
TOTAL:	259,789	259,832	265,852	257,151	292,724	295,197	291,194	289,792	280,699	271,901	255,892	244,179	3,264,202
<i>Compared to 2023:</i>	<i>-2.09%</i>	<i>-3.56%</i>	<i>5.23%</i>	<i>-0.54%</i>	<i>6.00%</i>	<i>12.69%</i>	<i>1.87%</i>	<i>6.09%</i>	<i>5.29%</i>	<i>0.50%</i>	<i>3.43%</i>	<i>-6.46%</i>	

2024 TELEPHONE CALLS

PHONE 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>
911 CALLS	11,786	10,943	12,336	12,815	15,155	15,331	14,396	14,516	13,804	13,280	12,050	12,147	158,559
NON-EMERGENCY	21,953	19,933	21,436	21,689	24,741	24,912	23,896	23,963	24,282	23,574	20,692	18,975	270,046
TOTAL:	33,739	30,876	33,772	34,504	39,896	40,243	38,292	38,479	38,086	36,854	32,742	31,122	428,605
<i>Compared to 2023:</i>	<i>-4.40%</i>	<i>-15.21%</i>	<i>-7.61%</i>	<i>-12.95%</i>	<i>-8.48%</i>	<i>-7.34%</i>	<i>-8.19%</i>	<i>0.60%</i>	<i>5.01%</i>	<i>0.87%</i>	<i>1.22%</i>	<i>-6.10%</i>	

2024 CAD CALLS FOR SERVICE

(Does not include canceled calls)

<u>DISPATCH POSITION:</u>	<u>JAN</u>	<u>FEB</u>	<u>MAR</u>	<u>APR</u>	<u>MAY</u>	<u>JUN</u>	<u>JUL</u>	<u>AUG</u>	<u>SEP</u>	<u>OCT</u>	<u>NOV</u>	<u>DEC</u>	<u>TOTAL</u>
LAW 1	9,554	9,576	10,108	10,435	10,753	11,106	11,131	10,763	10,225	9,955	8,913	8,808	121,327
LAW 2	4,854	5,046	5,178	5,242	5,731	5,486	5,462	5,783	5,583	5,481	5,195	5,318	64,359
LAW 3	5,398	5,847	5,697	6,130	6,384	6,017	6,755	7,090	6,983	7,341	6,588	5,912	76,142
METRO FIRE	1,331	1,191	1,170	1,310	1,366	1,436	1,383	1,371	1,377	1,269	1,292	1,379	15,875
COUNTY FIRE	1,498	1,265	1,252	1,284	1,570	1,587	1,377	1,477	1,345	1,380	1,295	1,438	16,768
TOTAL:	22,635	22,925	23,405	24,401	25,804	25,632	26,108	26,484	25,513	25,426	23,283	22,855	294,471
<i>Compared to 2023:</i>	<i>-2.90%</i>	<i>-5.67%</i>	<i>0.83%</i>	<i>3.02%</i>	<i>1.46%</i>	<i>5.12%</i>	<i>5.22%</i>	<i>9.30%</i>	<i>3.86%</i>	<i>5.78%</i>	<i>2.33%</i>	<i>-2.05%</i>	



Emergency Call Wait Time Range

For (Month)

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

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

Grouping: Month

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	Call Count	91	11,342	831	133	32	7	1	2
	Cumulative Percentage		92 %	99 %	100 %	100 %	100 %	100 %	12,439
Total	Call Count	91	11,342	831	133	32	7	1	2
	Cumulative Percentage		92 %	99 %	100 %	100 %	100 %	100 %	12,439

Emergency Call Wait Time Range

For (Month)

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

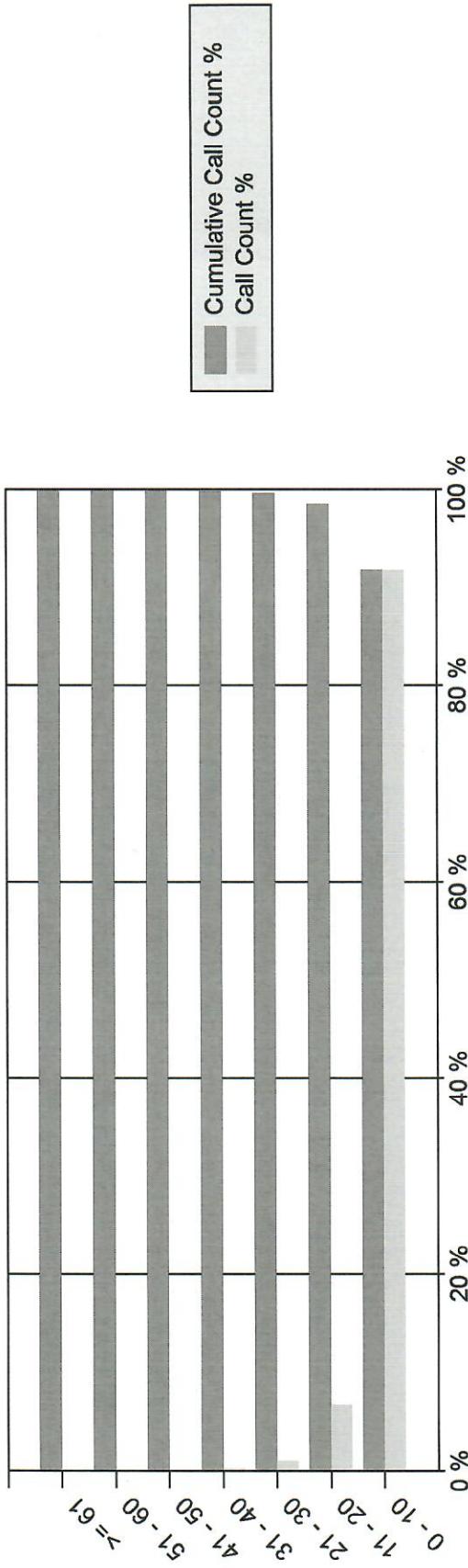
Date Range: 12/01/2025 12:00:00 AM - 12/31/2025 11:59:59 PM

Grouping: Month

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

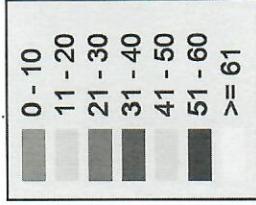
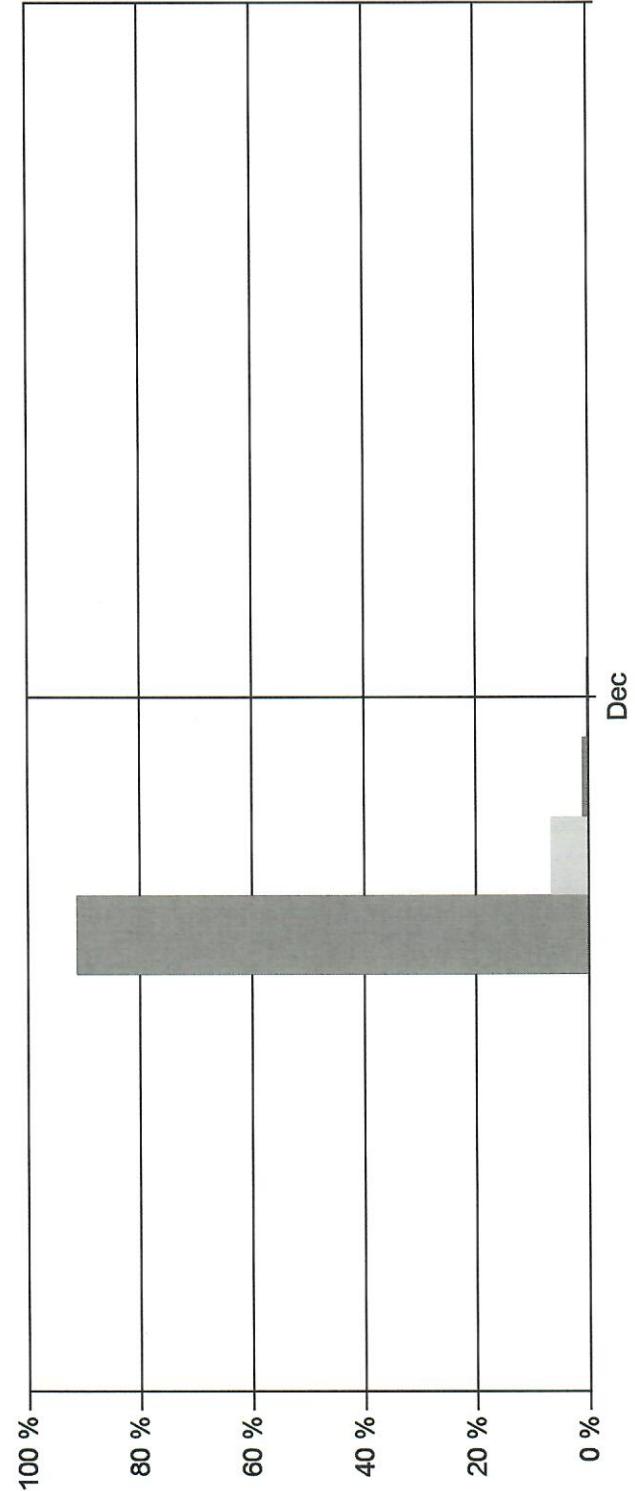
Date Range: 12/01/2025 12:00:00 AM - 12/31/2025 11:59:59 PM

Grouping: Month

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 X

10,512

Calls Handled i

4,172

Calls Transferred to Dispatch i

241

Allowlisted Calls i

987

Potential Emergency Calls i

39.69%

Calls Transferred to Dispatch i

3,221

Action Items Generated

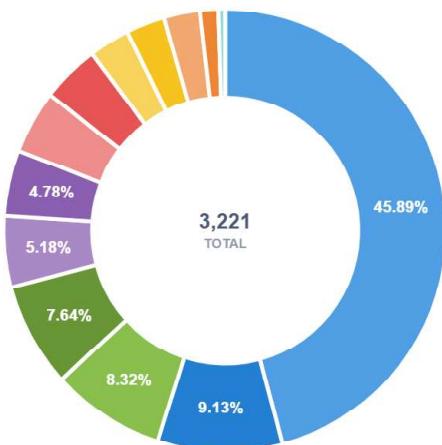
99.63%

Action Items Handled Successfully

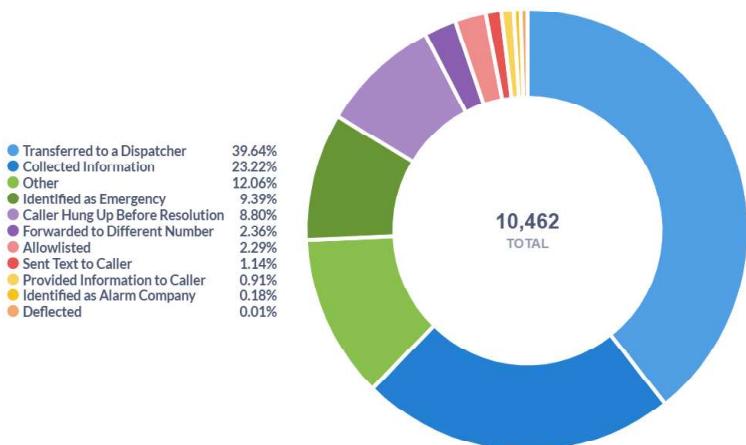
2.8

Median Time to Resolve Call (in Minutes) i

Action Items By Resolution Type

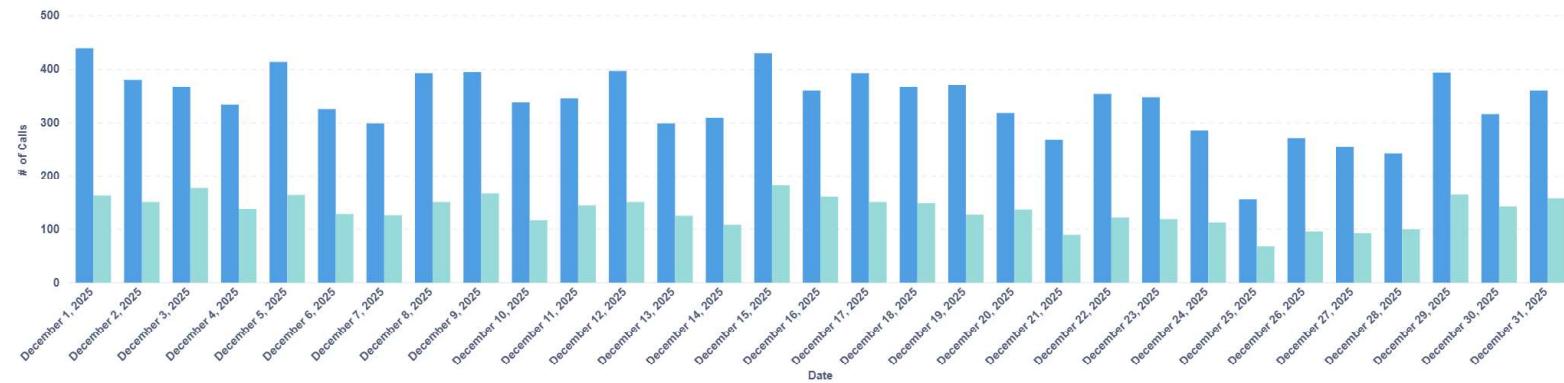


Call Outcome



Total Calls Handled & Calls Transferred to Dispatch

Total Calls i Calls Transferred to Dispatcher i



Median Time to Acknowledgement & Resolution

Median of Time to Acknowledgement i Median of Time to Resolution i





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% (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:

<u>Type</u>	<u>Law</u>	<u>Enforcement</u>	<u>Fire/KCMCA</u>
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

<u>Devices and/ or Purchase Date</u>	<u>Applicable Percent of Estimated Cost</u>
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 1/2



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:

*39P911**
*395P911**
*499DISP**

39CFOPS
39PGCO
39MFOPS
39PGMET

499FIRE
39SPEV1
39SPEV2
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.

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

<u>Law Enforcement</u>	<u>Fire Agencies</u>	<u>EMS Agencies</u>	<u>Interop</u>
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.