



NOTICE and AGENDA for

Kalamazoo County Consolidated Dispatch Authority

BOARD OF DIRECTORS

September 10, 2026 – Regular Meeting

PLEASE TAKE NOTICE that a REGULAR Meeting of the Kalamazoo County Consolidated Dispatch Authority (KCCDA) Board of Directors will be held in the Chief Switalski Meeting Room at KCCDA, 7040 Stadium Drive, Kalamazoo, Michigan on **Thursday, September 10, 2026** at 3:30 p.m. for consideration of items, namely, on this Agenda.

ITEM 1 – CALL TO ORDER

ITEM 2 – ROLL CALL

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

ITEM 3 – APPROVAL OF MEETING MINUTES

- A. July 9, 2026 – Regular Meeting (pages 1-4)

ITEM 4 – CITIZENS' TIME

The Board welcomes members of the public to express their ideas or concerns about issues affecting Kalamazoo County Consolidated Dispatch Authority. Members of the public wishing to speak are requested to stand or raise your hand. Please wait for the Chairperson to confirm you. Once acknowledged, please state your full name and address for the record, followed by your comments. Each member of the public is limited to four minutes or less.

ITEM 5 – FOR CONSIDERATION

A. Executive Director Reports

1. Administrative Monthly Report (pages 5-18)
2. July and August Reconciliation Reports (pages 19-26)
3. Year-to-Date Budget Performance Reports
 - a. 2026 General Operations and Training Fund – REV I (pages 27-29)
 - b. 2026 Capital Projects Fund – REV I (page 30)
4. Correspondence

B. Committee Reports

1. Executive Committee – Jan Van Der Kley
 - a. DRAFT Minutes for September 1st Regular Meeting (page 31-33 – Information Only)
 - b. Mission Statement (pages 34-35)
2. Personnel Committee – Matt Huber
 - a. DRAFT Minutes for September 2nd Regular Meeting (pages 36-38 – Information Only)
3. Technical Advisory Committee – Scott Merlo

- a. DRAFT Minutes for September 2nd Regular Meeting (pages 39-42 – Information Only)
- 4. Finance Committee – Tracie Moored
 - a. DRAFT Minutes for August 25th Regular Meeting (pages 43-45 – Information Only)
 - b. Radio Readiness Program Funding (pages 46-50 / **Roll Call Vote**)
- C. Old Business
- D. New Business
 - 1. Dispatch Supervisors Group – Three-Year Economic Terms (pages 51-52)

ITEM 6 – OTHER ITEMS

- A. Announcements and Member Comments
- B. Next regular scheduled meeting – November 12th, 2026 (Chief Switalski Meeting Room)

ITEM 7 – ADJOURNMENT

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



MINUTES

REGULAR MEETING

July 9, 2026

ITEM 1 – CALL TO ORDER

The Regular Meeting of the Kalamazoo County Consolidated Dispatch Authority Board was called to order by Chairperson Jan VanDerKley at 3:30 p.m. in the Chief Switalski Meeting Room, Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo, Michigan on Thursday, July 9, 2026.

ITEM 2 – ROLL CALL

Members Present: Jan VanDerKley, Scott Merlo, Ryan Tibbets, Tracie Moored, Matt Huber, Darien Smith, Dale Deleeuw, Greg McComb, Rick Fuller, Scott Smith, Scott Ernstes, Dr Fales

Others Present: Jeff Troyer, Victoria Rose, Chris McComb

ITEM 3 – APPROVAL OF MEETING MINUTES

“Motion by Mr. Tibbets, second by Mr. Ernstes to approve the meeting minutes of the May 14, 2026, Regular Meeting as presented.”

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

ITEM 4 - CITIZENS' TIME

There was none.

ITEM 5 - FOR CONSIDERATION

A. Executive Director Report

1. Administrative Monthly Report

Mr. Troyer stated the report was included in the packet. He noted the change in public office hours to Monday to Thursday from 8 am to 4 pm, closed on Friday.

Chair VanDerKley noted that the Executive Committee was supportive of this change.

2. June and July Reconciliation Reports

Mr. Troyer stated the reconciliation reports were included in the packet. He noted no anomalies.

3. Year-to-date Budget Performance Reports
 - a. 2026 General Operations and Training Fund
 - b. 2026 Capital Projects Fund

Mr. Troyer stated the reports were included in the packet and there were no anomalies.

4. Correspondence
 - a. Township of Kalamazoo – Board of Directors Appointment and Finance, Personnel and TAC Appointment Recommendations
 - b. Kalamazoo County Fire Chiefs Association – TAC Appointment Recommendation

“Motion by Mr. Fuller, second by Mr. McComb to approve the proposed agenda items 4. a. and 4. B – Board and Committee appointments and recommendations from the Township of Kalamazoo and the Kalamazoo County Fire Chiefs Association as presented.”

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

5. Committee Reports
 1. Executive Committee – Jeff Troyer
 - a. Back-up Emergency Communications Center Lease Agreement with Construction with the Township of Kalamazoo

Mr. Troyer stated the bids have not gone out so there are no exact numbers, but the appendix shows estimates close to what was originally talked about.

“Motion by Mr. Tibbets, second by Mr. McComb to approve the Back-Up Emergency Communications Center Space Lease Agreement with Construction with the Township of Kalamazoo.

On a voice vote, **MOTION CARRIED** with Ms. Moored, and Mr. Smith abstaining.

- b. Agreement to Amend and Terminate – Back-up Emergency Communications Center Space Lease Agreement with Construction with the City of Portage

Mr. Troyer stated with the agreement for space in the Kalamazoo Township building now approved, the 2024 agreement with the City of Portage for the Industrial Drive facility must be terminated.

“Motion by Mr. Fuller, second by Dr. Fales to approve the Agreement to Amend and Terminate the Back-Up Emergency Communications Center Space Lease Agreement with Construction with the City of Portage.”

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

- c. Resolution 2026-01 Appointing Nulty Insurance Agency as Benefits and Insurance Agent of Record

Mr. Troyer stated this resolution appoints a new agent of record for benefits and insurance. The services provided by the original agent have dissipated since the original agent was bought by another agency. He stated we will still need to work with the current agent through the end of the year on some things.

“Motion by Ms. VanDerKley, second by Dr. Fales to approve Resolution 2026-01 Appointing Nulty Insurance Agency as Benefits and Insurance Agent of Record and Authorizing the Executive Director to Execute Related Documents.”

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

- d. Public Hours for Business Office

Mr. Troyer announced the public business hours were Monday to Thursday 8am to 4pm.

- e. Mission Statement

This item was removed from the agenda.

- 2. Personnel Committee – Matt Huber

Mr. Huber stated the Committee had nothing to report.

- 3. Technical Advisory Committee – Scott Ernstes

- a. DRAFT Minutes for July 1 Regular Meeting
- b. REVISED MPSCS Agreements – Member Subscriber and Integration Agreements

Mr. Ernstes stated the Committee elected a new chair, Scott Merlo. He stated he would be leaving Kalamazoo for a new position in Wayland and Dale Hinz will be taking over his position.

Mr. Troyer stated the MPSCS made revisions to the standard existing member subscriber agreements and two integration agreements. He stated he had been working for over a year to reach a compromise. He noted the agreements had been reviewed and approved by legal counsel and received unanimous approval from TAC.

“Motion by Mr. Deleeuw, second by Mr. Ernstes to approve the MPSCS Member Subscriber Agreement and the Integration Agreements Part I and Part II.”

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

4. Finance Committee – Tracie Moored

Ms. Moored stated the Finance Committee had nothing to report.

B. Old Business

There was none.

C. New Business

1. Organizational Item – Election of Vice-Chair

Mr. Troyer stated that with the retirement of Vice-Chair McGinnis, that officer position was now open and needed to be filled.

“Motion by Ms. Moored, second by Dr. Fales to nominate Rick Fuller as Vice-Chair for the remainder of 2026, replacing Pat McGinnis.”

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

“Motion by Mr. Fuller, second by Mr. Tibbets to nominate Nicole Miller as Clerk for the remainder of 2026, replacing Rick Fuller.”

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

ITEM 7 – OTHER ITEMS

A. Announcements and Member Comments

Mr. Fuller thanked Mr. Ernstes and stated he did a spectacular job.

Ms. VanDerKley wish Mr. Ernstes good luck and stated she appreciated his service to the Authority.

B. Next regular scheduled meeting – September 10, 2026 (Chief Switalski Meeting Room)

ITEM 8 - ADJOURNMENT

The meeting was adjourned at 3:50 p.m.

Chris McComb
Deputy Clerk of KCCDA Board of Directors

KCCDA Administrative Report

August 2026

(Completed September 2nd)

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:

- 58 – Meetings, Video/Telephone Conferences, and Presentations

Tasks and/or Projects

The following are tasks carried out by the KCCDA Administration during this period.

- **2026 CAPITAL IMPROVEMENT PROJECTS**

The following is a list of Capital Improvement Projects approved for the current budget year:

- ***#1 – Back-Up ECC (Budget: \$900,000 = \$250k equip. & 650k Buildout/Architectural)***
The Back-up ECC Lease Agreement with the Township of Kalamazoo has been executed. The final bid package went out at the end of July, and there are multiple phases to the bid with the final deadline in mid-September. The bid phases that are complete have all been on or under budget.
- ***#2 – 7040 Stadium Drive Facility Upgrades (Budget: \$1,100,000)***
The renovation and modifications to KCCDA's primary facility is well under way. Everything is on schedule and on budget. Change order #1 was recently processed totaling \$29,630 leaving a contingency balance (board approved) of \$63,622.
- ***#3 – Kalamazoo MPSCS Subsystem Tower Work (Budget: \$36,120)***
KCCDA subsystem tower foundations will be cleaned, cracks repaired with Elephant Armor, sealed with Elephant Shield, and a topcoat of Vetrofluid applied this summer. Pyramid completed this work at the end of May beginning of June for all tower sites.
- ***#4 – Radio Readiness Program (Budget: \$4,000,000)***
The program is going very well. Of the existing \$4 million allocation, 20 agencies/entities have executed MOU's totaling \$3.943 million in reserved funding. There are eight agencies (including KCCDA) remaining with a total estimate of \$1,914,324. The KCCDA Finance Committee met on August 25th and reviewed the status of the project including cost analysis and impact on the Capital Projects Fund if the Committee recommended to advance additional monies this year. Ultimately, the Committee took action to recommend to the Board of Directors to allocate an additional \$2 million this year to keep the project moving forward. Any monies remaining will carry forward into next year.

- *2025 #6 / 2026 #5 – VHF Radio Communications Monitoring System Upgrade (2025 Budget: \$34,670 / 2026 Budget: 29,225)*

This project was started in 2025 and is recommended to be carried forward into 2026 in Revision I of the 2026 Capital Projects Fund. The new Tait Enable System is online, and administration met with Roe Comm to discuss and identify what still needs to be added to the monitoring system. The goal is to have this project finalized and complete by the end of September.

- **TEAM OF THE YEAR AWARD NOMINATION (MICHIGAN APCO)**

Administration has nominated the staff members who were working on July 17th and involved in coordinating the multi-agency response to a deputy that had been shot during an altercation and the subsequent 22-minute pursuit of the suspect, for Michigan Association of Public Safety Communication Officials “*Team of the Year*” award. This nomination is for ECO’s Justin Schwartz, Ashlee Schwartz, Mike Gordon, Josh Vandenberg, Jeff Koch, Stephanie Nystrom, Katelyn Hatfield, Amy Haworth, Dispatch Supervisor Nicole Face, and Systems Support Specialist Marty Ftacek. This TEAM’s willingness to support one another, ability to work together toward a common goal, and commitment to excellence produced exceptional results. Thank you for your outstanding work!

- **DISPATCH SUPERVISOR OF THE YEAR AWARD NOMINATION (MICHIGAN APCO)**

Administration has nominated Dispatch Supervisor Danielle Mayo for Michigan Association of Public Safety Communication Officials “*Dispatch Supervisor of the Year*” award. Danielle Mayo is truly a great leader and an invaluable member of the 911 team. Her hard work, commitment, and leadership deserve recognition and appreciation. She sets a standard for others to follow and demonstrates every day what it means to lead with purpose and integrity.

- **KCCDA STAFFING**

The following is a snapshot of KCCDA staffing levels as of September 2nd, 2026:

POSITION/TITLE	POSITIONS Budgeted	POSITIONS Filled	NOTES
ECO – I	16	11	
ECO – II	32	24	
PT ECO’s	7	6	
Dispatch Supervisor	7	7	
TOTAL:	62	48	

We opened the application window for ECO's on July 7th for 32 hours. 100 applicants applied, and a total of 39 were invited to register for one of four prospect day sessions. 27 of the 39 registered for one of the sessions and only 15 individuals showed up to prospect days. 6 conditional offers were issued, and all 6 candidates accepted and were sent to backgrounds. We had 3 withdraw from the background process, one received a non-satisfactory test/screening, and one withdrew last week because they were offered a sponsored position to attend a police academy. Therefore, one new ECO-I will be starting on September 8th.

IT Manager Jon Moored's last working day with KCCDA will be September 10th. We wish Jon the best of luck with his new position at Kalamazoo Township. First and second round interviews were conducted with IT Manager candidates and a primary and alternate has been selected. The primary candidate has accepted a conditional offer of employment and is currently in the background and screening processes.

- *MONTH END FINANCIALS*

The Mercantile General Business Checking and the Michigan Class investment account was reconciled on September 2nd.

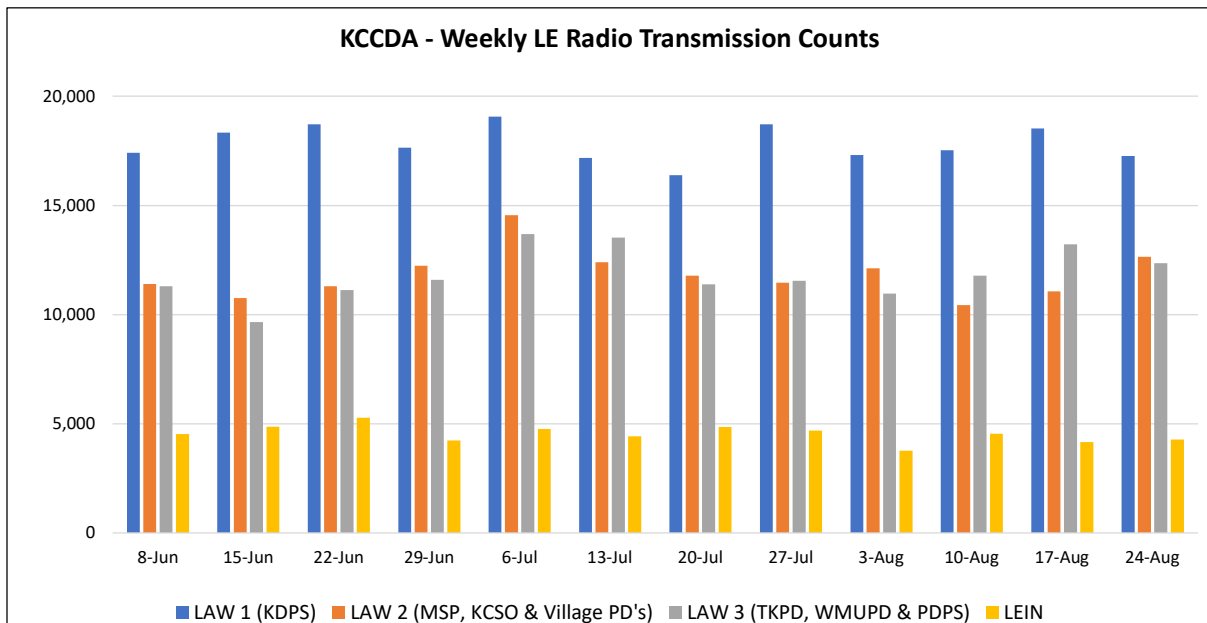
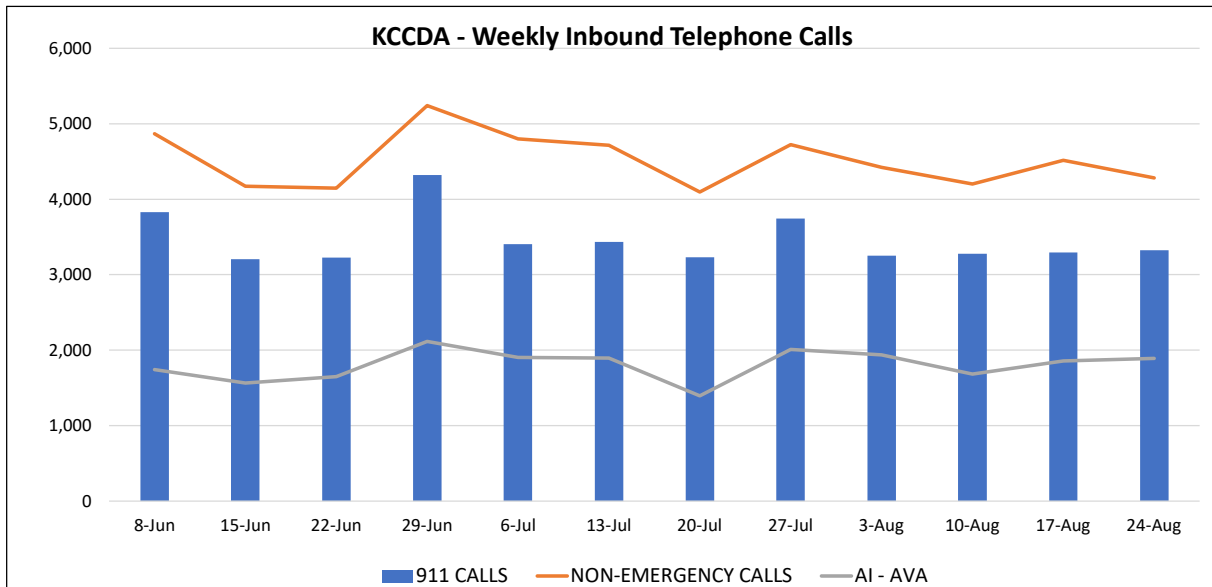
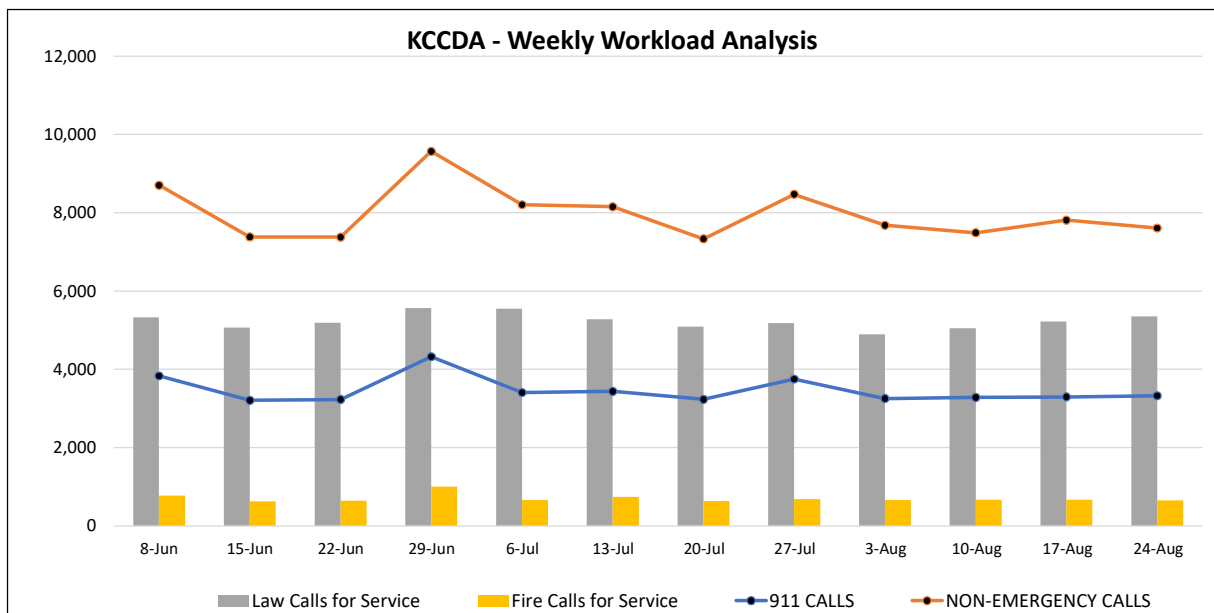
- *STATISTICS & METRICS*

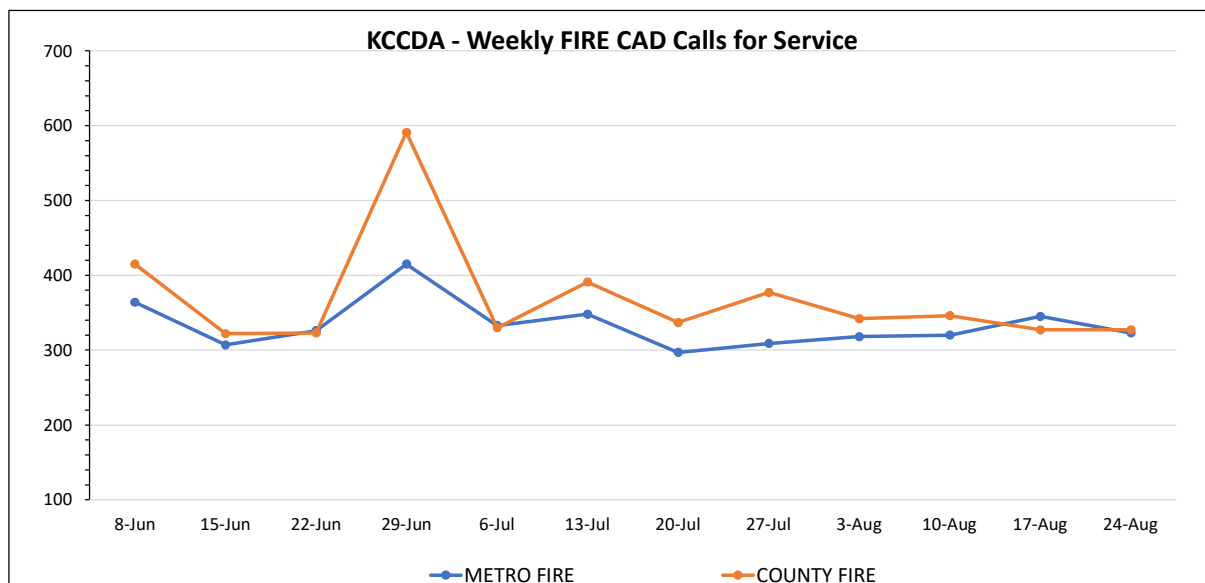
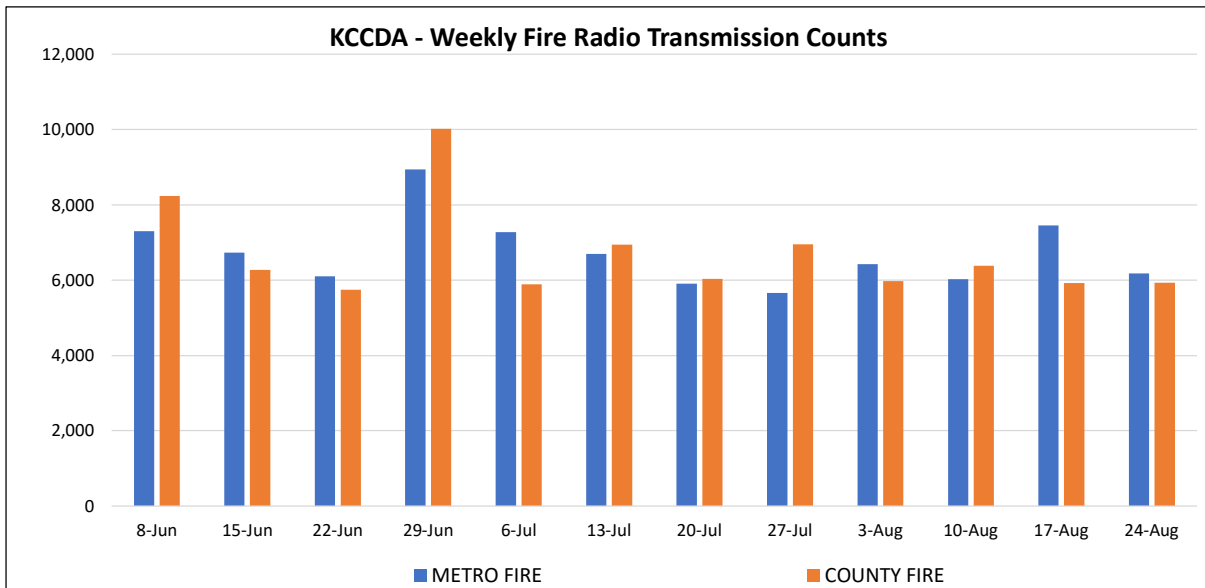
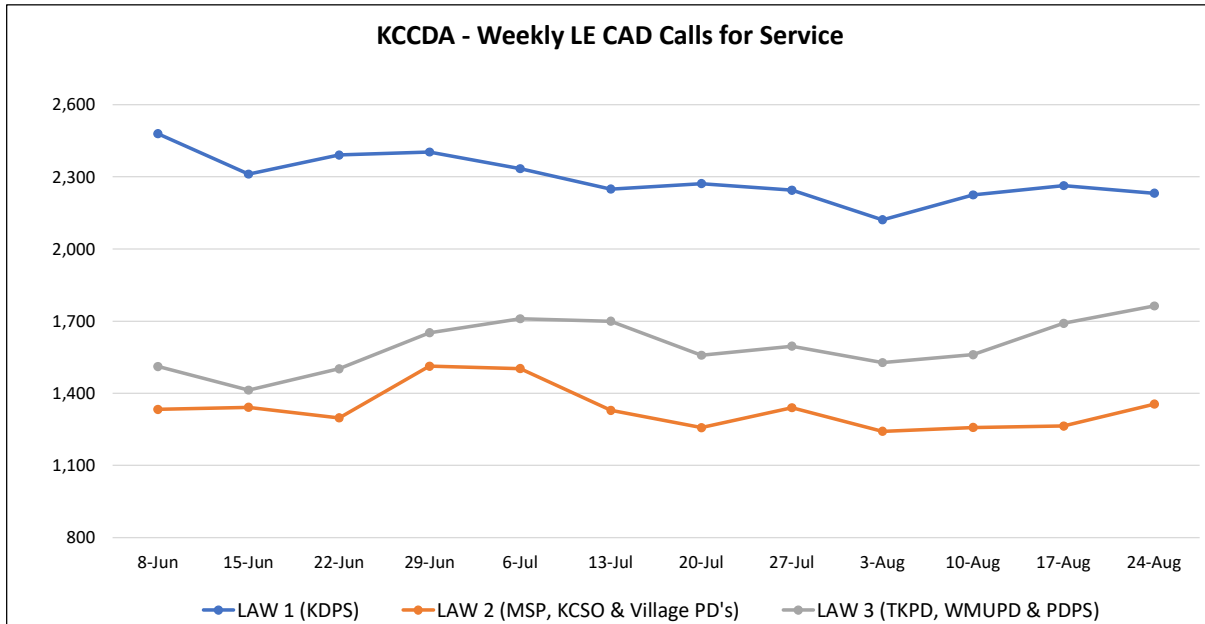
Attached are several different statistical and performance metrics reports:

- ✓ Monthly Accolades, Complaints, and Suggestions
- ✓ Weekly Workload Graphs
- ✓ 2026 and 2025 Monthly workload statistics
- ✓ Emergency Call Wait Time Report
- ✓ Aurelian AI Non-Emergency Call Handling Statistics & External Feedback

August 2026 - Accolades, Complaints and Suggestions

Date Recvd	Related Dept	Received From	Incident Number	Date of Incident	Chief Accolade, Complaint or Suggestion	Investigative Results	KCCDA Actions (if any)
8/10/2026	Airport FD	Chief Hooker	CFS 6223	8/9/2026	Chief reported fire dispatcher did not recognize unit calling in an Airport 2 Alert and asked if that had anything to do with the run cards/quadrant update that is still in the process of being completed.	DD Rose reviewed the incident. The airport tower did not call in an Airport 2 Alert. When 1711 was enroute, they called into dispatch. The airport unit referred to KCCDA as "Central" instead of "Dispatch". The fire dispatcher when responding stated "last unit on 499 Fire, go ahead". 1711 stated their radio call sign again and the fire dispatcher said "go ahead".	Dispatch staff will commonly say "last unit (channel) go ahead with your traffic" when they do not hear the unit. This prompts the unit to re-state their unit. DD Rose advised Chief Hooker of this and also clarified KCCDA is referred to as "Disaptch" not "Central" which might have confused the fire dispatcher.
8/12/2026	KDPS/ Dispatch	Citizen	CFS 8400	8/11/2026	KCCDA Admin received an email that a dispatcher mocked him and refused assistance.	DD Rose reviewed the incident. The citizen was calling to report an on-going noise complaint with the downstairs neighbor. He stated he didn't necessarily need an officer to come out unless "we" (KCCDA) felt it was necessary. He just wanted it documented. When the dispatcher attempted to explain we don't make that determination, the caller interrupted and started talking over the top of the dispatcher. The dispatcher stated "let me finish please" to which the caller said the dispatcher having an attitude and ultimately got upset and hung up.	The dispatcher was polite and professional throughout the phone call attempting to explain the caller's options. DD Rose responded to the complaint via email and sent the citizen copies of the records.
8/19/2026	Oshtemo FD KCSO	Chief McComb	CFS 5432	8/18/2026	Oshtemo FD was questioning a medical call they were sent on and thought PD should have already been on scene.	DD Rose reviewed the incident. The call was initially started as a police "trouble with subject" call. In speaking to the calltaker, the caller ended up having a medical issue which resulted in Fire being dispatched. CFS was aired over the law channel the same time Fire was dispatched.	The call for service was aired over the LAW channel initially and then an update was provided approximately 20 minutes later advising FD was requesting PD on scene. No units were available at the time.





2026 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	66,253	65,764	76,437	76,244	75,729	77,800	79,272	78,480					595,979
LAW 2	47,609	42,581	47,622	47,439	46,177	48,144	56,199	51,179					386,950
LAW 3	44,052	41,891	47,368	50,613	46,759	45,928	55,606	53,158					385,375
METRO FIRE	28,962	23,545	26,414	27,692	25,087	27,880	31,049	28,804					219,433
COUNTY FIRE	33,178	24,322	27,202	27,395	29,550	28,853	31,552	26,946					228,998
LEIN	14,747	17,011	19,518	18,704	18,845	20,295	20,581	18,724					148,425
<u>Tactical Channels:</u>													
800-TAC 1	6,236	5,291	5,346	6,501	9,030	6,256	7,483	7,192					53,335
800-TAC 2	1,294	816	637	1,410	888	682	2,320	316					8,363
800-TAC 3	2,038	700	1,501	2,118	883	1,505	1,809	1,683					12,237
800-TAC 4	550	613	1,932	1,351	1,272	1,877	926	782					9,303
800-TAC 5	1,406	7,497	3,767	5,487	5,470	6,026	4,497	4,958					39,108
800-TAC 6	5	68	50	500	67	115	280	248					1,333
800-TAC 7	0	0	59	4	82	354	321	4,039					4,859
800-TAC 8	21	3	4	0	10	13	59	27					137
TOTAL:	246,351	230,102	257,857	265,458	259,849	265,728	291,954	276,536	0	0	0	0	2,093,835
<i>Compared to 2025:</i>	<i>-1.03%</i>	<i>5.97%</i>	<i>-0.30%</i>	<i>1.55%</i>	<i>-4.99%</i>	<i>-1.94%</i>	<i>5.08%</i>	<i>0.79%</i>					

2026 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>
KCCDA PHONE CALLS:													
911 CALLS	12,867	10,966	12,776	13,980	14,293	14,670	15,669	14,623					109,844
NON-EMERGENCY	17,397	14,908	16,865	18,759	17,661	19,486	20,590	19,057					144,723
VOICE CALL TOTAL:	30,264	25,874	29,641	32,739	31,954	34,156	36,259	33,680	0	0	0	0	254,567
<i>Compared to 2025:</i>	<i>-0.68%</i>	<i>-1.87%</i>	<i>-8.97%</i>	<i>6.86%</i>	<i>-11.69%</i>	<i>0.78%</i>	<i>5.51%</i>	<i>-0.44%</i>					
AI - AVA PROCESSED:	6,608	6,086	7,320	7,718	7,094	7,350	8,054	8,080					58,310

2026 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	10,359	9,513	10,361	10,362	10,459	10,379	10,182	9,795					81,410
LAW 2	5,179	4,781	5,661	5,642	5,808	5,757	6,176	5,673					44,677
LAW 3	6,096	6,567	6,907	7,337	6,917	6,360	7,425	7,182					54,791
METRO FIRE	1,373	1,153	1,373	1,340	1,343	1,404	1,514	1,452					10,952
COUNTY FIRE	1,643	1,334	1,331	1,554	1,549	1,529	1,806	1,486					12,232
TOTAL:	24,650	23,348	25,633	26,235	26,076	25,429	27,103	25,588	0	0	0	0	204,062
<i>Compared to 2025:</i>	<i>5.86%</i>	<i>4.18%</i>	<i>-2.33%</i>	<i>2.73%</i>	<i>-0.86%</i>	<i>2.05%</i>	<i>2.24%</i>	<i>18.15%</i>					

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>										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
<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)

<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	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>	

Emergency Call Wait Time Range

For (Month)



Creation Date: 09/03/2026 06:14:58 AM

Grouping: Month

Date Range: 08/01/2026 12:00:00 AM - 08/31/2026 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Information

Month	None	0 - 10	11 - 20	21 - 30	31 - 40	41 - 50	51 - 60	>= 61	Total	
Aug	Call Count	120	12,630	1,373	329	86	29	4	5	14,576
	Cumulative Percentage	87 %	97 %	99 %	100 %	100 %	100 %	100 %		
Total	Call Count	120	12,630	1,373	329	86	29	4	5	14,576
	Cumulative Percentage	87 %	97 %	99 %	100 %	100 %	100 %	100 %		

Emergency Call Wait Time Range

For (Month)



Creation Date: 09/03/2026 06:14:58 AM

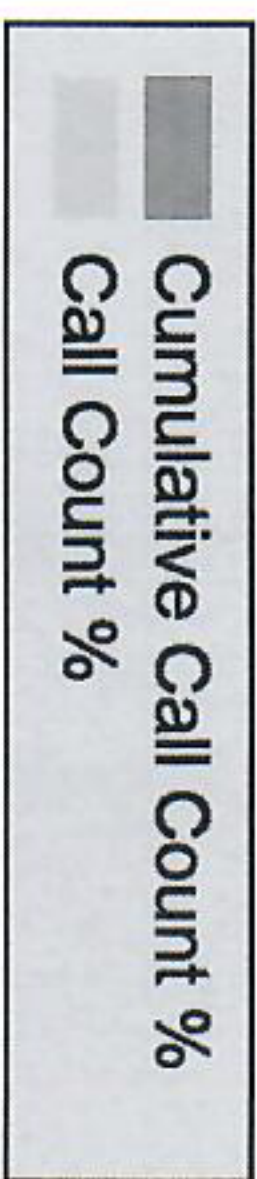
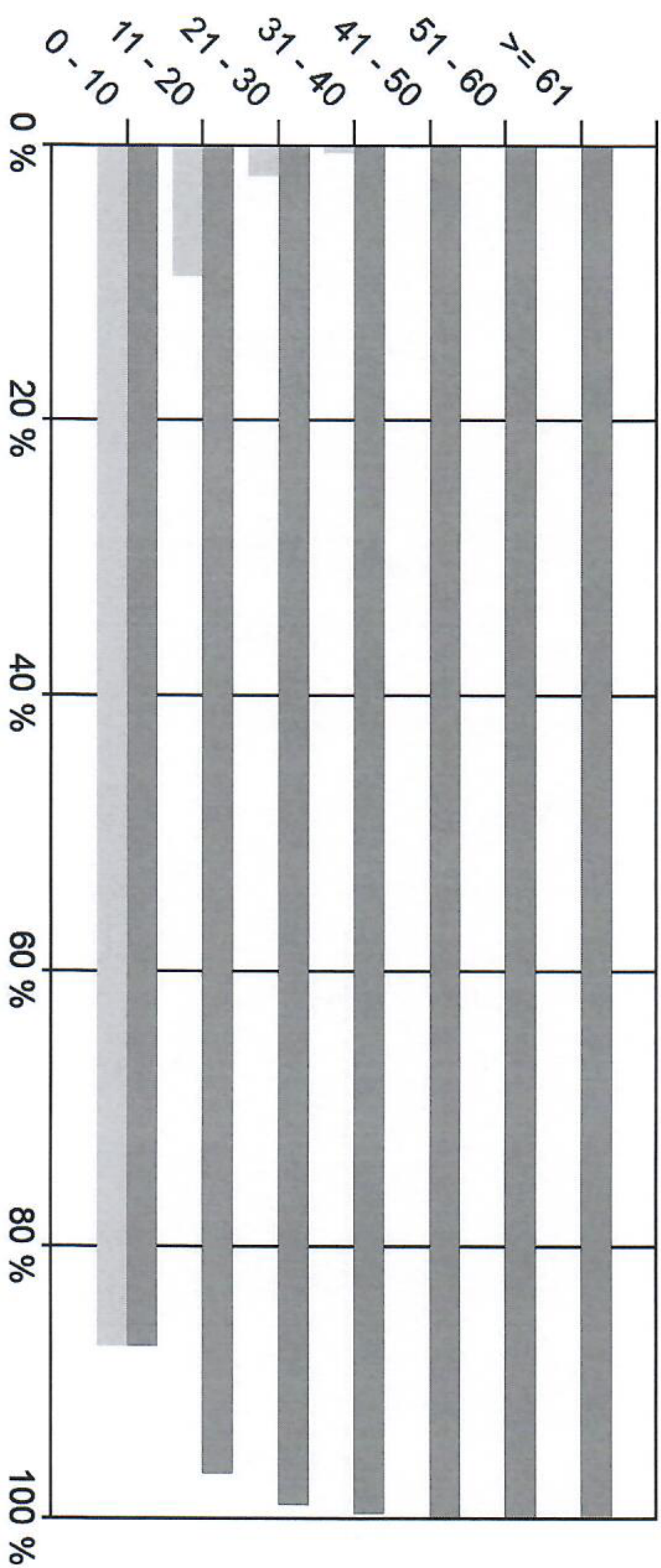
Grouping: Month

Date Range: 08/01/2026 12:00:00 AM - 08/31/2026 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: 09/03/2026 06:14:58 AM

Grouping: Month

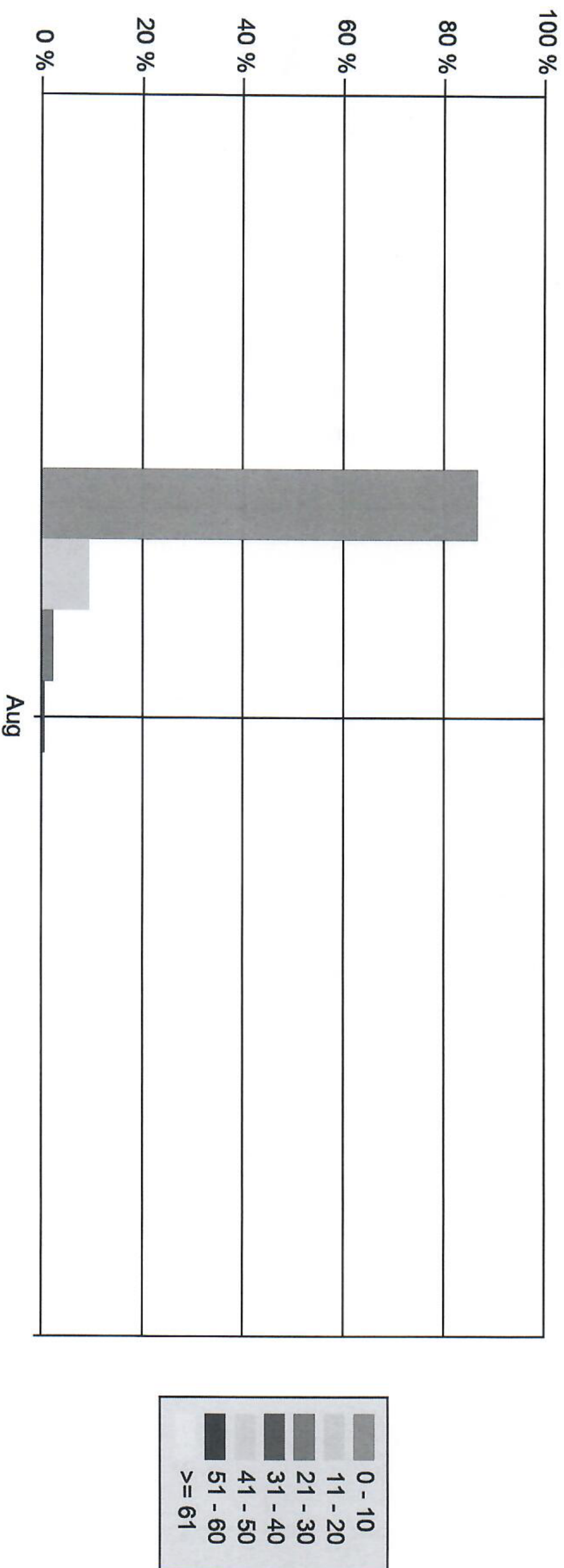
Date Range: 08/01/2026 12:00:00 AM - 08/31/2026 11:59:59 PM

Filter Criteria: Please, refer to the last page.



Detail Chart

Call Count % by Wait Time (Month)



Performance V2 - Kalamazoo County MI

Time Range: August 1, 2026 - August 31, 2026

Calls Received

13,126

Calls Transferred to Dispatch

5,046

Allowlisted Calls

318

Potential Emergency Calls

2,129

Calls Transferred to Dispatch Percentage

38.44%

Action Items Generated

3,507

% Positive Feedback

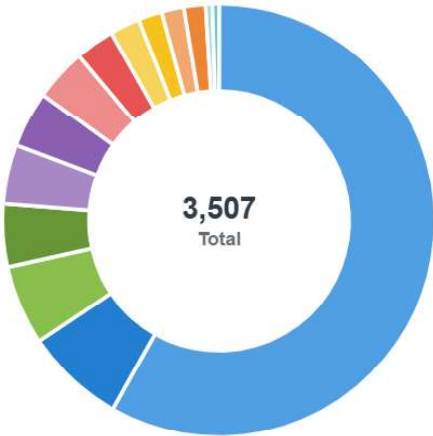
99.6%

Median of Time To Resolve Call (in Minutes)

2.55

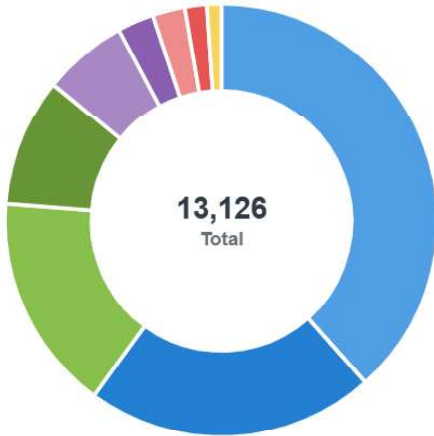
Action Items By Resolution Type

- CFS Manually Crea 58.63%
- No Action 7.50%
- Other action taken 5.99%
- Update on previous 4.73%
- Call back attempted 4.45%
- Released - Lein Entry 4.25%
- Officer message (Ser 3.93%
- Released - No Lein E 2.94%
- Negative Lein - Tow 2.25%
- Officer message 1.80%
- Courtesy text 1.68%
- Online Form 1.63%
- Other Action 0.20%
- Stolen - Do Not Tow 0.03%



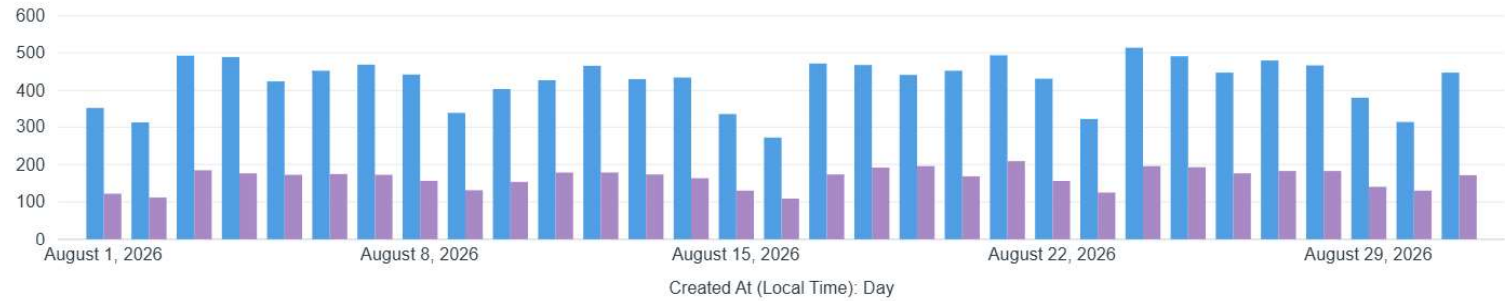
Call Outcome

- Transferred to a Di 38.44%
- Collected Informat 21.59%
- Identified as Emerg 16.22%
- Deflected 9.58%
- Caller Hung Up Befo 6.30%
- Forwarded to Differ 2.72%
- Allowlisted 2.42%
- Sent Text to Caller 1.64%
- Provided Informatio 1.08%



Total Calls Handled & Calls Transferred to Dispatch

Count Count of Transferred to Dispatcher



Median Time to Acknowledgement & Resolution

Median of Time to Acknowledgement Median of Time To Resolution





Caller Feedback Report

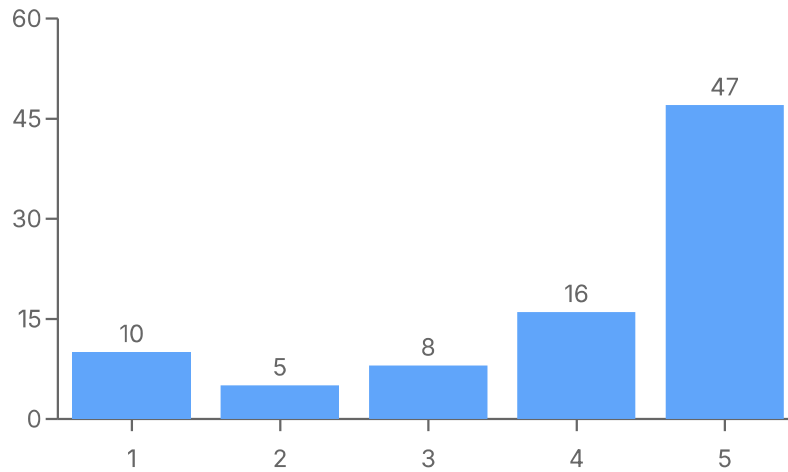
Form Version: 1/8/2026, 13:15

Last 30 Days

Generated: September 3, 2026 at 6:30 AM

Question 1

How would you rate your call experience?



Total responses: 86

86 responses

Kalamazoo County Dispatch Authority

Mercantile General Busn. Checking, Period Ending 07/31/2026

RECONCILIATION REPORT

Reconciled on: 08/03/2026

Reconciled by: Jeff Troyer

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

Summary

USD

Statement beginning balance.....	2,852,672.31
Checks and payments cleared (77).....	-1,251,967.90
Deposits and other credits cleared (4).....	313,877.89
Statement ending balance.....	<u>1,914,582.30</u>

Uncleared transactions as of 07/31/2026.....	-414,332.56
Register balance as of 07/31/2026.....	1,500,249.74

Details

Checks and payments cleared (77)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
05/14/2026	Bill Payment	5033	Big Sky Communications	-617.00
06/24/2026	Bill Payment	5112	Insight Public Sector, Inc.	-6,640.34
06/24/2026	Bill Payment	5111	Victoria Rose	-463.28
06/24/2026	Bill Payment	5110	Rose Pest Solutions	-110.00
06/24/2026	Bill Payment	5109	Midwest Energy and Commun...	-13.83
06/24/2026	Bill Payment	5107	DirecTV	-161.99
06/24/2026	Bill Payment	5106	Portage Public Safety Founda...	-250.00
06/24/2026	Bill Payment	5105	Nicole Face	-907.37
06/24/2026	Bill Payment	5093	AT&T - Box 5019	-3,270.22
06/24/2026	Bill Payment	5095	Hi-Tech Electric Company	-297.65
06/24/2026	Bill Payment	5096	Consumers Energy	-4,674.08
06/24/2026	Bill Payment	5097	Kruggel, Lawton & Company, ...	-425.00
06/24/2026	Bill Payment	5098	Left Coast Open Pit LLC	-1,230.00
06/24/2026	Bill Payment	5099	Besco	-145.00
06/24/2026	Bill Payment	5100	DL Gallivan Office Solutions	-152.63
06/24/2026	Bill Payment	5101	AT&T Mobility	-546.19
06/24/2026	Bill Payment	5104	CertaSite, LLC	-250.99
06/24/2026	Bill Payment	5103	Roe Comm	-1,275.00
07/07/2026	Bill Payment	5122	HelpNet	-375.00
07/07/2026	Bill Payment	5114	Antenna Designs	-2,240.22
07/07/2026	Bill Payment	5115	Dixon Lawn Care	-1,059.00
07/07/2026	Bill Payment	5116	Consumers Energy	-1,183.17
07/07/2026	Bill Payment	5117	Equature	-29,241.42
07/07/2026	Bill Payment	5118	Besco	-125.75
07/07/2026	Bill Payment	5119	State of Michigan - DTMB	-89,523.30
07/07/2026	Bill Payment	5120	Trace3	-7,392.64
07/07/2026	Bill Payment	5121	Heart of West Michigan Unite...	-533.36
07/07/2026	Bill Payment	5123	Village of Augusta	-25,500.00
07/07/2026	Bill Payment	5124	City of Portage - Department ...	-271,800.00
07/07/2026	Bill Payment	5125	Language Line Services, Inc	-782.64
07/07/2026	Bill Payment	5126	Williams Building Services LLC	-2,460.00
07/07/2026	Bill Payment	5127	Translator's Consulting Group,...	-6,000.00
07/07/2026	Bill Payment	5128	TransUnion Risk and Alternati...	-320.00
07/07/2026	Bill Payment	5129	DeWolf & Associates	-595.00
07/07/2026	Bill Payment	5130	Standard Insurance Company	-1,325.23
07/07/2026	Bill Payment	5131	Insight Direct USA	-4.36
07/07/2026	Bill Payment	5132	Peninsula Fiber Network	-1,385.00
07/07/2026	Bill Payment	5133	Insight Public Sector, Inc.	-1,127.54
07/07/2026	Bill Payment	5134	One Way Products	-167.04
07/07/2026	Bill Payment	5135	Total Fire Protection, Inc.	-540.00
07/09/2026	Bill Payment	5138	DL Gallivan Office Solutions	-35.09
07/09/2026	Bill Payment	5140	Midwest Energy and Commun...	-418.97

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
07/09/2026	Bill Payment	5139	VISA - Mercantile Bank of Mic...	-3,322.10
07/09/2026	Bill Payment	5136	Environmental Systems Rese...	-1,400.00
07/09/2026	Bill Payment	5137	Consumers Energy	-656.68
07/10/2026	Expense	071026	PAYROLL	-156,279.84
07/11/2026	Expense	071026	MERS - Empower	-16,935.51
07/11/2026	Expense	071026	MERS - Empower	-560.35
07/11/2026	Expense	071026	MERS - Empower	-5,366.78
07/11/2026	Expense	071026	MERS - Empower	-505.00
07/15/2026	Expense		Mercantile Bank of Michigan	-60.00
07/21/2026	Bill Payment	5159	Rose Pest Solutions	-110.00
07/21/2026	Expense	HMO Aug 26	Blue Cross Blue Shield of Mic...	-4,127.06
07/21/2026	Expense	HSA Aug 26	Blue Cross Blue Shield of Mic...	-47,513.83
07/21/2026	Expense	July 26	Metronet	-4,199.57
07/21/2026	Expense	Aug 26	Consumers Life Insurance Co...	-958.58
07/21/2026	Bill Payment	5141	AT&T - Box 5019	-1,651.34
07/21/2026	Bill Payment	5142	South Kalamazoo County Fire...	-186,125.00
07/21/2026	Bill Payment	5143	Pavilion Township Fire Depart...	-164,700.00
07/21/2026	Bill Payment	5144	Justice Fence Co.	-360.00
07/21/2026	Bill Payment	5145	Cohl, Stoker & Toskey, P.C.	-550.00
07/21/2026	Bill Payment	5147	Consumers Energy	-4,797.07
07/21/2026	Bill Payment	5148	Republic Services	-493.89
07/21/2026	Bill Payment	5149	Schley Nelson Architects, Inc.	-3,456.25
07/21/2026	Bill Payment	5150	Besco	-166.25
07/21/2026	Bill Payment	5151	DL Gallivan Office Solutions	-175.28
07/21/2026	Bill Payment	5152	AT&T Mobility	-546.40
07/21/2026	Bill Payment	5153	Imprivata	-7,022.46
07/21/2026	Bill Payment	5154	Sohn Linen Service	-48.02
07/21/2026	Bill Payment	5155	Preferred Plumbing, LLC	-149.00
07/21/2026	Bill Payment	5157	Michigan State Police - Cashi...	-387.00
07/21/2026	Bill Payment	5158	Bel Aire Heating and Air Condi...	-12,145.00
07/24/2026	Expense	072426	PAYROLL	-140,244.65
07/25/2026	Expense	072426	MERS - Empower	-15,292.37
07/25/2026	Expense	072426	MERS - Empower	-5,031.97
07/25/2026	Expense	072426	MERS - Empower	-505.00
07/25/2026	Expense	072426	MERS - Empower	-560.35

Total -1,251,967.90

Deposits and other credits cleared (4)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
07/21/2026	Deposit			10,257.00
07/28/2026	Deposit			416.35
07/30/2026	Deposit		Kalamazoo County - Surcharg...	302,213.36
07/31/2026	Deposit		Mercantile Bank of Michigan	991.18

Total 313,877.89

Additional Information

Uncleared checks and payments as of 07/31/2026

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
11/17/2025	Expense	111425 Special	MERS - Alerus Financial	-43.93
05/14/2026	Bill Payment	5034	Environmental Systems Rese...	-3,150.00
06/03/2026	Bill Payment	5050	Laura Heckelman	-19.57
06/09/2026	Bill Payment	5079	Michael Gordon	-8.34
06/09/2026	Bill Payment	5089	Principal Life Insurance Comp...	-3,388.93
06/18/2026	Expense	HSA July 27	Blue Cross Blue Shield of Mic...	-46,106.59
07/05/2026	Expense	070526	*Jac's	-83.96
07/21/2026	Bill Payment	5156	Jon Moored	-99.56
07/21/2026	Bill Payment	5146	Comstock Township Departm...	-361,765.00

Total -414,665.88

Uncleared deposits and other credits as of 07/31/2026

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
01/06/2025	Deposit		Snow, Chelsea Adele	333.32
05/20/2026	Deposit		Danielle Mayo	0.00
Total				333.32

Kalamazoo County Dispatch Authority

Mercantile General Busn. Checking, Period Ending 08/31/2026

RECONCILIATION REPORT

Reconciled on: 09/02/2026

Reconciled by: Jeff Troyer

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

Summary

USD

Statement beginning balance	1,914,582.30
Checks and payments cleared (56)	-1,312,857.99
Deposits and other credits cleared (4)	223,984.64
Statement ending balance	825,708.95

Uncleared transactions as of 08/31/2026	-35,521.62
Register balance as of 08/31/2026	790,187.33
Cleared transactions after 08/31/2026	0.00
Uncleared transactions after 08/31/2026	2,087,200.00
Register balance as of 09/02/2026	2,877,387.33

Details

Checks and payments cleared (56)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
07/21/2026	Bill Payment	5146	Comstock Township Departm...	-361,765.00
08/06/2026	Bill Payment	5185	Insight Public Sector, Inc.	-1,127.54
08/06/2026	Bill Payment	5173	TransUnion Risk and Alternati...	-320.00
08/06/2026	Bill Payment	5174	DirecTV	-154.99
08/06/2026	Bill Payment	5175	Standard Insurance Company	-1,325.23
08/06/2026	Bill Payment	5176	VISA - Mercantile Bank of Mic...	-5,090.13
08/06/2026	Bill Payment	5177	Insight Direct USA	-4.36
08/06/2026	Bill Payment	5178	Peninsula Fiber Network	-1,385.00
08/06/2026	Bill Payment	5179	Christine McComb	-46.69
08/06/2026	Bill Payment	5181	DL Gallivan Office Solutions	-47.78
08/06/2026	Bill Payment	5182	Heart of West Michigan Unite...	-666.70
08/06/2026	Bill Payment	5183	Bel Aire Heating and Air Condi...	-3,422.65
08/06/2026	Bill Payment	5184	Victoria Rose	-110.96
08/06/2026	Bill Payment	5160	Dixon Lawn Care	-1,295.00
08/06/2026	Bill Payment	5161	Consumers Energy	-1,171.46
08/06/2026	Bill Payment	5162	Abby Nieves	-104.88
08/06/2026	Bill Payment	5163	Republic Services	-481.78
08/06/2026	Bill Payment	5164	Besco	-249.50
08/06/2026	Bill Payment	5165	Richland Township Fire Depar...	-185,050.00
08/06/2026	Bill Payment	5167	Galesburg Charleston Fire De...	-119,325.00
08/06/2026	Bill Payment	5168	Sohn Linen Service	-96.04
08/06/2026	Bill Payment	5169	Kalleward Group, Inc.	-42,075.00
08/06/2026	Bill Payment	5170	Hopkins Propane	-75.00
08/06/2026	Bill Payment	5171	Language Line Services, Inc	-723.40
08/06/2026	Bill Payment	5172	Williams Building Services LLC	-2,460.00
08/07/2026	Expense	080726	PAYROLL	-140,612.38
08/08/2026	Expense	080726	MERS - Empower	-5,045.71
08/08/2026	Expense	080726	MERS - Empower	-505.00
08/08/2026	Expense	080726	MERS - Empower	-560.35
08/08/2026	Expense	080726	MERS - Empower	-15,068.56
08/15/2026	Expense		Mercantile Bank of Michigan	-60.00
08/20/2026	Expense	HMO Sept 26	Blue Cross Blue Shield of Mic...	-4,127.06
08/20/2026	Expense	HSA Sept 26	Blue Cross Blue Shield of Mic...	-46,615.23
08/20/2026	Expense	Sept 26	Consumers Life Insurance Co...	-1,049.26
08/20/2026	Expense	080126	Metronet	-4,230.53
08/21/2026	Expense	082126	PAYROLL	-146,481.41
08/22/2026	Expense	082126	MERS - Empower	-500.00
08/22/2026	Expense	082126	MERS - Empower	-5,472.41
08/22/2026	Expense	082126	MERS - Empower	-16,030.46
08/22/2026	Expense	082126	MERS - Empower	-560.35

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
08/25/2026	Bill Payment	5207	Core Technology Corporation	-6,028.22
08/25/2026	Bill Payment	5216	AT&T - Box 5019	-1,622.94
08/25/2026	Bill Payment	5187	Consumers Energy	-6,127.33
08/25/2026	Bill Payment	5189	Schley Nelson Architects, Inc.	-3,106.18
08/25/2026	Bill Payment	5191	Justin Johnson	-27.55
08/25/2026	Bill Payment	5193	Sohn Linen Service	-48.02
08/25/2026	Bill Payment	5194	Otis Elevator Company	-1,671.00
08/25/2026	Bill Payment	5197	DirecTV	-166.99
08/25/2026	Bill Payment	5200	Tyler Rairigh	-554.80
08/25/2026	Bill Payment	5201	DL Gallivan Office Solutions	-171.17
08/25/2026	Bill Payment	5202	AT&T Mobility	-527.57
08/25/2026	Bill Payment	5203	Zachary Sackrider	-37.00
08/25/2026	Bill Payment	5206	Cooper Township Fire Depart...	-168,522.00
08/25/2026	Bill Payment	5209	Bronson Healthcare Group	-819.00
08/25/2026	Bill Payment	5212	Midwest Energy and Commun...	-449.63
08/25/2026	Bill Payment	5214	Insight Public Sector, Inc.	-7,485.79

Total -1,312,857.99

Deposits and other credits cleared (4)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
08/11/2026	Deposit		National Emergency Number ...	670.00
08/19/2026	Deposit		Kalamazoo County - Surcharg...	205,241.22
08/24/2026	Deposit			17,535.73
08/31/2026	Deposit		Mercantile Bank of Michigan	537.69

Total 223,984.64

Additional Information

Uncleared checks and payments as of 08/31/2026

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
11/17/2025	Expense	111425 Special	MERS - Alerus Financial	-43.93
05/14/2026	Bill Payment	5034	Environmental Systems Rese...	-3,150.00
06/03/2026	Bill Payment	5050	Laura Heckelman	-19.57
06/09/2026	Bill Payment	5079	Michael Gordon	-8.34
06/09/2026	Bill Payment	5089	Principal Life Insurance Comp...	-3,388.93
07/05/2026	Expense	070526	*Jac's	-83.96
07/21/2026	Bill Payment	5156	Jon Moored	-99.56
08/06/2026	Bill Payment	5166	Laura Heckelman	-20.52
08/06/2026	Bill Payment	5180	Michael Gordon	-19.15
08/21/2026	Check		Stenger & Stenger PC	-601.72
08/25/2026	Bill Payment	5213	Rose Pest Solutions	-110.00
08/25/2026	Bill Payment	5188	Kruggel, Lawton & Company, ...	-7,000.00
08/25/2026	Bill Payment	5205	GMIS International	-250.00
08/25/2026	Bill Payment	5190	Besco	-225.75
08/25/2026	Bill Payment	5192	Katelyn Hatfield	-34.62
08/25/2026	Bill Payment	5208	Katie Dunfield	-140.65
08/25/2026	Bill Payment	5195	Jefferson Koch	-709.84
08/25/2026	Bill Payment	5196	Kalamazoo City Treasurer	-646.14
08/25/2026	Bill Payment	5198	Standard Insurance Company	-2,650.46
08/25/2026	Bill Payment	5199	Christine McComb	-156.31
08/25/2026	Bill Payment	5210	Colby Investigations, LLC	-4,063.56
08/25/2026	Bill Payment	5211	Stryker Sales, LLC	-354.64
08/25/2026	Bill Payment	5215	Kzoom	-5,129.24
08/25/2026	Bill Payment	5204	State of Michigan - DTMB	-6,948.05

Total -35,854.94

Uncleared deposits and other credits as of 08/31/2026

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
01/06/2025	Deposit		Snow, Chelsea Adele	333.32
05/20/2026	Deposit		Danielle Mayo	0.00
Total				333.32

Uncleared deposits and other credits after 08/31/2026

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
09/02/2026	Deposit		Kalamazoo County - Millage &...	2,087,200.00
Total				2,087,200.00

Kalamazoo County Dispatch Authority
Michigan CLASS, Period Ending 07/31/2026

RECONCILIATION REPORT

Reconciled on: 08/04/2026

Reconciled by: Jeff Troyer

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

Summary	USD
Statement beginning balance.....	7,125,587.64
Checks and payments cleared (0).....	0.00
Deposits and other credits cleared (1).....	22,748.27
Statement ending balance.....	<u>7,148,335.91</u>
Register balance as of 07/31/2026.....	7,125,587.64
Cleared transactions after 07/31/2026.....	22,748.27
Uncleared transactions after 07/31/2026.....	0.00
Register balance as of 08/04/2026.....	7,148,335.91

Details				
Deposits and other credits cleared (1)				
DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
08/01/2026	Deposit		Michigan CLASS	22,748.27
Total				22,748.27

Kalamazoo County Dispatch Authority
Michigan CLASS, Period Ending 08/31/2026

RECONCILIATION REPORT

Reconciled on: 09/02/2026
Reconciled by: Jeff Troyer

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

Summary	USD
Statement beginning balance.....	7,148,335.91
Checks and payments cleared (0).....	0.00
Deposits and other credits cleared (1).....	23,136.83
Statement ending balance.....	<u>7,171,472.74</u>
Register balance as of 08/31/2026.....	7,171,472.74

Details				
Deposits and other credits cleared (1)				
DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
08/31/2026	Deposit		Michigan CLASS	23,136.83
Total				23,136.83



Kalamazoo County Consolidated Dispatch Authority

Budget vs. Actuals: 2026 General Fund Budget - REV I

January - December 2026

	2911 - GENERAL OPERATIONS			2913 - TRAINING			TOTAL		
	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING
Income									
402.000 Property Taxes	5,739,158.25	7,651,262.00	1,912,103.75				\$5,739,158.25	\$7,651,262.00	\$1,912,103.75
573.000 Local Community Stabilization Share	523,041.75	697,389.00	174,347.25				\$523,041.75	\$697,389.00	\$174,347.25
615.010 Surcharge Revenue - State 911	234,382.00	468,000.00	233,618.00	26,382.00	52,000.00	25,618.00	\$260,764.00	\$520,000.00	\$259,236.00
615.020 Surcharge Revenue - Local 911	390,660.45	1,150,000.00	759,339.55				\$390,660.45	\$1,150,000.00	\$759,339.55
651.000 Charges for Services - User Fees	16,340.00	18,750.00	2,410.00				\$16,340.00	\$18,750.00	\$2,410.00
665.000 Interest Earned	184,891.69	250,000.00	65,108.31				\$184,891.69	\$250,000.00	\$65,108.31
667.000 Rent/Lease Revenue	10,200.00	10,200.00	0.00				\$10,200.00	\$10,200.00	\$0.00
671.000 Miscellaneous Revenue	8,260.96	4,397.00	(3,863.96)				\$8,260.96	\$4,397.00	\$ (3,863.96)
Total Income	\$7,106,935.10	\$10,249,998.00	\$3,143,062.90	\$26,382.00	\$52,000.00	\$25,618.00	\$7,133,317.10	\$10,301,998.00	\$3,168,680.90
GROSS PROFIT	\$7,106,935.10	\$10,249,998.00	\$3,143,062.90	\$26,382.00	\$52,000.00	\$25,618.00	\$7,133,317.10	\$10,301,998.00	\$3,168,680.90
Expenses									
700 thru 718 Personnel Services							\$0.00	\$0.00	\$0.00
702.010 Salaries - Administration	229,381.55	368,896.00	139,514.45				\$229,381.55	\$368,896.00	\$139,514.45
702.020 Wages - Regular					15,000.00	15,000.00	\$0.00	\$15,000.00	\$15,000.00
702.021 Administrative Support	169,393.36	276,939.00	107,545.64				\$169,393.36	\$276,939.00	\$107,545.64
702.022 Dispatch Supervisors	248,635.21	506,033.00	257,397.79				\$248,635.21	\$506,033.00	\$257,397.79
702.023 ECO II's	1,043,485.45	1,929,633.00	886,147.55				\$1,043,485.45	\$1,929,633.00	\$886,147.55
702.024 ECO I's	436,951.56	638,149.00	201,197.44				\$436,951.56	\$638,149.00	\$201,197.44
702.026 Bereavement	2,961.52		(2,961.52)				\$2,961.52	\$0.00	\$ (2,961.52)
702.028 Paid Administrative Leave	780.75		(780.75)				\$780.75	\$0.00	\$ (780.75)
Total 702.020 Wages - Regular	1,902,207.85	3,350,754.00	1,448,546.15		15,000.00	15,000.00	\$1,902,207.85	\$3,365,754.00	\$1,463,546.15
702.030 Wages - Overtime		382,263.00	382,263.00				\$0.00	\$382,263.00	\$382,263.00
702.031 Administrative Support	295.82		(295.82)				\$295.82	\$0.00	\$ (295.82)
702.032 Dispatch Supervisors	51,408.08		(51,408.08)				\$51,408.08	\$0.00	\$ (51,408.08)
702.033 ECO II's	101,290.04		(101,290.04)				\$101,290.04	\$0.00	\$ (101,290.04)
702.034 ECO I's	27,710.27		(27,710.27)				\$27,710.27	\$0.00	\$ (27,710.27)
Total 702.030 Wages - Overtime	180,704.21	382,263.00	201,558.79				\$180,704.21	\$382,263.00	\$201,558.79
702.050 CTO Pay	13,048.93	27,000.00	13,951.07				\$13,048.93	\$27,000.00	\$13,951.07
706.000 Wages - Holiday Premium	83,135.12	208,201.00	125,065.88				\$83,135.12	\$208,201.00	\$125,065.88
712.000 Payment in Lieu of Benefits	31,600.00	49,350.00	17,750.00				\$31,600.00	\$49,350.00	\$17,750.00
714.000 Longevity		14,050.00	14,050.00				\$0.00	\$14,050.00	\$14,050.00
715.010 Auto Allowance	5,792.00	8,688.00	2,896.00				\$5,792.00	\$8,688.00	\$2,896.00
Total 700 thru 718 Personnel Services	2,445,869.66	4,409,202.00	1,963,332.34		15,000.00	15,000.00	\$2,445,869.66	\$4,424,202.00	\$1,978,332.34
719 thru 725 Benefits and Taxes							\$0.00	\$0.00	\$0.00
719.000 Workers Comp Insurance	2,240.34	15,444.00	13,203.66				\$2,240.34	\$15,444.00	\$13,203.66
720.010 Medical/Health Insurance	351,504.11	493,847.00	142,342.89				\$351,504.11	\$493,847.00	\$142,342.89
720.020 Dental Insurance	21,642.30	45,559.00	23,916.70				\$21,642.30	\$45,559.00	\$23,916.70
720.030 Vision Insurance	3,129.84	5,438.00	2,308.16				\$3,129.84	\$5,438.00	\$2,308.16



Kalamazoo County Consolidated Dispatch Authority

Budget vs. Actuals: 2026 General Fund Budget - REV I

January - December 2026

	2911 - GENERAL OPERATIONS			2913 - TRAINING			TOTAL		
	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING
720.040 Life Insurance	6,111.54	9,793.00	3,681.46				\$6,111.54	\$9,793.00	\$3,681.46
720.050 Unemployment		9,000.00	9,000.00				\$0.00	\$9,000.00	\$9,000.00
720.060 HSA Contributions	109,968.75	122,719.00	12,750.25				\$109,968.75	\$122,719.00	\$12,750.25
720.070 Short-Term Disability Insurance	19,763.82	22,940.00	3,176.18				\$19,763.82	\$22,940.00	\$3,176.18
721.000 Social Security	145,410.13	271,697.00	126,286.87				\$145,410.13	\$271,697.00	\$126,286.87
722.000 Medicare	34,007.21	63,542.00	29,534.79				\$34,007.21	\$63,542.00	\$29,534.79
724.000 Dependent Care Assistance Program		30,000.00	30,000.00				\$0.00	\$30,000.00	\$30,000.00
724.010 DCAP Tri-Share	3,973.52		(3,973.52)				\$3,973.52	\$0.00	\$ (3,973.52)
Total 724.000 Dependent Care Assistance Program	3,973.52	30,000.00	26,026.48				\$3,973.52	\$30,000.00	\$26,026.48
725.010 Retirement - MERS DC	212,494.29	350,576.00	138,081.71				\$212,494.29	\$350,576.00	\$138,081.71
725.020 Retirement - MERS 457	17,661.76	21,927.00	4,265.24				\$17,661.76	\$21,927.00	\$4,265.24
725.030 Retirement - MERS HCSP		77,199.00	77,199.00				\$0.00	\$77,199.00	\$77,199.00
Total 719 thru 725 Benefits and Taxes	927,907.61	1,539,681.00	611,773.39				\$927,907.61	\$1,539,681.00	\$611,773.39
726 thru 799 Supplies							\$0.00	\$0.00	\$0.00
727.000 Office Supplies	3,465.49	15,000.00	11,534.51				\$3,465.49	\$15,000.00	\$11,534.51
730.000 Maintenance Supplies	1,944.59	6,000.00	4,055.41				\$1,944.59	\$6,000.00	\$4,055.41
740.000 Uniform Supplies		8,000.00	8,000.00				\$0.00	\$8,000.00	\$8,000.00
760.000 Kitchen Supplies		1,750.00	1,750.00				\$0.00	\$1,750.00	\$1,750.00
764.000 Food Supplies		1,750.00	1,750.00				\$0.00	\$1,750.00	\$1,750.00
Total 726 thru 799 Supplies	5,410.08	32,500.00	27,089.92				\$5,410.08	\$32,500.00	\$27,089.92
800 thru 969 Services & Other Charges							\$0.00	\$0.00	\$0.00
801.010 Contractual Services	797,638.99	1,032,233.00	234,594.01				\$797,638.99	\$1,032,233.00	\$234,594.01
805.010 Professional Services - Audit	8,400.00	9,000.00	600.00				\$8,400.00	\$9,000.00	\$600.00
810.000 Administrative Fees		3,600.00	3,600.00				\$0.00	\$3,600.00	\$3,600.00
813.000 Legal Fees	1,958.00	15,000.00	13,042.00				\$1,958.00	\$15,000.00	\$13,042.00
820.010 Interpreter Fees	4,629.58	10,000.00	5,370.42				\$4,629.58	\$10,000.00	\$5,370.42
835.010 Medical Services - Physical Exams	1,282.00	3,500.00	2,218.00				\$1,282.00	\$3,500.00	\$2,218.00
835.020 Medical Services - Drug Testing	416.00	1,500.00	1,084.00				\$416.00	\$1,500.00	\$1,084.00
850.010 Telephone Service	5,180.84	19,500.00	14,319.16				\$5,180.84	\$19,500.00	\$14,319.16
850.020 Internet Service	53,965.53	84,780.00	30,814.47				\$53,965.53	\$84,780.00	\$30,814.47
850.030 Copying		2,500.00	2,500.00				\$0.00	\$2,500.00	\$2,500.00
850.040 Mailing	420.54	3,000.00	2,579.46				\$420.54	\$3,000.00	\$2,579.46
870.010 Travel - Training/Registration	5,179.00	19,000.00	13,821.00	19,504.00	29,000.00	9,496.00	\$24,683.00	\$48,000.00	\$23,317.00
870.020 Travel - Lodging	8,084.89	20,000.00	11,915.11	6,069.11	2,500.00	(3,569.11)	\$14,154.00	\$22,500.00	\$8,346.00
870.030 Travel- Meals/Food	4,252.44	8,000.00	3,747.56	1,435.23	2,500.00	1,064.77	\$5,687.67	\$10,500.00	\$4,812.33
870.040 Travel - Mileage	2,840.05	5,000.00	2,159.95	1,679.56	2,500.00	820.44	\$4,519.61	\$7,500.00	\$2,980.39
870.050 Travel - Other	1,152.51	12,000.00	10,847.49	1,332.64	500.00	(832.64)	\$2,485.15	\$12,500.00	\$10,014.85
871.010 Education Expense	431.24	5,000.00	4,568.76				\$431.24	\$5,000.00	\$4,568.76
900.000 Printing	1,698.38	4,000.00	2,301.62				\$1,698.38	\$4,000.00	\$2,301.62



Kalamazoo County Consolidated Dispatch Authority

Budget vs. Actuals: 2026 General Fund Budget - REV I

January - December 2026

	2911 - GENERAL OPERATIONS			2913 - TRAINING			TOTAL		
	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING	ACTUAL	BUDGET	REMAINING
905.000 Advertising	10,034.87	16,000.00	5,965.13				\$10,034.87	\$16,000.00	\$5,965.13
915.000 Dues & Subscriptions	4,006.20	12,000.00	7,993.80				\$4,006.20	\$12,000.00	\$7,993.80
920.010 Utilities - Gas	2,705.52	8,000.00	5,294.48				\$2,705.52	\$8,000.00	\$5,294.48
920.020 Utilities - Electricity	41,405.87	76,000.00	34,594.13				\$41,405.87	\$76,000.00	\$34,594.13
920.030 Utilities - Water & Sewer	4,270.36	7,400.00	3,129.64				\$4,270.36	\$7,400.00	\$3,129.64
934.010 Repair & Maintenance - Equipment	6,472.78	33,000.00	26,527.22				\$6,472.78	\$33,000.00	\$26,527.22
955.000 Miscellaneous Operating	2,846.82	20,000.00	17,153.18				\$2,846.82	\$20,000.00	\$17,153.18
958.010 Insurance Premium	50,890.59	60,000.00	9,109.41				\$50,890.59	\$60,000.00	\$9,109.41
Total 800 thru 969 Services & Other Charges	1,020,163.00	1,490,013.00	469,850.00	30,020.54	37,000.00	6,979.46	\$1,050,183.54	\$1,527,013.00	\$476,829.46
970 thru 989 Equipment & Capital Outlay							\$0.00	\$0.00	\$0.00
976.000 Project Costs		20,000.00	20,000.00				\$0.00	\$20,000.00	\$20,000.00
980.010 Equipment/Software - Small	10,907.51	50,000.00	39,092.49				\$10,907.51	\$50,000.00	\$39,092.49
Total 970 thru 989 Equipment & Capital Outlay	10,907.51	70,000.00	59,092.49				\$10,907.51	\$70,000.00	\$59,092.49
990 thru 994 Debt Service							\$0.00	\$0.00	\$0.00
992.010 Lease - Facility		100.00	100.00				\$0.00	\$100.00	\$100.00
Total 990 thru 994 Debt Service		100.00	100.00				\$0.00	\$100.00	\$100.00
Total Expenses	\$4,410,257.86	\$7,541,496.00	\$3,131,238.14	\$30,020.54	\$52,000.00	\$21,979.46	\$4,440,278.40	\$7,593,496.00	\$3,153,217.60
NET OPERATING INCOME	\$2,696,677.24	\$2,708,502.00	\$11,824.76	\$ (3,638.54)	\$0.00	\$3,638.54	\$2,693,038.70	\$2,708,502.00	\$15,463.30
Other Expenses									
995 thru 999 Transfers Out & Other Financing Uses							\$0.00	\$0.00	\$0.00
995.010 Transfer Out - Capital Projects Fund	2,250,000.00	2,250,000.00	0.00				\$2,250,000.00	\$2,250,000.00	\$0.00
Total 995 thru 999 Transfers Out & Other Financing Uses	2,250,000.00	2,250,000.00	0.00				\$2,250,000.00	\$2,250,000.00	\$0.00
Total Other Expenses	\$2,250,000.00	\$2,250,000.00	\$0.00	\$0.00	\$0.00	\$0.00	\$2,250,000.00	\$2,250,000.00	\$0.00
NET OTHER INCOME	\$ (2,250,000.00)	\$ (2,250,000.00)	\$0.00	\$0.00	\$0.00	\$0.00	\$ (2,250,000.00)	\$ (2,250,000.00)	\$0.00
NET INCOME	\$446,677.24	\$458,502.00	\$11,824.76	\$ (3,638.54)	\$0.00	\$3,638.54	\$443,038.70	\$458,502.00	\$15,463.30



Kalamazoo County Dispatch Authority

Budget vs. Actuals: 2026 Capital Projects Fund - REV I

January - December 2026

	2930 - CAPITAL PROJECTS FUND				TOTAL			
	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET	ACTUAL	BUDGET	OVER BUDGET	% OF BUDGET
Income								
699.000 Other Financing - Transfers In	2,250,000.00	2,250,000.00	0.00	100.00 %	\$2,250,000.00	\$2,250,000.00	\$0.00	100.00 %
Total Income	\$2,250,000.00	\$2,250,000.00	\$0.00	100.00 %	\$2,250,000.00	\$2,250,000.00	\$0.00	100.00 %
GROSS PROFIT	\$2,250,000.00	\$2,250,000.00	\$0.00	100.00 %	\$2,250,000.00	\$2,250,000.00	\$0.00	100.00 %
Expenses								
970 thru 989 Equipment & Capital Outlay					\$0.00	\$0.00	\$0.00	0.00%
980.000 Equipment/Software - Capital	2,467,953.00	4,315,345.00	-1,847,392.00	57.19 %	\$2,467,953.00	\$4,315,345.00	\$ -1,847,392.00	57.19 %
980.020 Facility - Capital	107,903.62	1,750,000.00	-1,642,096.38	6.17 %	\$107,903.62	\$1,750,000.00	\$ -1,642,096.38	6.17 %
Total 970 thru 989 Equipment & Capital Outlay	2,575,856.62	6,065,345.00	-3,489,488.38	42.47 %	\$2,575,856.62	\$6,065,345.00	\$ -3,489,488.38	42.47 %
Total Expenses	\$2,575,856.62	\$6,065,345.00	\$ -3,489,488.38	42.47 %	\$2,575,856.62	\$6,065,345.00	\$ -3,489,488.38	42.47 %
NET OPERATING INCOME	\$ -325,856.62	\$ -3,815,345.00	\$3,489,488.38	8.54 %	\$ -325,856.62	\$ -3,815,345.00	\$3,489,488.38	8.54 %
NET INCOME	\$ -325,856.62	\$ -3,815,345.00	\$3,489,488.38	8.54 %	\$ -325,856.62	\$ -3,815,345.00	\$3,489,488.38	8.54 %



KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

Agenda Request Form

Please fill in the boxes below with the appropriate information.

Name: Executive Committee

Agency: KCCDA

Phone Number:

Length of Time Needed:

Agenda Item #: 5B-1a

Topic: Executive Committee Meeting Minutes

Brief Description:

The attached meeting minutes are presented to the Board for informational purposes, no action necessary.

Proposed Motion:

No action

Agenda Request Approved:

Meeting Date:

Time:

Persons or items will not be placed on a meeting agenda without an agenda request form first being completed. The agenda request form must be accompanied by information that substantiates and justifies your request. Lack of this information may cause a delay in your request being acted upon by the Board of Directors. Agenda requests must be received by 9:00 a.m. on Monday of the week preceding the monthly meeting date. Completed forms should be delivered to an Officer of the Board of Directors or sent electronically to admin@kccda911.org. If you have any questions regarding this form, please feel free to contact KCCDA's administrative office at (269) 488-8911.



MEETING MINUTES

Kalamazoo County Consolidated Dispatch Authority EXECUTIVE COMMITTEE

September 1, 2026

ITEM 1 – CALL TO ORDER

The Regular Meeting of the Executive Committee, held in the Chief Switalski Meeting Room at KCCDA, was called to order by Vice-Chair Rick Fuller at 4:00 p.m. on Tuesday, September 1, 2026.

ITEM 2 – ROLL CALL

Members Present: Rick Fuller, Tracie Moored, and Matt Huber

Others Present: Adam Herringa, Jeff Troyer, Torie Rose, Chris McComb

ITEM 3 – APPROVAL OF MEETING MINUTES

A. Meeting Minutes from July 7, 2026

“Motion by Ms. Moored, second by Mr. Huber to approve the meeting minutes from the July 7, 2026, Regular Meeting as presented.”

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

ITEM 4 – CITIZENS’ TIME

There was none.

ITEM 5 – FOR CONSIDERATION

A. Old Business

1. Mission Statement

Mr. Troyer stated the Committee revised the proposed changes at the last meeting. He stated the original Mission Statement was focused on consolidation, and this was more current. The leadership team worked on revisions after review by the Executive Committee. He recommended the Committee support and recommend the mission statement to the Board.

“Motion by Mr. Huber, second by Ms. Moored to approve the proposed Mission Statement and recommend Board approval as presented.”

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

B. New Business

1. Draft Board Agenda for September 10

Mr. Troyer reviewed the draft agenda.

ITEM 6 – OTHER ITEMS

A. Announcements and Member Comments

Mr. Herringa stated Portage was negotiating with a new City Manager. He stated she has a proposed start date of November 2. He stated he would be serving as the Interim until she starts.

Ms. Rose stated the APCO awards were coming up, and they had submitted candidates in two categories, Team of the Year for the group working during the Deputy Mortimer shooting and Supervisor of the Year for Danielle Mayo.

B. Next Meeting – November 3, 2026, at 4:00 p.m.

ITEM 7 – ADJOURNMENT

The meeting was adjourned at 4:12 p.m.



KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

Agenda Request Form

Please fill in the boxes below with the appropriate information.

Name: Executive Committee

Agency: KCCDA

Phone Number:

Length of Time Needed: 3 mins

Agenda Item #: 5B-1b

Topic: Mission Statement

Brief Description:

Administration presented a new/modified mission statement to the Executive Committee at the July 7th meeting. Committee members discussed the mission statement and provided the team with a few suggestions. The administrative team spent the next month, and a half refining the mission statement and presented their recommendation to the Committee at the September 1st meeting. Attached is a memo explaining the proposed new/modified mission statement.

The Executive Committee supported the new/modified mission statement and recommends the statement to the Board of Directors for adoption.

Proposed Motion:

Motion to approve the new/modified mission statement – *While safeguarding life and property, we serve as the 911 communications lifeline connecting our community to emergency services with compassion and professionalism.*

Agenda Request Approved: 09/01/26

Meeting Date: 09/10/26

Time:

Persons or items will not be placed on a meeting agenda without an agenda request form first being completed. The agenda request form must be accompanied by information that substantiates and justifies your request. Lack of this information may cause a delay in your request being acted upon by the Board of Directors. Agenda requests must be received by 9:00 a.m. on Monday of the week preceding the monthly meeting date. Completed forms should be delivered to an Officer of the Board of Directors or sent electronically to admin@kccda911.org. If you have any questions regarding this form, please feel free to contact KCCDA's administrative office at (269) 488-8911.



Kalamazoo County Consolidated Dispatch Authority



TO: Executive Committee and Board of Directors

FROM: Jeff Troyer, Executive Director

DATE: August 24, 2026

SUBJECT: Mission Statement

Kalamazoo County Consolidated Dispatch Authority's (KCCDA) current mission statement has been in place since the Authority was formed and prior to the physical consolidation of the former Emergency Communication Centers. The mission statement is as follows:

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

Since the end of last year, the administrative team has been strengthening collaboration and communication through team-building sessions facilitated by Tim Terrentine of Translators Consulting Group. We re-evaluated our mission statement and our core values. While the core values are still applicable, we believe that our mission statement should align with the services we provide public safety agencies, residents, and visitors. The administrative team recommends modifying KCCDA's Mission Statement to the following:

While safeguarding life and property, we serve as the 911 communications lifeline connecting our community to emergency services with compassion and professionalism.



KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

Agenda Request Form

Please fill in the boxes below with the appropriate information.

Name: Personnel Committee

Agency: KCCDA

Phone Number:

Length of Time Needed:

Agenda Item #: 5B-2a

Topic: Personnel Committee Meeting Minutes

Brief Description:

The attached meeting minutes are presented to the Board for informational purposes, no action necessary.

Proposed Motion:

No action

Agenda Request Approved:

Meeting Date:

Time:

Persons or items will not be placed on a meeting agenda without an agenda request form first being completed. The agenda request form must be accompanied by information that substantiates and justifies your request. Lack of this information may cause a delay in your request being acted upon by the Board of Directors. Agenda requests must be received by 9:00 a.m. on Monday of the week preceding the monthly meeting date. Completed forms should be delivered to an Officer of the Board of Directors or sent electronically to admin@kccda911.org. If you have any questions regarding this form, please feel free to contact KCCDA's administrative office at (269) 488-8911.



***Personnel Committee
September 1, 2026
1:00 p.m.***

ITEM 1 – CALL TO ORDER

The Personnel Committee Meeting was called to order at 3:00 p.m. by Personnel Committee Chairperson Matt Huber in the Chief Switalski Meeting Room, Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo, Michigan on Tuesday, September 1, 2026.

ITEM 2 – ROLL CALL

Members Present: Matt Huber, Kalamazoo Department of Public Safety; Rick Fuller, Kalamazoo County Sheriff; Tracie Moored, Superintendent, Kalamazoo Township; Ryan Tibbetts, Chief of Staff, Kalamazoo Department of Public Safety; Darien Smith, Chief, Kalamazoo Township Police Department; Jeff Heppler, Commissioner, Kalamazoo County Board of Commissioners

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

ITEM 3 – APPROVAL OF MEETING MINUTES

A. December 1, 2025 – Regular Meeting

“Motion by Mr. Tibbetts, second by Mr. Heppler, to approve the minutes of the December 1, 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. Dispatch Supervisors Group – 3 Year Economic Terms

Mr. Troyer stated Administration has informally bargained with the Dispatch Supervisors for economic every couple years. He presented the agreed upon terms.

“Motion by Mr. Heppler, supported by Mr. Tibbets to recommend Board approval of the proposed Three-Year Economic Terms with the Dispatch Supervisors Group.”

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

2. 2027 Budget – Classification Wages/Salaries

Mr. Troyer presented the proposed 2027 wages and salaries for information.

3. Executive Director Evaluation Tool Review and Timeline (Nov/Dec Meeting)

Mr. Troyer presented the Executive Director Evaluation Tool. The Committee decided that the first or second week in November would be an appropriate time to meet and review the tool. The evaluations would be sent to all committee and board members, compiled by Ms. McComb and forwarded to the Chair before the November meeting.

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 3:22 p.m.



KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

Agenda Request Form

Please fill in the boxes below with the appropriate information.

Name:

Agency:

Phone Number:

Length of Time Needed:

Agenda Item #:

Topic:

Brief Description:

The attached meeting minutes are presented to the Board for informational purposes, no action necessary.

Proposed Motion:

No action

Agenda Request Approved:

Meeting Date:

Time:

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MEETING MINUTES

Kalamazoo County Consolidated Dispatch Authority TECHNICAL ADVISORY COMMITTEE September 2, 2026 – Regular Meeting

ITEM 1 – CALL TO ORDER

The Regular Meeting of the Technical Advisory Committee was called to order by DC Matt Huber at 10:00 a.m. on Wednesday, September 2, 2026, in the Chief Switalski Meeting Room at Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo, Michigan.

ITEM 2 –ROLL CALL

Members Present: Ryan McGregor (WMUPD), Matt Huber (KDPS), Dale Hinz (MSP), Logan Bishop (KCSO), Darien Smith (KTPD), Bryan Mayhew (PDPS), Mike Bentley (KCMCA), Chip Everett (KCFA)

Others Present: Jeff Heppler, Steve Stryd, Todd Kowalski, Scott Smith, Kacey Coffey, Greg McComb, Jeff Troyer, Torie, Rose, Jon Moored, Marty Ftacek, Justin Johnson and Chris McComb

ITEM 3 – APPROVAL OF MEETING MINUTES

A. July 1– Regular Meeting

“Motion by Mr. Bishop, second by Mr. McGregor to approve the minutes for the July 1, 2026, Regular Meeting 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 the report would be completed and distributed soon. He had nothing to note at the time.

B. Old Business

1. Radio Readiness Program Updates

Mr. Troyer stated the Finance Committee met and will make a recommendation to the Board to advance \$2 million from next year’s budget to this year. The \$4 million that was allocated to the project for 2026 has been reserved and around \$2.5 million distributed, with KDPS and a few small agencies yet to receive distributions. He stated he would update everyone when the new allocation was available and he had met with most everyone who did not yet have an MOU. He noted that the 2-year, \$8 million project would come in at just under \$6 million.

C. New Business

1. Drone Units and CAD Integration

Ms. Rose stated she had received requests for a drone units to be created. She stated Dispatch needs a set of standards on how to proceed and there needed to be a baseline for all agencies.

Mr. Mayhew stated that PDPS were deploying their own drones and they did not need assistance from Dispatch at the time.

Mr. Huber stated that KDPS had pilots who would deploy their drones. He stated the law stated that a pilot had to deploy, it could not be done automatically. He stated nothing needed to be changed for integration into CAD.

Mr. Stryd stated the county would like to track their units similar to a canine, with the ability to attach themselves to a call.

Ms. Rose suggested a drone disposition that the pilot could choose. She also addressed the CJIS concerns with the pilots who would be operating the drones.

Mr. Troyer suggested everyone consider the possibility of county-wide drone first responder program that could service the whole county and be available for all public safety services.

2. Unknown Accident – Crash Notification (Notify)

Mr. Troyer stated that the unknown accident crash notification (notify) was created to address the crash calls that came in from electronic and telematic sources. When the nature code was created, the determining factor was that it was a systematic notification with no human interaction/involvement, such as OnStar, Sync, Apple and Android watches, or iPhone notifications. Recently there was a call that came in and the Telematics stated there were airbags deployed, but it was entered as crash notification. The concern was raised that if there was information that there were airbags deployed, should the nature code be changed to strictly an unknown accident. Should the criteria for how the calls are assigned a nature code be changed.

After discussion it was determined that nothing will be changed at this time, but Administration would conduct research into the possibility of distinguishing between automobile systems and wearable/phone systems. Agencies were encouraged to communicate with the dispatcher if they noticed something to warrant a change in the narrative to request it be upgraded or additional resources dispatched.

3. Tyler Public Safety System Upgrade 26.3 SPI

- a. September 3 – Test Environment
- b. October 27 – Production Environment

Mr. Troyer stated he would be sending out information regarding the upgrade. The test environment would be offline for periods during the upgrade. He encouraged everyone to go into the test environment after the upgrade to review it and help spot any issues. He noted that the production environment will be upgraded on October 27.

ITEM 6 – **OTHER ITEMS**

A. Announcements and Member Comments

Mr. Huber stated he was excited to see the fire agencies on the 800 system.

Mr. Hinz stated there was a flyer sent out for Michigan Traffic Incident Management training and asked everyone to consider sending people from their agency. The goal was to do a “train the trainer” session. He stated this gets everyone on the same page for large incidents and included police, fire and EMS as well as wrecker services.

Mr. Troyer announced that IT Manager Jon Moored will be leaving next week. He stated the position was posted and a conditional offer has been accepted.

B. Next Meeting

The next regular scheduled Technical Advisory Committee meeting will be Wednesday, November 4, 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**

The meeting adjourned at 11:00 a.m.



KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

Agenda Request Form

Please fill in the boxes below with the appropriate information.

Name: Finance Committee

Agency: KCCDA

Phone Number:

Length of Time Needed:

Agenda Item #: 5B-4a

Topic: Finance Committee Meeting Minutes

Brief Description:

The attached meeting minutes are presented to the Board for informational purposes, no action necessary.

Proposed Motion:

No action

Agenda Request Approved:

Meeting Date:

Time:

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MEETING MINUTES for

Kalamazoo County Consolidated Dispatch Authority FINANCE COMMITTEE

August 25, 2026

ITEM 1 – CALL TO ORDER

The Regular Meeting of the Finance Committee, held in the Chief Switalski Meeting Room, was called to order by Chair Tracie Moored at 2:00 p.m. on Thursday, August 25, 2026.

ITEM 2 – ROLL CALL

Members Present: Tracie Moored, Ryan Tibbets, Matt Beauchamp, Lauren VanderVeen, Darien Smith

Others Present: Terrell Cole, Jeff Troyer, Torie Rose, Chris McComb

ITEM 3 – APPROVAL OF MEETING MINUTES

A. April 28, 2026 – Regular Meeting

“Motion by Mr. Tibbets, second by Mr. Beauchamp to approve the minutes of the April 28, 2026, Regular Meeting of the Finance Committee.”

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

ITEM 4 - CITIZENS TIME

There were no public comments.

ITEM 5 – FOR CONSIDERATION

A. OLD BUSINESS

There was no old business.

B. NEW BUSINESS

1. Radio Readiness Program Funding

Mr. Troyer presented a list of agencies who have submitted MOUs for radio funding and noted that the fund had reached its \$4 million allocation. He stated some have been executed, but some are still waiting to meet the terms before funds were released. He stated it was originally projected to be an \$8 million project but there was only about \$2 million in outstanding MOUs. He stated there was \$3.1 million in the Capital Projects Fund so there was enough to cover the remaining MOUs this year. He noted that reimbursements weren't made until equipment was received so some reimbursements still may not go out until next year.

“Motion by Mr. Beauchamp, second by Mr. Tibbets to make funding available for the remaining outstanding MOUs for the Radio Readiness Program and recommend approval to the Board of Directors.”

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

2. Dispatch Supervisors Group – Three-Year Economic Terms

Mr. Troyer stated the Dispatch Supervisors Group was a non-union group, but Administration negotiates economic terms with them as a group. Administration recommended approval/support of the proposed three-year agreement.

“Motion by Mr. Tibbets, second by Mr. Beauchamp to approve the three-year economic terms with the Dispatch Supervisors Group as presented.”

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

3. 2027 Budget – Classification Wages/Salaries

Mr. Troyer presented the proposed classification salaries and wages for 2027. He stated he was not looking for approval; he just wanted to put them in front of the committee for knowledge prior to presenting them with the full budget.

ITEM 6 - **OTHER ITEMS**

A. Announcements and Member Comments

There were none.

B. Next Regular Scheduled Meeting

The next regular scheduled meeting of the KCCDA Finance Committee is October 27, 2026.

ITEM 7 - **ADJOURNMENT**

The meeting was adjourned at 2:33 p.m.



KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

Agenda Request Form

Please fill in the boxes below with the appropriate information.

Name: Finance Committee

Agency: KCCDA

Phone Number:

Length of Time Needed: 5 mins

Agenda Item #: 5B-4b

Topic: Radio Readiness Program Funding

Brief Description:

Administration presented the attached memo to the Finance Committee on August 25th. The memo provides detailed information on the existing program funding, and a cost analysis for the remaining agencies who do not have fully executed MOU's for the program as well as the Capital Projects Fund balance.

The Finance Committee unanimously supported and recommends an additional allocation of \$2 million to program funding for the remainder of the year and the amount will be reflected in the Capital Projects Fund budget revision presented at the November Board meeting.

Proposed Motion:

ROLL CALL VOTE

Motion to approve an additional allocation of \$2 million to the Radio Readiness Program funding for the remainder of the year, and the same amount will be reflected in the Capital Projects Fund Budget Revision II in November.

Agenda Request Approved: 08/25/26

Meeting Date: 09/10/26

Time:

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Kalamazoo County Consolidated Dispatch Authority



TO: Finance Committee Members

FROM: Jeff Troyer, Executive Director

DATE: August 13 2026

SUBJECT: Radio Readiness Program Funding

KCCDA's Radio Readiness Program (RRP) was initially approved as a two-year fiscal program (2026 and 2027) with \$4 million allocated each year. By mid-June of this year, fully executed program Memorandum of Understandings (MOU's) were received from 20 agencies totaling \$3.943 million in reserved funding. The following is a detailed list of the agencies and the respective funding under the program:

DATE	AGENCY	RESERVED AMOUNT	PROJECT TOTAL
3/27/2026	Augusta PD	\$25,500	\$25,500
4/16/2026	Oshtemo Twp FD	\$255,820	\$281,320
4/6/2026	Schoolcraft PD	\$47,925	\$329,245
4/27/2026	KCMCA	\$76,575	\$405,820
5/4/2026	TKPD	\$208,860	\$614,680
5/4/2026	TKFD	\$344,250	\$958,930
5/4/2026	Ross Augusta FD	\$169,907	\$1,128,837
5/5/2026	Parchment FD	\$16,875	\$1,145,712
5/7/2026	PDPS	\$271,800	\$1,417,512
5/7/2026	Alamo Twp FD	\$150,850	\$1,568,362
5/18/2026	Cooper Twp FD	\$168,522	\$1,736,884
5/19/2026	Vicksburg PD	\$48,600	\$1,785,484
5/28/2026	Richland PD	\$23,550	\$1,809,034
5/29/2026	SKCFA	\$186,125	\$1,995,159
5/29/2026	Comstock FD	\$361,765	\$2,356,924
5/29/2026	Galesburg Charleston FD	\$119,325	\$2,476,249
6/2/2026	KDPS	\$1,107,210	\$3,583,459
6/3/2026	Richland Twp FD	\$185,050	\$3,768,509

6/5/2026	Pavillion Twp FD	\$164,700	\$3,933,209
6/8/2026	Ross Township PD	\$10,790	\$3,943,999

NOTE: Agencies in gray, have already received their funding under the program.

All law enforcement agencies, fire departments, and KCMCA were provided updates throughout the year on program monies reserved as well as the remaining funds available for 2026. They were informed in mid-June that we would not accept any MOU's that exceeded the initial \$4 million allocation. Furthermore, agencies were advised that this does not prevent an agency from proceeding with their purchases of new devices as some of the manufacturers/vendors were offering significant discounts. Agencies without executed MOU's would have to front the monies for the equipment purchase(s) until additional funds are allocated by the Board of Directors which could be as early as September but more definitive after January 1, 2027. This also doesn't change the amount an agency receives per device under the program because anything purchased after January 1, 2026, is considered a "New Device". The only impact on the agency is the timing of KCCDA's reimbursement.

Board Leadership was provided an update on the program funding and requested the Finance Committee to discuss and consider options at the regular scheduled meeting on August 25th and then report back to the Board of Directors at the September 10th meeting.

The following is a list of remaining public safety agencies and the estimated amount the agency is eligible for under the program:

<i>Remaining from initial \$4 million:</i>		<i>\$56,001</i>
AGENCY	ESTIMATED AMOUNT	PROJECT REMAINING
Airport Fire Rescue	\$31,000	\$25,001
Texas Township FD	\$162,375	-\$137,374
Climax FD	\$110,000	-\$247,374
KCSO	\$1,019,000	-\$1,266,374
KVCC Public Safety	\$87,150	-\$1,353,524
MSP - Paw Paw	\$183,000	-\$1,536,524
WMU Public Safety	\$221,175	-\$1,757,699
KCCDA	\$200,000	-\$1,957,699

The updated cost analysis for the program, including equipment KCCDA will need to replace, is estimated at \$2 million. This reduces the overall program cost from \$8 to \$6 million.

Administration presents the Committee with two options:

- **Status Quo**

Keep the funding level the same for 2026 (\$4 million) and the remaining \$2 million will be included in the 2027 Capital Projects Fund budget proposal.

- **Add \$2 Million to the Program this Year**

KCCDA's Capital Projects Fund is anticipated to have a year-end (12/31) fund balance of \$3,183,269 (see Appendix A). Therefore, the additional \$2 million is available but it will drop the anticipated year-end balance to \$1,183,669. That said, no new/additional monies will need to be allocated in 2027 and originally that was anticipated to be \$4 million.

Any program funding adjustment recommended by the Committee and approved by the Board of Directors shall be incorporated into the Capital Projects Fund REVISION II Budget Amendment.

APPENDIX A

Kalamazoo County Dispatch Authority 2026 Proposed Capital Project Fund Line-Item Budget - REV I

Capital Projects Fund Balance (audited 1/1/26): **\$6,998,614**

	2024 Revision II	2025 Revision II	2026 ORIGINAL Budget	REV - I (Net Change)	REV - II (Net Change)	2026 REVISED Budget
REVENUE						
699.000 Transfers In	1,750,000	1,325,000	2,250,000	0		2,250,000
TOTAL REVENUE	1,750,000	1,325,000	2,250,000	0		2,250,000
EXPENSES						
970 thru 989 Equipment & Capital Outlay						
976.000 Project Costs	0	7,500	0	0		0
980.000 Equipment/Software - Capital	341,418	385,957	4,536,120	-220,775		4,315,345
980.020 Facility - Capital	266,500	332,600	1,290,000	460,000		1,750,000
980.030 Land - Capital	0	0	0	0		0
TOTAL EXPENDITURES	607,918	718,557	5,826,120	239,225		6,065,345

Capital Projects Fund - Ending Balance:

\$3,422,494	-\$239,225		\$3,183,269
Additional RRP Cost Allocation:		-\$2,000,000	\$1,183,269



KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

Agenda Request Form

Please fill in the boxes below with the appropriate information.

Name: Finance and Personnel Committees

Agency: KCCDA

Phone Number:

Length of Time Needed: 3 mins

Agenda Item #: 5D-1

Topic: Dispatch Supervisors Group – Three-Year Economic Terms

Brief Description:

The Dispatch Supervisors' Group is a non-union group consisting of seven employees. Although the group is not represented by a union, the Executive and Deputy Directors meet with the group and engage in an informal negotiation process. As a result of this process, the Directors presented the attached three-year economic proposal to the Finance Committee on August 25 and the Personnel Committee on September 1.

Both Committees unanimously supported the three-year economic terms for the Dispatch Supervisors Group and jointly recommend that the Board approve the terms.

Proposed Motion:

Motion to approve the three-year economic terms with Dispatch Supervisors' Group as presented.

Agenda Request Approved: 09/01/26

Meeting Date: 09/10/26

Time:

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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