



NOTICE and AGENDA for

Kalamazoo County Consolidated Dispatch Authority

Personnel Committee

September 1, 2026

PLEASE TAKE NOTICE that a Meeting of the Kalamazoo County Consolidated Dispatch Authority (KCCDA) Personnel Committee will be held on **Tuesday, September 1st** at 3:00 p.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

Matt Huber, Chair		Rick Fuller	
Tracie Moored		Ryan Tibbets (ALT)	
Scott Merlo		Darien Smith	
Jeff Heppler (PRI) / Dale Deleeuw (ALT)			

ITEM 3 – APPROVAL OF MEETING MINUTES

- A. December 1st, 2025 – Regular Meeting

ITEM 4 – CITIZENS’ TIME

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

ITEM 5 – FOR CONSIDERATION

- A. Old Business
- B. New Business
 - 1. Dispatch Supervisors Group – 3 Year Economic Terms
 - 2. 2027 Budget – Classification Wages/Salaries
 - 3. Executive Director Evaluation Tool Review and Timeline (Nov/Dec Meeting)

ITEM 6 – OTHER ITEMS

- C. Announcements and Member Comments
- D. Next Meeting – TBD

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.



***Personnel Committee
December 1, 2025
1:00 p.m.***

ITEM 1 – CALL TO ORDER

The Personnel Committee Meeting was called to order at 1:00 p.m. by Personnel Committee Chairperson Pat McGinnis in the Chief Switalski Meeting Room, Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo, Michigan on Monday, December 1, 2025.

ITEM 2 – ROLL CALL

Members Present: Pat McGinnis, Portage City Manager; Rick Fuller, Kalamazoo County Sheriff; Bryan Ergang, Chief, Kalamazoo Township Police Department; Ryan Tibbetts, Chief of Staff, Kalamazoo Department of Public Safety; Scott Merlo, Chief, WMU Police Department; Tracie Moored, Superintendent, Kalamazoo Township

Others Present: Jeff Troyer, Executive Director; Torie Rose, Deputy Director; Chris McComb, Executive Administrative Assistant

ITEM 3 – APPROVAL OF MEETING MINUTES

A. September 23, 2025 – Regular Meeting

“Motion by Ms. Moored, second by Mr. Fuller, to approve the minutes of the September 23, 2025, Regular Meeting as presented.”

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

ITEM 4 - CITIZENS' TIME

There was no citizen comment.

ITEM 5 – FOR CONSIDERATION

A. Old Business

There was none.

B. New Business

1. Collective Bargaining Agreement with UAW Local 2290 Unit 5

Mr. Troyer stated the revision the committee requested at the last meeting to reflect bereavement was changed in the bargaining agreement prior to membership approval.

“Motion by Mr. Merlo, supported by Mr. Ergang to recommend Board approval of the Collective Bargaining Agreement with UAW Local 2290 Unit 5.”

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

2. Executive Director Performance Evaluation

Mr. McGinnis stated the overall evaluation was very positive with an average score north of 4.25.

Mr. Ergang has taken the consolidation from vision to success.

Mr. Fuller stated that any counties thinking they have it better have not been here.

Mr. Merlo stated Mr. Troyer is always three steps ahead of the Technical Advisory Committee. That’s just another of the great things teams do.

Mr. Tibbets stated he talked to city staff for feedback for the evaluation and could find nothing negative.

Mr. Troyer stated he was appreciative of the comments and stated he was fortunate to have an amazing staff.

Mr. McGinnis stated Mr. Troyer was always quick with responses and was very easy to deal with.

“Motion by Mr. McGinnis, second by Mr. Fuller to accept the Executive Director Performance Evaluation as presented.”

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

3. Executive Director Employment Agreement 2/15/26 – 2/14/29

Mr. McGinnis stated the employment agreement was for three years. The proposed wage increase was just below non-union employees would be given. Mr. Troyer has requested allowing him to participate in the Authority’s healthcare program up to age 65, at his expense.

Mr. Fuller stated while he appreciated Mr. Troyer's offer of an increase below the non-union wage, he would vote for him to have same increase as his team. He stated the request for extended insurance was an easy yes.

Mr. Merlo agreed.

Mr. Tibbets stated that while it was noble to ask for less, over time increasing staff wages will eliminate a necessary wage gap.

"Motion by Mr. Tibbets to set the wage increase at 3.5% for 2026 and equivalent to the non-union wage increase for the remainder of the contract."

Mr. Troyer increase has always been a set amount in the contract. He stated he was uncomfortable with his contracted increase being the equivalent of staff because he creates the budget and he did not want it perceived that he was setting that increase to benefit himself.

Mr. Tibbets withdrew his motion.

"Motion by Mr. Ergang, second by Mr. Tibbets to set the Executive Director's wage increase at 3.5% for 2026 and based on committee recommendation after review of non-union increases to the Board for 2027 and 2028."

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

ITEM 6 – OTHER ITEMS

A. Announcements and Member Comments

There was none.

B. Next Meeting

The next meeting is to be determined.

ITEM 7 - ADJOURNMENT

The meeting was adjourned at 1:23 p.m.



Kalamazoo County Consolidated Dispatch Authority



DATE: August 12, 2026

FROM: Jeff Troyer
KCCDA Executive Director

SUBJECT: Dispatch Supervisors Group – Employer Proposal V3

Existing/Current 2026 Wage Scale:

Step 1	Step 2	Step 3	Step 4	Step 5
\$35.08	\$36.31	\$37.55	\$38.78	\$40.01

- Effective January 3, 2027, eliminate the existing step 1 and create a new step 5; and provide a eight percent (8%) increase. This retains the five-step wage scale the Supervisor Group requested to condense just a few years ago. Employees will remain at their step (example: if you are at Step 3 today, on January 3, 2027, you will be at Step 3 on the new scale) until your next classification anniversary.

EFFECTIVE January 3, 2027:

Eliminate Step	NEW				
	Step 1	Step 2	Step 3	Step 4	Step 5
	\$39.22	\$40.55	\$41.88	\$43.21	\$44.72

- Effective January 2, 2028, a 4.0% increase to all steps on the Dispatch Supervisor wage scale.

Step 1	Step 2	Step 3	Step 4	Step 5
\$40.79	\$42.17	\$43.56	\$44.94	\$46.51

- Effective January 14, 2029, a 4.0% increase to all steps on the Dispatch Supervisor wage scale.

Step 1	Step 2	Step 3	Step 4	Step 5
\$42.42	\$43.86	\$45.30	\$46.74	\$48.37

SALARIES AND WAGES

The following is a list of the current 2026 wage and salary scales for each classification. The steps highlighted in yellow denote new top steps added for 2026 as part of the collective bargaining agreement with the Emergency Communication Officers.

	<u>START</u>	<u>6 Mths</u>	<u>1-YR</u>	<u>2-YR</u>	<u>3-YR</u>	<u>4-YR</u>	<u>5-YR</u>	<u>6-YR</u>
<u>Position/Classification</u>	<u>Step 1A</u>	<u>Step 1B</u>	<u>Step 2</u>	<u>Step 3</u>	<u>Step 4</u>	<u>Step 5</u>	<u>Step 6</u>	<u>Step 7</u>
Emergency Comm. Ofcr. I	\$22.16	\$23.33	\$24.51	\$25.68	\$26.85	\$28.19	X	X
Emergency Comm. Ofcr. II	\$24.74		\$26.40	\$28.07	\$29.73	\$31.39	\$33.05	\$34.70
Dispatch Supervisor	\$35.08		\$36.31	\$37.55	\$38.78	\$40.01	X	X
Admin Assistant	\$19.00		\$19.66	\$20.35	\$21.07	\$21.80	\$22.57	\$23.36
Executive Admin Assistant	\$27.69		\$28.66	\$29.65	\$30.70	\$31.76	\$32.88	\$34.04
Systems Support Specialist	\$69,333		\$71,760	\$74,271	\$76,871	\$79,561	\$82,346	\$85,228
IT Manager	\$86,261		\$89,281	\$92,406	\$95,640	\$98,987	\$102,452	\$108,599
Deputy Director	\$91,033		\$94,219	\$97,516	\$100,930	\$104,462	\$108,119	\$114,606
Executive Director	No Scale - Employment Agreement:				\$145,690			

The 2027 salary and wage scale changes contained in this proposal vary from classification to classification primarily due to agreements with various employee groups where compensation is only one aspect of full economic packages. The increases being proposed allow KCCDA to remain competitive and comparative to other local units of government with similar/like positions in Kalamazoo County and Public Safety Answering Points in Michigan. The following are administration's recommendations effective the first full pay period in 2027:



- Emergency Communication Officer I's – Per the collective bargaining agreement (expires 12/31/29), ECO I's will receive a \$1.00 per hour increase to all steps.
- Emergency Communication Officer II's – Per the collective bargaining agreement, ECO II's will receive a \$1.00 per hour increase to all steps.
- Dispatch Supervisors – Provide an eight percent (8%) increase and eliminate the existing step one (1) and create a new step five (5).
- Administrative Assistant – Provide an eight percent (8%) increase and eliminate the existing step one (1) and create a new step five (5).

- Executive Administrative Assistant – Provide an eight percent (8%) increase and eliminate the existing step one (1) and create a new step five (5)
- Systems Support Specialist – Provide an eight percent (8%) increase and eliminate the existing step one (1) and create a new step five (5).
- IT Manager – Provide an eight percent (8%) increase and eliminate the existing step one (1) and create a new step five (5).
- Deputy Director – A Provide an eight percent (8%) increase and eliminate the existing step one (1) and create a new step five (5).
- Executive Director – *Subject to annual review and recommendation by the Personnel Committee*

If the above specified increases are approved, the following illustrate what the new wage and salary scales will be for 2027. The yellow highlighted steps denote the new top steps:

2027 Position/Classification	START	6 Mths	1-YR	2-YR	3-YR	4-YR	5-YR	6-YR
	Step 1A	Step 1B	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7
Emergency Comm. Ofcr. I	\$23.16	\$24.33	\$25.51	\$26.68	\$27.85	\$29.19	X	X
Emergency Comm. Ofcr. II	\$25.74		\$27.40	\$29.07	\$30.73	\$32.39	\$34.05	\$35.70
Dispatch Supervisor	\$39.22		\$40.55	\$41.88	\$43.21	\$44.72	X	X
Admin Assistant	\$21.24		\$21.98	\$22.75	\$23.55	\$24.37	\$25.22	\$26.11
Executive Admin Assistant	\$30.95		\$32.03	\$33.15	\$34.31	\$35.51	\$36.76	\$38.05
Systems Support Specialist	\$77,500		\$80,213	\$83,020	\$85,926	\$88,934	\$92,046	\$95,268
IT Manager	\$96,423		\$99,798	\$103,291	\$106,906	\$110,648	\$117,287	\$121,392
Deputy Director	\$101,757		\$105,317	\$109,004	\$112,819	\$116,768	\$123,774	\$128,106
Executive Director	No Scale - Employment Agreement:				TBD by Personnel Committee			

PROPOSED 2027 WAGE/SALARY INCREASES (compared to 2026)

<u>Position/Classification</u>	<u>#</u>	<u>Wage/Salary</u> <u>Change from 2026</u>	<u>Social</u> <u>Security</u>	<u>Medicare</u>	<u>MERS DC</u>	<u>MERS 457</u>
Emergency Comm. Ofcr. I	16	\$33,280.00	\$2,063.36	\$482.56	\$2,662.40	
Emergency Comm. Ofcr. II	32 & 7 PT	\$73,840.00	\$4,578.08	\$1,070.68	\$5,907.20	
Dispatch Supervisor	7	\$64,236.46	\$3,982.66	\$931.43	\$5,138.92	\$1,284.73
Admin Assistant	1	\$5,070.35	\$314.36	\$73.52	\$405.63	
Executive Admin Assistant	1	\$8,339.77	\$517.07	\$120.93	\$667.18	\$166.80
Systems Support Specialist	2	\$19,223.55	\$1,191.86	\$278.74	\$1,537.88	
IT Manager (<i>salary step unknown</i>)	1	\$5,000.00	\$310.00	\$72.50	\$400.00	\$100.00
Deputy Director	1	\$13,500.59	\$837.04	\$195.76	\$1,080.05	\$270.01
Executive Director	1	TBD				
	69	\$222,490.71	\$13,794.42	\$3,226.12	\$17,799.26	\$1,821.54
		\$259,132.04				

↓
+5.98% over 2026 Budget REV-I wages/salaries (\$3,719,650)

Executive Director Performance Evaluation

EMPLOYEE NAME: Jeffery Troyer

POSITION TITLE: Executive Director

REVIEW PERIOD: January - December 2026

APPRAISAL DATE: _____



INSTRUCTIONS:

The Executive Director shall provide to the Personnel Committee a summary of accomplishments, including the mutually agreed upon goals/performance objectives for the review period. In the form, you will be asked to rate the Executive Director's performance for a number of essential job functions (gray cells) and the categorical score will automatically calculate.

The Committee will convene a regular meeting to discuss each category and come to a consensus on an agreeable score for each sub-categorical. The categorical score will be formulated by the average of the sub-categorical ratings or if no sub-categories exist (mutually agreed upon goals/performance objectives), the categorical score will be inserted by the Committee. Committee members should be prepared to offer supporting comments for any areas in which you feel the Executive Director either excelled or performed poorly.

Each item shall be scored on a one (1) thru (5) scale, as follows:

- 5 -- Far Exceeds Normal Job Expectations**
Performance always exceeds normal job requirements/expectations and shows exceptional commitment to the position and tasks involved. Displays significant work effort that far exceeds the normative responsibilities.
- 4 -- Exceeds Normal Job Expectations**
Performance often exceeds normal job requirements/expectations.
- 3 -- Achieves Normal Job Expectations**
Performance meets normal job requirements/expectations but does rarely exceeds them.
- 2 -- Below Normal Job Expectations**
Performance is below normal job requirements/expectations in important areas and immediate improvement is required.
- 1 -- Far Below Normal Job Expectations**
Performance is significantly below normal job requirements/expectations especially in essential areas. Reassignment or termination should be considered.

Following the evaluation session, the Committee and the Executive Director will work to develop goals/performance objectives for the next review period. The Committee shall take action to present the completed performance appraisal and the mutually agreed upon goals/performance objectives for the next review period to the Board of Directors at their next regular scheduled meeting for consideration.

The Board of Directors shall review, consider any changes/modifications and ultimately approve the performance appraisal at which time the Board Chair, Personnel Committee Chair and the Executive Director shall sign the form.

CATEGORY 1: Operational Management		8% of Score	Overall Rating: ####
		Sub-Category Rating	
1a	-- Knowledge of PSAP/ECC statutory requirements and best practices		
1b	-- Seeks input from agencies and workgroups/committees on issues impacting the operation and develops, recommends and implements countywide operational procedures accordingly		
1c	-- Analyze/Identify issues effecting the operation and develops strategies and plans for the future		
1d	-- Effectively manages time and competing priorities		

CATEGORY 2: Financial Management		8% of Score	Overall Rating: ####
		Sub-Category Rating	
2a	-- Develops and adequately implements and manages the budget including plans for short and long-term capital improvement projects		
2b	-- Knowledge of Generally Accepted Accounting Principles, the Uniform Budget and Accounting Act and adequately balances KCCDA's general ledger against financial statements		
2c	-- Develops efficient and innovative strategies to minimize business costs		
2d	-- Develops and recommends fiscal policies with strong checks and balances		

CATEGORY 3: HR and Personnel Management		8% of Score	Overall Rating: ####
		Sub-Category Rating	
3a	-- Adequately promotes and recruits quality personnel and ensures all required personnel meet the State 911 Committee's minimum training standards		
3b	-- Works well and maintains good interpersonal relations with various employee groups (union and non-union) and addresses employee needs while remaining fiscally responsible		
3c	-- Treats all employees equally and with respect; creates a healthy work environment		

CATEGORY 4: Project Management		8% of Score	Overall Rating: ####
		Sub-Category Rating	
4a	-- Analyzes and determines appropriate measures, priorities, and coordinates measures to achieve project goals		
4b	-- Produces clear project status reports and communicates candidly and tactfully with groups, committees and the board of project status; including any challenges or obstacles		
4c	-- Analyzes, recommends and communicates project go-live plans that minimize service interruptions for residents and end-user agencies.		

CATEGORY 5: Leadership Skills		8% of Score	Overall Rating: ####
			Sub-Category Rating
5a	-- Acts with integrity, treats others with respect and dignity, and promotes and encourages teamwork		
5b	-- Participates and collaborates with partner agencies/entities to resolve county-wide challenges/problems		
5c	-- Acknowledges the success of employees, recognizes their contributions and provides mentorship to others		
5d	-- Delegates key responsibilities to team members on a rational basis		

CATEGORY 6: Communication Skills		8% of Score	Overall Rating: ####
			Sub-Category Rating
6a	-- Written and verbal communications with staff, end-user agencies/partners, Committees and the Board are candid and tactful		
6b	-- Provides timely and quality reports to end-user agencies/partners, Committees and the Board		
6c	-- A constructive communicator capable of discussing difficult issues effectively and to the point; handles confrontational communication with ease		
6d	-- Facilitator of difficult conversations among team members and/or other parties that result in new ideas and compromised solutions		

CATEGORY 7: Professionalism		8% of Score	Overall Rating: ####
			Sub-Category Rating
7a	-- Acts ethically and honestly and represents KCCDA well in front of all audiences		
7b	-- Projects a professional image in dress and appearance		
7c	-- Acceptable to feedback and handles setbacks and failures constructively		
7d	-- Displays a passionate and positive attitude		

CATEGORY 8: Board Relations		8% of Score	Overall Rating: ####
			Sub-Category Rating
8a	-- Provides timely communications to Board Members on important topics impacting the organization		
8b	-- Prepares, distributes and posts Committee and Board meeting materials in accordance with Michigan's Open Meetings Act		
8c	-- Responds to Committee and Board member questions and concerns in a timely manner		

GOAL/PERFORMANCE OBJECTIVE #1**12% of Score****Rating:** _____

Explore operational and administrative collaborations with partner governmental units and public safety agencies to offer additional or improved services and solutions in a cost-effective manner.

GOAL/PERFORMANCE OBJECTIVE #2**12% of Score****Rating:** _____

Administer and manage KCCDA's Radio Readiness Program. The program is scheduled to run for two years (2026 & 2027) and consists of partnering with all eligible public safety agencies to replace and/or prepare 1,800 radios (preliminary estimate) for the communication goals identified in the Radio Readiness Program Guidelines.

GOAL/PERFORMANCE OBJECTIVE #3**12% of Score****Rating:** _____

Successfully manage the Stadium Drive facility improvements/renovations project and ensure construction tasks are completed on time while maintaining operations.

PERFORMANCE APPRAISAL SUMMARY

	<u>Overall Rating</u>	<u>Weight</u>	<u>Wiegthed Score</u>
CATEGORY 1: Operational Management	#DIV/0!	8.00%	#DIV/0!
CATEGORY 2: Financial Management	#DIV/0!	8.00%	#DIV/0!
CATEGORY 3: HR and Personnel Management	#DIV/0!	8.00%	#DIV/0!
CATEGORY 4: Project Management	#DIV/0!	8.00%	#DIV/0!
CATEGORY 5: Leadership Skills	#DIV/0!	8.00%	#DIV/0!
CATEGORY 6: Communication Skills	#DIV/0!	8.00%	#DIV/0!
CATEGORY 7: Professionalism	#DIV/0!	8.00%	#DIV/0!
CATEGORY 8: Board Relations	#DIV/0!	8.00%	#DIV/0!
GOAL/PERFORMANCE OBJECTIVE #1	0.00	12.00%	0.0000
GOAL/PERFORMANCE OBJECTIVE #2	0.00	12.00%	0.0000
GOAL/PERFORMANCE OBJECTIVE #3	0.00	12.00%	0.0000
			#DIV/0!

SIGNATURES:*Board of Directors Chair:* _____

Date: _____

Personnel Comm. Chair: _____

Date: _____

Executive Director: _____

Date: _____