NOTICE and AGENDA for

Kalamazoo County Consolidated Dispatch Authority

BOARD OF DIRECTORS

November 12, 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, November 12, 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 *Jan VanDerKley, Chair* (Alt. C. Ghiringhelli)		**City of Portage** *Vacant* (Alt. A. Herringa)	
Western Michigan University *Scott Merlo* (Alt. T. Unangst)		**City of Portage** *Nicole Miller, Clerk* (Alt. P. Randall)	
City of Kalamazoo *Vacant* (Alt. R. Tibbets)		**Township of Kalamazoo** *Tracie Moored, Treasurer* (Alt. D. Combs)	
City of Kalamazoo *Matt Huber* (Alt. D. Boysen)		**Township of Kalamazoo** *Darien Smith* (Alt. D. Combs)	
Kalamazoo County Board of Commissioners *Dale Deleeuw* (Alt. J. Heppler)		**Kalamazoo County Fire Chiefs Association** *Greg McComb* (Alt. S. Smith)	
Kalamazoo County Sheriff *Richard Fuller, Vice-Chair* (Alt. M. Greenlee)		**Michigan State Police** *Vacant* (Alt. D. Hinz)	
Kalamazoo County Medical Control Authority *William Fales* (Alt. M. Bentley)			

ITEM 3 – APPROVAL OF MEETING MINUTES

A. September 10 – 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 – PUBLIC HEARING – 2027 BUDGET

The Board hereby opens this Public Hearing to receive public comments on the Dispatch Authority's proposed budget for fiscal year ending December 31st, 2027. Members of the public wishing to address the Board regarding this topic are requested to stand or raise your hand. Please wait for us to acknowledge 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. Is there any public comment on the proposed 2027 Budget?

ITEM 6 – FOR CONSIDERATION

A. Executive Director Reports
    1. Administrative Monthly Report (pages 6-23)
    2. September and October Reconciliation Reports (pages 24-31)
    3. Year-to-Date Budget Performance Reports
        a. 2026 General Operations and Training Fund – REV I (pages 32-34)
        b. 2026 Capital Improvement Fund – REV I (page 35)
    4. Correspondence
B. Committee Reports
    1. Executive Committee – Jan Van Der Kley

a. DRAFT Minutes for November 3rd Regular Meeting (page 36-38 – Information Only)
b. Formal Complaint from Mr. Adams and Correspondence dating back to 9/2025 (pages 39-98)

2. Personnel Committee – Matt Huber
    a. DRAFT Minutes for November 3rd Regular Meeting (pages 90-102 – Information Only)
    b. Executive Director Performance Evaluation & Salary Recommendation (pages 103-109)
3. Technical Advisory Committee – Scott Merlo
    a. DRAFT Minutes for November 4th Regular Meeting (pages 110-113 – Information Only)
4. Finance Committee – Tracie Moored
    a. DRAFT Minutes for October 28th Regular Meeting (pages 114-116 – Information Only)
    b. NEW Fiscal Policy 1.10 – Donations Acceptance Policy (pages 117-118)
    c. 2026 General Fund Budget Amendment – Revision II (pages 119-124) ***Roll-Call Vote***
    d. 2026 Capital Improvement Fund Budget Amendment – Revision II (pages 125-129) ***Roll-Call Vote***
    e. 2027 Budget Proposal (pages 130-192) ***Roll-Call Vote***

C. Old Business
D. New Business
    1. 2027 Meeting Schedule (pages 193-194)

ITEM 7 – OTHER ITEMS

A. Announcements and Member Comments
B. Next regular scheduled meeting – January 14, 2027 (Chief Switalski Meeting Room)

ITEM 8 – 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

September 10, 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, September 10, 2026.

ITEM 2 – ROLL CALL

Members Present: Jan VanDerKley, Scott Merlo, Ryan Tibbets, Matt Huber, Nicole Miller, Tracie Moored, Dale Deleeuw, Rick Fuller, Greg McComb, Dale Hinz, Dr. Fales, Adam Herringa (3:33)

Others Present: Jeff Troyer, Victoria Rose, Chris McComb

ITEM 3 – APPROVAL OF MEETING MINUTES

> "Motion by Mr. Fuller, second by Mr. Merlo to approve the meeting minutes of the July 9, 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 facility upgrades were on track and the roof is done. He stated Administration submitted a nomination to MI APCO for the team of the year award for the most recent officer shooting and a nomination for Supervisor of the Year (Danielle Mayo). During the last ECO hiring process, only one of the six who received offers completed the process to reach a start date. IT Manager Jon Moored's last working day will be September 13, as he has accepted another position. There is a candidate for his position currently in the background process. He noted that the caller feedback report showed Dispatch was still running at a high percentage of satisfaction.

2. July and August 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 – REV I

b. 2026 Capital Projects Fund – REV I

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

4. Correspondence

There was none.

B. Committee Reports

1. Executive Committee – Jan VanDerKley

a. DRAFT Minutes for September 1 Regular Meeting
b. Mission Statement

Ms. VanDerKley presented the draft minutes and the revised Mission Statement.

> "Motion by Mr. Fuller, second by Ms. VanDerKley to approve the new/modified Mission Statement as presented."

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

2. Personnel Committee – Matt Huber

a. DRAFT Minutes for September 2 Regular Meeting

Mr. Huber stated the Committee met and reviewed the Supervisor contract terms and the 2027 budget wage and salary recommendations. He stated the Executive Director Evaluation process had begun, and the Committee would meet again in November to review.

3. Technical Advisory Committee – Scott Merlo

a. DRAFT Minutes for September 2 Regular Meeting

Mr. Merlo stated the draft minutes were included, and they had no action items. Items reviewed were the Radio Readiness Program funding, various drone programs and standard dispatch process, the unknown accident/crash notifications, and the Tyler upgrade scheduled for 10/27/26.

4. Finance Committee – Tracie Moored

    a. DRAFT Minutes for August 25 Regular Meeting
    b. Radio Readiness Program Funding

Ms. Moored stated the Finance Committee discussed the dispatch supervisor increases and the administrative recommendation for other 2027 Budget wage/salary increases. She stated there was one action item, the Radio Readiness Program funding. The original budget request was $4 million this year and $4 million next. The Committee agreed that Administration should submit all requests this year. She stated the total was expected to only be around $2 million.

> "Motion by Mr. Fuller, second by Mr. Merlo 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."

On a roll call vote, YES – 12, NO – 0. **MOTION CARRIED**.

C. Old Business

There was none.

D. New Business

1. Dispatch Supervisors Group – Three-Year Economic Terms

Mr. Troyer stated this was a joint recommendation from both the Finance and Personnel Committees. He explained this was a non-union group of 7. He noted this was a three-year agreement that had been informally negotiated with the supervisors.

> "Motion by Mr. Huber, second by Ms. Miller to approve the three-year economic terms with Dispatch Supervisors' Group as presented."

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

ITEM 7 – <u>OTHER ITEMS</u>

A. Announcements and Member Comments

Ms. Miller stated the new Portage City Manager signed contracts and will start November 2.

Dr. Fales stated EMS had started administrating blood in the field. He noted they were the first EMS system on this side of the state to do it. He anticipated about four uses per month.

Ms. VanDerKley announced she was retiring December 31. WMU named a successor who would be starting on October 31.

B. Next regular scheduled meeting – November 12, 2026 (Chief Switalski Meeting Room)

ITEM 8 - ADJOURNMENT

The meeting was adjourned at 3:54 p.m.

_____

Chris McComb
Deputy Clerk of KCCDA Board of Directors

KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

Agenda Request Form

Please fill in the boxes below with the appropriate information.

Name:	Executive Director Troyer	**Agency:**	KCCDA		
Phone Number:		**Length of Time Needed:**	15 mins	**Agenda Item #:**	5

Topic: PUBLIC HEARING – 2027 Budget Proposal (Notice of Hearing published for 3:35 p.m.)

Brief Description:

In accordance with Michigan's Budget Hearings of Local Governments Act (P.A. 43 of 1963) and the Uniform Budgeting and Accounting Act (P.A. 2 of 1968) KCCDA must hold a public hearing on the proposed 2026 Budget. In addition, the Authority is required to provide notice of public hearing by publication in a newspaper of general circulation at least six (6) days before the hearing which was published in the Kalamazoo Gazette/MLive on November 1st and November 5th. The hearing notice and the 2027 Budget Proposal have been posted on KCCDA's website since October 28th.

Presiding Officer should make the following announcement:

The Board hereby opens this Public Hearing to receive public comments on the Dispatch Authority's proposed budget for fiscal year ending December 31st, 2027. Members of the public wishing to address the Board regarding this topic are requested to stand or raise your hand. Please wait for me to acknowledge 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. Is there any public comment on the proposed 2027 Budget?

At the conclusion of all comments, Presiding Officer will close the Public Hearing:

The public hearing on the proposed 2027 Budget is now closed.

As of November 5th, KCCDA Administration has not received any questions, concerns, or comments regarding the proposed 2027 Budget.

Proposed Motion:

No action required. The Budget will be considered under the Finance Committee Report.

Agenda Request Approved:	10/28/26	Meeting Date:	11/12/26	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.

KCCDA Administrative Report

October 2026

(Completed November 3rd)

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:

- 49 – 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 (REV-II Budget: $1,000,000 = $250k equip. & 750k Construction/Design)*
    The final cost breakout was provided to KCCDA on October 27th totaling $953,703. This amount includes all architectural and design fees, $21,044 in contingency, and a pro-rated cost of the back-up generator power.

  - *#2 – 7040 Stadium Drive Facility Upgrades (REV-II Budget: $725,000)*
    The renovation and modifications to KCCDA's primary facility is well under way. Kalleward believes the project will be completed by the end of November. Two change orders have been authorized totaling $73,308 leaving a contingency balance (board approved) of $19,944. We are awaiting final pricing on a couple minor changes and anticipate executing change order #3 in the coming days.

  - *#3 – Kalamazoo MPSCS Subsystem Tower Work (REV-II 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 (REV-II Budget: $6,000,000)*
    On September 10th, the Board of Directors authorized the advance of an additional $2 million for the Radio Readiness Program (RRP). Correspondence was sent out to all end-user agencies on September 17th accepting additional MOU's for the remainder of the year. As of this date, all but four agencies/entities have executed MOU's totaling $4.43 million in reserved funding. There are only four end-user agencies without executed MOU's totaling $1.32 million and KCCDA has yet to replace its radios at $200k. Any monies remaining at the end of this year will carry forward into 2027.

  - *2025 #6 / 2026 #5 – VHF Radio Communications Monitoring System Upgrade (2025 Budget: $34,670 / 2026 REV-II Budget: 18,580)*
    The new Tait Enable System is online, and functioning. This project has been closed out and came in $10,645 under budget.

- *KCCDA STAFFING*
  The following is a snapshot of KCCDA staffing levels as of November 3rd, 2026:

POSITION/TITLE	POSITIONS Budgeted	POSITIONS Filled	NOTES
ECO – I	16	12	
ECO – II	32	23	
PT ECO's	7	6	
Dispatch Supervisor	7	7	
TOTAL:	**62**	**48**	

  We want to welcome ECO-I Vallier who started her ECO training on October 12th.

  Systems Support Specialist Marty Ftacek has accepted a position with the Michigan Public Safety Communications System (MPSCS) and his last day with KCCDA will be November 7th. Ftacek has been with KCCDA since February 2018 and was our agency's third employee. Thank you, Marty, for your years of service and dedication to KCCDA!

  Please congratulate Abby Nieves (former ECO-II), who is KCCDA's new Systems Support Specialist and ECO-I Christin Armstrong who recently started her ECO-II training.

- *MONTH END FINANCIALS*
  The Mercantile General Business Checking and the Michigan Class investment account were reconciled on November 3rd.

- *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

October 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)
10/3/2026	KCCDA	Citizen Tyler Adams	CFS #3855	10/2/2026	See email details and KCCDA response attached.		
10/13/2026	KCCDA/PFD	DD Mayhew	CFS #3424	10/12/2026	DD Mayhew forwarded an email from a concerned citizen who stated he did not believe the medical call that happened at his work was taken seriously or handled appropriately. DD Mayhew forwarded that concern to DD Rose.	DD Rose invesigated the complaint. At approximately 11:44 a.m., we received the initial call for medical assistance (CFS 3424). Our call takers confirm the incident location and callback number, assess the nature of the emergency, and transfer medical calls to the appropriate EMS agency, in this case, Life EMS. Our staff do not provide pre-arrival medical instructions. Life EMS follows its Emergency Medical Dispatch (EMD) protocol to determine the appropriate priority, and our call taker remains on the line until that priority is provided. Based on the priority assigned by Life EMS, the Fire Department is dispatched for MED 1 Echo, MED 1, and MED 2 calls. The initial call was classified as MED 3, which does not meet the criteria for fire department dispatch. The ambulance was therefore sent on a non-emergency response. As I am not EMD-trained, I cannot speak to the specific criteria Life EMS used to assign that priority. At approximately 12:02 p.m., we received a second call for medical assistance (CFS 3442). The call was again transferred to Life EMS for reassessment under its EMD protocol. The priority was upgraded to MED 2 at 12:03:58 p.m., and we dispatched the Fire Department at 12:04:12 p.m. The first Portage unit reported en route at 12:05:23 p.m. and arrived on scene at 12:09:50 p.m.	Call was handled appropriately by KCCDA. An email was sent directly to the citizen (cc'ing DD Mayhew) on actions taken by KCCDA to help him better understand how calls for service are processed by KCCDA.
10/11/2026	KCCDA/PFD	BC Miller	CFS 2570	10/11/2026	BC Miller was concerned about 12-1 being toned out for auto aid to South County while being unavailable on a rescue. There was a slight delay in 12-1 requesting 12-3 respond because they were still unavailable.	Spv Face investigated the complaint. CFS 2570 showed Portage as an unfullfilled resource, the County Fire dispatcher made 12-1 available from CFS 2556, then accepted the run cards on CFS 2570 to be able to tone 12-1. There was no radio traffic located questioning 1251 if their station was available.	Appropriate corrective action will be taken with the employee involved.

From:	Jeff Troyer
To:	Tyler Adams
Cc:	jimvand2004@msn.com; corfmanm@comcast.net; michigandrew76@protonmail.com; ops@armgroupmi.com; info@armgroupmi.com; KCCDA Admin; patricia.randall@portagemi.gov; Jim Pearson; chris.burns@portagemi.gov; nicole.miller@portagemi.gov; olmstedk@portagemi.gov; jihan.young@portagemi.gov; Scott R Merlo; ernstess@michigan.gov; Greg McComb; clerk@ktwp.org; adkennedy@ktwp.org
Subject:	RE: Another Formal Complaint KCCDA
Date:	Monday, October 5, 2026 09:44:00
Attachments:	Correspondence RE Formal Complaint - 04.29.26.pdf Email Correspondence RE Phone Number - 01.13.26.pdf 10-02-2026 11.31.19 PM - Dispatch Phone 6018.mp4

Good morning, Mr. Adams,

All prior incidents, claims, and concerns you have brought to KCCDA have been thoroughly investigated, documented, and addressed. I have attached correspondence from our office dated April of this year that addresses many of the same matters referenced in your email below. I have also attached correspondence regarding the use of telephone numbers other than KCCDA's general non-emergency number, 269-488-8911, when reporting non-emergency incidents.

KCCDA maintains a significant number of dedicated telephone lines for specific purposes. When an individual contacts one of these dedicated lines for a matter unrelated to its intended purpose, our staff make reasonable efforts to determine how the caller obtained the number and to ensure the call is appropriately handled. I understand that you may find this process frustrating; however, we have previously encouraged you to use KCCDA's general non-emergency number, 269-488-8911, for non-emergency matters to avoid these circumstances.

I have also attached the telephone call from Friday evening regarding your directed patrol request. During that call, the KCCDA staff member obtained all necessary information concerning your request. At the conclusion of the call, the staff member appropriately asked how you obtained the telephone number you had called and advised you that, for future non-emergency matters, you should contact our general non-emergency number at 269-488-8911. You indicated that you do not intend to use that number, despite the fact that doing so would prevent the same or similar inquiries regarding the telephone number you contacted from occurring in the future.

The appropriate number for contacting our dispatch center regarding non-emergency matters is **269-488-8911**. I strongly encourage you to use this number for all future non-emergency requests. Doing so will ensure that your calls are directed appropriately and will avoid unnecessary inquiries regarding how you obtained other dedicated telephone numbers.

Respectfully,

Jeffery Troyer
Executive Director
Kalamazoo County Dispatch Authority
7040 Stadium Dr., Kalamazoo, MI 49009

Ofc: (269) 488-6616
Cell: (269) 718-2195
www.kccda911.org

From: Tyler Adams <adams@armgroupmi.com>
Sent: Saturday, October 3, 2026 00:12
To: Jeff Troyer <JTroyer@kccda911.org>; KCCDA Admin <admin@kccda911.org>; patricia.randall@portagemi.gov; Jim Pearson <councilmemberjp@portagemi.gov>; chris.burns@portagemi.gov; nicole.miller@portagemi.gov; olmstedk@portagemi.gov; jihan.young@portagemi.gov; Scott R Merlo <scott.merlo@wmich.edu>; ernstess@michigan.gov; Greg McComb <gmccomb@oshtemo.org>; clerk@ktwp.org; adkennedy@ktwp.org
Cc: jimvand2004@msn.com; corfmanm@comcast.net; michigandrew76@protonmail.com; ops@armgroupmi.com; info@armgroupmi.com
Subject: Another Formal Complaint KCCDA

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

This email constitutes a formal complaint and direct notice regarding the continuing conduct of Kalamazoo County Consolidated Dispatch Authority personnel concerning the telephone number I use when contacting dispatch.

You are the only County in Michigan that continues this behavior.

This communication pattern needs to stop.

I am not violating Michigan law by using this number. If KCCDA believes otherwise, identify the specific Michigan statute and subsection that you believe I am violating.

An internal KCCDA policy, preference, or procedure is not Michigan law. Your personnel need to stop repeatedly confronting, lecturing, or harassing me over the use of this number as though I am doing something unlawful.

This issue is also not isolated.

KCCDA administration is already well aware of my extensive documented history of complaints involving this agency, including:

• Calls being disconnected or personnel hanging up on me, including during serious incidents. • Dispatch and location errors. • Problems with CAD information and the relay of information. • Delays or failures involving requests for public-safety assistance. • Instances where assistance was not sent or was not handled appropriately. • Repeated disputes involving addresses, callback information, and telephone numbers. • Prior incidents involving threats, weapons, hostile subjects, and legitimate public-safety concerns. • Previous formal complaints supported by recordings, records, and other documentation.

The record is extensive and goes back years.

Because of KCCDA's continued conduct, I no **longer have confidence that when I call for assistance I will simply receive appropriate public-safety service without being subjected to another unnecessary confrontation, delay, hang-up, or dispute.**

That pattern of activity is already significantly documented.

That is a serious public-safety concern.

There have been occasions where I called for assistance and help was not sent, where calls were disconnected, and where routine communications became unnecessarily adversarial. As a result of that history, I do not feel confident or safe relying on KCCDA when I need assistance.

That loss of trust is the direct result of the agency's own continuing conduct and is now formally documented.

In my experience communicating with public-safety dispatch systems elsewhere in Michigan, I have not encountered this recurring pattern of adversarial communication. Kalamazoo County has been the repeated exception. Every region well over 25 plus counties.

This is the only system with this sort of malfunction.

Those complaints were brought before appropriate commissioners, township supervisors, and officials throughout Kalamazoo County.

Jeff Troyer was directly involved in the prior complaint process.

I confronted him with documentation that contradicted explanations being provided by KCCDA, identified inconsistencies in the agency's own records, and obtained acknowledgment of mistakes. At points, the documentation also demonstrated contradictions in what I was being told.

After that, Jeff effectively went radio silent.

Meaningful communication regarding those formal complaints stopped, and there was never an adequate administrative resolution.

That history is part of why I am putting KCCDA on direct notice now.

Michigan also maintains a PSAP compliance-review process for questionable practices supported by objective and articulable facts. I have extensive documentation, recordings, call information, prior complaints, and communications supporting the history described above.

MCL 484.1604 also makes clear that statutory protection involving 911 operations is not absolute where conduct reaches the level of gross negligence or willful and wanton misconduct.

I am not making that ultimate legal determination in this email. I am making clear that the documented history involving KCCDA is serious and will be evaluated as a whole if this conduct continues.

This ends here.

I am not doing anything unlawful.

If KCCDA believes I am violating Michigan law, identify the law.

If you cannot identify a law, then direct your personnel to stop treating me as though I am committing a violation simply because I am not following an internal preference regarding which telephone number KCCDA would rather I use.

If this continues, the additional conduct will be documented and added to the existing record. I am prepared to bring the complete history before the KCCDA Board and, if necessary, request independent review through the appropriate State 911 compliance process.

Please preserve all relevant telephone recordings, call logs, CAD records, internal communications, complaint files, supervisory records, and communications concerning my prior complaints and the current telephone-number issue.

Please confirm receipt of this formal complaint and provide a substantive written response.

Stop the harassment. The continued conduct I have extensively documented has, on numerous occasions, placed my safety and the safety of members of the public at risk. This is no longer simply an administrative or communications issue—it is a public-safety concern.

This ends here.

When a public-safety call taker handles requests for assistance in an unnecessarily adversarial manner, disconnects calls, delays assistance, or allows personal or administrative disputes to interfere with the delivery of emergency services, the consequences can be serious. Similar failures by emergency communications centers elsewhere have resulted in internal investigations, administrative action, litigation, and other forms of accountability.

I am formally putting KCCDA on notice that this pattern needs to stop. I expect future requests for assistance to be handled professionally, objectively, and without harassment, retaliation, unnecessary confrontation, or interference based upon prior complaints or disagreements with your administration.

This is not up for debate. I have already presented and documented the facts supporting my complaints. I have proven my case through the records and documentation already provided, and I am not going to continue relitigating the same issues with KCCDA personnel.

You have put my life at risk and the communities residents life at risk countless times and this needs to stop.

We are done here.

Tyler James Adams, LPI, EMT-B, EM

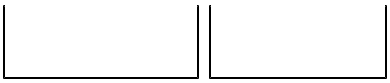
Investigator|Intelligence Liaison|Emergency Manager

Adams Risk Management Group

Michigan Council of Professional Investigators:Board Member

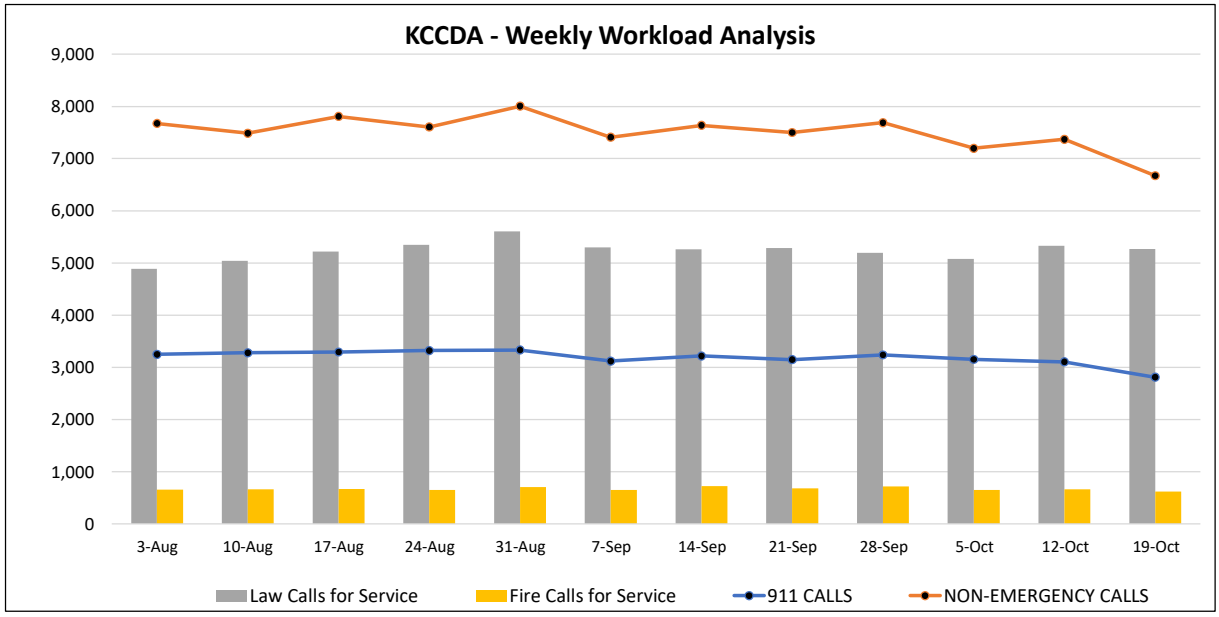
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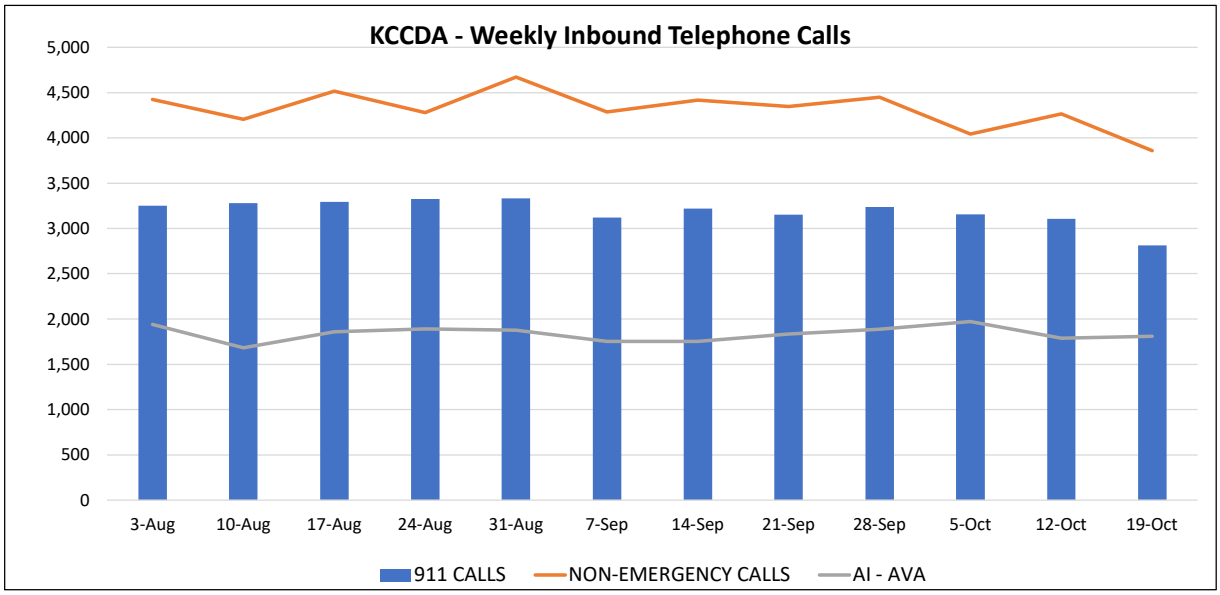
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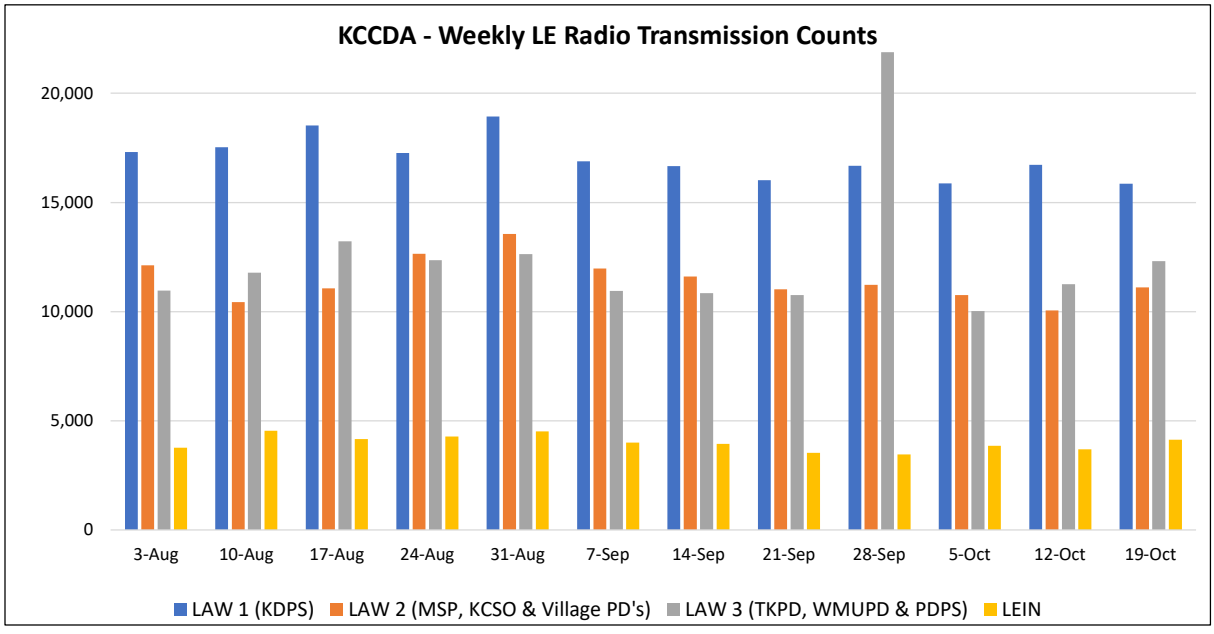


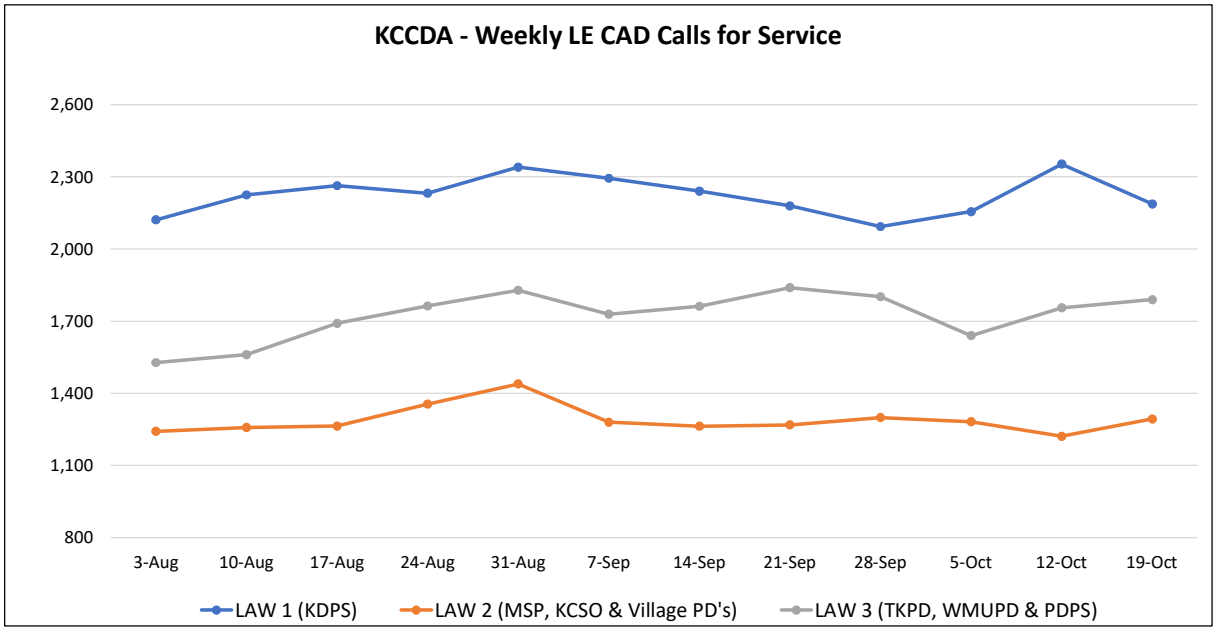
"Southwest MI #1 Provider in Off Duty Services & Subject Matter Experts"

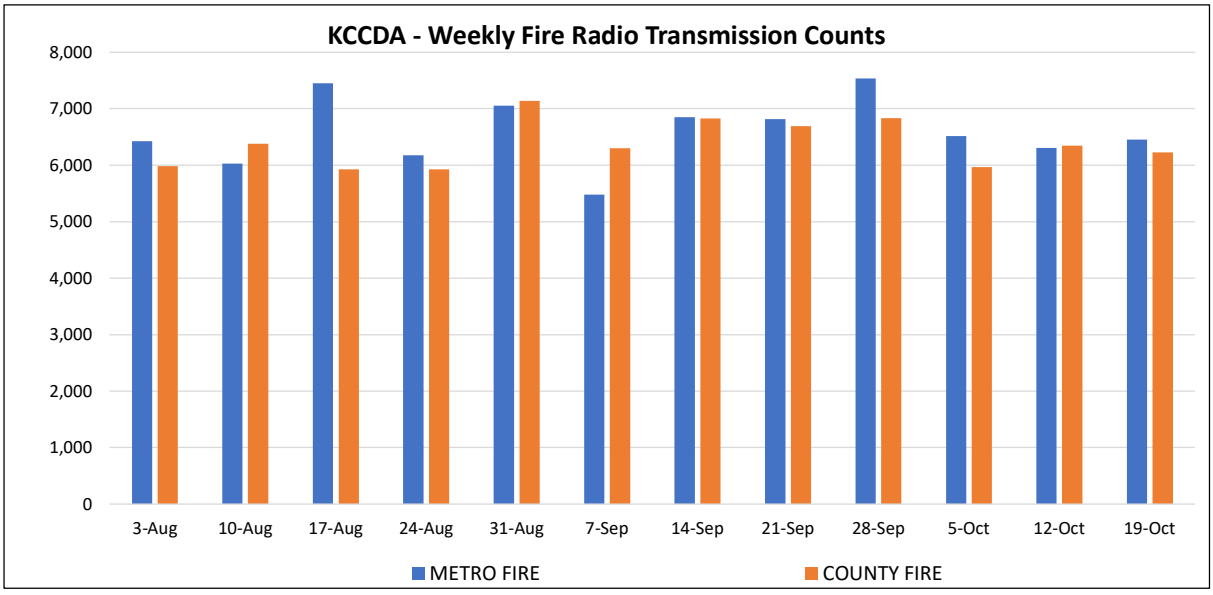
100% Staffed by active and retired public safety"

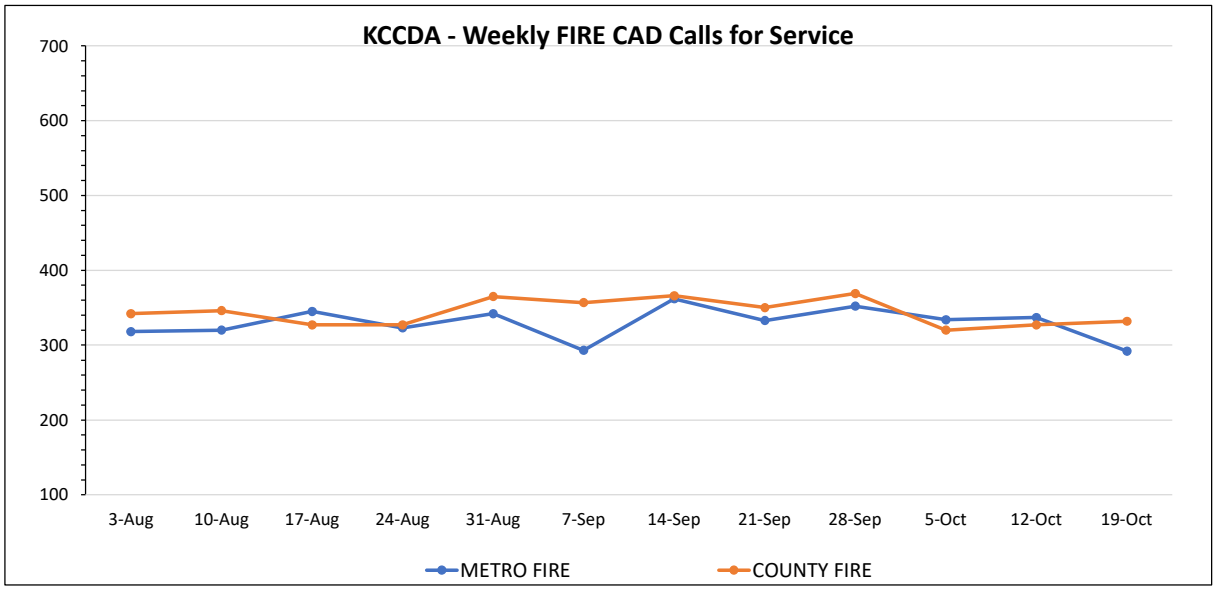

KCCDA - Weekly Workload Analysis
9,000
8,000
7,000
6,000
5,000
4,000
3,000
2,000
1,000
0
3-Aug
10-Aug
17-Aug
24-Aug
31-Aug
7-Sep
14-Sep
21-Sep
28-Sep
5-Oct
12-Oct
19-Oct
Law Calls for Service
Fire Calls for Service
911 CALLS
NON-EMERGENCY CALLS


KCCDA - Weekly Inbound Telephone Calls
5,000
4,500
4,000
3,500
3,000
2,500
2,000
1,500
1,000
500
0
3-Aug
10-Aug
17-Aug
24-Aug
31-Aug
7-Sep
14-Sep
21-Sep
28-Sep
5-Oct
12-Oct
19-Oct
911 CALLS
NON-EMERGENCY CALLS
AI - AVA


KCCDA - Weekly LE Radio Transmission Counts
20,000
15,000
10,000
5,000
0
3-Aug
10-Aug
17-Aug
24-Aug
31-Aug
7-Sep
14-Sep
21-Sep
28-Sep
5-Oct
12-Oct
19-Oct
LAW 1 (KDPS)
LAW 2 (MSP, KCSO & Village PD's)
LAW 3 (TKPD, WMUPD & PDPS)
LEIN


KCCDA - Weekly LE CAD Calls for Service
2,600
2,300
2,000
1,700
1,400
1,100
800
3-Aug
10-Aug
17-Aug
24-Aug
31-Aug
7-Sep
14-Sep
21-Sep
28-Sep
5-Oct
12-Oct
19-Oct
LAW 1 (KDPS)
LAW 2 (MSP, KCSO & Village PD's)
LAW 3 (TKPD, WMUPD & PDPS)


KCCDA - Weekly Fire Radio Transmission Counts
8,000
7,000
6,000
5,000
4,000
3,000
2,000
1,000
0
3-Aug
10-Aug
17-Aug
24-Aug
31-Aug
7-Sep
14-Sep
21-Sep
28-Sep
5-Oct
12-Oct
19-Oct
METRO FIRE
COUNTY FIRE


KCCDA - Weekly FIRE CAD Calls for Service
700
600
500
400
300
200
100
3-Aug
10-Aug
17-Aug
24-Aug
31-Aug
7-Sep
14-Sep
21-Sep
28-Sep
5-Oct
12-Oct
19-Oct
METRO FIRE
COUNTY FIRE

2026 ALL RADIO TRANSMISSIONS

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

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD TOTAL
Primary Dispatch:													
LAW 1	66,253	65,764	76,437	76,244	75,729	77,800	79,272	78,480	72,079	73,450			**741,508**
LAW 2	47,609	42,581	47,622	47,439	46,177	48,144	56,199	51,179	51,061	48,262			**486,273**
LAW 3	44,052	41,891	47,368	50,613	46,759	45,928	55,606	53,158	48,124	50,353			**483,852**
METRO FIRE	28,962	23,545	26,414	27,692	25,087	27,880	31,049	28,804	27,913	29,255			**276,601**
COUNTY FIRE	33,178	24,322	27,202	27,395	29,550	28,853	31,552	26,946	29,135	27,999			**286,132**
LEIN	14,747	17,011	19,518	18,704	18,845	20,295	20,581	18,724	16,529	17,784			**182,738**
Tactical Channels:													
800-TAC 1	6,236	5,291	5,346	6,501	9,030	6,256	7,483	7,192	6,012	6,973			**66,320**
800-TAC 2	1,294	816	637	1,410	888	682	2,320	316	1,410	957			**10,730**
800-TAC 3	2,038	700	1,501	2,118	883	1,505	1,809	1,683	2,544	1,724			**16,505**
800-TAC 4	550	613	1,932	1351	1,272	1877	926	782	792	1,374			**11,469**
800-TAC 5	1,406	7,497	3,767	5,487	5,470	6,026	4,497	4,958	4,200	8,414			**51,722**
800-TAC 6	5	68	50	500	67	115	280	248	43	2			**1,378**
800-TAC 7	0	0	59	4	82	354	321	4,039	0	392			**5,251**
800-TAC 8	21	3	4	0	10	13	59	27	0	9			**146**
TOTAL:	**246,351**	**230,102**	**257,857**	**265,458**	**259,849**	**265,728**	**291,954**	**276,536**	**259,842**	**266,948**	**0**	**0**	**2,620,625**
Compared to 2025:	*-1.03%*	*5.97%*	*-0.30%*	*1.55%*	*-4.99%*	*-1.94%*	*5.08%*	*0.79%*	*-2.48%*	*22.85%*			

2026 TELEPHONE CALLS

KCCDA PHONE CALLS:	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
911 CALLS	12,867	10,966	12,776	13,980	14,293	14,670	15,669	14,623	13,662	13,723			**137,229**
NON-EMERGENCY	17,397	14,908	16,865	18,759	17,661	19,486	20,590	19,057	18,962	18,335			**182,020**
VOICE CALL TOTAL:	**30,264**	**25,874**	**29,641**	**32,739**	**31,954**	**34,156**	**36,259**	**33,680**	**32,624**	**32,058**	**0**	**0**	**319,249**
Compared to 2025:	*-0.68%*	*-1.87%*	*-8.97%*	*6.86%*	*-11.69%*	*0.78%*	*5.51%*	*-0.44%*	*1.57%*	*1.42%*			
AI - AVA PROCESSED:	6,608	6,086	7,320	7,718	7,094	7,350	8,054	8,080	7,731	8,516			**74,557**

2026 CAD CALLS FOR SERVICE

(Does not include canceled calls)

DISPATCH POSITION:	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
LAW 1	10,359	9,513	10,361	10,362	10,459	10,379	10,182	9,795	9,608	9,795			**100,813**
LAW 2	5,179	4,781	5,661	5,642	5,808	5,757	6,176	5,673	5,636	5,648			**55,961**
LAW 3	6,096	6,567	6,907	7,337	6,917	6,360	7,425	7,182	7,694	7,774			**70,259**
METRO FIRE	1,373	1,153	1,373	1,340	1,343	1,404	1,514	1,452	1,413	1,422			**13,787**
COUNTY FIRE	1,643	1,334	1,331	1,554	1,549	1,529	1,806	1,486	1,551	1,478			**15,261**
TOTAL:	**24,650**	**23,348**	**25,633**	**26,235**	**26,076**	**25,429**	**27,103**	**25,588**	**25,902**	**26,117**	**0**	**0**	**256,081**
Compared to 2025:	*5.86%*	*4.18%*	*-2.33%*	*2.73%*	*-0.86%*	*2.05%*	*2.24%*	*18.15%*	*1.89%*	*1.45%*			

2025 ALL RADIO TRANSMISSIONS

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

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD TOTAL
Primary Dispatch:									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**
Tactical Channels:													
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**
Compared to 2024:	*-4.38%*	*-20.08%*	*-2.79%*	*1.61%*	*-7.30%*	*-8.98%*	*-5.08%*	*-5.62%*	*-5.41%*	*-32.03%*	*-8.19%*	*-3.61%*	

2025 TELEPHONE CALLS

KCCDA PHONE CALLS:	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
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**
Compared to 2024:	*-10.73%*	*-17.14%*	*-4.56%*	*-13.15%*	*-11.79%*	*-18.74%*	*-11.77%*	*-13.75%*	*-18.60%*	*-16.62%*	*-13.54%*	*-9.30%*	
AI - AVA PROCESSED:	6,832	5,495	6,859	6,854	7,371	7,556	8,659	7,458	7,614	7,408	6,610	6,340	**85,056**

2025 CAD CALLS FOR SERVICE

(Does not include canceled calls)

DISPATCH POSITION:	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
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**
Compared to 2024:	*2.46%*	*-2.47%*	*10.77%*	*4.38%*	*1.89%*	*-2.91%*	*1.46%*	*-26.45%*	*-0.40%*	*1.22%*	*2.15%*	*1.91%*	

Emergency Call Wait Time Range

For (Month)

Creation Date: 11/03/2026 02:36:37 PM

Grouping: Month

Date Range: 10/01/2026 12:00:00 AM - 10/31/2026 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
Oct	Call Count	97	12,253	1,072	165	64	18	5	1	13,675
	Cumulative Percentage		90 %	98 %	99 %	100 %	100 %	100 %	100 %	
Total	Call Count	97	12,253	1,072	165	64	18	5	1	13,675
	Cumulative Percentage		90 %	98 %	99 %	100 %	100 %	100 %	100 %	

Emergency Call Wait Time Range

For (Month)

Creation Date: 11/03/2026 02:36:37 PM

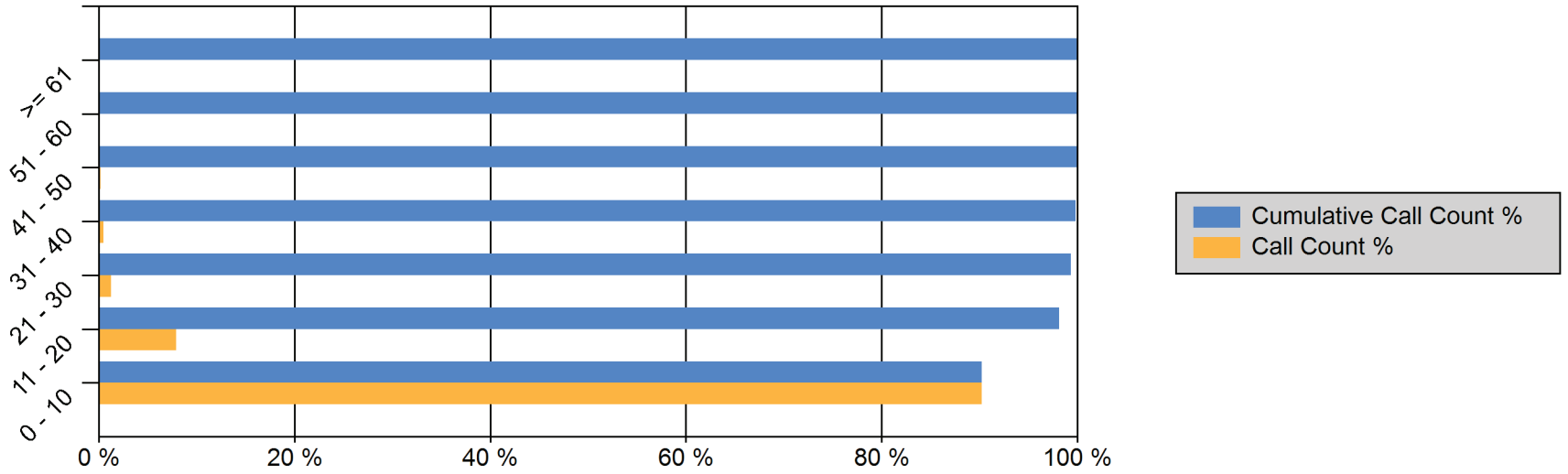
Grouping: Month

Date Range: 10/01/2026 12:00:00 AM - 10/31/2026 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)

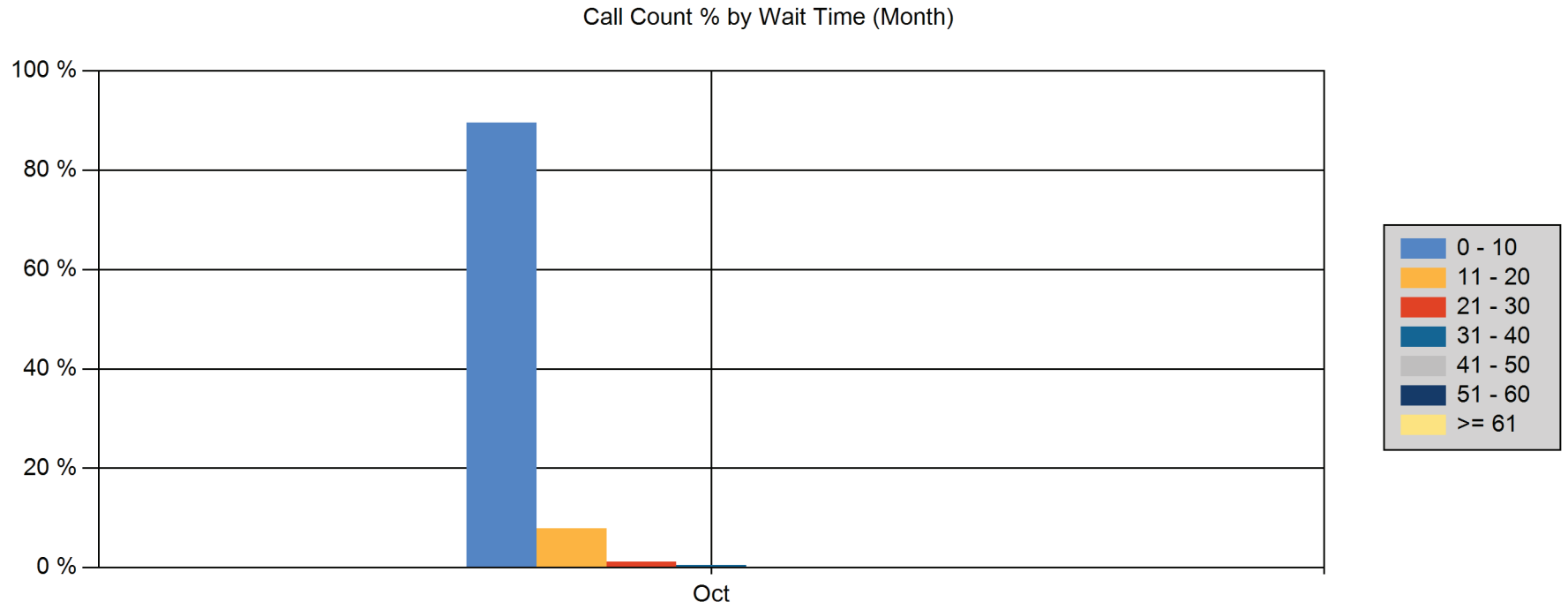
Creation Date: 11/03/2026 02:36:37 PM

Grouping: Month

Date Range: 10/01/2026 12:00:00 AM - 10/31/2026 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Chart



Performance V2.5 CAD (No Passthrough)

Time Range: October 1, 2026 - October 31, 2026 ×

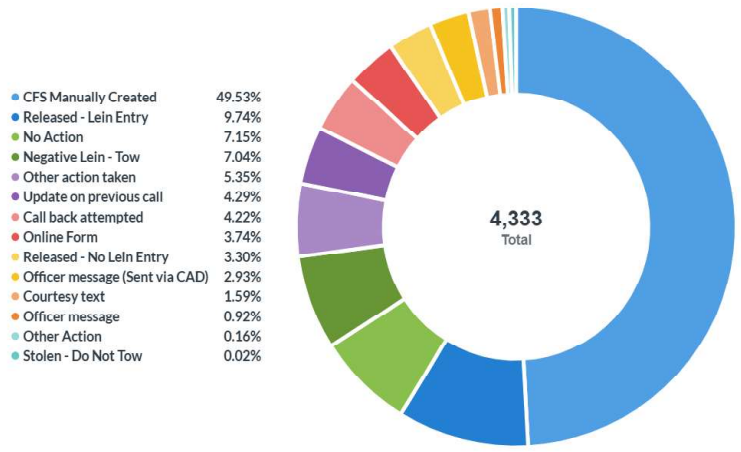
Call Statistics

13,461	4,945	331	1,990
Calls Received (No Passthrough)	Calls Transferred to Dispatch by Route/Rule (No Pa	Allowlisted Calls (No Passthrough)	Potential Emergency Calls (No Passthrough)
36.7%	**46.0%**	**63.3%**	**2.2**
% Calls Transferred to Dispatch by Route/Rule (No	% Calls Deflected or Collected Info (No Passthroug	% Calls Automated (Deflect/Collect/Allowlist/Emer	Median of Time To Resolve Call (in Minutes) (No Pa

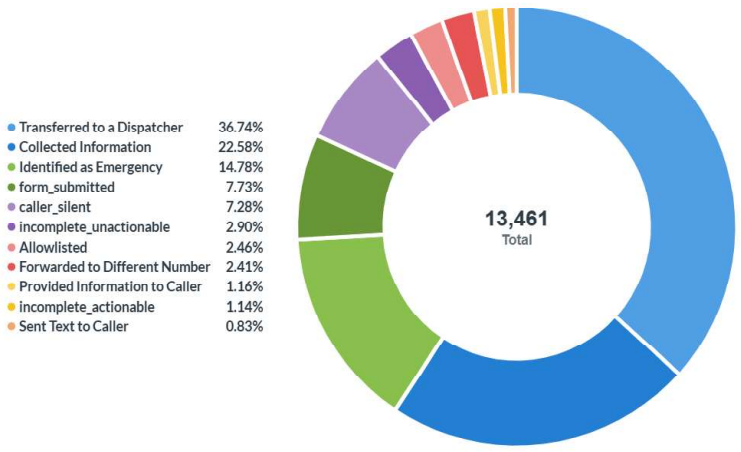
Call Resolutions

4,333	0	0.0%	2,146	99.7%
Action Items Generated (No Passthroug	Action Items Synced to CAD (No Passth	% Auto-Synced by Aurelian (No Passthr	Manually Entered into CAD (No Passthr	% Positive Feedback

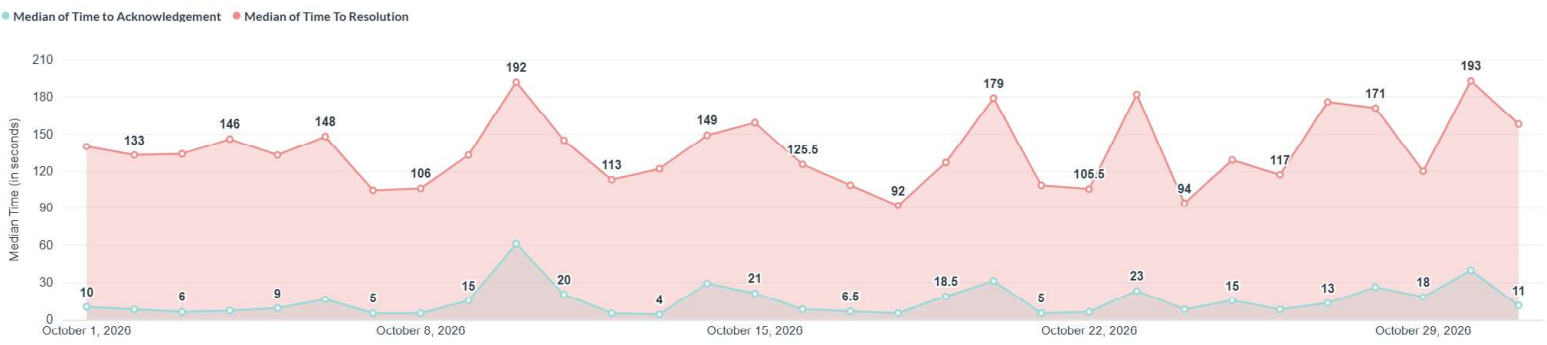
Action Items By Resolution Type (No Passthrough)



Call Outcome (No Passthrough)



Median Time to Acknowledgement & Resolution (No Passthrough)



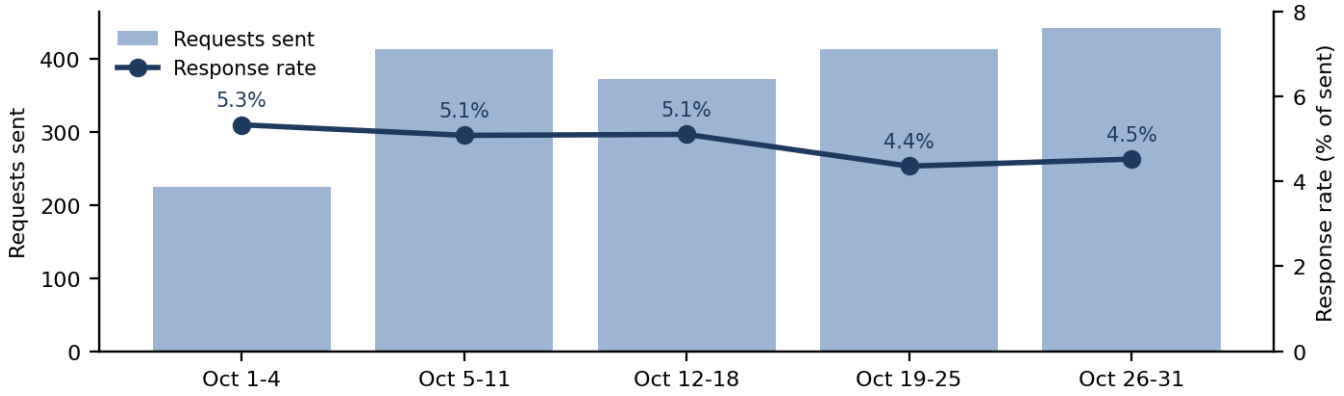
Caller Feedback Requests: October 2026

Kalamazoo County Dispatch Authority | Ava non-emergency and alarm lines | Oct 1-31, 2026

1,865	1,727	90	4.8%	5.2%
Feedback requests sent	Delivered to caller	Survey responses	Response rate (of sent)	Response rate (of delivered)

In October, Ava texted a feedback survey link to callers on 1,865 calls. 1,727 of those texts were delivered, and callers submitted 90 surveys, a 4.8% response rate on everything sent and 5.2% on texts that reached the caller. Every response came from the non-emergency line. Callers who responded gave an average rating of 3.48 out of 5.

Weekly breakdown



Week	Sent	Delivered	Responses	Rate (sent)	Rate (delivered)	Avg rating
Oct 1-4	225	215	12	5.3%	5.6%	3.25
Oct 5-11	413	380	21	5.1%	5.5%	3.14
Oct 12-18	372	348	19	5.1%	5.5%	3.53
Oct 19-25	413	376	18	4.4%	4.8%	3.39
Oct 26-31	442	408	20	4.5%	4.9%	4.00
Total	**1,865**	**1,727**	**90**	**4.8%**	**5.2%**	**3.48**

By line

Line	Sent	Delivered	Undelivered	Responses	Rate (sent)	Rate (delivered)
Non-emergency line	1,769	1,702	67	90	5.1%	5.3%
Alarm line	96	25	71	0	0.0%	0.0%
Total	**1,865**	**1,727**	**138**	**90**	**4.8%**	**5.2%**

Undelivered includes 137 texts the carrier rejected and 1 text still marked sent with no delivery confirmation. Most alarm line texts did not deliver, which is expected when the caller is an alarm company line.

What callers said

Rating	Responses	Share
5 stars	38	42.2%
4 stars	12	13.3%
3 stars	14	15.6%
2 stars	7	7.8%
1 star	19	21.1%
Total	**90**	**100.0%**

Overall sentiment	Responses	Share
Positive	51	56.7%
Negative	34	37.8%
Unclear	5	5.6%
Total	**90**	**100.0%**

50 of 90 respondents (55.6%) rated the call 4 or 5 stars and 26 (28.9%) rated it 1 or 2 stars. 67 respondents left a written comment.

How this was counted. A feedback request is one outbound text containing the survey link, counted by the date it was sent (Oct 1-31, Eastern). Each call received at most one request. A response is a survey submitted for that call; responses were counted through data pulled Nov 1, 2026, so a few late-October requests may still receive answers. Overall sentiment is Aurelian's automatic read of the rating and comment together, which is why a small number of 3 to 5 star surveys with critical comments are classed as negative.

Kalamazoo County Dispatch Authority

Mercantile General Busn. Checking, Period Ending 09/30/2026

RECONCILIATION REPORT

Reconciled on: 10/05/2026

Reconciled by: Jeff Troyer

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

Summary USD

Statement beginning balance	825,708.95
Checks and payments cleared (54)	-530,241.50
Deposits and other credits cleared (6)	2,313,180.95
Statement ending balance	2,608,648.40
Uncleared transactions as of 09/30/2026	-56,883.43
Register balance as of 09/30/2026	2,551,764.97
Cleared transactions after 09/30/2026	0.00
Uncleared transactions after 09/30/2026	-700,461.65
Register balance as of 10/05/2026	1,851,303.32

Details

Checks and payments cleared (54)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
06/03/2026	Bill Payment	5050	Laura Heckelman	-19.57
08/06/2026	Bill Payment	5166	Laura Heckelman	-20.52
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	5204	State of Michigan - DTMB	-6,948.05
08/25/2026	Bill Payment	5205	GMIS International	-250.00
08/25/2026	Bill Payment	5210	Colby Investigations, LLC	-4,063.56
08/25/2026	Bill Payment	5215	Kzoom	-5,129.24
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	5190	Besco	-225.75
08/25/2026	Bill Payment	5211	Stryker Sales, LLC	-354.64
09/04/2026	Expense	090426	PAYROLL	-145,334.80
09/04/2026	Check	1062	U.S. Department of Treasury	-119.08
09/05/2026	Expense	090426	MERS - Empower	-15,582.19
09/05/2026	Expense	090426	MERS - Empower	-560.35
09/05/2026	Expense	090426	MERS - Empower	-21,017.80
09/05/2026	Expense	090426	MERS - Empower	-5,169.19
09/05/2026	Expense	090426	MERS - Empower	-6,330.04
09/10/2026	Bill Payment	5220	Consumers Energy	-1,262.32
09/10/2026	Bill Payment	5217	Hi-Tech Electric Company	-437.50
09/10/2026	Bill Payment	5218	Total Fire & Security	-554.82
09/10/2026	Bill Payment	5219	Dixon Lawn Care	-555.00
09/10/2026	Bill Payment	5221	Republic Services	-487.19
09/10/2026	Bill Payment	5222	Schley Nelson Architects, Inc.	-2,499.74
09/10/2026	Bill Payment	5223	Besco	-161.25
09/10/2026	Bill Payment	5224	DL Gallivan Office Solutions	-58.87
09/10/2026	Bill Payment	5225	State of Michigan - DTMB	-31,250.00
09/10/2026	Bill Payment	5227	Heart of West Michigan Unite…	-533.36
09/10/2026	Bill Payment	5228	Greenmark Equipment	-5,300.43
09/10/2026	Bill Payment	5229	Language Line Services, Inc	-994.18
09/10/2026	Bill Payment	5230	Roe Comm	-2,608.20
09/10/2026	Bill Payment	5231	Williams Building Services LLC	-2,460.00
09/10/2026	Bill Payment	5232	TransUnion Risk and Alternati…	-320.00
09/10/2026	Bill Payment	5233	Bel Aire Heating and Air Condi…	-549.78
09/10/2026	Bill Payment	5234	VISA - Mercantile Bank of Mic…	-5,145.69
09/10/2026	Bill Payment	5235	Insight Direct USA	-4.36

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
09/10/2026	Bill Payment	5236	Peninsula Fiber Network	-1,385.00
09/10/2026	Bill Payment	5237	Midwest Energy and Commun…	-438.04
09/10/2026	Bill Payment	5238	Insight Public Sector, Inc.	-1,127.54
09/10/2026	Bill Payment	5239	Total Fire Protection, Inc.	-250.00
09/10/2026	Bill Payment	5240	VISA - Mercantile Bank of Mic…	-3,285.57
09/15/2026	Expense		Mercantile Bank of Michigan	-60.00
09/18/2026	Expense	091826	PAYROLL	-164,058.73
09/19/2026	Expense	091926	MERS - Empower	-6,035.37
09/19/2026	Expense	091926	MERS - Empower	-505.00
09/19/2026	Expense	091926	MERS - Empower	-560.35
09/19/2026	Expense	091926	MERS - Empower	-17,529.07
09/22/2026	Expense	Oct26	Metronet	-4,214.25
09/22/2026	Expense	HSA-Oct26	Blue Cross Blue Shield of Mic…	-48,944.65
09/22/2026	Expense	HMO-Oct26	Blue Cross Blue Shield of Mic…	-4,127.06
Total				-530,241.50

Deposits and other credits cleared (6)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
05/20/2026	Deposit		Danielle Mayo	0.00
09/02/2026	Deposit		Kalamazoo County - Millage &…	2,087,200.00
09/10/2026	Deposit		Kalamazoo County - Surcharg…	208,200.16
09/10/2026	Deposit			16,372.00
09/23/2026	Receive Payment		Snow, Chelsea Adele	333.35
09/30/2026	Deposit		Mercantile Bank of Michigan	1,075.44
Total				2,313,180.95

Additional Information

Uncleared checks and payments as of 09/30/2026

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
06/09/2026	Bill Payment	5089	Principal Life Insurance Comp…	-3,388.93
06/09/2026	Bill Payment	5079	Michael Gordon	-8.34
07/05/2026	Expense	070526	*Jac's	-83.96
07/21/2026	Bill Payment	5156	Jon Moored	-99.56
08/06/2026	Bill Payment	5180	Michael Gordon	-19.15
08/21/2026	Check		Stenger & Stenger PC	-601.72
08/25/2026	Bill Payment	5192	Katelyn Hatfield	-34.62
09/10/2026	Bill Payment	5226	Village of Vicksburg	-48,600.00
09/18/2026	Check		U.S. Department of Treasury	-137.28
09/30/2026	Expense	Oct26	Consumers Life Insurance Co…	-1,049.26
Total				-57,216.75

Uncleared deposits and other credits as of 09/30/2026

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
01/06/2025	Deposit		Snow, Chelsea Adele	333.32
Total				333.32

Uncleared checks and payments after 09/30/2026

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
10/01/2026	Bill Payment	5254	Colby Investigations, LLC	-1,207.60
10/01/2026	Bill Payment	5256	DirecTV	-10.34
10/01/2026	Bill Payment	5257	Rose Pest Solutions	-110.00
10/01/2026	Bill Payment	5258	Victoria Rose	-178.67

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
10/01/2026	Bill Payment	5259	AT&T - Box 5019	-1,622.94
10/01/2026	Bill Payment	5260	Kruggel, Lawton & Company, …	-7,000.00
10/01/2026	Bill Payment	5261	Republic Services	-510.57
10/01/2026	Bill Payment	5241	MACNLOW Associates	-3,735.00
10/01/2026	Bill Payment	5242	Dixon Lawn Care	-555.00
10/01/2026	Bill Payment	5243	Nationwide Power Solutions, I…	-5,794.74
10/01/2026	Bill Payment	5244	Consumers Energy	-5,213.51
10/01/2026	Bill Payment	5248	DL Gallivan Office Solutions	-179.73
10/01/2026	Bill Payment	5249	AT&T Mobility	-489.89
10/01/2026	Bill Payment	5250	Tyler Technologies, Inc.	-144,111.71
10/01/2026	Bill Payment	5251	Kalleward Group, Inc.	-343,005.30
10/01/2026	Bill Payment	5252	Bronson Healthcare Group	-271.00
10/01/2026	Bill Payment	5253	Roe Comm	-18,580.00
10/01/2026	Bill Payment	5255	VISA - Mercantile Bank of Mic…	-1,880.73
10/01/2026	Bill Payment	5246	Printmill	-97.67
10/01/2026	Bill Payment	5247	Besco	-231.75
10/02/2026	Expense	100226	PAYROLL	-144,249.41
10/03/2026	Expense	100326	MERS - Empower	-505.00
10/03/2026	Expense	100326	MERS - Empower	-560.35
10/03/2026	Check	1064	U.S. Department of Treasury	-134.61
10/03/2026	Expense	100326	MERS - Empower	-4,708.84
10/03/2026	Expense	100326	MERS - Empower	-15,517.29
Total				-700,461.65

Kalamazoo County Dispatch Authority

Mercantile General Busn. Checking, Period Ending 10/30/2026

RECONCILIATION REPORT

Reconciled on: 11/03/2026

Reconciled by: Jeff Troyer

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

Summary USD

Statement beginning balance	2,608,648.40
Checks and payments cleared (43)	-1,070,755.61
Deposits and other credits cleared (2)	3,349.09
Statement ending balance	1,541,241.88
Uncleared transactions as of 10/30/2026	-765,183.89
Register balance as of 10/30/2026	776,057.99
Cleared transactions after 10/30/2026	0.00
Uncleared transactions after 10/30/2026	-22,112.94
Register balance as of 11/03/2026	753,945.05

Details

Checks and payments cleared (43)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
09/18/2026	Check		U.S. Department of Treasury	-137.28
09/30/2026	Expense	Oct26	Consumers Life Insurance Co…	-1,049.26
10/01/2026	Bill Payment	5260	Kruggel, Lawton & Company, …	-7,000.00
10/01/2026	Bill Payment	5259	AT&T - Box 5019	-1,622.94
10/01/2026	Bill Payment	5258	Victoria Rose	-178.67
10/01/2026	Bill Payment	5257	Rose Pest Solutions	-110.00
10/01/2026	Bill Payment	5256	DirecTV	-10.34
10/01/2026	Bill Payment	5255	VISA - Mercantile Bank of Mic…	-1,880.73
10/01/2026	Bill Payment	5254	Colby Investigations, LLC	-1,207.60
10/01/2026	Bill Payment	5253	Roe Comm	-18,580.00
10/01/2026	Bill Payment	5251	Kalleward Group, Inc.	-343,005.30
10/01/2026	Bill Payment	5261	Republic Services	-510.57
10/01/2026	Bill Payment	5252	Bronson Healthcare Group	-271.00
10/01/2026	Bill Payment	5241	MACNLOW Associates	-3,735.00
10/01/2026	Bill Payment	5242	Dixon Lawn Care	-555.00
10/01/2026	Bill Payment	5243	Nationwide Power Solutions, I…	-5,794.74
10/01/2026	Bill Payment	5244	Consumers Energy	-5,213.51
10/01/2026	Bill Payment	5247	Besco	-231.75
10/01/2026	Bill Payment	5248	DL Gallivan Office Solutions	-179.73
10/01/2026	Bill Payment	5249	AT&T Mobility	-489.89
10/01/2026	Bill Payment	5250	Tyler Technologies, Inc.	-144,111.71
10/02/2026	Expense	100226	PAYROLL	-144,249.41
10/03/2026	Expense	100326	MERS - Empower	-505.00
10/03/2026	Expense	100326	MERS - Empower	-4,708.84
10/03/2026	Expense	100326	MERS - Empower	-15,517.29
10/03/2026	Expense	100326	MERS - Empower	-560.35
10/03/2026	Check	1064	U.S. Department of Treasury	-164.58
10/15/2026	Expense		Mercantile Bank of Michigan	-60.00
10/16/2026	Expense	101626	PAYROLL	-144,523.83
10/17/2026	Expense	101626	MERS - Empower	-560.35
10/17/2026	Expense	101626	MERS - Empower	-505.00
10/17/2026	Expense	101626	MERS - Empower	-4,821.81
10/17/2026	Expense	101626	MERS - Empower	-15,394.73
10/26/2026	Expense	HMO Nov 26	Blue Cross Blue Shield of Mic…	-4,127.06
10/26/2026	Expense	HSA Nov 26	Blue Cross Blue Shield of Mic…	-43,489.84
10/26/2026	Expense	Nov 26	Consumers Life Insurance Co…	-1,052.04
10/26/2026	Expense	Sept 26	Metronet	-4,236.60
10/27/2026	Bill Payment	5276	Williams Building Services LLC	-2,460.00
10/27/2026	Bill Payment	5295	Danielle Mayo	-226.48
10/27/2026	Bill Payment	5297	Williams Building Services LLC	-2,460.00

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
10/27/2026	Bill Payment	5298	Nicole Face	-36.24
10/27/2026	Bill Payment	5303	Victoria Rose	-362.52
10/30/2026	Expense	103026	PAYROLL	-144,858.62
Total				-1,070,755.61

Deposits and other credits cleared (2)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
10/27/2026	Deposit			2,552.68
10/30/2026	Deposit		Mercantile Bank of Michigan	796.41
Total				3,349.09

Additional Information

Uncleared checks and payments as of 10/30/2026

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
06/09/2026	Bill Payment	5089	Principal Life Insurance Comp…	-3,388.93
06/09/2026	Bill Payment	5079	Michael Gordon	-8.34
07/05/2026	Expense	070526	*Jac's	-83.96
07/21/2026	Bill Payment	5156	Jon Moored	-99.56
08/06/2026	Bill Payment	5180	Michael Gordon	-19.15
08/21/2026	Check		Stenger & Stenger PC	-601.72
08/25/2026	Bill Payment	5192	Katelyn Hatfield	-34.62
09/10/2026	Bill Payment	5226	Village of Vicksburg	-48,600.00
10/17/2026	Check	1065	U.S. Department of Treasury	-163.82
10/27/2026	Bill Payment	5275	Language Line Services, Inc	-974.56
10/27/2026	Bill Payment	5277	TransUnion Risk and Alternati…	-320.00
10/27/2026	Bill Payment	5279	Western Michigan University -…	-221,275.00
10/27/2026	Bill Payment	5280	Insight Direct USA	-4.36
10/27/2026	Bill Payment	5281	Peninsula Fiber Network	-1,385.00
10/27/2026	Bill Payment	5282	Roto-Rooter	-415.75
10/27/2026	Bill Payment	5283	Tyler Rairigh	-43.07
10/27/2026	Bill Payment	5284	DL Gallivan Office Solutions	-241.38
10/27/2026	Bill Payment	5285	AT&T Mobility	-490.12
10/27/2026	Bill Payment	5286	INdigital	-76,130.13
10/27/2026	Bill Payment	5287	Michigan Critical Power	-1,379.53
10/27/2026	Bill Payment	5288	Heart of West Michigan Unite…	-800.04
10/27/2026	Bill Payment	5289	Bronson Healthcare Group	-490.00
10/27/2026	Bill Payment	5290	Roe Comm	-45.00
10/27/2026	Bill Payment	5291	Big Sky Communications	-980.00
10/27/2026	Bill Payment	5292	Midwest Energy and Commun…	-405.25
10/27/2026	Bill Payment	5294	Insight Public Sector, Inc.	-1,127.54
10/27/2026	Bill Payment	5296	Burnham & Flower Insurance …	-120.00
10/27/2026	Bill Payment	5299	Besco	-67.75
10/27/2026	Bill Payment	5300	Michael Gordon	-234.08
10/27/2026	Bill Payment	5301	Standard Insurance Company	-1,045.20
10/27/2026	Bill Payment	5302	Katelyn Hatfield	-237.12
10/27/2026	Bill Payment	5304	Sohn Linen Service	-49.86
10/27/2026	Bill Payment	5305	MACNLOW Associates	-1,500.00
10/27/2026	Bill Payment	5306	DeWolf & Associates	-1,100.00
10/27/2026	Bill Payment	5293	Rose Pest Solutions	-110.00
10/27/2026	Bill Payment	5262	Antenna Designs	-2,240.22
10/27/2026	Bill Payment	5263	AT&T - Box 5019	-1,622.94
10/27/2026	Bill Payment	5264	Dixon Lawn Care	-668.00
10/27/2026	Bill Payment	5265	Consumers Energy	-6,024.53
10/27/2026	Bill Payment	5266	Schley Nelson Architects, Inc.	-1,314.33
10/27/2026	Bill Payment	5267	Besco	-245.50
10/27/2026	Bill Payment	5268	Township of Kalamazoo - Poli…	-208,860.00

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
10/27/2026	Bill Payment	5269	911 Training Institute	-850.00
10/27/2026	Bill Payment	5270	Ross Township Police Depart…	-10,790.00
10/27/2026	Bill Payment	5271	Texas Township Fire Departm…	-162,375.00
10/27/2026	Bill Payment	5272	Sohn Linen Service	-193.92
10/27/2026	Bill Payment	5273	HelpNet	-375.00
10/27/2026	Bill Payment	5274	APCO International	-2,793.00
Total				-765,517.21

Uncleared deposits and other credits as of 10/30/2026

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
01/06/2025	Deposit		Snow, Chelsea Adele	333.32
Total				333.32

Uncleared checks and payments after 10/30/2026

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
10/31/2026	Check		Coast Professional, Inc.	-241.10
10/31/2026	Expense	103126	MERS - Empower	-4,775.45
10/31/2026	Expense	103126	MERS - Empower	-15,875.56
10/31/2026	Check		U.S. Department of Treasury	-155.48
10/31/2026	Expense	103126	MERS - Empower	-505.00
10/31/2026	Expense	103126	MERS - Empower	-560.35
Total				-22,112.94

Kalamazoo County Dispatch Authority

Michigan CLASS, Period Ending 09/30/2026

RECONCILIATION REPORT

Reconciled on: 10/05/2026

Reconciled by: Jeff Troyer

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

Summary USD

Statement beginning balance	7,171,472.74
Checks and payments cleared (0)	0.00
Deposits and other credits cleared (1)	22,880.05
Statement ending balance	7,194,352.79
Register balance as of 09/30/2026	7,194,352.79

Details

Deposits and other credits cleared (1)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
09/30/2026	Deposit		Michigan CLASS	22,880.05
Total				22,880.05

Kalamazoo County Dispatch Authority

Michigan CLASS, Period Ending 10/31/2026

RECONCILIATION REPORT

Reconciled on: 11/03/2026

Reconciled by: Jeff Troyer

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

Summary USD

Statement beginning balance	7,194,352.79
Checks and payments cleared (0)	0.00
Deposits and other credits cleared (1)	24,480.34
Statement ending balance	7,218,833.13
Register balance as of 10/31/2026	7,218,833.13

Details

Deposits and other credits cleared (1)

DATE	TYPE	REF NO.	PAYEE	AMOUNT (USD)
10/31/2026	Deposit		Michigan CLASS	24,480.34
Total				24,480.34

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	598,860.61	1,150,000.00	551,139.39				$598,860.61	$1,150,000.00	$551,139.39
651.000 Charges for Services - User Fees	18,590.00	18,750.00	160.00				$18,590.00	$18,750.00	$160.00
665.000 Interest Earned	234,123.93	250,000.00	15,876.07				$234,123.93	$250,000.00	$15,876.07
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	8,376.96	4,397.00	(3,979.96)				$8,376.96	$4,397.00	$ (3,979.96)
Total Income	**$7,366,733.50**	**$10,249,998.00**	**$2,883,264.50**	**$26,382.00**	**$52,000.00**	**$25,618.00**	**$7,393,115.50**	**$10,301,998.00**	**$2,908,882.50**
GROSS PROFIT	**$7,366,733.50**	**$10,249,998.00**	**$2,883,264.50**	**$26,382.00**	**$52,000.00**	**$25,618.00**	**$7,393,115.50**	**$10,301,998.00**	**$2,908,882.50**
Expenses									
700 thru 718 Personnel Services							$0.00	$0.00	$0.00
702.010 Salaries - Administration	288,507.50	368,896.00	80,388.50				$288,507.50	$368,896.00	$80,388.50
702.020 Wages - Regular					15,000.00	15,000.00	$0.00	$15,000.00	$15,000.00
702.021 Administrative Support	211,939.85	276,939.00	64,999.15				$211,939.85	$276,939.00	$64,999.15
702.022 Dispatch Supervisors	309,281.14	506,033.00	196,751.86				$309,281.14	$506,033.00	$196,751.86
702.023 ECO II's	1,299,299.96	1,929,633.00	630,333.04				$1,299,299.96	$1,929,633.00	$630,333.04
702.024 ECO I's	562,450.30	638,149.00	75,698.70				$562,450.30	$638,149.00	$75,698.70
702.026 Bereavement	5,169.29		(5,169.29)				$5,169.29	$0.00	$ (5,169.29)
702.028 Paid Administrative Leave	780.75		(780.75)				$780.75	$0.00	$ (780.75)
Total 702.020 Wages - Regular	**2,388,921.29**	**3,350,754.00**	**961,832.71**	**15,000.00**	**15,000.00**		**$2,388,921.29**	**$3,365,754.00**	**$976,832.71**
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	58,599.73		(58,599.73)				$58,599.73	$0.00	$ (58,599.73)
702.033 ECO II's	121,236.71		(121,236.71)				$121,236.71	$0.00	$ (121,236.71)
702.034 ECO I's	38,970.93		(38,970.93)				$38,970.93	$0.00	$ (38,970.93)
Total 702.030 Wages - Overtime	**219,103.19**	**382,263.00**	**163,159.81**				**$219,103.19**	**$382,263.00**	**$163,159.81**
702.050 CTO Pay	15,075.43	27,000.00	11,924.57				$15,075.43	$27,000.00	$11,924.57
706.000 Wages - Holiday Premium	96,886.65	208,201.00	111,314.35				$96,886.65	$208,201.00	$111,314.35
712.000 Payment in Lieu of Benefits	39,400.00	49,350.00	9,950.00				$39,400.00	$49,350.00	$9,950.00
714.000 Longevity		14,050.00	14,050.00				$0.00	$14,050.00	$14,050.00
715.010 Auto Allowance	7,240.00	8,688.00	1,448.00				$7,240.00	$8,688.00	$1,448.00
Total 700 thru 718 Personnel Services	**3,055,134.06**	**4,409,202.00**	**1,354,067.94**	**15,000.00**	**15,000.00**		**$3,055,134.06**	**$4,424,202.00**	**$1,369,067.94**
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	422,989.90	493,847.00	70,857.10				$422,989.90	$493,847.00	$70,857.10
720.020 Dental Insurance	27,271.84	45,559.00	18,287.16				$27,271.84	$45,559.00	$18,287.16
720.030 Vision Insurance	3,944.10	5,438.00	1,493.90				$3,944.10	$5,438.00	$1,493.90

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	8,351.22	9,793.00	1,441.78				$8,351.22	$9,793.00	$1,441.78
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	20,809.02	22,940.00	2,130.98				$20,809.02	$22,940.00	$2,130.98
721.000 Social Security	181,693.07	271,697.00	90,003.93				$181,693.07	$271,697.00	$90,003.93
722.000 Medicare	42,492.76	63,542.00	21,049.24				$42,492.76	$63,542.00	$21,049.24
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	5,306.92		(5,306.92)				$5,306.92	$0.00	$ (5,306.92)
Total 724.000 Dependent Care Assistance Program	**5,306.92**	**30,000.00**	**24,693.08**				**$5,306.92**	**$30,000.00**	**$24,693.08**
725.010 Retirement - MERS DC	258,483.49	350,576.00	92,092.51				$258,483.49	$350,576.00	$92,092.51
725.020 Retirement - MERS 457	21,789.33	21,927.00	137.67				$21,789.33	$21,927.00	$137.67
725.030 Retirement - MERS HCSP	26,847.84	77,199.00	50,351.16				$26,847.84	$77,199.00	$50,351.16
Total 719 thru 725 Benefits and Taxes	**1,132,188.58**	**1,539,681.00**	**407,492.42**				**$1,132,188.58**	**$1,539,681.00**	**$407,492.42**
726 thru 799 Supplies							$0.00	$0.00	$0.00
727.000 Office Supplies	4,462.27	15,000.00	10,537.73				$4,462.27	$15,000.00	$10,537.73
730.000 Maintenance Supplies	2,439.53	6,000.00	3,560.47				$2,439.53	$6,000.00	$3,560.47
740.000 Uniform Supplies		8,000.00	8,000.00				$0.00	$8,000.00	$8,000.00
760.000 Kitchen Supplies	9.99	1,750.00	1,740.01				$9.99	$1,750.00	$1,740.01
764.000 Food Supplies	125.56	1,750.00	1,624.44				$125.56	$1,750.00	$1,624.44
Total 726 thru 799 Supplies	**7,037.35**	**32,500.00**	**25,462.65**				**$7,037.35**	**$32,500.00**	**$25,462.65**
800 thru 969 Services & Other Charges							$0.00	$0.00	$0.00
801.010 Contractual Services	849,336.75	1,032,233.00	182,896.25				$849,336.75	$1,032,233.00	$182,896.25
805.010 Professional Services - Audit	16,000.00	9,000.00	(7,000.00)				$16,000.00	$9,000.00	$ (7,000.00)
810.000 Administrative Fees	40.34	3,600.00	3,559.66				$40.34	$3,600.00	$3,559.66
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	6,598.32	10,000.00	3,401.68				$6,598.32	$10,000.00	$3,401.68
835.010 Medical Services - Physical Exams	1,835.00	3,500.00	1,665.00				$1,835.00	$3,500.00	$1,665.00
835.020 Medical Services - Drug Testing	624.00	1,500.00	876.00				$624.00	$1,500.00	$876.00
850.010 Telephone Service	11,823.07	19,500.00	7,676.93				$11,823.07	$19,500.00	$7,676.93
850.020 Internet Service	64,155.04	84,780.00	20,624.96				$64,155.04	$84,780.00	$20,624.96
850.030 Copying		2,500.00	2,500.00				$0.00	$2,500.00	$2,500.00
850.040 Mailing	462.25	3,000.00	2,537.75				$462.25	$3,000.00	$2,537.75
870.010 Travel - Training/Registration	5,179.00	19,000.00	13,821.00	26,844.00	29,000.00	2,156.00	$32,023.00	$48,000.00	$15,977.00
870.020 Travel - Lodging	9,616.81	20,000.00	10,383.19	6,069.11	2,500.00	(3,569.11)	$15,685.92	$22,500.00	$6,814.08
870.030 Travel- Meals/Food	5,270.87	8,000.00	2,729.13	797.85	2,500.00	1,702.15	$6,068.72	$10,500.00	$4,431.28
870.040 Travel - Mileage	4,278.67	5,000.00	721.33	1,522.15	2,500.00	977.85	$5,800.82	$7,500.00	$1,699.18
870.050 Travel - Other	2,498.08	12,000.00	9,501.92		500.00	500.00	$2,498.08	$12,500.00	$10,001.92
871.010 Education Expense	2,843.14	5,000.00	2,156.86				$2,843.14	$5,000.00	$2,156.86
900.000 Printing	1,796.05	4,000.00	2,203.95				$1,796.05	$4,000.00	$2,203.95

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	4,866.45	12,000.00	7,133.55				$4,866.45	$12,000.00	$7,133.55
920.010 Utilities - Gas	3,100.46	8,000.00	4,899.54				$3,100.46	$8,000.00	$4,899.54
920.020 Utilities - Electricity	54,429.58	76,000.00	21,570.42				$54,429.58	$76,000.00	$21,570.42
920.030 Utilities - Water & Sewer	4,895.36	7,400.00	2,504.64				$4,895.36	$7,400.00	$2,504.64
934.010 Repair & Maintenance - Equipment	14,092.51	33,000.00	18,907.49				$14,092.51	$33,000.00	$18,907.49
955.000 Miscellaneous Operating	3,802.64	20,000.00	16,197.36				$3,802.64	$20,000.00	$16,197.36
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	**1,130,427.85**	**1,490,013.00**	**359,585.15**	**35,233.11**	**37,000.00**	**1,766.89**	**$1,165,660.96**	**$1,527,013.00**	**$361,352.04**
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	14,337.67	50,000.00	35,662.33				$14,337.67	$50,000.00	$35,662.33
Total 970 thru 989 Equipment & Capital Outlay	**14,337.67**	**70,000.00**	**55,662.33**				**$14,337.67**	**$70,000.00**	**$55,662.33**
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	**$5,339,125.51**	**$7,541,496.00**	**$2,202,370.49**	**$35,233.11**	**$52,000.00**	**$16,766.89**	**$5,374,358.62**	**$7,593,496.00**	**$2,219,137.38**
NET OPERATING INCOME	**$2,027,607.99**	**$2,708,502.00**	**$680,894.01**	**$ (8,851.11)**	**$0.00**	**$8,851.11**	**$2,018,756.88**	**$2,708,502.00**	**$689,745.12**
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)**	**$0.00**
NET INCOME	**$ (222,392.01)**	**$458,502.00**	**$680,894.01**	**$ (8,851.11)**	**$0.00**	**$8,851.11**	**$ (231,243.12)**	**$458,502.00**	**$689,745.12**

Kalamazoo County Dispatch Authority

Budget vs. Actuals: 2026 Capital Improvement 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	3,008,622.33	4,315,345.00	-1,306,722.67	69.72 %	$3,008,622.33	$4,315,345.00	$ -1,306,722.67	69.72 %
980.020 Facility - Capital	620,445.82	1,750,000.00	-1,129,554.18	35.45 %	$620,445.82	$1,750,000.00	$ -1,129,554.18	35.45 %
Total 970 thru 989 Equipment & Capital Outlay	**3,629,068.15**	**6,065,345.00**	**-2,436,276.85**	**59.83 %**	**$3,629,068.15**	**$6,065,345.00**	**$ -2,436,276.85**	**59.83 %**
Total Expenses	**$3,629,068.15**	**$6,065,345.00**	**$ -2,436,276.85**	**59.83 %**	**$3,629,068.15**	**$6,065,345.00**	**$ -2,436,276.85**	**59.83 %**
NET OPERATING INCOME	**$ -1,379,068.15**	**$ -3,815,345.00**	**$2,436,276.85**	**36.15 %**	**$ -1,379,068.15**	**$ -3,815,345.00**	**$2,436,276.85**	**36.15 %**
NET INCOME	**$ -1,379,068.15**	**$ -3,815,345.00**	**$2,436,276.85**	**36.15 %**	**$ -1,379,068.15**	**$ -3,815,345.00**	**$2,436,276.85**	**36.15 %**

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 #:** 6B-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
November 3, 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 Chair Jan VanDerKley at 4:00 p.m. on Tuesday, November 3, 2026.

ITEM 2 – **ROLL CALL**

Members Present: Jan VanDerKley, Nicole Miller, Tracie Moored, and Matt Huber

Others Present: 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

There was none.

B. New Business

1. Formal Complaint from Mr. Adams and Correspondence since 9/2025 (pages 3-61)
    a. Board Complaint & Admin Correspondence to Board Leadership (pages 3-9)
    b. Complaint & Response – October 5, 2026 (pages 10-14)
    c. FOIA Request #26-409 & Replies (pages 15-30)
    d. FOIA Request #26-409 Estimate Letter email attachment (page 31)
    e. FOIA Request #26-409 Extension Letter email attachment (page 32)
    f. Complaint & Response – April 29, 2026 (pages 33-40)
    g. Complaint & Response – January 13, 2026 (pages 41-54)
    h. Complaint & Response – September 23, 2025 (pages 55-61)

DRAFT

Mr. Troyer presented the complaint and responses from Mr. Adams. He also explained the FOIA request submission and response. He noted Mr. Adams requested the Board review the Executive Director's investigations and responses and respond with their findings.

The Committee requested Mr. Troyer forward their opinion to legal counsel to have a response drafted. The response will be discussed at the Board meeting.

2. Discussion – Feasibility of a Combined Personnel and Finance Committee

Mr. Troyer stated five of seven members of the committees are the same people so the proposed combination would ease some burden on volunteers. There would need to be some bylaw changes.

The Committee held a discussion of options, representation and the possibility of combined meetings. The Committee ultimately agreed to make no changes at this time.

3. Behavioral Health Clinician Partnership with Integrated Services of Kalamazoo

Mr. Troyer stated Wayne State University has private funding and has strongly encouraged ISK and KCCDA to submit a request for funding to embed at least one, maybe two, Behavioral Health Clinicians into the dispatch center to handle the behavioral health calls. Administration is in the early phases of evaluating this with ISK.

4. Draft Board Agenda for November 12th

Mr. Troyer stated the only modification is the personnel recommendations will come through as one item.

5. 2027 Meeting Dates

Mr. Troyer stated the suggested meeting dates are the typical second Thursday of the odd months.

ITEM 6 – **OTHER ITEMS**

A. Announcements and Member Comments

There were none.

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

ITEM 7 – **ADJOURNMENT**

The meeting was adjourned at 4:49 p.m.

DRAFT

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:**	5 mins	**Agenda Item #:**	6B-1b

Topic: Formal Complaint from Mr. Adams and Correspondence dating back to 9/2025

Brief Description:

Administration received a formal complaint from Mr. Tyler Adams, addressed to the KCCDA Governing Board, on October 5, 2026. On October 7, 2026, Executive Director Troyer forwarded the complaint to Board leadership to request direction on how to proceed. Board leadership determined that the complaint would be reviewed and discussed at the November 3, 2026, Executive Committee meeting. This decision was communicated to Mr. Adams on October 8, 2026.

The following is a compilation of correspondence involving Mr. Adams, beginning with the formal complaint submitted to the Board and Administration's correspondence with Board leadership, followed by all other related correspondence dating back to September 23, 2025:

- Board Complaint and Administration's Correspondence with Board Leadership (pages 40-46)
- Complaint and Response – October 5, 2026 (pages 47-51)
- FOIA Request #26-409 and Correspondence (pages 52-67)
- FOIA Request #26-409 – Estimate Letter (Email Attachment) (page 68)
- FOIA Request #26-409 – Extension Letter (Email Attachment) (page 69)
- Complaint and Response – April 29, 2026 (pages 70-77)
- Complaint and Response – January 13, 2026 (pages 78–91)
- Complaint and Response – September 23, 2025 (pages 92–98)

The Executive Committee reviewed the formal complaint, along with all supporting documentation and related correspondence. Following its review, the Committee determined that no further investigation is warranted at this time. The Committee is working collaboratively with Administration and legal counsel to prepare a written response to Mr. Adams outlining its findings and conclusions.

Proposed Motion:

Informational purposes only.

Agenda Request Approved:	11/3/2026	Meeting Date:	11/12/2026	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.

Jeff Troyer

From: Jeff Troyer
Sent: Wednesday, October 7, 2026 08:34
To: jan.vanderkley@wmich.edu; Rick C. Fuller
Subject: FW: Another Formal Complaint KCCDA
Attachments: 05.14.26 - FOIA Request #26-409 Email.pdf; 09.23.25 - Formal complaint & response.pdf; 10.05.26 - Adams Request for Board of Directors to Investigate.pdf; 10.05.26 - Another Formal Complaint KCCDA - Adams Reply.pdf; 10.05.26 - Another Formal Complaint KCCDA & Response.pdf; 01.13.26 - Formal complaint RE tx# & Response.pdf; 04.29.26 - Formal Complaint & Response.pdf; 05.06.26 - KCCDA Life Safety Concerns FOIA & Response (Extension).pdf; 05.06.26 - KCCDA Life Safety Concerns FOIA & Response ATTACHMENT.pdf; 05.14.26 - FOIA Request #26-409 Adams Reply.pdf; 05.14.26 - FOIA Request #26-409 Email ATTACHMENT.pdf

Importance: High

Good Morning Chair VanDerKley and Vice-Chair Fuller:

The below request is being forwarded at the request of Mr. Tyler Adams. I don't want to overburden you with materials but there is a lot of history and correspondence. Most of which was included in monthly administrative reports to the Board under the Monthly Accolades, Complaints, and Suggestions with exception of the most recent incident which involves Mr. Adams being asked "how he got the telephone number" he called in on because it's a dedicated number for end-user agency field personnel. That incident will be on the OCTOBER report at the end of the month.

Nonetheless, I am attaching all correspondences we've had with Mr. Adams. I would note that KCCDA's general counsel assisted with correspondence related to his large FOIA request which he never produced 50% advance payment for us to initiate fulfilling this. I know this is a lot of reading and information so I'm happy to schedule a virtual meeting to review the content if you so wish.

I need to know how you wish to proceed and I will DRAFT (for your review), a response to Mr. Adams email. If the Board wants to entertain a "review" of the incidents and/or our administrative findings, the Board itself can do it, or you could have the Technical Advisory Committee review and report back to the Board. I would note that incidents from 2021 and 2024 are very limited as telephone and radio recordings do not exist from these.

Please let me know how you wish to proceed.

Jeffery Troyer
Executive Director
Kalamazoo County Dispatch Authority
7040 Stadium Dr., Kalamazoo, MI 49009
Ofc: (269) 488-6616
Cell: (269) 718-2195
www.kccda911.org

From: Tyler Adams <adams@armgroupmi.com>
Sent: Monday, October 5, 2026 16:29
To: Jeff Troyer <JTroyer@kccda911.org>; Jeff Troyer <JTroyer@kccda911.org>
Cc: KCCDA Admin <admin@kccda911.org>; Jeff Troyer <JTroyer@kccda911.org>; mcginnip@portagemi.gov; millern@portagemi.gov; Scott R Merlo <scott.merlo@wmich.edu>; Greg McComb <gmccomb@oshtemo.org>; jimvand2004@msn.com; info@armgroupmi.com; ops@armgroupmi.com; corfmanm@comcast.net; michigandrew76@protonmail.com
Subject: RE: Another Formal Complaint KCCDA

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good afternoon,

Pursuant to Article I, Section 3 of the Michigan Constitution, which protects the right to petition government for redress of grievances, and consistent with the Michigan Open Meetings Act, MCL 15.261 et seq., I am formally requesting that the KCCDA Governing Board review the existing record concerning my previously submitted public-safety communications complaints and the administrative handling of those matters.

I am not requesting that the complaint process start over, nor am I asking to personally re-present the entire history. The evidence has already been provided to KCCDA and includes specific incidents, case information, police reports, outside-agency documentation, dispatch-related records, prior correspondence, and independently corroborated issues.

That existing record includes Portage Public Safety's independent verification of an error on KCCDA's side, the specific November 16, 2021 KCSO matter previously identified by case number, and KCCDA's own subsequent finding that a call taker failed to follow SOP and that my open 911 call should not have been disconnected.

The record also contains material inconsistencies between prior administrative representations, later findings that characterized earlier complaints as unsubstantiated, repeated requests for identifying information regarding matters KCCDA simultaneously represented had already been thoroughly investigated, and the cessation of substantive responses after the requested identifying information was supplied.

The issue before the Governing Board is therefore not whether sufficient information has been provided. It has. The issue is whether the prior administrative findings and handling are supported by the underlying record and whether appropriate accountability or corrective action is warranted.

KCCDA's published procedures expressly provide for matters to be submitted for Board consideration, and the Executive Committee is responsible for reviewing meeting agendas and scheduling matters for the Board.

KCCDA also expressly recognizes the Governing Board as the body responsible for reviewing certain administrative appeals and considering the materials and other information necessary to reach its own determination.

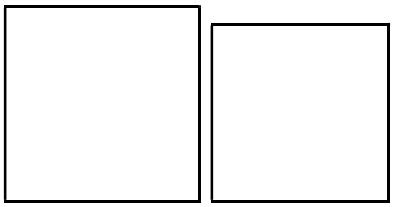
Federal precedent also recognizes that communications to governmental boards concerning matters of public concern can constitute protected First Amendment activity. In Seals v. Wayne County, the Sixth Circuit specifically addressed emails to board members and public comments concerning governmental administration and found the speech protected where no legitimate governmental disruption was shown.

I am therefore requesting that this matter be formally referred to the KCCDA Governing Board for independent review of the existing evidence, the prior administrative findings, and the manner in which these complaints were handled, with whatever corrective or accountability measures the Board determines are appropriate.

Please distribute this request and the existing supporting correspondence to the full Governing Board through KCCDA's official process and confirm receipt.

Respectfully,

Tyler James Adams, LPI, EMT-B, EM
Investigator|Intelligence Liaison|Emergency Manager
Adams Risk Management Group
Michigan Council of Professional Investigators:Board Member
Visit Us
O:269-231-3911



"Southwest MI #1 Provider in Off Duty Services & Subject Matter Experts"
100% Staffed by active and retired public safety"

On October 5, 2026, at 10:00, Jeff Troyer <JTroyer@kccda911.org> wrote:

> Good morning, Mr. Adams,
>
> All prior incidents, claims, and concerns you have brought to KCCDA have been thoroughly investigated, documented, and addressed. I have attached correspondence from our office dated April of this year that addresses many of the same matters referenced in your email below. I have also attached correspondence regarding the use of telephone numbers other than KCCDA's general non-emergency number, 269-488-8911, when reporting non-emergency incidents.
>
> KCCDA maintains a significant number of dedicated telephone lines for specific purposes. When an individual contacts one of these dedicated lines for a matter unrelated to its intended purpose, our staff make reasonable efforts to determine how the caller obtained the number and to ensure the call is appropriately handled. I understand that you may find this process frustrating; however, we

have previously encouraged you to use KCCDA's general non-emergency number, 269-488-8911, for non-emergency matters to avoid these circumstances.

I have also attached the telephone call from Friday evening regarding your directed patrol request. During that call, the KCCDA staff member obtained all necessary information concerning your request. At the conclusion of the call, the staff member appropriately asked how you obtained the telephone number you had called and advised you that, for future non-emergency matters, you should contact our general non-emergency number at 269-488-8911. You indicated that you do not intend to use that number, despite the fact that doing so would prevent the same or similar inquiries regarding the telephone number you contacted from occurring in the future.

The appropriate number for contacting our dispatch center regarding non-emergency matters is **269-488-8911**. I strongly encourage you to use this number for all future non-emergency requests. Doing so will ensure that your calls are directed appropriately and will avoid unnecessary inquiries regarding how you obtained other dedicated telephone numbers.

Respectfully,

Jeffery Troyer
Executive Director
Kalamazoo County Dispatch Authority
7040 Stadium Dr., Kalamazoo, MI 49009
Ofc: (269) 488-6616
Cell: (269) 718-2195
www.kccda911.org

From: Tyler Adams <adams@armgroupmi.com>
Sent: Saturday, October 3, 2026 00:12
To: Jeff Troyer <JTroyer@kccda911.org>; KCCDA Admin <admin@kccda911.org>; patricia.randall@portagemi.gov; Jim Pearson <councilmemberjp@portagemi.gov>; chris.burns@portagemi.gov; nicole.miller@portagemi.gov; olmstedk@portagemi.gov; jihan.young@portagemi.gov; Scott R Merlo <scott.merlo@wmich.edu>; ernstess@michigan.gov; Greg McComb <gmccomb@oshtemo.org>; clerk@ktwp.org; adkennedy@ktwp.org
Cc: jimvand2004@msn.com; corfmanm@comcast.net; michigandrew76@protonmail.com; ops@armgroupmi.com; info@armgroupmi.com
Subject: Another Formal Complaint KCCDA

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

This email constitutes a formal complaint and direct notice regarding the continuing conduct of Kalamazoo County Consolidated Dispatch Authority personnel concerning the telephone number I use when contacting dispatch.

You are the only County in Michigan that continues this behavior.

This communication pattern needs to stop.

I am not violating Michigan law by using this number. If KCCDA believes otherwise, identify the specific Michigan statute and subsection that you believe I am violating.

An internal KCCDA policy, preference, or procedure is not Michigan law. Your personnel need to stop repeatedly confronting, lecturing, or harassing me over the use of this number as though I am doing something unlawful.

This issue is also not isolated.

KCCDA administration is already well aware of my extensive documented history of complaints involving this agency, including:

• Calls being disconnected or personnel hanging up on me, including during serious incidents. • Dispatch and location errors. • Problems with CAD information and the relay of information. • Delays or failures involving requests for public-safety assistance. • Instances where assistance was not sent or was not handled appropriately. • Repeated disputes involving addresses, callback information, and telephone numbers. • Prior incidents involving threats, weapons, hostile subjects, and legitimate public-safety concerns. • Previous formal complaints supported by recordings, records, and other documentation.

The record is extensive and goes back years.

Because of KCCDA's continued conduct, I no **longer have confidence that when I call for assistance I will simply receive appropriate public-safety service without being subjected to another unnecessary confrontation, delay, hang-up, or dispute.**

That pattern of activity is already significantly documented.

That is a serious public-safety concern.

There have been occasions where I called for assistance and help was not sent, where calls were disconnected, and where routine communications became unnecessarily adversarial. As a result of that history, I do not feel confident or safe relying on KCCDA when I need assistance.

That loss of trust is the direct result of the agency's own continuing conduct and is now formally documented.

In my experience communicating with public-safety dispatch systems elsewhere in Michigan, I have not encountered this recurring pattern of adversarial communication. Kalamazoo County has been the repeated exception. Every region well over 25 plus counties.

This is the only system with this sort of malfunction.

Those complaints were brought before appropriate commissioners, township supervisors, and officials throughout Kalamazoo County.

Jeff Troyer was directly involved in the prior complaint process.

I confronted him with documentation that contradicted explanations being provided by KCCDA, identified inconsistencies in the agency's own records, and obtained acknowledgment of mistakes. At points, the documentation also demonstrated contradictions in what I was being told.

After that, Jeff effectively went radio silent.

Meaningful communication regarding those formal complaints stopped, and there was never an adequate administrative resolution.

That history is part of why I am putting KCCDA on direct notice now.

Michigan also maintains a PSAP compliance-review process for questionable practices supported by objective and articulable facts. I have extensive documentation, recordings, call information, prior complaints, and communications supporting the history described above.

MCL 484.1604 also makes clear that statutory protection involving 911 operations is not absolute where conduct reaches the level of gross negligence or willful and wanton misconduct.

I am not making that ultimate legal determination in this email. I am making clear that the documented history involving KCCDA is serious and will be evaluated as a whole if this conduct continues.

This ends here.

I am not doing anything unlawful.

If KCCDA believes I am violating Michigan law, identify the law.

If you cannot identify a law, then direct your personnel to stop treating me as though I am committing a violation simply because I am not following an internal preference regarding which telephone number KCCDA would rather I use.

If this continues, the additional conduct will be documented and added to the existing record. I am prepared to bring the complete history before the KCCDA Board and, if necessary, request independent review through the appropriate State 911 compliance process.

Please preserve all relevant telephone recordings, call logs, CAD records, internal communications, complaint files, supervisory records, and communications concerning my prior complaints and the current telephone-number issue.

Please confirm receipt of this formal complaint and provide a substantive written response.

Stop the harassment. The continued conduct I have extensively documented has, on numerous occasions, placed my safety and the safety of members of the public at risk. This is no longer simply an administrative or communications issue—it is a public-safety concern.

This ends here.

When a public-safety call taker handles requests for assistance in an unnecessarily adversarial manner, disconnects calls, delays assistance, or allows personal or administrative disputes to interfere with the delivery of emergency services, the consequences can be serious. Similar failures by emergency communications centers elsewhere have resulted in internal investigations, administrative action, litigation, and other forms of accountability.

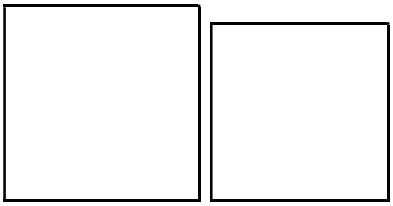
I am formally putting KCCDA on notice that this pattern needs to stop. I expect future requests for assistance to be handled professionally, objectively, and without harassment, retaliation, unnecessary confrontation, or interference based upon prior complaints or disagreements with your administration.

This is not up for debate. I have already presented and documented the facts supporting my complaints. I have proven my case through the records and documentation already provided, and I am not going to continue relitigating the same issues with KCCDA personnel.

You have put my life at risk and the communities residents life at risk countless times and this needs to stop.

We are done here.

Tyler James Adams, LPI, EMT-B, EM
Investigator|Intelligence Liaison|Emergency Manager
Adams Risk Management Group
Michigan Council of Professional Investigators:Board Member
Visit Us
O:269-231-3911



"Southwest MI #1 Provider in Off Duty Services & Subject Matter Experts"
100% Staffed by active and retired public safety"

Jeff Troyer

From: Jeff Troyer
Sent: Monday, October 5, 2026 09:45
To: Tyler Adams
Cc: jimvand2004@msn.com; corfmanm@comcast.net; michigandrew76@protonmail.com; ops@armgroupmi.com; info@armgroupmi.com; KCCDA Admin; patricia.randall@portagemi.gov; Jim Pearson; chris.burns@portagemi.gov; nicole.miller@portagemi.gov; olmstedk@portagemi.gov; jihan.young@portagemi.gov; Scott R Merlo; ernstess@michigan.gov; Greg McComb; clerk@ktwp.org; adkennedy@ktwp.org
Subject: RE: Another Formal Complaint KCCDA
Attachments: Correspondence RE Formal Complaint - 04.29.26.pdf; Email Correspondence RE Phone Number - 01.13.26.pdf; 10-02-2026 11.31.19 PM - Dispatch Phone 6018.mp4

Good morning, Mr. Adams,

All prior incidents, claims, and concerns you have brought to KCCDA have been thoroughly investigated, documented, and addressed. I have attached correspondence from our office dated April of this year that addresses many of the same matters referenced in your email below. I have also attached correspondence regarding the use of telephone numbers other than KCCDA's general non-emergency number, 269-488-8911, when reporting non-emergency incidents.

KCCDA maintains a significant number of dedicated telephone lines for specific purposes. When an individual contacts one of these dedicated lines for a matter unrelated to its intended purpose, our staff make reasonable efforts to determine how the caller obtained the number and to ensure the call is appropriately handled. I understand that you may find this process frustrating; however, we have previously encouraged you to use KCCDA's general non-emergency number, 269-488-8911, for non-emergency matters to avoid these circumstances.

I have also attached the telephone call from Friday evening regarding your directed patrol request. During that call, the KCCDA staff member obtained all necessary information concerning your request. At the conclusion of the call, the staff member appropriately asked how you obtained the telephone number you had called and advised you that, for future non-emergency matters, you should contact our general non-emergency number at 269-488-8911. You indicated that you do not intend to use that number, despite the fact that doing so would prevent the same or similar inquiries regarding the telephone number you contacted from occurring in the future.

The appropriate number for contacting our dispatch center regarding non-emergency matters is **269-488-8911**. I strongly encourage you to use this number for all future non-emergency requests. Doing so will ensure that your calls are directed appropriately and will avoid unnecessary inquiries regarding how you obtained other dedicated telephone numbers.

Respectfully,

Jeffery Troyer

Executive Director
Kalamazoo County Dispatch Authority
7040 Stadium Dr., Kalamazoo, MI 49009
Ofc: (269) 488-6616
Cell: (269) 718-2195
www.kccda911.org

From: Tyler Adams <adams@armgroupmi.com>
Sent: Saturday, October 3, 2026 00:12
To: Jeff Troyer <JTroyer@kccda911.org>; KCCDA Admin <admin@kccda911.org>; patricia.randall@portagemi.gov; Jim Pearson <councilmemberjp@portagemi.gov>; chris.burns@portagemi.gov; nicole.miller@portagemi.gov; olmstedk@portagemi.gov; jihan.young@portagemi.gov; Scott R Merlo <scott.merlo@wmich.edu>; ernstess@michigan.gov; Greg McComb <gmccomb@oshtemo.org>; clerk@ktwp.org; adkennedy@ktwp.org
Cc: jimvand2004@msn.com; corfmanm@comcast.net; michigandrew76@protonmail.com; ops@armgroupmi.com; info@armgroupmi.com
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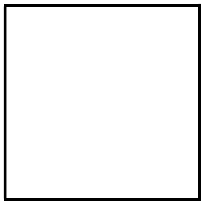
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Tyler James Adams, LPI, EMT-B, EM
Investigator|Intelligence Liaison|Emergency Manager
Adams Risk Management Group
Michigan Council of Professional Investigators:Board Member
Visit Us
O:269-231-3911



"Southwest MI #1 Provider in Off Duty Services & Subject Matter Experts"
100% Staffed by active and retired public safety"

From:	Tyler Adams
To:	Jeff Troyer
Cc:	msp@michigan.gov; mcginnip@portagemi.gov; patricia.randall@portagemi.gov; nicole.miller@portagemi.gov; Greg McComb; KCCDA Admin; oshtemo@oshtemo.org; jvand@armgroupmi.com; JIM VAN DYKEN; cbell@oshtemo.org
Subject:	Re: KCCDA Life Safety Concerns FOIA
Date:	Thursday, May 14, 2026 14:16:50

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Mr. Troyer,

Thank you for your response regarding FOIA Request 26 409. I acknowledge KCCDA's position that the request has been granted in part and that the estimated record search, review, redaction, and production time is approximately 22.5 hours. I also appreciate you taking the time to look at this matter.

First, the estimated volume of records confirms that there is a significant amount of responsive material related to my prior complaints and the dispatch related failures I have raised over multiple incidents. I will address this request more strategically here in a moment.

Here is a few specific examples that you requested.

The 2021 incident is one of the clearest examples of why these records matter. Kalamazoo County Sheriff's Office Case Number 2021 00129810 involved the November 16, 2021 incident at 7275 W Main Street, Oshtemo Fire Station 1, where I was the reporting person in a blue Ford Explorer being followed and chased by a silver Chevy sedan. The report documents that dispatch received information that I was being chased, that the involved vehicle continued following me, that I was armed, and that I had performed evasive maneuvers while attempting to determine whether the vehicle was continuing to follow me. The incident resulted in law enforcement contact with the other driver, Zachary Overton, and his arrest for resisting and obstructing.

The concern I raised regarding that incident is incredibly serious. The ongoing refusal or failure to send timely law enforcement assistance resulted in serious reckless driving and life safety concerns. An unknown subject was allowed to continue pursuing me by motor vehicle across the Oshtemo jurisdictional area, from the Stadium Drive area, through the Sprinkle Road / City of Kalamazoo area, onto the highway, and continuing all the way to the West Main exit and Oshtemo Fire Station 1. This was an active moving threat involving a vehicle being used in a manner that placed my life, other motorists, and the public at risk.

During the incident, I made repeated attempts to obtain help while the vehicle continued following me. The delay or refusal to send assistance forced the situation to escalate far beyond where it should have gone. Because there was no timely intervention, I was placed in a position where I had to consider whether I would be forced to use my own vehicle defensively, including a PIT type maneuver or other offensive driving action, to stop the pursuing vehicle if it continued and no law enforcement intervention occurred.

That would have been an extremely dangerous and unnecessary escalation. A forced vehicle intervention at speed could have caused a crash, injured uninvolved motorists, created additional victims, and escalated the matter into a deadly force situation that should never

have been allowed to develop. The point is not that I wanted to take that action. The point is that the failure to take the call seriously and send timely assistance put me in a position where I had to consider it to protect my own life.

That is exactly why this complaint matters. The call should have been treated as an active life safety incident from the beginning. The fact that the matter was not taken seriously until the potential for forced intervention or deadly force became clear reflects a serious dispatch handling failure.

The Portage Department of Public Safety matter is a separate incident. That incident occurred on February 13, 2024, at approximately 3:01 p.m. The records provided by Portage Public Safety showed that the CAD narrative did not fully document the call taker's conduct, repeated mistakes, failed telephone number verification, or the way I was treated during the call.

Specifically, the wrong telephone number was entered multiple times even after attempted confirmation on multiple occasions. The call taker continued to state that the number was entered correctly and verified, while the records later provided by Portage Department of Public Safety showed otherwise. Those concerns were also addressed on a recorded line at Portage Public Safety headquarters.

The Portage CAD record did not fully reflect the call taker's mistakes, the failed verification attempts, the disrespectful comments, the accusations, or the circumstances showing why the complaint was made. That is a central issue. A CAD narrative that omits the conduct, errors, and failures of the call taker creates an incomplete record and prevents meaningful review, accountability, and correction. My phone number was entered incorrectly at the very beginning.

These incidents are part of a broader continuing pattern. That you state do not exist.

I have repeatedly raised concerns involving dispatch handling, refusal or delay of law enforcement assistance, incomplete or inaccurate CAD narratives, call taker conduct, supervisor review, and whether complaints were actually reviewed and corrected as previously represented.

This is a reminder a paper trail in place and it is present at multiple locations throughout the county.

I have also previously raised incidents where law enforcement assistance was refused or delayed because I was not a law enforcement officer. That is unacceptable. My status as a private investigator, public servant, security professional, or reporting party does not reduce the obligation to properly evaluate an active public safety threat. When my personnel, my clients, or I request emergency assistance, the call must be evaluated based on the facts and danger presented, not dismissed because I am not a sworn law enforcement officer.

I was previously told that certain complaints would be reviewed, addressed, or corrected. Then told contradicting information on your part,.

Your current response confirms that there are substantial records related to these complaints. My records affirm that and as well as affirming contradiction. That creates a direct need to

compare the prior representations made to me against the actual records, complaint documentation, CAD entries, audio, supervisor review, QA review, training records, corrective action records, and internal communications.

For that reason, I am requesting that KCCDA preserve all responsive records, including CAD records, call audio, call taker notes, complaint records, supervisor review records, QA records, internal review records, emails, corrective action records, training records, and any communications involving the complaints identified in FOIA Request 26 409.

My goal remains prevention. I want these issues corrected so they do not happen again. The life and safety of my personnel, my clients, and myself must be taken seriously. My most recent situation, like the prior incidents, placed my safety at risk because basic emergency response expectations and protocols were not properly followed. Which includes a business in Kalamazoo county, that hired my firm to provide a service that no other provider in this state provides. That your call takers actions places the life and safety at jeopardy of those personnel at risk also

Fortunately, I have a significant amount of training and experience (18 years of it)in my business, which I have openly described to you, increases the threat levels and risks involved in these matters. I am not just some schmuck with his uniform untucked sleeping around at some work site somewhere. I take pride in what I do and I am very good at what I do.

This includes a significant history of working as an armed guard and providing services in housing projects, Executive protection, private military contracting, and many environents throughout Kalamazoo County, and this state. It also includes high value asset logistics, transportation, and protection of resources.

I've had now 15 attempts of my life, I've had firearms pointed at my face I've had firearms drawn on me, I've been shot at I've had groups attempt to jump and stab me, and multiple vehicle related incidents I've had in Kalamazoo County. All can be verified in police reports.

I welcome the opportunity to sit down and communicate constructively. As gentleman and professionals. Work to find common ground to ensure the safety of this community and effectiveness of both of our job functions and the roles that we do.

However, I want to be clear that I am not going to let this issue go until the necessary results are accomplished. That means no further problems, no further instances where my life or the safety of my personnel is placed in jeopardy, and a clear expectation that I, my company, and my personnel are treated with the same respect and professionalism as any other caller, service provider, or reporting party. I want to be able to call dispatch and not constantly Wonder what or how they're going to make my life difficult or put me in danger every time.

I am grateful someone with your knowledge is leading KCCDA. I appreciate your promptness and professionalism as well

Respectfully,

Tyler James Adams, LPI, EMT-B, EM
Investigator|Intelligence Liaison|Emergency Manager
Adams Risk Management Group
Michigan Council of Professional Investigators:Board Member
www.armgroupmi.com
O:269-231-3911

"Southwest MI #1 Provider in Off Duty Services & Subject Matter Experts"
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On Thu, May 14, 2026, 1:36 PM Jeff Troyer <JTroyer@kccda911.org> wrote:

> Good Afternoon Mr. Adams,
>
> Please see the attachment reference your FOIA request - #26-409.
>
> **Jeffery Troyer**
>
> Executive Director
>
> Kalamazoo County Dispatch Authority
>
> 7040 Stadium Dr., Kalamazoo, MI 49009
>
> Ofc: (269) 488-6616
>
> Cell: (269) 718-2195
>
> www.kccda911.org
>
> ---
>
> **From:** Jeff Troyer
> **Sent:** Wednesday, May 6, 2026 09:26
> **To:** Tyler Adams <adams@armgroupmi.com>
> **Cc:** msp@michigan.gov; mcginnip@portagemi.gov; patricia.randall@portagemi.gov; nicole.miller@portagemi.gov; Greg McComb <gmccomb@oshtemo.org>; KCCDA Admin <admin@kccda911.org>; oshtemo@oshtemo.org; jvand@armgroupmi.com; JIM VAN DYKEN <jimvand2004@msn.com>; cbell@oshtemo.org

Subject: RE: KCCDA Life Safety Concerns FOIA

Mr. Adams,

Please see the attached letter in response to your FOIA request - #26-409.

Jeffery Troyer

Executive Director

Kalamazoo County Dispatch Authority

7040 Stadium Dr., Kalamazoo, MI 49009

Ofc: (269) 488-6616

Cell: (269) 718-2195

www.kccda911.org

From: Tyler Adams <adams@armgroupmi.com>
Sent: Wednesday, April 29, 2026 13:40
To: Jeff Troyer <JTroyer@kccda911.org>; mcginnip@portagemi.gov; patricia.randall@portagemi.gov; nicole.miller@portagemi.gov; Greg McComb <gmccomb@oshtemo.org>; KCCDA Admin <admin@kccda911.org>; oshtemo@oshtemo.org; jvand@armgroupmi.com; JIM VAN DYKEN <jimvand2004@msn.com>; cbell@oshtemo.org
Cc: msp@michigan.gov; info@nena911.org
Subject: Re: KCCDA Life Safety Concerns FOIA

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KCCDA

This is the complete formal request adding to the previous complaint email

This is a formal request for public records under the Michigan Freedom of Information Act, MCL 15.231 et seq.

For clarity, this request does not constitute the submission of any new complaints, nor is it a request for any new investigation or review. These are not new matters. This request is strictly for the complete records associated with complaints I have previously submitted. I am requesting the existing administrative, investigative, and review records as they currently exist within your system, including how those complaints were handled, evaluated, and resolved.

This request includes records reflecting prior statements, findings, acknowledgments, or representations made by your agency regarding these complaints, as well as any subsequent statements, findings, or determinations related to those same complaints.

I am requesting complete copies of all previous complaints I have submitted to KCCDA involving the situations described below, along with all records associated with those complaint files. This request is for the complaint files themselves and all related records, not merely underlying incident records.

This request includes all records related to complaints I submitted involving:

1. Refusal or delay in sending assistance during active or life threatening incidents.
2. Any call, CAD entry, recording, note, or internal review where dispatch personnel stated or documented that assistance would not be sent because I was “not law enforcement,” or words to that effect.
3. Any incident where I was required to escalate the call or articulate potential use of deadly force before assistance was dispatched.
4. Any wrong location dispatch, including incidents where law enforcement was sent to the wrong address or wrong location while an active threat or unstable subject incident was ongoing.
5. Any complaint or review involving incorrect entry of my phone number, contact information, incident information, location information, or caller information.
6. Any complaint or review involving dispatcher argument, refusal to verify information, refusal to correct information, or improper call handling.
7. Any records involving Portage Public Safety verifying, identifying, documenting, or discussing dispatcher error, call handling issues, incorrect information, or failure to follow protocol.
8. Any police reports, references to police reports, CAD notes, internal notes, or communications involving Kalamazoo Public Safety, Portage Public Safety, Michigan State Police, or any other agency related to my complaints or the underlying incidents.
9. Any record showing that prior complaints were reviewed, investigated, substantiated, unsubstantiated, closed, referred, escalated, or marked for corrective action.
10. Any documentation showing that wrongdoing, policy deviation, failure to follow protocol, dispatcher misconduct, call taker error, or corrective action was identified in any prior complaint.
11. Any documentation showing that I was advised that issues were identified, wrongdoing was found, dispatcher conduct was problematic, or that matters would be addressed.
12. Any documentation supporting the recent statement that all prior complaints were investigated and that none of my prior claims were found.
13. Any documentation reconciling prior statements that issues were identified and would

be addressed with the current position that no wrongdoing was found.

14. Any QA review, internal affairs style review, supervisor review, performance review, complaint investigation, call audit, dispatch audit, incident review, or after action review involving my prior complaints.
15. Any supervisor, command staff, director, manager, or reviewing official sign off for each complaint, investigation, QA review, finding, closure, or corrective action.
16. Any documentation identifying who reviewed each complaint, who approved the finding, who closed the complaint, and who approved any corrective action or decision not to take corrective action.
17. Any SOP, policy, protocol, training material, directive, call taking guide, dispatch guide, or written standard relied upon in any instance where assistance was refused, delayed, questioned, or not immediately dispatched.
18. Any SOP, policy, protocol, training material, directive, call taking guide, dispatch guide, or written standard governing open 911 lines, 911 hang ups, callback procedures, call disconnection, active disturbance calls, refusal of service, caller classification, public safety caller handling, and emergency response prioritization.
19. Any records showing whether caller status, employment, profession, private security status, investigator status, emergency management affiliation, or law enforcement status was used or discussed in determining whether assistance would be sent.
20. **Any and all internal and external communications, including but not limited to emails, text messages, internal chat systems, memoranda, notes, recordings, logs, or other communications mentioning Tyler Adams, Adams Risk Management Group, ARMG, my current phone number(s), and any previous phone number(s) associated with me, as well as any communications referencing my complaints, my calls, or my interactions with KCCDA.**
21. Any records showing that prior complaints are missing, unavailable, not retained, not reviewed, deleted, overwritten, archived, or otherwise unable to be located.
22. Any retention schedules, deletion schedules, or record retention policies applicable to 911 audio, non emergency call audio, CAD records, complaint records, QA reviews, internal communications, and dispatch investigation files.
23. Any records related to the April 2026 Steak 'n Shake 911 incident, including the internal review, QA findings, corrective action, supervisor review, staff identification, SOP review, training review, and any documentation supporting the finding that the call taker did not follow SOP.
24. Any documentation showing what corrective action was taken, or will be taken, regarding the confirmed SOP violation involving the disconnected 911 call.
25. Any documentation showing whether similar open line disconnections, 911 hang ups, or improper call terminations were reviewed beyond that single incident.
26. Any complaints submitted by other parties that are similar in nature to the complaints I have submitted, including complaints involving refusal or delay of assistance, improper call handling, incorrect dispatching, miscommunication, failure to follow SOP, or other related dispatch failures, particularly where those complaints reflect repeated or systemic issues. This includes any associated QA reviews, findings, summaries, or corrective action records tied to those complaints.
27. Any records, summaries, internal communications, or review materials that compare, reference, analyze, or otherwise address multiple complaints, including mine and others, in a manner that identifies patterns, repeated issues, systemic failures, or

contradictions in findings, responses, or outcomes.

For clarity, this request includes the complete complaint files for each prior complaint I submitted involving the above situations. Each complaint file should include the original complaint submission, complaint intake record, complaint tracking number if any, internal notes, review materials, QA materials, findings, conclusions, supervisor approval, closure documentation, corrective action documentation, related communications, and all linked or referenced supporting records.

This request includes all responsive records regardless of format, including audio files, CAD data, metadata, emails, internal messages, written notes, complaint files, QA files, training documents, review worksheets, supervisor notes, personnel review documents to the extent releasable, and any related attachments.

If KCCDA claims that any responsive records do not exist, were not retained, cannot be located, or are exempt, please state that clearly in writing and identify the specific category of records affected.

If any portion of this request is denied, please cite the specific statutory exemption relied upon and provide all reasonably segregable non exempt portions.

If fees will exceed $50.00, provide an itemized estimate before processing.

I request electronic production of all responsive records where available.

Preservation Notice:

All records responsive to this request must be preserved in their original form, including 911 audio, non emergency audio, CAD records, call logs, metadata, complaint files, QA reviews, internal communications, supervisor notes, training records, findings, corrective action records, and records that may otherwise be subject to routine deletion or retention schedules.

Please confirm receipt of this FOIA request.

Respectfully,

Tyler James Adams, LPI, EMT-B, EM

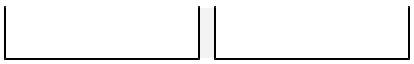
Investigator|Intelligence Liaison|Emergency Manager

Adams Risk Management Group

Michigan Council of Professional Investigators:Board Member

www.armgroupmi.com

O:269-231-3911



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On Wed, Apr 29, 2026, 12:52 PM Tyler Adams <adams@armgroupmi.com> wrote:

> Jtroyer@kccda911.org; admin@kccda911.org
>
> mcginnip@portagemi.gov; patricia.randall@portagemi.gov; nicole.miller@portagemi.gov; MSP-EMHSD-Info@michigan.gov; gmccomb@oshtemo.org;
>
> cbell@oshtemo.org
>
> oshtemo@oshtemo.org jimvand2004@msn.com
>
> Good afternoon, honorable servants of this community.
>
> Allow me to formally introduce myself, as I have not done so previously,
>
> My name is Tyler James Adams, Owner and Chief Investigator of Adams Risk Management Group. I am a Licensed Professional Investigator in the State of Michigan, an Emergency Manager, and a Board Member of the Michigan Council of Professional Investigators.
>
> My organization is composed of active and retired public safety professionals honorable servants of this community—who have devoted themselves to this very same community.
>
> I am a hardworking business owner and a fourth generation public servant. My family has devoted nearly one hundred years of service to this community alone, and those values are what I carry forward in both my personal and professional life. I have built my company

with the intent of contributing positively to this community, operating with integrity, and doing things the right way. Like anyone working toward the American dream, my goal has been to build something meaningful, provide for my people, and deliver a service that supports and strengthens public safety.

I approach this matter in a spirit of professionalism and mutual respect. I have made every effort to address these concerns directly and in good faith. My intent has not been to create or prolong conflict, but to ensure the safety of my personnel and the community we serve. I am willing to work to bring together public safety contacts and private sector stakeholders to move toward a collaborative and practical resolution.

Those efforts have been made, and the underlying issues affecting safety and operational reliability have not been adequately addressed.

The continued life safety risks associated with these failures directly impact my ability to effectively operate my company and carry out our duties.

Adams Risk Management Group is built on providing professional, reliable, and safety driven services in coordination with public safety agencies. When communication failures, refusal of service, or breakdowns in protocol occur, it introduces unnecessary and unacceptable risk not only to my personnel, but to the public as well. These conditions do not allow for a company operating at a professional standard to effectively perform its responsibilities, and they undermine the safety framework that both public and private sectors rely on.

Our operations involve high risk, high consequence environments where failure is not acceptable. We are responsible for the protection of high value clients, executive level individuals, threat mitigation services (hostile terminations, workplace threat mitigation) many of our staff inncluding myself also provide services for pinkerton.

We also do federally regulated courier operations involving significant assets, including diamond, jewelry, and bullion transport, and even the owners and representatives of the biggest jeweler names in the world.

These assignments require strict adherence to security protocols and, at times, operate within federally regulated frameworks. We also conduct armed protective services in public facing environments where situations can escalate rapidly.

In many of these incidents, my personnel are the first point of stabilization before law enforcement arrives. That creates a direct dependency on reliable dispatch communication

and response. My personnel are highly trained and vetted.

When that system fails whether through miscommunication, refusal of service, or breakdown in protocol it does not create inconvenience. It creates immediate, real world life safety risk. My personnel are placed in positions where they are forced to manage escalating threats without timely support, and the individuals we are responsible for protecting are exposed to preventable danger.

See attached emails for references.

My Director of Professional Standards and Public Relations, James Van Dyken, is included on this email.

Jeff,

I am not adding further narrative at this stage. The record already articulates the issues in full, and the documentation provided is sufficient to require a complete and accurate response. I will not accept anything less than a complete and direct response to the items identified in this correspondence.

You confirmed that your call taker did not follow SOP and that my 911 call should not have been disconnected. That is exactly what I reported. Disconnecting an active 911 line during a hostile, in progress incident removes real time situational awareness and places me, responding personnel, and the public at risk. Your call taker’s actions placed my life in danger.

Your response also confirms that the issue I raised did in fact occur. Beyond that single acknowledgment, your response fails to address the substance of my prior complaints.

In my formal complaint submitted in September 2025, I documented specific incidents and failure points, including:

A mentally unstable individual actively assaulting others, where I was forced to hold the subject at Taser point for an extended period because dispatch sent law enforcement to the wrong location.

Multiple life threatening incidents where subjects pursued me, attempted to run me off the road, brandished firearms, and attempted to enter my vehicle. During those calls, dispatch refused or delayed assistance, including direct statements such as “we will not send you help” and “you are not law enforcement,” and only responded after I was forced to escalate and articulate the potential use of deadly force.

A documented call where a dispatcher entered my contact information incorrectly, refused to verify or correct it, argued it was correct, and escalated the interaction, later verified by Portage Public Safety.

These incidents were documented at the time, supported by recordings, and further documented through police reports created by Kalamazoo Public Safety and the Michigan State Police. These reports specifically document refusal to send assistance during active, life threatening incidents and associated dispatch handling failures.

These are not isolated events. They represent a documented pattern over time, including incorrect dispatch locations, refusal to send assistance, improper handling of critical information, and externally verified failures.

Your response does not address these incidents, the Portage Public Safety verification, or the police reports associated with them. It also does not account for prior complaints that were submitted, acknowledged, and in some cases stated they would be addressed.

Instead, your response groups these documented incidents into generalized claims and states that none were found.

Additionally, I was previously advised by your agency that issues were identified and would be addressed. Your current position that no wrongdoing was found directly contradicts those prior acknowledgments. This contradiction has not been explained.

Provide a direct explanation reconciling prior statements made to me that wrongdoing was identified and would be addressed with your current position that no wrongdoing was

found.

Your request for dates and times does not align with the record. These incidents were already reported, logged, and documented within your system and supported by recordings and police reports. Requiring resubmission avoids addressing whether those incidents were properly reviewed.

At this point, your response fails to:

Address specific documented incidents

Account for prior complaints already submitted

Reconcile prior acknowledgments with your current position

Address externally verified issues

Address police reports

Identify whether prior investigations were conducted

In addition, your response fails to explain why assistance was refused during life threatening incidents and why those actions were not corrected.

I am not providing dates and times for incidents that already exist within your system and associated law enforcement records.

Provide a direct response addressing:

Where my prior complaints are located within your system

Whether each incident was investigated and the findings

Whether wrongdoing was identified and how that aligns with prior statements

Why assistance was refused and what corrective action was taken

What SOP or policy was relied upon in refusing or delaying assistance

Provide QA, internal review, and investigation files

Identify supervisors who reviewed and approved findings

Provide documentation of supervisor sign off and corrective actions

Whether the Portage Public Safety issue was reviewed and the outcome

Status of associated police reports

Whether any records are missing or were not reviewed

What corrective action was taken

Preservation Notice:

All records related to these matters are to be preserved in their original form, including 911 audio, call logs, CAD entries, dispatcher notes, internal communications, QA reviews, complaint files, and investigative materials.

Response Timeline:

Provide a complete response within five business days. If additional time is required, provide written notice with a reason and a defined completion date.

This is not an isolated issue. It is consistent with the same failures previously documented.

My objective has not been to escalate this matter, but to ensure these issues do not continue. I am willing to work collaboratively as stakeholders to establish procedures, improve communication, and resolve these issues in a manner that strengthens public safety.

Thank you for your response. It further documents the issues outlined above and reinforces the need for a complete and accurate accounting.

If you would like to meet and address this matter directly, I am open to doing so and working toward a practical resolution.

I need a clear answer.

Were these incidents investigated or not?

If so, provide the findings.

If not, explain why.

If they cannot be located, state that directly.

Proceed accordingly.

No more redirects, dodging and miss characterization.

With regards,

Tyler James Adams, LPI, EMT-B, EM

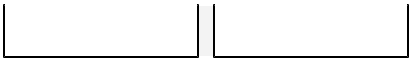
Investigator|Intelligence Liaison|Emergency Manager

Adams Risk Management Group

Michigan Council of Professional Investigators:Board Member

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Kalamazoo County Consolidated Dispatch Authority

May 14, 2026

Mr. Tyler Adams
Adams Risk Management Group
adams@armgroupmi.com

REF: Freedom of Information Act Request #26-409

Mr. Adams,

Kalamazoo County Consolidated Dispatch Authority (KCCDA) has completed an analysis of your FOIA request. It is our understanding that your list of requested items (1 through 27), is specific to records related to complaints you submitted to KCCDA. The complaints known to date occurred on September 22, 2025, January 11, 2026, and April 19, 2026.

KCCDA is granting your request in part, with anticipated exemptions/redactions under MCL 15.243(1)(a) – personally identifiable information, and (1)(d) – records or information exempted from disclosure by statute, specifically LEIN records exempt under MCL 28.214(5).

In accordance with KCCDA's Freedom of Information Act – Public Records policy, we have analyzed your request and provide a good faith estimate of 22.5 hours to complete the required search (12 hours), separation of exempt from non-exempt material (6 hours), and preparing the records in a form ready for public release (4.5 hours). KCCDA does not charge for requests that require less than 15 minutes, but each additional 15-minute increment does incur a fee at a rate of $8. Therefore, the estimate includes 89 chargeable 15-minute increments for a total estimated cost equal to $712.00.

Per KCCDA policy, where total fees are reasonably anticipated to exceed $50.00, we require a good-faith deposit of fifty percent (50%) of the estimated fees, i.e., $356.00, to be paid in advance of the performance of the work. After we receive 50% payment, we will begin the work and keep track of the dedicated time spent searching and producing the requested records. When the request has been fulfilled, the remaining balance of the actual cost must be paid prior to the release of the records.

The good faith deposit must be received within 48 days of the date of this notice, i.e., on or before July 1, 2026, or the request will be considered abandoned and will not be fulfilled, unless a fee appeal has been filed.

If you have any questions regarding this request, please feel free to contact our office.

Sincerely,

Jeffery Troyer, Executive Director
Kalamazoo County Consolidated Dispatch Authority

CC: admin@kccda911.org

Kalamazoo County Consolidated Dispatch Authority

May 6, 2026

Mr. Tyler Adams
Adams Risk Management Group
adams@armgroupmi.com

REF: Freedom of Information Act Request #26-409

Mr. Adams,

This letter serves as formal notice that the Kalamazoo County Consolidated Dispatch Authority (KCCDA) is extending the time to respond to a Freedom of Information Act (FOIA) request received via email on April 29, 2026; FOIA number 26-409.

Pursuant to the Michigan Freedom of Information Act, MCL 15.231 *et seq.*, a public body may extend the time for responding to a request by up to ten (10) business days. Due to staffing limitations, the voluminous scope of your request, and the calculation of a good faith cost estimate for the records you requested, additional time is necessary to properly process this request.

Accordingly, the Authority is extending the response deadline by ten (10) business days. The Authority will issue a response on or before Wednesday, May 20, 2026.

We appreciate your understanding and patience. If you have any questions regarding this request, please feel free to contact our office.

Sincerely,

Jeffery Troyer, Executive Director
Kalamazoo County Consolidated Dispatch Authority

CC: admin@kccda911.org

Jeff Troyer

From: Jeff Troyer
Sent: Wednesday, April 29, 2026 10:54
To: 'Tyler Adams'
Cc: JIM VAN DYKEN; Lawyer Steven Dulan; Laurette LeBlanc; KCCDA Admin
Subject: RE: Formal Complaint, and Constructive path forward.
Attachments: CFS 5558 04.19.26 - Timeline of Events.pdf; CFS 5558_CAD Detail Report Redacted.pdf; FOIA #26-0377.zip

Good Morning Mr. Adams,

We have conducted an internal review of this incident including incoming and outgoing calls from our center and radio traffic related to this incident. Attached is a timeline of events that documents relative telephone calls and radio traffic related to this incident as well as a redacted version of the CAD Call for Service Detail Report (additional public records detailed later).

This timeline of events reveals that we received the first two calls about this incident one second a part – your 911 call at 02:36:17 and a call from Noonlight Security 02:36:18. A computer aided dispatch (CAD) call for service was initiated immediately and 74 seconds after the initial call comes in, our Law2 dispatcher aired the incident on the radio: *"Information for County, two separate callers from the Steak N Shake at 5371 W Main advise there is a group of people there being aggressive"*.

A KCSO Deputy 3251 advises KCCDA to stack the Steak N Shake call as it will be a while before he can get there and the Law2 dispatcher assigns KCSO deputies 3251 and 3105 to the incident at 02:38:11. At 02:38:40, KCCDA receives a call from a Steak N Shake employee and a direct line of communication is established with two-way communication (NOTE: ECO remains on the phone until officers arrive). At 02:40:46, responding deputies ask if there is anyone closer as to the disturbance as they are still quite a ways out and the Law2 dispatcher asks over the radio if anyone else is closer. KCSO deputy 3720 advises he will start that way. The Law2 dispatcher updates responding units as additional information is received from multiple callers. At 02:41:59, WMU PD officer 8873 advises he's enroute to the Steak N Shake with 3720 and 02:44:21 the first unit checked on scene.

It only took 74 seconds from the time the first phone call rang into KCCDA until the incident was aired on the radio prompting a law enforcement response. This is a highly acceptable timeline for a disturbance call for service. On the contrary, the ECO who received your initial telephone call did not follow standard operating procedure (SOP) for Voice Call Handling for an open 911 call with an obvious incident/disturbance occurring. It's also important to note that this was the only active telephone call until 02:38:40 when the Steak N Shake employee called. This call, as you noted in your email, should not have been disconnected even if the caller is not directly communicating with the call taker as there is still information that can be obtained solely by listening to what's occurring on the open line. KCCDA will take appropriate corrective actions to reinforce our Voice Call Handling and 911 Hang-up and Open Line Calls SOPs with this call taker.

I also want to address your claims of there being history establishing a "Pattern of Ongoing Issues". You have stipulated that we (KCCDA) have all the specific incidents demonstrating the following ongoing issues:

- Mishandling of calls
- Inputting incorrect or inaccurate information into the system
- Unprofessional and, at times, hostile behavior toward me
- Dispatching law enforcement to incorrect locations
- Public safety agencies later confirming that the reported situations did occur as described
- Refusing or failing to send assistance on multiple occasions when I was actively on 911 and my life was endangered, including statements made by call takers such as:
- KCCDA staff stating “we won’t send you help,”
- KCCDA staff stating “we will not send you help,”
- KCCDA staff stating “you are not law enforcement,”
- similar refusals of service
- Continued disregard of previously submitted documentation, complaints, and supporting evidence
- Ignoring a significant and ongoing documented paper trail
- There are other public safety professionals and agencies who have openly acknowledged these failures to me. This is an ongoing issue that has not been corrected.

All incidents/complaints that you’ve made to KCCDA have been investigated thoroughly and none of the above claims you stipulate have been found. This is the first incident that we’ve investigated and found that one of our staff members did not follow proper procedure and I can assure you, this one will be addressed. Furthermore, similar to our request from September, if you can provide specific dates and estimated times of wrongdoing above, we are happy to investigate them like this incident.

I have included a ZIP folder containing the public records related to this incident as well as those resulting from this investigation. This includes all incoming and outgoing telephone calls related to this incident, Kalamazoo MPSCS Subsystem radio recordings related this incident, the CAD call for service detail report for this incident (redacted in accordance with MCL 15.243, Sec. 13(1)(a) and Sec. 13(1)(d)), KCCDA SOP 02.02 Voice Call Handling, SOP 02.04 9-1-1 Hang Up and Open Line Calls, Training Documents/Program materials covering voice call handling, hang-ups, and open lines, and all correspondence regarding this incident.

Thank you for bringing this incident to our attention. Have a great rest of your week.

Jeffery Troyer
Executive Director
Kalamazoo County Dispatch Authority
7040 Stadium Dr., Kalamazoo, MI 49009
Ofc: (269) 488-6616
Cell: (269) 718-2195
www.kccda911.org

From: Tyler Adams <adams@armgroupmi.com>
Sent: Sunday, April 19, 2026 18:19
To: Jeff Troyer <JTroyer@kccda911.org>; KCCDA Admin <admin@kccda911.org>
Cc: JIM VAN DYKEN <jimvand2004@msn.com>; Lawyer Steven Dulan <swdulan@stevenwdulan.com>; Laurette LeBlanc

<dulanlaw@outlook.com>; Martin Ftacek <MFtacek@kccda911.org>
Subject: Formal Complaint, and Constructive path forward.

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Adams Risk Management Group
Tyler James Adams
Owner and Chief Investigator
Emergency Manager
Licensed Professional Investigator, State of Michigan
Board Member, Michigan Council of Professional Investigators

Date: 19 April 2026

To:
Kalamazoo Consolidated Dispatch Authority

Attn: Jeff Troyer and Administrative subordinates

CC:
Steve Dulan, Corporate Counsel
Director of Professional Standards and Public Relations
Jim VanDyken

Subject: Formal Complaint, Standards Notice, and Records Request – Multiple 911 Call Disconnections / Life Safety Risk

Jeff and administration.

I am writing to formally document a critical communications failure during an active incident, and to address it in a manner that is both professional and forward-looking. The intent of this correspondence is not only to outline the seriousness of what occurred, but to ensure these issues are corrected through clear accountability and meaningful resolution moving forward.

This is a formal complaint regarding a critical communications failure during an active incident at Steak 'n Shake at approximately 0230 hours.

I had an open 911 line due to a rapidly escalating and hostile situation involving a group of individuals, with clear and audible indicators of an active disturbance. At the same time, multiple additional 911 calls were being made by employees and management at the location, and our alarm company had already made contact with dispatch.

Despite that, my 911 line was disconnected. Multiple times.

I should not be receiving callbacks from dispatch because my active 911 call was terminated. I should not have to reinitiate contact during a hostile, in progress situation. The fact that multiple callers and an alarm company, were also communicating and hostile background noise were presented and were already engaged with dispatch removes any justification for terminating an active emergency line. On multiple occasions.

Fortunate I happened to see an incoming callback from dispatch. If I had not seen that, I do not know what would have happened. That is not acceptable. Disconnecting an open 911 line during an active hostile event removes real time communication, breaks situational awareness, and introduces additional risk into an already unstable situation.

I should not have to manage an active incident while also worrying whether assistance will be sent or whether communication with dispatch will be maintained or if my messages are properly received and relayed. Uncertainty at that level creates unnecessary risk and is not acceptable in an emergency response system.

I have been experienced this for years with Kalamazoo consolidated dispatch authority

---

Pattern of Ongoing Issues

I have numerous prior complaints, formal complaints, and documented communications with your agency dating back to at least 2018. I have more recently provided reminders and a partial list of issues I have dealt with. The documentation and evidence that exists establishes a continuous pattern of problems involving the Kalamazoo Consolidated Dispatch Authority.

This includes, but is not limited to:

Mishandling of calls

Inputting incorrect or inaccurate information into the system

Unprofessional and, at times, hostile behavior toward me

Dispatching law enforcement to incorrect locations

Public safety agencies later confirming that the reported situations did occur as described

Refusing or failing to send assistance on multiple occasions when I was actively on 911 and my life was endangered, including statements made by call takers such as:

“we wont send you help,”

“we will not send you help,”

“you are not law enforcement,”
or similar refusals of service

Continued disregard of previously submitted documentation, complaints, and supporting evidence

Ignoring a significant and ongoing documented paper trail

There are other public safety professionals and agencies who have openly acknowledged these failures to me. This is an ongoing issue that has not been corrected.

Standards and Operational Expectations

Emergency communications in Michigan operate under uniform procedures, policies, protocols, and training standards.

At the national level, recognized industry standards reinforce the same expectations:

The National Emergency Number Association call answering guidance reflects that telecommunicators should remain on the line until the connection is complete and all pertinent information has been relayed.

The Association of Public Safety Communications Officials establishes nationally recognized standards for incident handling that require structured call processing, continuous information gathering, and maintaining communication necessary to support responder safety and incident resolution.

Termination of an active 911 call during a hostile, in progress incident is inconsistent with these principles. It breaks the communication link, removes situational awareness, and interferes with the safe handling of an active event.

All of which place serious Life Safety risks and unnecessary danger to the people of this community and my organization alike.

I have yet to find a PSAP in this country that authorizes disconnects of a 911 line with all factors exist such as the incident today.

And the fact that many people throughout the country have faced criminal charges for actions in less serious circumstances as of this.

Records Request

Preserve and produce the following for the incident at approximately 0230 hours:

All 911 audio recordings associated with this event

All inbound and outbound call recordings, including alarm company communications

All CAD entries, timestamps, notes, and operator inputs,

All 800 radio traffic involved up to deputies making contact with me .

Internal communications,

Identification of all call takers, dispatchers, and supervisors involved

Any internal review, QA review, or incident analysis conducted

Any policies, SOPs, or training guidance relevant to call handling and line disconnection.

Expectation

There is no reasonable explanation for repeated disconnection of an active 911 line under these conditions.
There is no reason for this pattern to continue for the years it has and unaddressed.

I expect a direct response addressing:

What occurred

Why it occurred

What review has been initiated

What corrective actions will be taken

Additional Notice and Intent

I have made repeated and sustained efforts over a significant period of time to address these issues directly and professionally. Despite those efforts, these concerns have not been adequately addressed, and more recently, there has been a continued failure to meaningfully respond to or resolve them. That lack of action only compounds the seriousness of these issues.

My goal is not to create conflict or unnecessary complications. My objective is to ensure that I, my employees, and the personnel operating under my organization are not placed in danger due to breakdowns in communication, protocol failures, or operational deficiencies.

One hundred percent of my staff are active or retired public safety professionals, who have devoted their life to this community and/or country, and we rely on a functioning and dependable communications system to safely perform our duties.

I will state clearly that I have not experienced breakdowns of this nature or magnitude anywhere else in the State of Michigan. Kalamazoo is the only jurisdiction where I have encountered ongoing issues at this level.

Forward Action

In addition, I will be communicating with professional contacts, public safety partners, and private sector stakeholders and other reputable security agencies throughout the region to organize a structured, solutions focused discussion regarding communications with Kalamazoo Consolidated Dispatch Authority.

In an effort to come to a resolution that benefits the people of kalamazoo county. It is being initiated to address documented issues in a forward looking and professional manner, with the objective of preventing recurrence and strengthening overall system performance.

As previously demonstrated in my prior communications, my approach has been to clearly document issues, create an accurate record, and attempt resolution in good faith. Those efforts were made to identify problems and prevent them from continuing, not to create unnecessary friction. At this point, a broader and more structured approach is necessary.

My goal continues to be ensuring a constructive dialogue, albeit in more structured broader directive.

This discussion will focus on:

Preventing repeat issues that have already been documented

Improving clarity and consistency in public private communications

Strengthening coordination during complex or multi agency incidents

Establishing more reliable communication expectations and response continuity

Exploring structured communication planning models, including redundancy and contingency approaches.

Looking at similar models in other PSAPs throughout the country.

This is about prevention, stability, and long term effectiveness, not revisiting past events unnecessarily. The objective is to establish a functional and consistent communications environment that supports all parties involved and eliminates the risk of continued failures.

Let's work on a resolution together Jeff.

I am beyond confident my command staff, you, and other stakeholders can come up with a resolution that is beneficial to everyone, including your staff it's operations and more importantly, the community of Kalamazoo and the people we serve.

I approach this with a high level of responsibility and commitment. The safety of my personnel is non-negotiable, and my family's service to this community spans almost 100 years in Kalamazoo alone.

That is something I take seriously, and it directly shapes how I operate.
I am not new to this industry, and I have a clear understanding of what effective communication, coordination, and response should look like in real-world situations.
I would welcome the opportunity to sit down with you and work toward a practical, professional solution that strengthens communication, improves consistency, and benefits all parties involved—public safety, private sector partners, and the community we serve.

With best regards

Tyler James Adams, LPI, EMT-B, EM
Investigator|Intelligence Liaison|Emergency Manager
Adams Risk Management Group
Michigan Council of Professional Investigators:Board Member
www.armgroupmi.com
O:269-231-3911

"Southwest MI #1 Provider in Off Duty Services & Subject Matter Experts"
100% Staffed by active and retired public safety

From: Jeff Troyer
To: "Tyler Adams"
Cc: KCCDA Admin
Subject: RE: Formal complaint
Date: Tuesday, January 13, 2026 10:27:00

Good morning Mr. Adams,

The number you called into our facility on is a designated field-unit line that is unpublished (or supposed to be). A few years ago, the State 911 Committee website published the list you took a snapshot of, and the telephone number was erroneously published. As soon as we realized this, it was corrected. The link you sent does go to the historical document which must be a cached link from the error. The general and published non-emergency number for KCCDA is 269-488-8911 and this is the same number listed for us on the Michigan State 911 website (Resources Page under Michigan 911 Centers and Public Safety Answering Points).

It is very uncommon for us to receive these types of calls on the field unit line which is why our staff member inquired about it when he called you back. I reviewed both calls and the interactions were very cordial and professional. We have over 30 different telephone numbers assigned to our agency and many of them serve a different and sometimes dedicated purpose. From time to time, we do get irregular calls on some of these dedicated lines, and we always attempt to understand where the individual got the phone number so if something was erroneously published, we can get it corrected. In addition, we try to provide the caller with the correct phone number for them to use in the future.

We appreciate your feedback and encourage you to use 269-488-8911 when reporting non-emergencies and 911 for emergencies. Have a wonderful day.

Jeffery Troyer
Executive Director
Kalamazoo County Dispatch Authority
7040 Stadium Dr., Kalamazoo, MI 49009
Ofc: (269) 488-6616
Cell: (269) 718-2195
www.kccda911.org

From: Tyler Adams <adams@armgroupmi.com>
Sent: Sunday, January 11, 2026 09:20
To: Jeff Troyer <JTroyer@kccda911.org>

Cc: KCCDA Admin <admin@kccda911.org>
Subject: Re: Formal complaint

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Kalamazoo County Central Dispatch Authority Leadership,

I am writing to formally document and address a concering handling of a non-emergency request for service.

On 11 January 2026 at 0050 , I contacted KCCDA regarding a traffic-related incident using the non-emergency number publicly listed for Kalamazoo County. After the initial call, Central Dispatch returned my call and provided specific information and inquired further. The return call itself was polite, respectful, and professional. However, during that conversation, I was informed that the number I had called was “for officers only.” When I stated that I have worked for Kalamazoo County Emergency Management for approximately four years, the conversation was abruptly curtailed and no further engagement occurred.

This handling was improper and requires correction.

First, the phone number I called is published on a State of Michigan PSAP directory as the 24/7 contact number for Kalamazoo County. I verified multiple other Michigan PSAP listings, and it is standard practice for the 24/7 number to be the primary public contact. I called a number that is publicly and officially listed. Any internal designation of that number as “officer-only” is irrelevant to a member of the public and cannot be enforced against a citizen who uses a government-published contact number for lawful means.

Second, I am not required to disclose who I work for, what roles I hold, or what “hats” I wear in order to receive effective, appropriate, and timely service. I was requesting service as a citizen of Kalamazoo County. Employment status is immaterial and cannot be used to restrict, alter, delay, or deny service.

I identify myself in a professional capacity to KCCDA or anyone when only when absolutely necessary. Especially due to the unnatural and concerning pattern of treatment doccumented. Most notably, outside of 3 times since the tornado, this occurred during the tornado response when I served as the Logistics and Supply Section Chief under the Incident Command System (ICS). In that role, I was responsible for ensuring generators, emergency lighting, and other critical resources were delivered to support field operations, utilizing my professional network and available resources to meet operational needs. Outside of circumstances where identification is operationally required, I do not volunteer professional status.

I disclosed my professional background in this instance solely to explain why I possess and may access certain publicly listed numbers and how those numbers are used for different purposes. Including the desk to the supervisor that is for radio blackout and information relaying. That disclosure was explanatory, not justificatory, and should not have altered how the request was handled.

Third, there is no crime, misuse, or protocol violation associated with calling a publicly listed dispatch number for non-emergency assistance. Stating otherwise is inaccurate and

inconsistent with both public records and standard PSAP practice.

This incident must also be viewed in context. I have previously submitted multiple emails and complaints regarding KCCDA's handling of interactions with me over the years, including failures to follow protocol and treatment that placed me at risk. For the benefit of all citizens of Kalamazoo County, I strongly encourage leadership to review those prior communications and understand the broader pattern being documented. Kalamazoo County should expect better from its public safety resources, and so should the public. **This should not happen. Since I submitted these formal requests, I have and experienced outstanding and professional responses, in which I am thankful.**

I should not have to go to these lengths to ensure I or any citizen of this county receives adequate amd timely service..

This email is not sent to escalate, but to clearly document expectations going forward:

• Publicly listed dispatch numbers must be treated as public access points
• Citizens shall not be required to disclose employment or status to receive service
• Callers must not be challenged, questioned, or dismissed based on profession
• Dispatch services must be provided neutrally, consistently, and without bias
• Internal assumptions must not override published government information

Attached is a screenshot for clarification, along with a link to the relevant State form for your review.

I appreciate all that KCCDA does in serving the community and in being a leader for other emergency communication systems across Michigan.

I will continue to utilize the 6628 number, as it's lawful and intended use.

I have no qualms and I fully expect this to be handled accordingly to ensure all citizens of the county of Kalamazoo receive appropriate services.

Respectfully,

https://www.michigan.gov/msp/-/media/Project/Websites/msp/911/Home-Page/911-Dispatch-Centers-and-PSAPs-POST.pdf?rev=d6bcd6cf68444f03937b8686068d1aba&hash=23BC36AAB0416268729B3D22C06B3B9F

Tyler James Adams, LPI, EMT-B, EM
Investigator|Intelligence Liaison|Emergency Manager
Adams Risk Management Group
Michigan Council of Professional Investigators:Board Member
www.armgroupmi.com
O:269-231-3911



"Southwest MI #1 Provider in Off Duty Services & Subject Matter Experts"
100% Staffed by active and retired public safety

On Tue, Sep 23, 2025, 1:08 PM Tyler Adams <adams@armgroupmi.com> wrote:

> Good afternoon Mr. Troyer,
>
> I thank you and appreciate the timely response, contrary to what you may think I am not your enemy when it comes to your role and service to our community. the core issues I raised remain unaddressed, and it does not appear that you have looked over the many other issues I addressed. My goal here is not to escalate conflict, but to ensure KCCDA identifies and corrects the systemic gaps that have repeatedly endangered lives.
>
> First, I am not providing dates or times, as KCCDA already has this information. The incidents I referenced are fully documented in your systems and in police reports from multiple agencies. The focus should be on correcting recurring failures, not on re-supplying information you already have.
>
> Core Issues:
>
> 1. Refusal to Send Assistance: On multiple occasions, dispatch refused to send help during immediate, life-threatening situations, citing that I am “not law enforcement.” This reasoning is irrelevant when lives are at risk. These refusals directly jeopardized myself, responding officers, and the public.
> Countless occasions, many of which primarily road rage incidents all including firearms or attempted carjackings, felonious assaults as well as other information i have already provided
>
> 2. Incorrect Dispatches: Assistance has repeatedly been sent to the wrong locations, prolonging dangerous situations, including active threats from mentally unstable individuals. These errors are not administrative—they are life safety failures.

3. Pattern of Systemic issues: KCCDA is the only dispatch center in the state where I have encountered these repeated failures. I have extensive experience working in other jurisdictions and calling 911 or non-emergency many many times, both large and small, across Michigan, and none of them exhibit these patterns. This highlights a systemic issue unique to KCCDA.

4. Political/Opinionated Influence: Beyond procedural failures, there is a political and opinionated atmosphere within your center that has affected call takers' judgments. Do not attempt to deny this—this has been reported back to me countless times, and I have supporting evidence. Decisions have repeatedly appeared influenced by subjective biases rather than objective assessment of risks, further endangering lives.

5. Repeated Cover-Ups: Previous complaints have consistently been ignored or inadequately addressed. I have recordings and documentation proving these failures. If formally reviewed, it is clear that KCCDA would face serious scrutiny regarding both accountability and procedural compliance.

6. Unaddressed Dispatcher Arguments: On multiple occasions, I engaged with dispatchers regarding errors or miscommunications, and these arguments went unaddressed internally. For example, Portage Public Safety verified that a dispatcher had incorrectly input critical information, directly supporting my concerns. Despite this, the dispatcher refused to review her work or acknowledge the mistake, insisting she was correct. This behavior demonstrates a lack of accountability and reinforces a systemic problem where valid concerns are ignored rather than corrected. That whole situation arose from me just trying to ask a specific question and file a simple report.

Professional Intent, Leadership, and Expertise:
I have a reputation for being persistent, determined, and relentless in achieving objectives, particularly when it comes towards my clients or the community in public safety. My concern is compounded by having experienced these types of issues repeatedly over the years and my extensive familiarity with MPSCS, dispatch centers/PSAPs, emergency protocols, emergency communications, and logistics, which provides me the ability to identify systemic patterns and risks.

If many of you would the place yours in my shoes. You would understand why I'm trying to work on a solution. Times I could be so frustrated. I place myself and your shoes many times especially when I am drafting these emails.

I also bring a extremely diverse background in risk management, management consulting, and many operational services to multiple different practices, which allows me to understand the broader implications of recurring failures and see the patterns that contribute to life safety risks. My professional integrity ensures that the observations I bring forward are objective, fact-based, and intended to improve operations, not to assign blame unnecessarily.

I am bringing these issues to your attention to assist KCCDA in strengthening its protocols, improving operational outcomes, and reducing risk to both personnel and the public. My goal is to leverage my experience, judgment, and leadership skills to help KCCDA maintain its position as a national leader in emergency communications while addressing gaps that have repeatedly caused concern.

I want to be clear that I am a professional, and I respect the work that all of you do. You and I have worked together on multiple occasions, Mr. Troyer, and I value that collaboration. I hold many roles across a variety of organizations and jurisdictions. It is concerning and unacceptable that I continue to receive word of opinions or statements about me originating inside your office, particularly as this behavior increases both liability and potential legal exposure for KCCDA.

I strongly encourage you to review casework not only in Michigan but in numerous other states, where situations similar to mine have resulted in criminal charges and significant civil litigation. Personal opinions or biases should never interfere with professional duties, and I request that KCCDA ensure the work environment remains professional, focused on executing responsibilities with objectivity and integrity.

I remain committed to working collaboratively to ensure KCCDA maintains its leadership role in Michigan and nationwide, and to help establish protocols that truly protect the public and professionals alike. Policies and protocols are made to resolve problems. Decreased liability and risks

I would not be bringing these concerns to your attention unless there were facts. There are several other situations in other states exactly like mine, with similar patterns and occurrences, that also resulted in criminal charges and significant civil problems. I am

not here to debate the facts with you—I have the facts. I am here to ensure things get changed moving forward.

I want to continue to ensure Kalamazoo's continued innovation. I am not trying to inhibit your services or the services to the community; I am striving to look out for the community overall—the citizens of this County and the people we serve.

Tyler James Adams, LPI, EMT-B, EM

Investigator|Intelligence Liaison|Emergency Manager

Adams Risk Management Group

Michigan Council of Professional Investigators:Board Member

www.armgroupmi.com

O:269-231-3911



"If your actions inspire others to dream more, learn more, do more and become more, you are a leader."
-John Quincy Adams

On Tue, Sep 23, 2025, 11:34 AM Jeff Troyer <JTroyer@kccda911.org> wrote:

> Good afternoon, Adams Risk Management Group.
>
> We appreciate you reaching out with your concerns and providing summarized examples. When individuals submit a complaint(s), we like to thoroughly investigate these incidents by listening to all recordings and evaluating call-taking as well as dispatch procedures. For us to do this, we will need specific details about these events including dates, times, etc. Are you, or Mr. Dulan, able to provide specific dates and estimated times for the first three scenarios you identified below? This will allow us to review these examples.
>
> As far as yesterday's incident at Candlewyck Apartments, I've attached a copy of your 911 call. Our emergency call handling procedure follows Emergency Communications Center's best practices. The most integral piece to all calls, is verifying a "dispatchable" location, thus the reason for the call taker asking for a

building number or additional location information for the apartment complex. Apartment complexes in Kalamazoo County can vary in size and some have multiple entrances/exits, so this additional information is very valuable. Your call came in at 8:50:10 pm, the Computer Aided Dispatch (CAD) incident was initiated at 8:50:13 pm, your telephone call lasted 71 seconds and the CAD incident was marked ready for dispatch at 8:52:22 pm. Two KDPS units were dispatched to the incident at 8:52:59 pm.

I know you called and spoke with our on-duty Dispatch Supervisor last night a few times. She explained to you that it's our call takers responsibility to ask questions and verify information. Furthermore, we have reviewed this phone call and the dispatch process related to the same. It is my conclusion that our staff handled this appropriately and in a timely fashion. Our call taker remained calm, attempted to ask necessary and appropriate questions related to the incident, and verify the information that was provided to her. I'm sorry if you do not agree with this analysis.

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We will continue to strive for excellence and be at the forefront of emergency communications centers nationwide.

Jeffery Troyer
Executive Director
Kalamazoo County Dispatch Authority
7040 Stadium Dr., Kalamazoo, MI 49009
Ofc: (269) 488-6616
Cell: (269) 718-2195

www.kccda911.org

From: Tyler Adams <adams@armgroupmi.com>
Sent: Tuesday, September 23, 2025 01:45
To: KCCDA Admin <admin@kccda911.org>
Subject: Formal complaint

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

To Whom It May Concern,

I am writing to formally document a series of repeated failures by Central Dispatch that have endangered my life and the lives of others. Despite prior complaints, these issues persist and appear to be worsening, demonstrating a concerning pattern of systemic problems. Please note that this list includes only a portion of the incidents; many of these situations occurred multiple times on different days and at various times.

Each of these occurrences including the ones that are not described here have police reports also alongside them documenting my concerns.

1. Repeated Incorrect or Delayed Dispatch Responses
On one occasion, I was managing a mentally unstable individual who was attempting to put his head through a windshield and physically attacking others. I had the subject at Taser point for over an hour because dispatch sent police to the wrong address. Each time I attempted to disengage my weapon, the subject resumed attacking people, creating an extremely dangerous and tense situation. This error directly put myself, the public, and responding officers at significant risk.

2. Failure to Respond to Immediate Life-Threatening Situations (Road Rage/Evasive Driving)
I have experienced multiple aggressive driving and road rage incidents across various locations in Kalamazoo, which I believe were targeted due to my work. In these situations, subjects chased me relentlessly and attempted to run my vehicle

off the road. To avoid serious injury or death, I was forced to take extreme evasive actions, including high-speed driving through highways, streets, and parking lots, quick braking, sudden pull-offs, and running red lights. The subjects continued their pursuit despite these maneuvers.

In every incident, the aggressors either exited their vehicles and attempted to enter my vehicle or, if they remained in their vehicles, brandished firearms at me. These created extremely dangerous and immediate life-threatening scenarios multiple times. Despite the imminent danger, dispatch initially refused to send assistance, citing that I was "not law enforcement." I was forced to escalate the call and explicitly state my threat of deadly force before help would be dispatched. Threatening me using a pit maneuver on a busy street or opening fire from my vehicle or ramming their vehicle causing an escalation of force. Even then, assistance only arrived after significant delay. These incidents occurred multiple times and in various locations throughout Kalamazoo, repeatedly placing my life and the public at serious risk.

The entirety of these calls contained numerous issues. I have shared recordings of these calls with other professionals, all of whom expressed the same concerns. While this was the worst incident, many others have had similar outcomes or responses.

3. Miscommunication and Improper Handling of Call Information
After filing a basic complaint, I called back several times over several hours because I had not received a response. Each time, the call taker insisted that the Sergeant had been attempting to reach me. I informed her that this was not true. She repeatedly claimed that the number I provided was incorrect, despite me giving the correct number multiple times. I have recordings of these conversations proving that my contact information was accurate and that the call taker’s claims were false.

I even attempted to explain how to verify the information, but she refused to listen, continuously shut me down, and argued with me. Clearly thinking highly of herself when in fact she made the mistake his poor is Public Safety verified that for me. When verifying the call, it was clear she had input the information into the system incorrectly and refused to double-check her work. Her attitude demonstrated an unwillingness to perform her duties correctly and a clear overestimation of her own judgment. You can thank portage public safety for verifying that information. Saving me some paperwork.

This incident demonstrates a lack of professionalism and proper procedure and highlights how mismanagement of even routine complaints can escalate unnecessarily due to a call taker's refusal to properly handle information.

4. Issues with Location and Address Protocols (Candlewick Apartments Incident)
On a recent 911 call, a vehicle attempted to run me over while driving at high speed through a property, nearly striking two other pedestrians. The vehicle's reckless path included hitting curbs and driving erratically across the complex.

When I tried to explain the situation, the dispatcher repeatedly asked me to provide a specific address and required the same information to be repeated multiple times. She did not allow me to fully describe the important details of the incident, including the vehicle's behavior and the immediate threat to pedestrians.

This process caused significant delays in providing critical information, including the license plate number. Due to the adrenaline dump from the life-threatening situation, I was either unable to relay it properly or the information may have been misconstrued. Candlewick Apartments is a multi-building complex with no single address in CAD. Unlike other dispatch centers in Michigan, which allow dispatchers to use nearest cross streets or other identifying information to locate a property, she could have researched, preventing timely action. These delays and repeated interruptions created unnecessary risk to my life and the safety of others and highlight a critical flaw in dispatch protocols that prevents effective emergency response.

That flaw? Allowing the dispatchers to think for themselves

Conclusion
While going into great detail about each incident would make this an incredibly long and potentially overwhelming report, the information provided should make the point clear. These failures are beyond frustrating, particularly because they happen repeatedly and appear unique to this county.

It is unclear whether these issues stem from the system, protocols, procedures, or inadequate training. What is clear is that dispatchers are not exercising independent judgment and rely almost entirely on computer prompts. Similar outcomes have occurred during other serious, high-profile incidents in Kalamazoo, suggesting this is not an isolated event. Meaning I am also not the only professional in this town

who has experienced these issues, further emphasizing the systemic nature of the problem.

While I do appreciate Kalamazoo's consistent efforts and upgrading security to be last time I checked one of the only in the state of Michigan with this level and layers of security protocols. Kalamazoo should be a leader for that

However your system is lacking in other ways that many other systems don't encounter

Let your dispatchers think for themselves .

These issues continue to escalate, and it must be formally documented that any harm to me resulting from recurring problems of this nature will result in serious consequences. Situations similar to mine, which have occurred in other dispatch centers across the country, have led to criminal prosecution, legal action, and compliance violations, but they further underscore the severity and urgency of addressing these recurring failures.

I have the paper trail and it is continuing to thicken and worsen.

My corporate Council Steve Dulan is consistently made aware of these situations.

All I'm asking is to work on your system make it better especially for other professionals including Public Safety professionals who frequently call the system.

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Kalamazoo can do better, much better.

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myself, I knew I might run into the same issues again. At the same time, I also see that the situation was influenced by a combination of factors between both of us.

But the same issues occurred.

Never judge a book by its cover.
I know for a fact people with inside your facility consistently do that. And have done in the past.
Do not try to deny it because it will not look good in your favor.

Let's make a change for the better of the Kalamazoo citizens okay? Kalamazoo consolidated dispatch authority leads in multiple different categories through MPSCS, you set good example for a lot of things. Let's keep that moving and demonstrate why Kalamazoo is a leader.

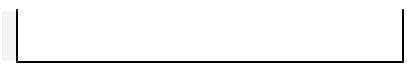
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I would rather not be a statistic and be a part of the change. Thanks for taking the time to read this.

Regards,

Adams Risk Management Group

www.armgroupmi.com



From: Jeff Troyer
To: Tyler Adams
Cc: KCCDA Admin
Subject: RE: Formal complaint
Date: Tuesday, September 23, 2025 11:34:00
Attachments: 09-22-2025 08.50.10 PM - 2695110464 - Dispatch Phone 6003.mp4

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Regards,



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 #:**	6B-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
November 3, 2026
10:00 a.m.

ITEM 1 – CALL TO ORDER

The Personnel Committee Meeting was called to order at 10:00 a.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, November 3, 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; Scott Merlo, Chief, WMU 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. September 1, 2026 – Regular Meeting

"Motion by Mr. Fuller, second by Mr. Heppler, to approve the minutes of the September 1, 2026, Regular Meeting as presented."

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

ITEM 4 - CITIZENS' TIME

There was no citizen comment.

DRAFT

ITEM 5 – FOR CONSIDERATION

A. Old Business

There was none.

B. New Business

1. Executive Director's Evaluation

Mr. Huber presented a review of the evaluation.

Mr. Merlo stated it was another excellent year, and Mr. Troyer has done a phenomenal job. He noted he has a great team as well.

Mr. Fuller agreed it was another year well done.

> "Motion by Mr. Merlo, supported by Mr. Tibbets to accept and approve the Executive Director's collective, tabulated evaluation as presented."

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

2. Executive Director Salary Recommendation

Mr. Troyer requested closed session for discussion about the performance evaluation.

> "Motion by Mr. Huber, supported by Mr. Fuller to retire to closed session to discuss the Executive Director's evaluation and corresponding salary increase."

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

The Committee returned to open session at 10:15 a.m.

Mr. Troyer stated he appreciated the Committee and Board's leadership and support.

Mr. Huber stated the Committee will move forward with the recommendation for 12% increase. He stated the Committee was concerned about wage compression with Deputy Director and would like to keep the increase the same. The Committee also noted there may be increased responsibilities in the future with evaluation of a county-wide drone program.

Merlo – recommend 12%, support Heppler CARRIED

> "Motion by Mr. Merlo, supported by Mr. Heppler to recommend to the Board of Directors a 12% increase in the Executive Director's salary from 2/15/27 to 2/15/28."

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

DRAFT

Mr. Troyer stated he would send the Committee recommendations for next year's objectives and noted suggestions from Mr. Huber and Ms. Moored.

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 10:26 a.m.

DRAFT

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:**	5 mins	**Agenda Item #:**	6B-2b

Topic: Executive Director Performance Evaluation & Salary Recommendation

Brief Description:

Please review the attached correspondence from Personnel Committee Chair Matt Huber to the Board of Directors regarding the Executive Director's performance evaluation and salary recommendation. The completed performance evaluation is included for the Board's review and consideration.

Proposed Motion:

Motion to approve the Executive Director's performance evaluation with an overall rating of 4.26 out of 5 and the salary recommendation to take effect on February 16, 2027.

Agenda Request Approved:	11/3/2026	Meeting Date:	11/12/2026	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.

From: Huber, Matthew
To: Jeff Troyer
Subject: Board of Directors correspondence
Date: Tuesday, November 3, 2026 13:53:49
Attachments: Outlook-qbheajcl.png

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Members of the Board of Directors,

The Personnel Committee met on November 3, 2026, to review Executive Director Jeff Troyer's annual performance evaluation and compensation. The Committee unanimously voted to recommend a 12% salary increase, bringing his annual salary to $163,173.05, for the Board's approval. This recommendation recognizes his strong performance, compensation adjustments for positions below him, and the importance of maintaining an appropriate salary differential.

Jeff's compiled evaluation score of 4.26 out of 5 supports an overall assessment of Exceeds Normal Job Expectations. His strongest category ratings included Project Management at 4.43, Board Relations at 4.40, and Operational Management at 4.33. These results reflect confidence in his ability to manage complex projects, communicate with the Board, and guide the Authority's operations.

His performance objectives also received strong ratings, including 4.48 for the Radio Readiness Program and 4.42 for governmental and public safety collaborations. His October update documented substantial progress on the Radio Readiness Program, the backup emergency communications center partnership with the Township of Kalamazoo, and management of the Stadium Drive renovations without major disruptions to dispatch operations.

The compensation history provides additional support for the recommendation. The packet lists deputy director adjustments of 6% compared with Jeff's 5% in 2023, and 4.5% compared with Jeff's 4% in 2025. For 2027, the proposed deputy director scale maximum increases from $114,606 to $128,106, approximately 11.78%, reflecting the combined effect of the listed adjustment and changes to the salary steps.

If the deputy director reaches that maximum while Jeff receives the budgeted 7% increase, the director's percentage lead would decline from approximately 27.12% to 21.69%. The recommended 12% increase would maintain a differential of approximately 27.37% above the proposed deputy maximum, largely preserving the established relationship.

Maintaining that separation recognizes the director's overall responsibility for the Authority's operations, finances, personnel, and implementation of Board priorities.

The recommended increase represents an annual base salary adjustment of $17,482.83. The additional annual base salary cost above the budgeted 7% increase would be $7,284.51, before associated employer costs.

We are fortunate to have Jeff leading KCCDA, the sixth-largest emergency communications center in the State of Michigan. His evaluation results and demonstrated contributions support this adjustment. On behalf of the Personnel Committee, I respectfully request the Board's approval of the recommended 12% salary increase.

Sincerely,

Matt

Matthew Huber
Deputy Chief | Department of Public Safety
City of Kalamazoo
150 E Crosstown Pkwy, Kalamazoo, MI 49001
Phone: (269) 337-8309 | Email: huberm@kalamazoocity.org
www.kalamazoocity.org

Executive Director Performance Evaluation

EMPLOYEE NAME: Jeffery Troyer

POSITION TITLE: Executive Director

REVIEW PERIOD: January - December 2026

APPRAISAL DATE: 28-Oct-26

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 and on three performance objectives. PLEASE INSERT YOUR SCORES IN THE ***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:* ***4.33***

		Sub-Category Rating
1a	-- Knowledge of PSAP/ECC statutory requirements and best practices	
1b	-- Seeks input from agenceis 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:* ***4.14***

		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:* ***4.00***

		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:* ***4.43***

		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; inlcuding any challenges or obstacles	
4c	-- Analyzes, recommends and communicates project go-live plans that minimize service interuptions for residents and end-user agencies.	

CATEGORY 5: Leadership Skills	8% of Score	*Overall Rating: 4.21*

		Sub-Category Rating
5a	-- Acts with integrity, treats others with respect and dignity, and promotes and ecourages teamwork	
5b	-- Particpates 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: 4.07*

		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	-- Facilitatator 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: 4.19*

		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: 4.40*

		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:*** ***4.42***

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:*** ***4.48***

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:*** ***4.09***

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

PERFORMANCE APPRAISAL SUMMARY

		Overall Rating	***Weight***	***Wieghted Score***
CATEGORY 1:	**Operational Management**	4.33	8.00%	0.3464
CATEGORY 2:	**Financial Management**	4.14	8.00%	0.3312
CATEGORY 3:	**HR and Personnel Management**	4.00	8.00%	0.3200
CATEGORY 4:	**Project Management**	4.43	8.00%	0.3544
CATEGORY 5:	**Leadership Skills**	4.21	8.00%	0.3368
CATEGORY 6:	**Communication Skills**	4.07	8.00%	0.3256
CATEGORY 7:	**Professionalism**	4.19	8.00%	0.3352
CATEGORY 8:	**Board Relations**	4.40	8.00%	0.3520
GOAL/PERFORMANCE OBJECTIVE #1		4.42	12.00%	0.5304
GOAL/PERFORMANCE OBJECTIVE #2		4.48	12.00%	0.5376
GOAL/PERFORMANCE OBJECTIVE #3		4.09	12.00%	0.4908
				4.2604

SIGNATURES:

Board of Directors Chair: _____ Date: _____

Personnel Comm. Chair: _____ Date: _____

Executive Director: _____ Date: _____

KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

Agenda Request Form

Please fill in the boxes below with the appropriate information.

Name:	Technical Advisory Committee	**Agency:**	KCCDA		
Phone Number:		**Length of Time Needed:**		**Agenda Item #:**	6B-3a
Topic:	Technical Avisory 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

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

ITEM 1 – **CALL TO ORDER**

The Regular Meeting of the Technical Advisory Committee was called to order by Chair Scott Merlo at 10:00 a.m. on Wednesday, November 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: Scott Merlo (WMUPD), Matt Huber (KDPS), Dale Hinz (MSP), Logan Bishop (KCSO), Bryan Mayhew (PDPS), Todd Kowalski (KCFCA)

Others Present: Brandy Janes, Kacey Coffey, Ryan McGregor, Dustin Hubbell and Finn, Jairus Baird, Chris Franks, Jeff Troyer, Torie, Rose, Adam Slinkman, Marty Ftacek, Justin Johnson, Abby Nieves and Chris McComb

ITEM 3 – **APPROVAL OF MEETING MINUTES**

A. September 2, 2026– Regular Meeting

"Motion by Mr. Huber, second by Mr. McGregor to approve the minutes for the September 2, 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 completed report was sent out that morning. The building renovations were almost complete. He thanked Marty Ftacek for his service and stated he was leaving for a job with MPSCS. Mr. Troyer also introduced two new employees; IT Manager Adam Slinkman and Systems Support Specialist Abby Nieves. He also reminded everyone to use the helpdesk email or call the main IT number to reach them for assistance. He also noted the report statistics for Aurelian's external feedback has greatly improved and now shows the number of requests sent, requests delivered, and response rates.

B. Old Business

1. Radio Readiness Program Updates

Mr. Troyer stated most agencies had executed MOUs, but there were a few agencies still waiting for equipment and haven't received monies yet. He stated the program was going well and most agencies had received funds and completed the program.

DRAFT

2. Tyler Public Safety System Upgrade 26.3 SP1

Mr. Troyer stated the upgrade ran into slowness issues, database issues, replication and DSS issues.

Mr. Slinkman presented updates on outstanding issues from the upgrade. In total, 17 tickets were submitted post upgrade for issues and 10 of them are resolved and 5 have been escalated.

3. Unknown Accident – Crash Notification (Notify)

Mr. Troyer stated that after research, Administration decided to keep everything as is and staff will relay as much info as they can. There wasn't a good way to separate those types of calls.

C. New Business

1. Collaborative Drone First Responder Program

a. Chagrin Valley Dispatch – Program Inquiry
b. Montgomery County (MD) – Program Inquiry

Mr. Troyer stated the Committee talked at last meeting about evaluating a DFR program for Kalamazoo County. He stated he found one program run out of a dispatch center, Chagrin Valley. He presented a review of information gathered and stated the program was not live yet. He also shared information gathered from the Montgomery County Maryland program that was run out of joint operations center (law, fire, and emergency management). Mr. Troyer stated he could not find a lot of programs being run out of dispatch centers or if they were, they were for a single agency and jurisdiction. He offered to bring in drone vendors for a day to see what they can offer then discuss funding and set up.

The committee requested Mr. Troyer proceed with information gathering

2. 2027 Meeting Dates

Mr. Troyer stated that the 2027 schedule was the same as 2026 with meetings on the first Wed of every month.

"Motion by Mr. McGregor, second by Mr. Huber to approve the 2027 meeting dates as presented."

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

ITEM 6 – **OTHER ITEMS**

A. Announcements and Member Comments

Ms. Rose announced the user audits would be coming out today

Mr. Troyer announced KCCDA will host a Government Stakeholders luncheon December 16. Invitations would be sent soon. He asked that anyone who would like to do a presentation contact him.

B. Next Meeting

The next regular scheduled Technical Advisory Committee meeting will be Wednesday, January 6, 2027, at 10:00 am, and will be held in the Chief Switalski Meeting Room at KCCDA, 7040 Stadium Drive, Kalamazoo, MI 49009.

DRAFT

ITEM 7 - **ADJOURNMENT**

The meeting adjourned at 10:38 a.m.

DRAFT

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 #:**	6B-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
October 27, 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, October 27, 2026.

ITEM 2 – **ROLL CALL**

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

Others Present: Jeff Sorensen, Jeff Troyer, Torie Rose, Chris McComb

ITEM 3 – **APPROVAL OF MEETING MINUTES**

A. August 25, 2026 – Regular Meeting

"Motion by Ms. VanderVeen, second by Ms. Bell to approve the minutes of the August 25, 2026, Regular Meeting of the Finance Committee."

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

ITEM 4 - **CITIZENS TIME**

Mr. Sorensen announced the Michigan Township Association's Local Officials Banquet would be held on November 5 at the Fountains at 5:30. There is no cost to attendees. He asked anyone interested in attending to send him an email to RSVP by the end of the week.

ITEM 5 – **FOR CONSIDERATION**

A. OLD BUSINESS

There was no old business.

B. NEW BUSINESS

1. NEW Fiscal Policy 1.10 – Donations Acceptance Policy

Mr. Troyer stated the new policy was developed at the recommendation of legal counsel. The Peer Support Team and employees during National Telecommunicators Week are offered donations and cannot accept without policy. This policy allows us to be able to accept donations from the public or businesses. He noted that financial donations will be tracked in a separate fund.

DRAFT

2. 2026 General Fund Budget Amendment – Revision II

Mr. Troyer presented a review of the amendment.

> "Motion by Mr. Tibbets, second by Mr. Smith to approve and recommend to the Board of Directors the proposed fiscal year 2026 General Fund Budget Amendment – Revision II as presented."

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

3. 2026 Capital Improvement Fund Budget Amendment – Revision II

Mr. Troyer presented a review of the Capital Improvement Fund Budget Amendment - Revision II.

> "Motion by Mr. Beauchamp, second by Mr. Tibbets to approve and recommend to the Board of Directors the proposed fiscal year 2026 Capital Improvement Fund Budget Amendment – Revision II as presented."

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

4. 2027 Budget Proposal General and Capital Improvement Funds

Mr. Troyer presented a review of the proposed budget.

Move for approval and recommendation to the board – Bell, VanderVeen CARRIED

> "Motion by Ms. Bell, second by Ms. VanderVeen to approve and recommend to the Board of Directors the 2027 Budget Proposal and Capital Improvement Funds as presented."

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

5. 2027 Finance Committee Regular Meetings

Mr. Troyer stated that the Executive Committee would be discussing combining the Personnel and Finance Committees at their next meeting. There was still a need to meet post audit, to vet personnel/wages/benefits and for budget revisions and proposals. He stated he would keep everyone updated on the discussions.

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 April 27, 2027.

ITEM 7 - **ADJOURNMENT**

The meeting was adjourned at 3:07 p.m.

DRAFT

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:	NEW Fiscal Policy 1.10 – Donations Acceptance Policy				

Brief Description:

Administration presented the attached new Fiscal Policy to the Finance Committee at its October 28, 2026, meeting. Policy 1.10 – Donations Acceptance Policy was developed in coordination with KCCDA legal counsel and establishes the authority for the Executive Director and Deputy Director to accept donations of up to $2,000 on behalf of KCCDA.

The Finance Committee unanimously supported the new policy and recommends Board approval.

Proposed Motion:

Motion to approve fiscal policy 1.10 – Donations Acceptance Policy.

Agenda Request Approved:	10/28/2026	Meeting Date:	11/12/2026	Time:	

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Policy 1.10

DONATIONS ACCEPTANCE POLICY

PURPOSE

KCCDA may accept donations of money, equipment, materials, or services when the donation supports KCCDA's lawful public purposes and operations.

POLICY

Donations may be accepted only when they:

A. further a legitimate KCCDA or public-safety purpose;

B. impose no unreasonable cost, condition, restriction, or continuing obligation on KCCDA,

C. do not create an actual or apparent conflict of interest or expectation of preferential treatment;

D. do not compromise KCCDA's independence, procurement practices, security, operations, or public trust; and

E. are permitted by applicable law and KCCDA's government documents and policies.

The Executive Director or Deputy Director may accept routine, unrestricted donations up to two thousand dollars ($2,000) on behalf of KCCDA. Donations exceeding that amount, donations of real property, and donations carrying material conditions or ongoing obligations require KCCDA Board approval.

ADMINISTRATION

All accepted donations will become KCCDA property, be appropriately documented and accounted for, and be used or disposed of in accordance with applicable law and KCCDA policy. KCCDA will not provide a valuation of donated property for tax purposes and reserves the right to decline any donation.

This policy does not authorize personal gifts to individual KCCDA officials or employees.

KCCDA Approved: *XXXXXXX*

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 #:**	6B-4c

Topic: 2026 General Fund Budget Amendment – Revision II

Brief Description:

Administration presented the attached 2026 General Fund Budget Amendment – Revision II to the Finance Committee at its October 28, 2026, meeting.

The Finance Committee unanimously supported the proposed amendment and recommends that the Board of Directors approve Revision II, reflecting total expenditures of $7,593,496, transfers out totaling $2,500,000, and an anticipated year-end surplus of $212,381.

Proposed Motion:

******ROLL CALL VOTE******
Motion to approve the 2026 General Fund Budget Amendment – Revision II, reflecting total expenditures of $7,593,496, a transfer out of $2,500,000, and an anticipated year-end surplus of $212,381.

Agenda Request Approved:	10/28/2026	Meeting Date:	11/12/2026	Time:	

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Kalamazoo County Consolidated Dispatch Authority

DATE: September 28, 2026

TO: Finance Committee Members and Board of Directors

FROM: Jeff Troyer
KCCDA Executive Director

SUBJECT: 2026 General Fund Budget Amendment – REVISION II

I hereby present to the Finance Committee and Board of Directors for consideration this budget amendment, Revision II, for the 2026 General Fund Budget which includes the General Operations (2911) and Training (2913) units. This amendment reflects up-to-date personnel and services/contracts for the remainder of the calendar year.

The proposed amendment contains the following changes:

2911 – GENERAL OPERATIONS

REVENUES

- **Miscellaneous Revenue**
  Miscellaneous revenues are increasing $3,879 which consists of the initial distribution from Blue Cross Blue Shield for a subscriber settlement.

EXPENDITURES

- **Personnel Services**
  Personnel services have zero net change but ECO-II wages (702.023) are decreasing by $80,000 and ECO-I wages (702.024) are increasing by the same. This is to account for existing ECO positions and the correct classification.

TRANSFERS

- **Transfers Out – Capital Improvement Fund**
  It is recommended to increase this year's transfer out allocation to the Capital Improvement Fund (995.010) by $250,000 for a revised total of $2,500,000.

2913– TRAINING

EXPENDITURES

- **Services & Other Charges**
  Services and Other Charges have a zero net change but multiple transfers within line-items. Training/Registrations are decreasing $4,500, Meals/Food is decreasing $750, and Lodging is increasing $5,250.

ATTACHMENTS/REPORTS

Attached to this memorandum are three separate documents/reports to assist in the explanation of the proposed line-item and categorical budgetary revisions included in this amendment:

- ✓ 2026 General Fund Budget Amendment – REVISION II Net Changes
  This document, pages 3 – 5, shows the original adopted budget, net changes resulting from line-item transfers (year-to-date) and Revision I, the proposed net changes in this amendment (Revision II), and the new revised budget if the amendment is approved.

GENERAL FUND SUMMARY

This proposed budget amendment, Revision II, increases revenues by $3,879 and keeps total expenditures the same as Revision I – $7,593,496 but increases the transfer out to the Capital Improvement Fund by $250,000. With all changes contained herein, KCCDA can expect an anticipated surplus at year's end totaling $212,381.

I recommend adoption of the proposed fiscal year 2026 General Fund Budget Amendment – REVISION II.

Kalamazoo County Consolidated Dispatch Authority
2026 General Fund Budget Amendment - REVISION II Net Changes
January - December 2026

	2911 - General Operations					2913 - Training					ALL BUSINESS UNITS				
	ORIGINAL Budget	YTD TXFRS	REV. I (net change)	REV. II (net change)	REVISED BUDGET	ORIGINAL Budget	YTD TXFRS	REV. I (net change)	REV. II (net change)	REVISED BUDGET	ORIGINAL Budget	YTD TXFRS	REV. I (net change)	REV. II (net change)	REVISED BUDGET
REVENUES															
402.000 Property Taxes	7,651,262				**7,651,262**					**0**	7,651,262	0	0	*0*	**7,651,262**
573.000 Local Community Stabilization Share	697,389				**697,389**					**0**	697,389	0	0	*0*	**697,389**
615.010 Surcharge - State 911	468,000				**468,000**	52,000				**52,000**	520,000	0	0	*0*	**520,000**
615.020 Surcharge - Local 911	1,150,000				**1,150,000**					**0**	1,150,000	0	0	*0*	**1,150,000**
651.000 Charges for Services - User Fees	18,750				**18,750**					**0**	18,750	0	0	*0*	**18,750**
665.000 Interest Earned	250,000				**250,000**					**0**	250,000	0	0	*0*	**250,000**
667.000 Rent/Lease Revenue	10,200				**10,200**					**0**	10,200	0	0	*0*	**10,200**
671.000 Miscellaneous Revenue	50		*4,347*	*3,879*	**8,276**					**0**	50	0	4,347	*3,879*	**8,276**
TOTAL REVENUES:	**$ 10,245,651**	***$ -***	***$ 4,347***	***$ 3,879***	**$ 10,253,877**	**$ 52,000**	***$ -***	***$ -***	***$ -***	**$ 52,000**	**$ 10,297,651**	***$ -***	***$ 4,347***	***$ 3,879***	**$ 10,305,877**
EXPENDITURES															
700-718 Personnel Services															
702.010 Salaries - Administration	366,784		2,112		**368,896**					**0**	366,784	0	2,112	*0*	**368,896**
702.020 Wages - Regular	3,463,167		(112,413)		**3,350,754**	15,000				**15,000**	3,478,167	0	(112,413)	*0*	**3,365,754**
702.030 Wages - Overtime	382,520		(257)		**382,263**					**0**	382,520	0	(257)	*0*	**382,263**
702.050 CTO Pay	25,000		2,000		**27,000**					**0**	25,000	0	2,000	*0*	**27,000**
706.000 Wages - Holiday Premium	218,929		(10,728)		**208,201**					**0**	218,929	0	(10,728)	*0*	**208,201**
712.000 Payment in Lieu of Benefits	48,750		600		**49,350**					**0**	48,750	0	600	*0*	**49,350**
714.000 Longevity	14,800		(750)		**14,050**					**0**	14,800	0	(750)	*0*	**14,050**
715.010 Auto Allowance	8,688				**8,688**					**0**	8,688	0	0	*0*	**8,688**
Personnel Services Subtotal	*4,528,638*	*0*	*(119,436)*	*0*	***4,409,202***	*15,000*	*0*	*0*	*0*	***15,000***	*4,543,638*	*0*	*(119,436)*	*0*	***4,424,202***
719-725 Benefits and Taxes															
719.000 Workers Comp Insurance	15,917		(473)		**15,444**					**0**	15,917	0	(473)	*0*	**15,444**
720.010 Medical/Health Insurance	517,235		(23,388)		**493,847**					**0**	517,235	0	(23,388)	*0*	**493,847**
720.020 Dental Insurance	39,851		5,708		**45,559**					**0**	39,851	0	5,708	*0*	**45,559**
720.030 Vision Insurance	5,744		(306)		**5,438**					**0**	5,744	0	(306)	*0*	**5,438**
720.040 Life Insurance	10,167		(374)		**9,793**					**0**	10,167	0	(374)	*0*	**9,793**
720.050 Unemployment	9,000				**9,000**					**0**	9,000	0	0	*0*	**9,000**
720.060 HSA Contributions	125,375		(2,656)		**122,719**					**0**	125,375	0	(2,656)	*0*	**122,719**
720.070 Short-Term Disability	23,900		(960)		**22,940**					**0**	23,900	0	(960)	*0*	**22,940**
721.000 Social Security	278,308		(6,611)		**271,697**					**0**	278,308	0	(6,611)	*0*	**271,697**

	2911 - General Operations					2913 - Training					ALL BUSINESS UNITS				
	ORIGINAL Budget	TXFRS (net change)	REV. I (net change)	REV. II (net change)	REVISED BUDGET	ORIGINAL Budget	TXFRS (net change)	REV. I (net change)	REV. II (net change)	REVISED BUDGET	ORIGINAL Budget	TXFRS (net change)	REV. I (net change)	REV. II (net change)	REVISED BUDGET
722.000 Medicare	65,088		(1,546)		**63,542**					**0**	65,088	0	(1,546)	*0*	**63,542**
724.000 Dependent Care Assistance Program	30,000				**30,000**					**0**	30,000	0	0	*0*	**30,000**
725.010 Retirement - MERS DC	361,284		(10,708)		**350,576**					**0**	361,284	0	(10,708)	*0*	**350,576**
725.020 Retirement - MERS 457	26,907		(4,980)		**21,927**					**0**	26,907	0	(4,980)	*0*	**21,927**
725.030 Retirement - MERS HCSP	74,418		2,781		**77,199**					**0**	74,418	0	2,781	*0*	**77,199**
Benefits and Taxes Subtotal	*1,583,194*	*0*	*(43,513)*	*0*	***1,539,681***	*0*	*0*	*0*	*0*	***0***	*1,583,194*	*0*	*(43,513)*	*0*	***1,539,681***
726-799 Supplies															
727.000 Supplies - Office	15,000				**15,000**					**0**	15,000	0	0	*0*	**15,000**
730.000 Supplies - Maintenance	6,000				**6,000**					**0**	6,000	0	0	*0*	**6,000**
740.000 Supplies - Uniform	8,000				**8,000**					**0**	8,000	0	0	*0*	**8,000**
760.000 Supplies - Kitchen	1,750				**1,750**					**0**	1,750	0	0	*0*	**1,750**
764.000 Supplies - Food	1,750				**1,750**					**0**	1,750	0	0	*0*	**1,750**
Supplies Subtotal	*32,500*	*0*	*0*	*0*	***32,500***	*0*	*0*	*0*	*0*	***0***	*32,500*	*0*	*0*	*0*	***32,500***
800-969 Services and Other Charges															
801.010 Contractual Services	1,032,233				**1,032,233**					**0**	1,032,233		0	*0*	**1,032,233**
805.010 Prof Services - Audit	9,000				**9,000**					**0**	9,000		0	*0*	**9,000**
810.000 Administrative Fees	3,600				**3,600**					**0**	3,600		0	*0*	**3,600**
813.000 Legal Fees	15,000				**15,000**					**0**	15,000		0	*0*	**15,000**
820.010 Interpreter Fees	10,000				**10,000**					**0**	10,000		0	*0*	**10,000**
835.010 Medical - Physical Exams	3,500				**3,500**					**0**	3,500		0	*0*	**3,500**
835.020 Medical - Drug Testing	1,500				**1,500**					**0**	1,500		0	*0*	**1,500**
850.010 Telephone Service	19,500				**19,500**					**0**	19,500		0	*0*	**19,500**
850.020 Internet Service	84,780				**84,780**					**0**	84,780		0	*0*	**84,780**
850.030 Copying	2,500				**2,500**					**0**	2,500		0	*0*	**2,500**
850.040 Mailing	3,000				**3,000**					**0**	3,000		0	*0*	**3,000**
870.010 Travel - Training/Reg	14,000		5,000		**19,000**	29,000			*(4,500)*	**24,500**	43,000		5,000	*(4,500)*	**43,500**
870.020 Travel - Lodging	20,000				**20,000**	2,500			*5,250*	**7,750**	22,500		0	*5,250*	**27,750**
870.030 Travel- Meals/Food	8,000				**8,000**	2,500			*(750)*	**1,750**	10,500		0	*(750)*	**9,750**
870.040 Travel - Mileage	5,000				**5,000**	2,500				**2,500**	7,500		0	*0*	**7,500**
870.050 Travel - Other	12,000				**12,000**	500				**500**	12,500		0	*0*	**12,500**
871.010 Education Expense	2,000		3,000		**5,000**					**0**	2,000		3,000	*0*	**5,000**
900.000 Printing	2,000		2,000		**4,000**					**0**	2,000		2,000	*0*	**4,000**
905.000 Advertising	12,000		4,000		**16,000**					**0**	12,000		4,000	*0*	**16,000**
915.000 Dues & Subscriptions	12,000				**12,000**					**0**	12,000		0	*0*	**12,000**
920.010 Utilities - Gas	8,000				**8,000**					**0**	8,000		0	*0*	**8,000**
920.020 Utilities - Electricity	76,000				**76,000**					**0**	76,000		0	*0*	**76,000**
920.030 Utilities - Water & Sewer	6,400		1,000		**7,400**					**0**	6,400		1,000	*0*	**7,400**
934.010 Repair & Maintenance	28,000		5,000		**33,000**					**0**	28,000		5,000	*0*	**33,000**
955.000 Miscellaneous Operating	20,000				**20,000**					**0**	20,000		0	*0*	**20,000**
958.010 Insurance Premium	60,000				**60,000**					**0**	60,000		0	*0*	**60,000**
Services and Other Charges Subtotal	*1,470,013*	*0*	*20,000*	*0*	***1,490,013***	*37,000*	*0*	*0*	*0*	***37,000***	*1,507,013*	*0*	*20,000*	*0*	***1,527,013***

	2911 - General Operations					2913 - Training					ALL BUSINESS UNITS				
	ORIGINAL Budget	TXFRS (net change)	REV. I (net change)	REV. II (net change)	REVISED BUDGET	ORIGINAL Budget	TXFRS (net change)	REV. I (net change)	REV. II (net change)	REVISED BUDGET	ORIGINAL Budget	TXFRS (net change)	REV. I (net change)	REV. II (net change)	REVISED BUDGET
970-989 Equipment & Capital Outlay															
976.000 Project Costs	20,000				**20,000**					**0**	20,000		0	*0*	**20,000**
980.010 Equip/Software - Small	40,000		10,000		**50,000**					**0**	40,000		10,000	*0*	**50,000**
Equipment & Capital Outlay Subtotal	*60,000*	*0*	*10,000*	*0*	***70,000***	*0*	*0*	*0*	*0*	***0***	*60,000*	*0*	*10,000*	*0*	***70,000***
990-994 Debt Service															
992.010 Lease - Facility	100				**100**					**0**	100		0	*0*	**100**
Debt Service Subtotal	*100*	*0*	*0*	*0*	***100***	*0*	*0*	*0*	*0*	***0***	*100*	*0*	*0*	*0*	***100***
TOTAL EXPENDITURES:	**$ 7,674,445**	**$ -**	**$ (132,949)**	**$ -**	**$ 7,541,496**	**$ 52,000**	**$ -**	**$ -**	**$ -**	**$ 52,000**	**$ 7,726,445**	**$ -**	**$ (132,949)**	**$ -**	**$ 7,593,496**
TRANSFERS															
995 Transfers Out & Other Financing Uses															
995.010 Transfers Out - Capital Projects Fund	2,250,000			*250,000*	**2,500,000**					**0**	2,250,000		0	*250,000*	**2,500,000**
Equipment & Capital Outlay Subtotal	*2,250,000*	*0*	*0*	*250,000*	***2,500,000***	*0*	*0*	*0*	*0*	***0***	*2,250,000*	*0*	*0*	*250,000*	***2,500,000***
TOTAL TRANSFERS:	**$ 2,250,000**	**$ -**	**$ -**	**$ 250,000**	**$ 2,500,000**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ 2,250,000**	**$ -**	**$ -**	**$ 250,000**	**$ 2,500,000**
NET:	**$ 321,206**	**$ -**	**$ 137,296**	**$ (246,121)**	**$ 212,381**	**$ -**	**$ -**	**$ -**	**$ -**	**$ -**	**$ 321,206**	**$ -**	**$ 137,296**	**$ (246,121)**	**$ 212,381**

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 #:**	6B-4d

Topic: 2026 Capital Improvement Fund Budget Amendment – Revision II

Brief Description:

Administration presented the attached 2026 Capital Improvement Fund Budget Amendment – Revision II to the Finance Committee at its October 28, 2026, meeting.

The Finance Committee unanimously supported the proposed amendment and recommends that the Board of Directors approve Revision II, reflecting total expenditures of $7,779,700.

Proposed Motion:

******ROLL CALL VOTE******
Motion to approve the 2026 Capital Improvement Fund Budget Amendment – Revision II, reflecting total expenditures of $7,779,700.

Agenda Request Approved:	10/28/2026	Meeting Date:	11/12/2026	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

DATE: September 28, 2026

TO: Finance Committee Members and Board of Directors

FROM: Jeff Troyer
KCCDA Executive Director

SUBJECT: 2026 Capital Improvement Fund Budget Amendment – REVISION II

I hereby present to the Finance Committee and Board of Directors for consideration this budget amendment, Revision II, for the 2026 Capital Improvement Fund Budget. The proposed amendment includes the following revisions.

REVENUE

- **Transfers In**
  Transfers In is increasing $250,000 for a new total of 2,500,000 this year.

EXPENDITURES

- **2026 EXISTING Project #1 – Back-Up Emergency Communications Center**
  This project's design and construction costs (980.020) are recommended to increase $100,000 for a new total equaling $750,000.

- **2026 EXISTING Project #2 – 7040 Stadium Drive Facility Upgrades**
  This project is decreasing by $375,000 due to the construction bid coming in less than anticipated. The new total for this project is $725,000.

- **2026 EXISTING Project #4 – Radio Readiness Program**
  This project has been very successful this year and at the September 10th Board of Directors meeting, the Board appropriated an additional $2 million to be made available immediately. Therefore, these additional monies are incorporated into this budget amendment for a revised total of $6 million.

- **2026 EXISTING Project #5 – VHF Radio Communications Monitoring System Update**
  This project is complete and is being reduced by $10,645 for a new total equaling $18,580.

CAPITAL IMPROVEMENT FUND SUMMARY

The proposed budget amendment, Revision II, increases transfers in by $250,000 and increases overall expenditures by $1,714,355 which includes the Board approved allocation of an additional $2,000,000 for the Radio Readiness Program. This equates to Capital Improvement Fund expenditures totaling $7,779,700 for 2026.

A revised project(s) listing is detailed on page two and this fund's budget amendment net changes – REVISION II – is presented on page three. The net changes document shows the two previous years' final budget, the original adopted budget for 2026, Revision I net changes, the proposed changes contained in this amendment(s), and the new revised budget.

I recommend adoption of the proposed fiscal year 2026 Capital Improvement Fund Budget Amendment – REVISION II.

CAPITAL PROJECTS FUND REQUESTS

The following are the requested equipment, projects and/or capital requests for funding from the 2026 original budget and the revisions contained herein.

#	Project and/or Equipment Name:	Description	Line Item	Project Total
1	***REVISED*** **Back-Up Emergency Communications Center**	Equipment/Software for new Back-up Emergency Communications Center. This is a general allocation request as specifics are still unknown.	980.000	$250,000
		Architectural Design and Construction Costs for the Back-up Emergency Communications Center.	980.020	$750,000
2	**REVISED** **7040 Stadium Drive Facility Upgrades**	This is a general allocation request to allow for facility upgrades as a result of Schley Nelson Architect's facility assessment (currently in process and will be completed by year-end). These monies are for Phase II work as defined in RFP #25-01 (Final Design, Detailed Drawings and Construction Services) as the actual renovation/construction upgrades.	980.020	$725,000
3	**MPSCS Kalamazoo Subsystem Tower Work**	This project involves re-grouting and sealing foundations at several KCCDA tower sites that are intergrated with the MPSCS System: 5108 - Lamont, 5109 - Ravine, 5111 - Oshtemo, 5112 - WMU (Prime), 5113 - Portage, and 5114 - Augusta. Pages 48 - 49 detail the cost and work to be completed at each of the sites.	980.000	$36,120
4	**REVISED** **Radio Readiness Program**	In accrodance with KCCDA's Capital Improvement Plan, this is a two year project to expedite the transition of fire agency primary communications from VHF to the Kalamazoo MPSCS Simulcast Subsystem and to prepare/ready law enforcement agencies for the transition to AES encryption. It is anticipated program details will involve a tiered approach where KCCDA will provide assistance to end-user agencies looking to replace radios to meet the *Ready* status and/or providing credit for those who have already replaced radios and are in a *Ready* status. For Example: 75% of the cost of new devices, 55% cost reimbursement for devices that have been active on the MPSCS System 5 years or less, 35% cost reimbursement for devices that have been active longer but meet the *Ready* status.	980.000	$6,000,000
5	***REVISED*** **VHF Radio Communications Monitoring System Upgrade**	The existing VHF Radio Communications Monitoring System is outdated and cannot be accessed or monitored from any supported/updated browser application. This limits KCCDA's ability to efficiently monitor the VHF Radio Communications System's tower sites and main components. It is recommended that KCCDA upgrade the system to the newer Tait E-Monitor Software which will also require redesigning the network components and alarming at each tower site.	980.000	$18,580

2026 Line Item Subtotals

Equipment/Software Captial:	*980.000*	*$6,304,700*
Facility - Capital:	*980.020*	*$1,475,000*

Kalamazoo County Dispatch Authority
2026 Capital Projects Fund Line-Item Budget - REV II

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*	*250,000*	***2,500,000***
TOTAL REVENUE	1,750,000	1,325,000	*2,250,000*	*0*	*250,000*	***2,500,000***
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*	*1,989,355*	***6,304,700***
980.020 Facility - Capital	266,500	332,600	*1,290,000*	*460,000*	*-275,000*	***1,475,000***
980.030 Land - Capital	0	0	*0*	*0*		***0***
TOTAL EXPENDITURES	***607,918***	***718,557***	*5,826,120*	*239,225*	*1,714,355*	***7,779,700***
Capital Projects Fund - Ending Balance:			*$3,422,494*	*-$239,225*	*-$1,464,355*	***$1,718,914***

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:**	20 mins	**Agenda Item #:**	6B-4e
Topic:	2027 Budget Proposal				

Brief Description:

Administration presented the attached 2027 Budget Proposal to the Finance Committee at its October 28, 2026, meeting. The proposed budget encompasses KCCDA's two funds: the General Fund and the Capital Improvements Fund. The Executive Director will provide a presentation to the Board of Directors highlighting the major components and key considerations of the proposed budget.

The Finance Committee unanimously supported the 2027 Budget Proposal and recommends that the Board of Directors approve the proposed budget, which includes General Fund expenditures totaling $8,467,695, a transfer out of $1,750,000, and Capital Improvements Fund expenditures totaling $587,000.

Proposed Motion:

******ROLL CALL VOTE******
Motion to approve the 2027 Budget Proposal which includes General Fund expenditures totaling $8,467,695, a transfer out of $1,750,000, and Capital Improvements Fund expenditures totaling $587,000.

Agenda Request Approved:	10/28/2026	Meeting Date:	11/12/2026	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.



2027 Budget Proposal

Kalamazoo County Consolidated Dispatch Authority

TO: Finance Committee Members and Board of Directors

FROM: Jeff Troyer, Executive Director

DATE: October 21, 2026

SUBJECT: Fiscal Year 2027 Budget Proposal

INTRODUCTION

I hereby present to you my recommendation for Kalamazoo County Consolidated Dispatch Authority's (KCCDA) Fiscal Year 2027 Budget. This proposal was prepared in accordance with Generally Accepted Accounting Principles and is compliant with the Uniform Budget and Accounting Act and KCCDA's Fiscal Policies. The following Public Hearing Notice will be posted on KCCDA's website (www.kccda911.org) and published in the Kalamazoo Gazette (paper and electronic form):

NOTICE OF PUBLIC HEARING – 2027 BUDGET

The Kalamazoo County Consolidated Dispatch Authority's Board of Directors will hold a public hearing on Thursday, November 12th at 3:35 p.m. The purpose of the hearing is to receive public comment on the proposed budget for fiscal year ending December 31st, 2027.

The hearing will be held in the Chief Switalski Meeting Room on the main level at Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo, Michigan. A copy of the proposed budget may be obtained at the KCCDA Administrative Office (same address as above) or on our website at www.kccda911.org.

The proposed budget includes revenues and expenditures for two separate funds: KCCDA's *General Fund* and the *Capital Improvements Fund*.

GENERAL FUND

The General Fund is accounted for in TWO (2) separate business units:

- 2911 – General Operations
  This unit includes all revenues and expenditures related to normative public safety answering point and dispatch service; including management and administration for the organization.

- 2913 – Training
  This unit is used to account for restricted revenues and expenditures related to the Michigan State 9-1-1 Committee Training Funds. In accordance with Public Act 32 of 1986, as amended, training fund activities must be accounted for separately.

This General Fund proposal (pages 4 – 51) contains specific details and projections for the following organizational and operational activities for fiscal year 2027:

- ✓ Revenue Sources
- ✓ Personnel Services and Benefits
  - Positions/Personnel Proposal
  - Salaries and Wages
  - Health, Dental, & Vision Insurance
  - Disability Insurance
  - Life Insurance
  - Retirement Plans
  - Retiree Health Care Savings Plan
- ✓ Contractual and Professional Services
- ✓ 2027 Proposed General Fund Line-Item Budget
- ✓ Ten (10) Year General Fund Budgetary and Fund Balance Forecast

CAPITAL IMPROVEMENTS FUND

The Capital Improvements Fund was created in 2023 in accordance with Michigan Compiled Laws 141.261 – 141.265 (collectively referred to as Act 177) for the purpose of accounting for earmarked revenue which is authorized by the Board of Directors to be set-aside, accumulate and ultimately be used for acquiring, constructing, extending, altering, repairing or equipping public improvements or public buildings which the KCCDA is authorized to acquire, construct, extend, alter, enlarge, equip or repair.

This Capital Improvements Fund proposal (pages 52 – 61) contains specific details on capital projects for fiscal year 2027:

- ✓ Capital Improvement Plan Update
- ✓ Proposed Capital Projects
- ✓ 2027 Proposed Capital Projects Fund Line-Item Budget



General Fund

REVENUE SOURCES

Fiscal year 2027 marks the seventh year of the ten-year voter approved 911 millage. The millage rate, .65 mils, is anticipated to generate $7,940,100 which is an increase of 3.78%. The County also distributes Local Community Stabilization Share monies that are applicable to the 911 millage. This amount decreases by 31.17% for the upcoming year to $480,000.



911 fee revenue is anticipated to remain the same as the two previous years. State 911 is anticipated to generate $468,000 for general operations and an additional $52,000 of State in restricted State 911 Committee training funds. The training funds will continue to be tracked in a separate business unit (2913 – Training) as required by statute. Local 911 fee revenues are expected to generate $1,150,000.

KCCDA anticipates collecting $18,750 in user fees during the fiscal year which is an estimate based on License Agreements to utilize the Kalamazoo MPSCS Simulcast Subsystem with Consumers Energy and Semco Energy.

KCCDA's Michigan CLASS investment account continues to perform well however the balance of the account is anticipated to decrease due to the Capital Projects Fund expenditures in 2026. Therefore, interest revenues are anticipated to decrease to $175,000 for 2027.

Rent/lease revenues from the ATM Lease with Consumers Credit Union will remain the same at $10,200.

The following page itemizes the revenues and assigns them to corresponding accounts and business units. The General Operations (2911) business unit revenue total is $10,250,050 and the Training (2913) business unit is $52,000. This brings the total anticipated revenue for the year to $10,302,050.

REVENUE SOURCES

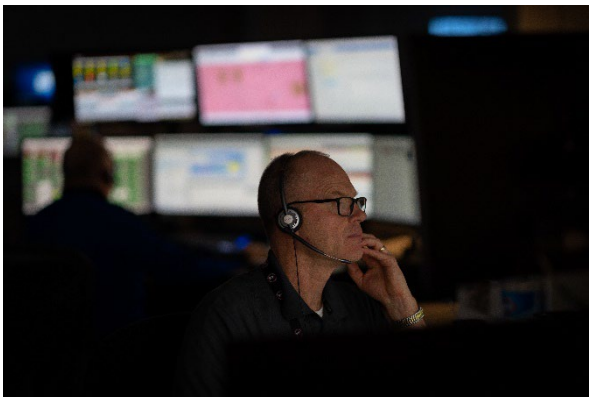
Agency/Entity Received From:	Explanation/Description of Revenue:	Busn. Unit	2025 REV-II Budget	2026 REV-II Budget	2027
402.000 - Property Taxes					
Kalamazoo County	Property Taxes collected as a result of a 911 millage equal to 0.65 mils.	**2911**	$6,937,071	$7,651,262	**$7,940,100**
573.000 - Local Community Stabilization Share					
State of Michigan	Local Community Stabilization Share Tax received on the 911 millage.	**2911**	$596,400	$697,389	**$480,000**
615.010 - Surcharge Revenue - State 911					
State of Michigan	Department of Treasury distributes State 911 fees quarterly. These revenues are generated based on a .25 cent post paid State 911 fee and a 5% fee on prepaid devices. 65% of the revenue generated is distributed to counties based on 60% per capita and 40% equally	**2911**	$468,000	$468,000	**$468,000**
State of Michigan	State 9-1-1 Committee Training Funds - these funds are generated from the State 911 fee on post-paid and 5% fee on prepaid devices. 5.5% of the revenue generated is distributed to PSAPs that apply for training funds and have spent down all funds from at least two plus years ago	**2913**	$52,000	$52,000	**$52,000**
615.020 - Surcharge Revenue - Local 911					
Various Service Suppliers	Local 911 fee (surcharge) of .42 cents	**2911**	$1,150,000	$1,150,000	**$1,150,000**
651.000 - Charges for Services - User Fees					
Consumers Energy	License/Use fee for Consumers Energy to utilize the Kalamazoo MPSCS Simulcast Subsystem in accordance with the License Agreement with Consumers Energy	**2911**	$16,500	$16,500	**$16,500**
Semco Energy	License/Use fee for Semco Energy to utilize the Kalamazoo MPSCS Simulcast Subsystem in accrodance with the License Agreement with Semco Energy	**2911**	$2,250	$2,250	**$2,250**
665.000 - Interest Earned					
Various Financial Institutions	Interest earned from various investments and cash on hand	**2911**	$268,000	$250,000	**$175,000**
667.000 - Rent/Lease Revenue					
Consumers Credit Union	Annual ATM Lease	**2911**	$8,700	$10,200	**$10,200**
671.000 - Miscellaneous Revenue					
Various	FOIA Fees, Insurance Pool Excess Asset distributions, etc.	**2911**	$5,917	$8,276	**$8,000**
673.000 - Sale of Assets					
Various	Sale of assets/equipment	**2911**	$0	$0	**$0**
		TOTAL:	**$9,504,838**	**$10,305,877**	**$10,302,050**

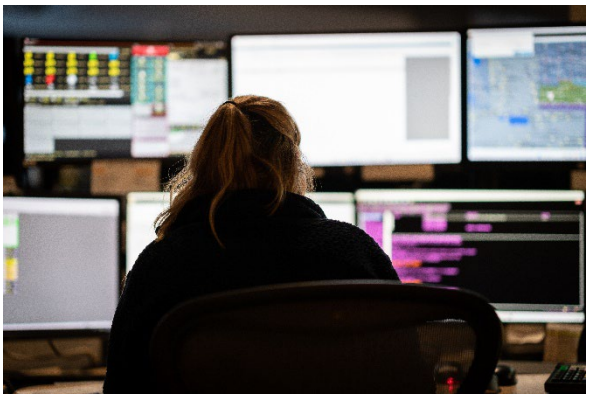
PERSONNEL SERVICES AND BENEFITS

POSITIONS/PERSONNEL PROPOSAL

This budget proposal contains the same number of positions in each job classification as 2026. A summary of the organization's personnel proposal is as follows:

16 – Emergency Communications Officer I
32 – Emergency Communications Officer II
7 – PT Emergency Communications Officers
7 – Dispatch Supervisors (5-Floor, 1-Trng, & 1-QA)
1 – Administrative Assistant
1 – Executive Administrative Assistant
2 – Systems Support Specialist
1 – Information Technology Manager
1 – Deputy Director
1 – Executive Director





The personnel proposal above equates to 62 full-time and 7 part-time positions for a total of 69 positions. It should be noted that this proposal includes flexibility for administration to fill an otherwise vacant full-time emergency communications officer II position(s) with a full-time emergency communications officer I or a part-time employee if the opportunity presents itself. However, administration shall not exceed the overall total emergency communication officer positions.

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.

	START	6 Mths	1-YR	2-YR	3-YR	4-YR	5-YR	6-YR
Position/Classification	**Step 1A**	**Step 1B**	**Step 2**	**Step 3**	**Step 4**	**Step 5**	**Step 6**	**Step 7**
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 seven (7).

- Executive Administrative Assistant – Provide an eight percent (8%) increase and eliminate the existing step one (1) and create a new step seven (7).
- Systems Support Specialist – Provide an eight percent (8%) increase and eliminate the existing step one (1) and create a new step seven (7).
- IT Manager – Provide an eight percent (8%) increase and eliminate the existing step one (1) and create a new step seven (7).
- Deputy Director – A Provide an eight percent (8%) increase and eliminate the existing step one (1) and create a new step seven (7).
- 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	**START**	**6 Mths**	**1-YR**	**2-YR**	**3-YR**	**4-YR**	**5-YR**	**6-YR**
Position/Classification	**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:				$155,889		TBD/Estimate	

HEALTH, DENTAL, & VISION INSURANCE

KCCDA currently offers employees Blue Cross Blue Shield (BCBS) of Michigan medical, dental, and vision coverage through a third-party administrative relationship with Nulty Insurance Agency. With Nulty's assistance, KCCDA calculates composite premium rates to establish three primary enrollment categories for medical coverage and four enrollment categories for dental and vision coverage.

The illustrative composite rates presented in this proposal are calculated using the following methodology:

- *Current Enrollment:* Determine the number of employees enrolled in each plan and coverage tier, referred to as the "enrollment category."
- *Participant Ages:* Nulty obtains participant age information from BCBS for each enrollment category.
- *Applicable Renewal Rates:* Each participant's age is matched to the corresponding rate in the applicable 2027 BCBS plan renewal rate sheets.
- *Enrollment Ratios:* The number of covered participants is divided by the number of employees in each enrollment category to determine the average number of participants per employee. This ratio is rounded to three decimal places.
- *Average Premium Calculation:* The average premium per participant is calculated for each enrollment category based on the applicable renewal rates for all participants within that category.
- *Composite Rate Determination:* The average premium per participant is multiplied by the average number of participants per employee for the applicable enrollment category to establish the monthly composite premium rate.

This methodology provides a consistent basis for calculating illustrative composite rates that reflect current enrollment patterns where THREE or more employee participants are enrolled. *When an enrollment category has TWO or less employees, the standard insurance enrollment category ratio (Single-1x, Dual – 2.4x, and Family – 3x) is used to determine the composite rate for that category.*

HEALTH INSURANCE

For calendar year 2027, KCCDA will continue to offer two Blue Cross Blue Shield (BCBS) of Michigan medical insurance plans for employees to choose from. BCBS of Michigan rates for 2027 have an average 15.03% increase.

- Simply Blue HSA PPO Gold

  This plan is a standard high-deductible preferred provider organization (PPO) plan paired with a health savings account (HSA). For the upcoming plan year, the individual/family deductible will increase from $2,500/$5,000 to $3,000/$6,000, while the out-of-pocket maximum will increase from $4,500/$9,000 to $5,000/$10,000.

  KCCDA's renewal package reflects a 16.14% premium increase for this plan. In collaboration with Nulty, updated monthly premium composite rates have been calculated and are recommended as follows:

	# of Enrollees	Total Monthly PPO Premium	Composite Rate
Single	12	$7,533.84	**$627.82**
Dual	7	$12,425.87	**$1,775.12**
Family	14	$28,798.16	**$2,057.01**

Approximately 87% of KCCDA employees who elect health insurance coverage participate in this plan, making it the organization's most widely utilized health insurance option.

As part of this proposal, KCCDA is recommended to contribute an amount equal to 50% of the deductible associated with the employee's enrollment category to the employee's Health Savings Account (HSA). This adjustment from the current 85% funding level is necessary to comply with Michigan Public Act 152 of 2011. The contribution will be made through the first payroll process following January 1 of the upcoming plan year.

- Blue Care Network HMO Platinum $500/0%

  This plan is a Health Maintenance Organization (HMO) plan that features a more restrictive provider network and requires employees to coordinate their medical care through a primary care physician.

  For the 2027 plan year, the deductible will remain unchanged at $500 for single coverage and $1,000 for dual or family coverage. However, the out-of-pocket maximums will increase from $2,000/$4,000 to $4,000/$8,000 for individual/family coverage, respectively. The plan includes copayments ranging from $20 for a primary care visit to $150 for an emergency room visit.

  Blue Care Network's 2027 renewal reflects a 2.29% premium increase. Based on this renewal, the updated monthly composite rates for the HMO plan are as follows:

	# of Enrollees	Total Monthly HMO Premium	Composite Rate
Single	4	$2,704.63	**$683.84**
Dual	1	*See Note*	**$1,622.78**
Family	0	*See Note*	**$2,028.47**

*NOTE: TWO or less enrollees – standard insurance ratio is used to calculate composite rate.

Page 17 provides a comparative analysis for both health plans. This shows the current 2026 rates compared to 2027composite health insurance rates for full-time staff members.

Per the collective bargaining agreement, KCCDA will offer health insurance to eligible participating part-time Emergency Communications Officers (ECOs) and their eligible dependents if the employee worked at least 1040 hours during the twelve (12) calendar month period preceding the open enrollment period. Part-time ECOs are only eligible if they have no Affordable Care Act or other qualified group health care coverage available through programs under which their spouse or dependents are eligible to participate. For eligible part-time ECO's who make such election, KCCDA will pay 50% of the cost of a single coverage plan and the employee is responsible for the remainder of the premium. The part-time employee health insurance cost analysis is provided on page 18.

KCCDA policy requires the organization to comply with Michigan Public Act 152 of 2011, as amended by Public Act 477 of 2018. This legislation establishes annual limits on the amount public employers may contribute toward employee medical benefit plans. Page 19 contains the memorandum issued by the Michigan Department of Treasury establishing the medical benefit cost limitations for calendar year 2027. For 2027, the statutory hard caps increased by 3.0%, resulting in maximum annual employer contributions of $8,180.35 for single coverage, $17,107.66 for individual-plus-one coverage, and $22,310.11 for family coverage.



With health insurance renewal rates increasing by an average of 15.03%, compared with the Department of Treasury's allowable 3.0% increase in the statutory cost limitations, KCCDA must increase the employee cost-sharing percentage from 17% to 20% and reduce the PPO HSA deductible contribution to 50% to maintain compliance with PA 152. Accordingly, this proposal recommends adopting the hard-cap method to be compliant with the statute. The statutory analysis is detailed on page 20.

2027 marks the third consecutive year that the employee cost-sharing percentage has increased. If approved, the recommended change is expected to increase employee health insurance contributions by an average of 25%.

Full-time employees who elect to waive KCCDA-sponsored health insurance coverage may be eligible to receive a payment in lieu of coverage, subject to applicable eligibility requirements, at the following rates per pay period:

- *Single:* $75
- *Dual:* $125
- *Family:* $175

Part-time employees are not eligible for payments in lieu of health insurance coverage.

DENTAL INSURANCE

KCCDA will continue to offer full-time employees the opportunity to participate in the Blue Dental PPO Plus 100/80/50 plan, which includes a $25/$75 deductible structure. The 2027 Blue Cross Blue Shield (BCBS) Dental renewal reflects an average premium increase of 7.20% across all participants.

Using the renewal rate sheets, the recommended 2027 monthly composite rates have been calculated as follows:

- *Employee:* $32.12
- *Employee + Child:* $56.85
- *Employee + Spouse:* $64.24
- *Family:* $132.00

It is recommended that KCCDA continue offering this dental benefit to full-time employees with a 10% employee cost share, with KCCDA covering the remaining 90% of the premium. The corresponding employer and employee premium contributions are detailed on page 21.

VISION INSURANCE

KCCDA will continue to offer full-time employees the opportunity to participate in the Blue Vision VSP Choice Network 12/12/12 plan. This plan provides vision coverage for adults only, as the recommended medical plans already include pediatric vision coverage for children ages 0 through 18.

For the 2027 plan year, vision premiums are increasing by an average of 32.65%. Based on the renewal rates, the recommended 2027 monthly composite premiums are as follows:

- *Employee:* $5.69
- *Employee + Child:* $11.10
- *Employee + Spouse:* $11.38
- *Family:* $16.79

It is recommended that KCCDA continue offering this vision benefit to full-time employees with a 10% employee cost share, with KCCDA covering the remaining 90% of the premium. The corresponding employer and employee premium contributions are detailed on page 21.

The complete BCBS of Michigan Health, Dental and Vision Insurance Renewal packet and rate tables are included as supporting documentation on pages 22 – 37.

DISABILITY INSURANCE

KCCDA offers eligible full-time employees short-term disability insurance covering sickness and accidents. Employees who become totally disabled, are unable to work for remuneration or profit due to their disability and meet the insurer's eligibility requirements, may receive weekly benefits equal to 66.67% of their base weekly wage, up to a maximum benefit of $900 per week.

KCCDA will continue to utilize The Standard as the carrier for this coverage. For purposes of this proposal, an average annual premium of $320 per employee has been used for budgeting purposes. These costs are reflected in the Position Budgeting pages.

Disability insurance provisions applicable to the Executive Director are governed by the terms of the Executive Director's Employment Agreement and have been incorporated into this budget proposal.

LIFE INSURANCE

KCCDA provides eligible full-time employees with term life insurance coverage equal to one time their annual salary, rounded up to the nearest $1,000, up to a maximum benefit of $40,000. Employees also receive an equivalent amount of accidental death and dismemberment (AD&D) coverage. In accordance with the policy provisions, life insurance benefits are subject to a graduated reduction beginning at age 65.

Consumers Life Insurance Company will continue as KCCDA's provider for this benefit. The carrier has agreed to maintain current rates through 2028, providing cost stability for the upcoming plan year. For budgeting purposes, this proposal uses an average annual premium of $158 per employee, equivalent to approximately $13.17 per month.

Life insurance provisions applicable to the Executive Director are governed by the terms of the Executive Director's Employment Agreement and have been incorporated into this budget proposal.

RETIREMENT PLANS

All full-time and part-time employees are required to participate in KCCDA's Municipal Employees' Retirement System (MERS) Defined Contribution Retirement Plan, which has a two-year cliff-vesting schedule. Under this plan, KCCDA contributes 5% of each employee's gross wages and matches voluntary employee contributions up to an additional 3%. For budgeting purposes, this proposal assumes the maximum potential employer contribution of 8% of gross wages for all employees.

In addition, KCCDA offers eligible full-time and part-time Emergency Communications Officers and administrative support staff the opportunity to participate in a MERS Deferred Compensation (457) Plan, which does not include an employer match. Participation is mandatory for the Deputy Director, IT Manager, and Dispatch Supervisor positions, for which KCCDA contributes an additional 2% of eligible compensation.



The Executive Director's retirement benefits and contribution terms are governed by the existing Employment Agreement and have been incorporated into this budget proposal.

RETIREE HEALTH CARE SAVINGS PLAN

Eligible employees may participate in the MERS Health Care Savings Program, which is designed to help employees prepare for and manage healthcare expenses during retirement.

Eligible full-time employees who enroll in the program may qualify for an employer contribution equal to 2% of their base salary or wages, deposited into their individual Health Care Savings Plan. To qualify, employees must remain actively employed and have accumulated at least 2,000 paid hours during the preceding year, measured from their anniversary date. Qualifying hours include regular hours worked, paid time off (PTO), compensatory time, and short-term disability.

DEPENDENT CARE ASSISTANCE PROGRAM

It is recommended that KCCDA continue offering employees the opportunity to participate in the Dependent Care Assistance Program. In partnership with Michigan Tri-Share, this program helps reduce the cost of licensed dependent care through one of two funding options:



Michigan Tri-Share: Employees who qualify for the Tri-Share program have their eligible dependent care costs divided equally among three parties: the State of Michigan pays one-third, KCCDA pays one-third, and the employee pays the remaining one-third.

One-Third Reimbursement: Employees who do not qualify for Tri-Share may still receive reimbursement from KCCDA for one-third of their eligible dependent care costs.

A total of $20,000 has been included in the 2027 budget proposal to support this program and help offset eligible employees' dependent care expenses..

PERSONNEL SERVICES and BENEFITS SUMMARY

All recommendations contained in this section – positions, compensation, benefits, and taxes – are illustrated in the Position Budgeting tables on pages 38 – 40. The table includes a column titled "Empl. ID or Vacant (V)". If the position is currently filled, an employee ID number is listed in this column. If the position is currently vacant, it is labeled with a "V" followed by the number of months the position is budgeted to be filled during 2027.

Full-Time Staff Members

	2026 HEALTH PLAN COST		2026 HEALTH PLAN COST		2027 HEALTH PLAN COST		2027 HEALTH PLAN COST	
Medical Plan Group	Plan Composite Total: $616,937.52		Plan Composite Total: $53,424.00		Plan Composite Total: $690,393.84		Plan Composite Total: $51,929.04	
Medical Plan Design	BCBS Simply Blue HSA PPO Gold $2,500/$5,000		BCBS Blue Care Network HMO Platinum $500/0%		BCBS Simply Blue HSA PPO Gold $2,500/$5,000		BCBS Blue Care Network HMO Platinum $500/0%	
	Single	***Family***	***Single***	***Family***	***Single***	***Family***	***Single***	***Family***
Deductible	$2,500	$5,000	$500	$1,000	$3,000	$6,000	$500	$1,000
Employee Coinsurance	0%	0%	0%	0%	0%	0%	0%	0%
Out-of-Pocket Max	$4,500	$9,000	$2,000	$4,000	$5,000	$10,000	$4,000	$8,000
Employer HSA Funding	-$2,125	-$4,250	$0	$0	-$1,500	-$3,000	$0	$0
Net Out-of-Pocket Max	$2,375	$4,750	$2,000	$4,000	$3,500	$7,000	$4,000	$8,000
EE Cost Share Prem	$809	$3,265	$1,395	$4,897	$1,507	$4,937	$1,623	$4,868
EE Maximum Cost	$3,184	$8,015	$3,395	$8,897	$5,007	$11,937	$5,623	$12,868

MEDICAL COPAYS	**Copay**		**Copay**		**Copay**		**Copay**	
Primary Care	$0	$0 after deductible	$20		$0	$0 after deductible	$20	
Specialty Care	$0	$0 after deductible	$30		$0	$0 after deductible	$30	
Urgent Care	$0	$0 after deductible	$35		$0	$0 after deductible	$35	
Emergency	$0	$0 after deductible	$150	subject to deductible	$0	$0 after deductible	$150	subject to deductible
Out-Patient Hospital	$0	$0 after deductible	$0	$0 after deductible	$0	$0 after deductible	$0	$0 after deductible
In-Patient Hospital	$0	$0 after deductible	$0	$0 after deductible	$0	$0 after deductible	$0	$0 after deductible
Rx	Integrated with Medical				Integrated with Medical			
RX Tiers	$20, $60, $150, 20%/$300, 25%/$500		$4, $15, $40, $80, 20% 20%		$20, $60, $150, 20%/$300, 25%/$500		$4, $15, $40, $80, 20% 20%	

2026 HEALTH PLAN COST

CURRENT ENROLLMENT & Illustrated Composite Rates	33	MTH PREM	MTH ER	MTH EE	4	MTH PREM	MTH ER	MTH EE
Employee Only	12	$552.85	83%	17%	3	$683.84	83%	17%
			$458.87	$93.98			$567.59	$116.25
Enrollment Rates:		***Per Pay Cost:***	***$211.78***	***$43.38***		***Per Pay Cost:***	***$261.96***	***$53.66***
Dual (Empl. + One)	7	$1,338.60	83%	17%	0	$1,641.21	83%	17%
			$1,111.04	$227.56			$1,362.20	$279.01
Enrollment Rates:		***Per Pay Cost:***	***$512.79***	***$105.03***		***Per Pay Cost:***	***$628.71***	***$128.77***
Family	14	$1,846.04	83%	17%	1	$2,400.48	83%	17%
			$1,532.21	$313.83			$1,992.40	$408.08
Enrollment Rates:		***Per Pay Cost:***	***$707.18***	***$144.84***		***Per Pay Cost:***	***$919.57***	***$188.35***
ER Total Premium Cost	33	$416,815.64			4	$44,341.92		
ER HSA Contribution	+	$114,750.00			+	Not Applicable		
TOTAL COST - Employer (ER)	***ER***	***$531,565.64***			***ER***	***$44,341.92***		
TOTAL COST - Employee (EE)	***EE***	***$85,371.88***			***EE***	***$9,082.08***		

2027 HEALTH PLAN COST

CURRENT ENROLLMENT & Illustrated Composite Rates	33	MTH PREM	MTH ER	MTH EE	5	MTH PREM	MTH ER	MTH EE
Employee Only	12	$627.82	80%	20%	4	$676.16	80%	20%
			$502.26	$125.56			$540.93	$135.23
Enrollment Rates:		***Per Pay Cost:***	***$231.81***	***$57.95***		***Per Pay Cost:***	***$249.66***	***$62.41***
Dual (Empl. + One)	7	$1,775.12	80%	20%	1	$1,622.78	80%	20%
			$1,420.10	$355.02			$1,298.22	$324.56
Enrollment Rates:		***Per Pay Cost:***	***$655.43***	***$163.86***		***Per Pay Cost:***	***$599.18***	***$149.80***
Family	14	$2,057.01	80%	20%		$2,028.47	80%	20%
			$1,645.61	$411.40			$1,622.78	$405.69
Enrollment Rates:		***Per Pay Cost:***	***$759.51***	***$189.88***		***Per Pay Cost:***	***$748.97***	***$187.24***
ER Total Premium Cost	33	$468,075.07			5	$41,543.23		
ER HSA Contribution	+	$105,300.00			+	Not Applicable		
TOTAL COST - Employer (ER)	***ER***	***$573,375.07***			***ER***	***$41,543.23***		
TOTAL COST - Employee (EE)	***EE***	***$117,018.77***			***EE***	***$10,385.81***		

Part-Time Staff Members

2026 HEALTH PLAN COST

2027 HEALTH PLAN COST

	2026		2026		2027		2027	
Medical Plan Group	Plan Composite Total: $26,402.48		Plan Composite Total: $0.00		Plan Composite Total: $27,684.11		Plan Composite Total: $0.00	
Medical Plan Design	BCBS Simply Blue HSA PPO Gold $2,500/$5,000		BCBS Blue Care Network HMO Platinum $500/0%		BCBS Simply Blue HSA PPO Gold $2,500/$5,000		BCBS Blue Care Network HMO Platinum $500/0%	
	Single	***Family***	***Single***	***Family***	***Single***	***Family***	***Single***	***Family***
Deductible	$2,500	$5,000	$500	$1,000	$3,000	$6,000	$500	$1,000
Employee Coinsurance	0%	0%	0%	0%	0%	0%	0%	0%
Out-of-Pocket Max	$4,500	$9,000	$2,000	$4,000	$5,000	$10,000	$4,000	$8,000
Employer HSA Funding	-$2,125	-$4,250	$0	$0	-$1,500	-$3,000	$0	$0
Net Out-of-Pocket Max	$2,375	$4,750	$2,000	$4,000	$3,500	$7,000	$4,000	$8,000
EE Cost Share Prem	$809	$3,265	$4,103	$24,703	$3,767	$20,917	$4,057	$20,285
EE Maximum Cost	$3,184	$8,015	$6,103	$28,703	$7,267	$27,917	$8,057	$28,285
MEDICAL COPAYS	**Copay**		**Copay**		**Copay**		**Copay**	
Primary Care	$0	$0 after deductible	$20		$0	$0 after deductible	$20	
Specialty Care	$0	$0 after deductible	$30		$0	$0 after deductible	$30	
Urgent Care	$0	$0 after deductible	$35		$0	$0 after deductible	$35	
Emergency	$0	$0 after deductible	$150	subject to deductible	$0	$0 after deductible	$150	subject to deductible
Out-Patient Hospital	$0	$0 after deductible	$0	$0 after deductible	$0	$0 after deductible	$0	$0 after deductible
In-Patient Hospital	$0	$0 after deductible	$0	$0 after deductible	$0	$0 after deductible	$0	$0 after deductible
Rx	Integrated with Medical				Integrated with Medical			
RX Tiers	$20, $60, $150, 20%/$300, 25%/$500		$4, $15, $40, $80, 20% 20%		$20, $60, $150, 20%/$300, 25%/$500		$4, $15, $40, $80, 20% 20%	
CURRENT ENROLLMENT & Illustrated Composite Rates	**1**	**MTH PREM**	**0**	**MTH PREM**	**1**	**MTH PREM**	**0**	**MTH PREM**
Employee Only	0	$552.85	0	$683.84	0	$627.82	0	$676.16
		MTH ER / **MTH EE**						
		50% / 50%						
		$276.43 / $276.43		$341.92 / $341.92		$313.91 / $313.91		$338.08 / $338.08
Enrollment Rates:	***Per Pay Cost:***	***$127.58 / $127.58***	***Per Pay Cost:***	***$157.81 / $157.81***	***Per Pay Cost:***	***$144.88 / $144.88***	***Per Pay Cost:***	***$156.04 / $156.04***
Dual (Empl. + One)	0	$1,338.60	0	$1,641.21	0	$1,775.12	0	$1,622.78
		Max Single / **Remainder**						
		$276.43 / $1,062.18		$341.92 / $1,299.29		$313.91 / $1,461.21		$338.08 / $1,284.70
Enrollment Rates:	***Per Pay Cost:***	***$127.58 / $490.23***	***Per Pay Cost:***	***$157.81 / $599.67***	***Per Pay Cost:***	***$144.88 / $674.40***	***Per Pay Cost:***	***$156.04 / $592.94***
Family	1	$1,846.04	0	$2,400.48	1	$2,057.01	0	$2,028.47
		Max Single / **Remainder**						
		$276.43 / $1,569.62		$341.92 / $2,058.56		$313.91 / $1,743.10		$338.08 / $1,690.39
Enrollment Rates:	***Per Pay Cost:***	***$127.58 / $724.44***	***Per Pay Cost:***	***$157.81 / $950.10***	***Per Pay Cost:***	***$144.88 / $804.51***	***Per Pay Cost:***	***$156.04 / $780.18***
ER Total Premium Cost	1	$3,317.10	0	$0.00	1	$3,766.92	0	$0.00
ER HSA Contribution	+	$4,250.00	+	Not Applicable	+	$3,000.00	+	Not Applicable
TOTAL COST - Employer (ER)	***ER***	***$7,567.10***	***ER***	***$0.00***	***ER***	***$6,766.92***	***ER***	***$0.00***
TOTAL COST - Employee (EE)	***EE***	***$18,835.38***	***EE***	***$0.00***	***EE***	***$20,917.19***	***EE***	***$0.00***

STATE OF MICHIGAN
DEPARTMENT OF TREASURY

GRETCHEN WHITMER
GOVERNOR

RACHAEL EUBANKS
STATE TREASURER

March 27, 2026 – (Updated March 30, 2026)

PUBLIC EMPLOYER CONTRIBUTIONS TO MEDICAL BENEFIT PLANS ANNUAL COST LIMITATIONS – CALENDAR YEAR 2027

For a medical benefit plan coverage year beginning on or after January 1, 2012, MCL 15.563, as last amended by 2018 Public Act 477, sets a limit on the amount that a public employer may contribute to a medical benefit plan.

For medical benefit plan coverage years beginning on or after January 1, 2013, MCL 15.563 provides that the dollar amounts that are multiplied by the number of employees with each coverage type be adjusted annually. Specifically, the dollar amounts shall be adjusted, by October 1 of each year after 2011 and before 2019, by the change in the medical care component of the United States consumer price index for the most recent 12-month period for which data are available. By April 1 of each year after 2018, the dollar amounts shall be adjusted by the change in the medical care component of the U.S. consumer price index for the most recent 12-month period for which data are available. For calendar year 2026, the limit on the amount that a public employer may contribute to a medical benefit plan was set to the sum of the following:

- $7,942.09 times the number of employees and elected public officials with single-person coverage
- $16,609.38 times the number of employees and elected public officials with individual -and-spouse coverage or individual-plus-1-nonspouse-dependent coverage
- $21,660.30 times the number of employees and elected public officials with family coverage.

The limits for 2027 equal the 2026 limits increased by **3.0 percent**. The 3.0 percent is the percentage change in the medical care component from the period March 2024-February 2025 to the period March 2025-February 2026.

Thus, for medical benefit plan coverage years beginning on or after January 1, 2027, the limit on the amount that a public employer may contribute to a medical benefit plan equals the sum of the following:

- $8,180.35* times the number of employees and elected public officials with single-person coverage
- $17,107.66 times the number of employees and elected public officials with individual -and-spouse coverage or individual-plus-1-nonspouse-dependent coverage
- $22,310.11 times the number of employees and elected public officials with family coverage.

Rachael Eubanks
State Treasurer

* There was a typo in the original notice for single-person coverage which listed $8,108.35 instead of $8,180.35.

PA 152 Public Employer Health Insurance Cost Analysis

Public Employer Contributions to Medical Benefit Plans

Annual Cost Limitations - Hard Cap

	Enrollment Category	BCBS Simply Blue HSA PPO Gold $2,500/$5,000 ER Monthly Premium	ER Annual Premium	HSA CONTR.	ER Total/Emp.	BCBS Blue Care Network HMO Platinum $500/0% ER Monthly Premium	ER Annual Premium	HSA CONTR.	ER Total/Emp.
FULL-TIME STAFF	**Employee Only**	$502.26	$6,027.07	$1,500	**$7,527.07**	$540.93	$6,491.14	N/A	**$6,491.14**
	Enrollment:		***12***	***ER TOTAL:***	***$90,324.86***		***4***	***ER TOTAL:***	***$25,964.54***
	Treasury Allowance Per Election:		$8,180.35	TOTAL:	*$98,164.20*		$8,180.35	TOTAL:	*$32,721.40*
				ER Total -vs- Treasury Total:	***-7.99%***			ER Total -vs- Treasury Total:	***-20.65%***
	Dual (Empl. + One)	$1,420.10	$17,041.15	$3,000	**$20,041.15**	$1,298.22	$15,578.69	N/A	**$15,578.69**
	Enrollment:		***7***	***ER TOTAL:***	***$140,288.06***		***1***	***ER TOTAL:***	***$15,578.69***
	Treasury Allowance Per Election:		$17,107.66	TOTAL:	*$119,753.62*		$17,107.66	TOTAL:	*$17,107.66*
				ER Total -vs- Treasury Total:	***17.15%***			ER Total -vs- Treasury Total:	***-8.94%***
	Family	$1,645.61	$19,747.30	$3,000	**$22,747.30**	$1,622.78	$19,473.31	N/A	**$19,473.31**
	Enrollment:		***14***	***ER TOTAL:***	***$318,462.14***		***0***	***ER TOTAL:***	***$0.00***
	Treasury Allowance Per Election:		$22,310.11	TOTAL:	*$312,341.54*		$22,310.11	TOTAL:	*$0.00*
				ER Total -vs- Treasury Total:	***1.96%***			ER Total -vs- Treasury Total:	***0.00%***
PART-TIME STAFF	**Employee Only**	$313.91	$3,766.92	$1,500	**$5,266.92**	$338.08	$4,056.96	N/A	**$4,056.96**
	Enrollment:		***0***	***ER TOTAL:***	***$0.00***		***0***	***ER TOTAL:***	***$0.00***
	Treasury Allowance Per Election:		$8,180.35	TOTAL:	*$0.00*		$8,180.35	TOTAL:	*$0.00*
				ER Total -vs- Treasury Total:	***0.00%***			ER Total -vs- Treasury Total:	***0.00%***
	Dual (Empl. + One)	$313.91	$3,766.92	$3,000	**$6,766.92**	$338.08	$4,056.96	N/A	**$4,056.96**
	Enrollment:		***0***	***ER TOTAL:***	***$0.00***		***0***	***ER TOTAL:***	***$0.00***
	Treasury Allowance Per Election:		$17,107.66	TOTAL:	*$0.00*		$17,107.66	TOTAL:	*$0.00*
				ER Total -vs- Treasury Total:	***0.00%***			ER Total -vs- Treasury Total:	***0.00%***
	Family	$313.91	$3,766.92	$3,000	**$6,766.92**	$338.08	$4,056.96	N/A	**$4,056.96**
	Enrollment:		***1***	***ER TOTAL:***	***$6,766.92***		***0***	***ER TOTAL:***	***$0.00***
	Treasury Allowance Per Election:		$22,310.11	TOTAL:	*$22,310.11*		$22,310.11	TOTAL:	*$0.00*
				ER Total -vs- Treasury Total:	***-69.67%***			ER Total -vs- Treasury Total:	***0.00%***

Employer Total Cost for All Employees:	**$597,385.22**
Department of Treasury Allowed Total Cost for All Employees:	$602,398.53
COMPLIANCE:	***-0.83%*** ***YES***

DENTAL

Blue Dental PPO Plus 100/80/50 SG - Non-voluntary $25/$75 deductible

CATEGORY	Enrollment	COMPOSITE ANNUAL PREMIUM 2026	COMPOSITE ANNUAL PREMIUM 2027	2026 - ER 90% & EE 10% Mth Prem.	2026 ER Mthly Cost-90%	2026 EE Cost - 10% Per Mth	2026 EE Cost - 10% **Per Pay**	2027 - ER 90% / EE 10% Mth Prem.	2027 ER Mthly Cost-90%	2027 EE Cost - 10% Per Mth	2027 EE Cost - 10% **Per Pay**
Employee	18	$329.04	**$385.44**	$27.42	$24.68	$2.74	**$1.27**	$32.12	$28.91	$3.21	**$1.48**
Employee + Dependent	0	$746.76	**$682.20**	$62.23	$56.01	$6.22	**$2.87**	$56.85	$51.17	$5.69	**$2.62**
Employee + Spouse	9	$857.52	**$770.88**	$71.46	$64.31	$7.15	**$3.30**	$64.24	$57.82	$6.42	**$2.96**
Family	17	$1,407.36	**$1,584.00**	$117.28	$105.55	$11.73	**$5.41**	$132.00	$118.80	$13.20	**$6.09**

VISION

Blue Vision VSP Choice Network 12/12/12 (Adults Only - Age 0-18 included in Medical/Health Rates)

	Enrollment	COMPOSITE ANNUAL PREMIUM 2026	COMPOSITE ANNUAL PREMIUM 2027	2026 - ER 90% & EE 10% Mth Prem.	2026 ER Mthly Cost-90%	2026 EE Cost - 10% Per Mth	2026 EE Cost - 10% **Per Pay**	2027 - ER 90% / EE 10% Mth Prem.	2027 ER Mthly Cost-90%	2027 EE Cost - 10% Per Mth	2027 EE Cost - 10% **Per Pay**
Employee	18	$69.72	**$68.28**	$5.81	$5.23	$0.58	**$0.27**	$5.69	$5.12	$0.57	**$0.26**
Employee + Dependent	0	$71.52	**$133.20**	$5.96	$5.36	$0.60	**$0.28**	$11.10	$9.99	$1.11	**$0.51**
Employee + Spouse	9	$153.84	**$136.56**	$12.82	$11.54	$1.28	**$0.59**	$11.38	$10.25	$1.14	**$0.53**
Family	17	$181.08	**$201.48**	$15.09	$13.58	$1.51	**$0.70**	$16.79	$15.11	$1.68	**$0.77**

NOTE: The Dental and Vision premiums above are composite rates applicable for all employees produced by Nulty Insurance Agency. The 2027 composite rates are based on October 2026 actual enrollment for each categorical and the 2027 rate sheets contained in the BCBS renewal. The average premium for each categorical is calculated and then multiplied by the ratio of number of enrollees/participants per employee in the category.

BLUE CROSS BLUE SHIELD OF MICHIGAN AND BLUE CARE NETWORK



Small group renewal package

for

KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

Customer ID: 283894

Renewal period beginning January, 2027

Published September 16, 2026

Blue Cross Blue Shield of Michigan and Blue Care Network are nonprofit corporations and independent licensees of the Blue Cross and Blue Shield Association.

Account contacts

KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

Active account contacts are listed below. Please review and make updates via a Maintenance Change in OneSource. Billing contacts may vary by segment.

Name	Role	Phone	Email
JEFF TROYER	Decision Maker;Executive Sponsor;Billing	2697182195	jtroyer@kccda911.org
Chris McComb		2694886618	cmccomb@kccda911.org
Torie Rose		2694886617	vrose@kccda911.org

Rate renewal change

KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

CID:	283894	Rate effective:	1/1/2027
Agent:	SUSAN L CULHANE	Agency:	NULTY AGENCY INC

Total rate renewal change	Current premium[1]	Renewal premium[1]
Total billable members[2]	111	111
Total medical & pharmacy premium[3]	$47,385.17	$54,688.60
Total dental premium	$3,323.76	$3,564.12
Total vision premium	$479.13	$629.73
Total monthly premium	$51,188.06	$58,882.45
Total annual premium	$614,256.72	$706,589.40

Projected change in monthly premium	15.03%

1. Premiums are based on enrollment at the time of renewal development.
2. Count based on snapshot as of 9/16/2026.
3. Medical includes Pediatric Vision.

Blue Cross Blue Shield of Michigan and Blue Care Network reserve the right to adjust rates if any of the assumptions or calculations used to develop the rates are incorrect.

Rate renewal change

KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

CID:	283894	Rate effective:	1/1/2027
Agent:	SUSAN L CULHANE	Agency:	NULTY AGENCY INC

BCBSM rate renewal change	Current premium[1]	Renewal premium[1]
Total billable members[2]	105	105
Total medical & pharmacy premium[3]	$43,463.68	$50,687.77
Total dental premium	$3174.42	$3399.37
Total vision premium	$446.14	$597.68
Total monthly premium	$47,084.24	$54,684.82
Total annual premium	$565,010.88	$656,217.84

Projected change in monthly premium	16.14%

BCBSM components of rate change[4]

Components	Medical[3] & Pharmacy	Dental	Vision
Change to current rate	6.68%	4.35%	3.00%
Benefit differences[5]	10.59%	4.86%	63.98%
Area	7.33%	0.00%	0.00%
Age	2.20%	1.14%	1.37%
Dependent cap	-0.19%	-0.03%	-0.61%
Total rate change	16.62%	7.09%	33.97%

1. Premiums are based on enrollment at the time of renewal development.
2. Count based on snapshot as of 9/16/2026.
3. Medical includes Pediatric Vision.
4. The figures reflect commercial plans only.
5. Benefit Differences accounts for any changes related to moving to a healthcare reform compliant plan, members aging out of pediatric dental, members aging into adult vision and/or changes in Taxes & Fees.

Blue Cross Blue Shield of Michigan and Blue Care Network reserve the right to adjust rates if any of the assumptions or calculations used to develop the rates are incorrect.

Rate renewal change

KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

CID:	283894	Rate effective:	1/1/2027
Agent:	SUSAN L CULHANE	Agency:	NULTY AGENCY INC

BCN rate renewal change	Current premium[1]	Renewal premium[1]
Total billable members[2]	6	6
Total medical & pharmacy premium[3]	$3,921.49	$4,000.83
Total dental premium	$149.34	$164.75
Total vision premium	$32.99	$32.05
Total monthly premium	$4,103.82	$4,197.63
Total annual premium	$49,245.84	$50,371.56

Projected change in monthly premium	2.29%

BCN components of rate change[4]

Components	Medical[3] & Pharmacy	Dental	Vision
Change to current rate	8.67%	4.35%	3.00%
Benefit differences[5]	-9.38%	4.28%	-6.05%
Area	1.56%	0.00%	0.00%
Age	2.01%	1.39%	0.39%
Dependent cap	0.00%	0.00%	0.00%
Total rate change	2.02%	10.32%	-2.85%

1. Premiums are based on enrollment at the time of renewal development.
2. Count based on snapshot as of 9/16/2026.
3. Medical includes Pediatric Vision.
4. The figures reflect commercial plans only.
5. Benefit Differences accounts for any changes related to moving to a healthcare reform compliant plan, members aging out of pediatric dental, members aging into adult vision and/or changes in Taxes & Fees.

Blue Cross Blue Shield of Michigan and Blue Care Network reserve the right to adjust rates if any of the assumptions or calculations used to develop the rates are incorrect.

Benefit summary description

KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

DIV: 00283894_0001_0001

New hire narrative: The employee coverage will be effective the first billing date following thirty (30) days from the date of hire.

Rehire narrative*: The employee coverage will be effective the first billing date following thirty (30) days from the date of rehire

New hire/Rehire exception:

	Current benefits	Renewal compliant benefit conversion
Medical	2026 BCN Platinum	2027 BCN Platinum
Deductible (individual)[1]	$500	$500
Coinsurance[1]	0%	0%
Office visit copay[1]	20 Copay	20 Copay
Emergency room copay[1]	150 Copay	150 Copay
Out-of-pocket maximum[1]	$2000	$4000
Embedded Coinsurance Maximum[1]		
Drug	$4/$15/$40/$80/20%/20%	$10/$30/$60/$80/20% /20%
Metal level[1]	Platinum	Platinum
Dental	Blue Dental℠ PPO Plus 100/80/50 1000 SG	Blue Dental℠ PPO Plus 100/80/50 1000 SG
Annual max[1]	$1000	$1000
Contribution type	Non-Voluntary	Non-Voluntary
Vision	Blue Vision℠ 12/12/12 $5/$10	Blue Vision℠ 12/12/12 $5/$10
Contribution type	Non-Voluntary	Non-Voluntary
Total monthly premium	$4,103.82	$4,197.63

For a more detailed description of benefits, please refer to the Agent Portal.[2]

1. BCBSM plans will display values to represent "in-Network".

2. BAAGs and SBCs can be found on the Agent Portal.

*Note, most groups do not have a separate rehire narrative. In this case, the new hire narrative would apply to both new hires and rehires.

Reference Number: 185

Blue Cross Blue Shield of Michigan and Blue Care Network reserve the right to adjust rates if any of the assumptions or calculations used to develop the rates are incorrect.

Benefit summary description

KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

DIV: 007042855_0000

New hire narrative: The employee coverage will be effective the first billing date following thirty (30) days from the date of hire.

Rehire narrative*: The employee coverage will be effective the first billing date following thirty (30) days from the date of rehire

New hire/Rehire exception:

	Current benefits	Renewal compliant benefit conversion
Medical	2026 Simply Blue℠ HSA PPO Gold Option 2	2027 Simply Blue℠ HSA PPO Gold Option 2
Deductible (individual)[1]	$2500	$3000
Coinsurance[1]	0%	0%
Office visit copay[1]	Deductible Copay	Deductible Copay
Emergency room copay[1]	Deductible Copay	Deductible Copay
Out-of-pocket maximum[1]	$4500	$5000
Embedded Coinsurance Maximum[1]		
Drug	$20/$60/$150/20%/25%	$20/$60/$150/20%/25%
Metal level[1]	Gold	Gold
Dental	Blue Dental℠ PPO Plus 100/80/50 1000 SG	Blue Dental℠ PPO Plus 100/80/50 1000 SG
Annual max[1]	$1000	$1000
Contribution type	Non-Voluntary	Non-Voluntary
Vision	Blue Vision℠ 12/12/12 $5/$10	Blue Vision℠ 12/12/12 $5/$10
Contribution type	Non-Voluntary	Non-Voluntary
Total monthly premium	$47,084.24	$54,684.82

For a more detailed description of benefits, please refer to the Agent Portal.[2]

1. BCBSM plans will display values to represent "in-Network".

2. BAAGs and SBCs can be found on the Agent Portal.

*Note, most groups do not have a separate rehire narrative. In this case, the new hire narrative would apply to both new hires and rehires.

Reference Number: 160

Blue Cross Blue Shield of Michigan and Blue Care Network reserve the right to adjust rates if any of the assumptions or calculations used to develop the rates are incorrect.

Blue Cross Blue Shield Benefit and rate schedule

KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

CID: 283894 GROUP/DIVISION:007042855_0000

Funding Type: Small Group Rated

Rating Area: J

Your benefit package has been renewed at the following rates and is effective from 01/01/2027 through 12/31/2027.

Medical: 2027 Simply Blue℠ HSA PPO Gold Option 2

DP-SOG-SG	RIDER DP-SOG-SG - DOMESTIC PARTNERS SAME AND OPPOSITE GENDER
SBD HSA SG	SIMPLY BLUE HEALTH SAVINGS ACCOUNT GROUP BENEFITS CERTIFICATE WITH PRESCRIPTION DRUGS SG
SBHSAGOLDOP2-27	RIDER SIMPLY BLUE-HSA-PPO-GOLD-OPTION 2-2027 SG SIMPLY BLUE HSA COST-SHARING REQUIREMENT

Complementary Medical: BS 65 OPTION 1

BC-COMP	GROUP MEDICARE PART A COMPLEMENTARY BENEFIT CERTIFICATE
BS 65 OPTION 1	BLUE SHIELD 65, G-I BENEFIT CERTIFICATE (OPTION 1)
CMS SG	ADMINISTRATIVE FORM SG - COMP MEDICAL SERVICES (placeholder)
GCP-D	RIDER GCP-D
GPC-SAT 2	RIDER GPC- SAT-2 - SUBSTANCE ABUSE TREATMENT PROGRAM BENEFITS
GPC-SAT-MHP-2	RIDER GPC-SAT-MHP-2 - GROUP COMPLEMENTARY SUBSTANCE ABUSE TREATMENT MENTAL HEALTH PARITY
HCR MS PCB	RIDER HCR-MS-PCB - HEALTH CARE REFORM MEDICARE SUPPLEMENTAL PREVENTIVE CARE BENEFITS
HCR-MS-WCB-ECS	RIDER HCR-MS-WCB - HEALTH CARE REFORM MEDICARE SUPPLEMENTAL WOMENS CONTRACEPTIVE BENEFITS

Pharmacy:

Complementary Pharmacy: PDRX SG

ADM MOS816 RX	ADMINISTRATIVE RIDER COMP BENEFITS - DRUG
PDC $20/60/80	RIDER PDC $20/$60/$80 Prescription Drugs Copayment Rider
PDRX SG	PREFERRED RX PROGRAM CERTIFICATE SG
RX-MC-VCP SG	RIDER RX-MC-VCP SG - PRESCRIPTION DRUG MEDICARE COMPLEMENTARY VARIABLE COST-SHARING PROGRAM

Dental: Blue Dental℠ PPO Plus 100/80/50 1000 SG

100/80/50-1000	RIDER BD PPO PLUS 100/80/50-1000-2022 SG BLUE DENTAL
BD-SG	BLUE DENTAL GROUP BENEFITS CERTIFICATE SG
BDPEDOPM450/900	RIDER BD PED OPM $450/$900 SG BLUE DENTAL PEDIATRIC OUT-OF-POCKET MAXIMUM

Complementary Dental: BD-SG

100/80/50-1000	RIDER BD PPO PLUS 100/80/50-1000-2022 SG BLUE DENTAL
ADM MOS816 DNTL	ADMINISTRATIVE RIDER COMP BENEFITS - DENTAL
BD-SG	BLUE DENTAL GROUP BENEFITS CERTIFICATE SG
BDPEDOPM450/900	RIDER BD PED OPM $450/$900 SG BLUE DENTAL PEDIATRIC OUT-OF-POCKET MAXIMUM

Vision: Blue Vision℠ 12/12/12 $5/$10

BV AO FRAME 200	RIDER BV-AO-FA $200 BLUE VISIONSM ADULT ONLY FRAME ALLOWANCE-$200
BV-ADULT	BLUE VISION ADULT-ONLY GROUP BENEFITS CERTIFICATE SG
BV-PEDS	BLUE VISION PEDIATRIC GROUP BENEFITS CERTIFICATE SG
BVFL SG	RIDER BVFL-SG - BLUE VISION FREQUENCY LIMITS (12-12-12)

Complementary Vision: BV-ADULT

ADM MOS816 VIS	ADMINISTRATIVE RIDER COMP BENEFITS - VISION
BV AO FRAME 200	RIDER BV-AO-FA $200 BLUE VISIONSM ADULT ONLY FRAME ALLOWANCE-$200
BV-ADULT	BLUE VISION ADULT-ONLY GROUP BENEFITS CERTIFICATE SG
BVFL SG	RIDER BVFL-SG - BLUE VISION FREQUENCY LIMITS (12-12-12)

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Blue Cross Blue Shield Benefit and rate schedule

KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

CID: 283894 GROUP/DIVISION:007042855_0000

Funding Type: Small Group Rated

Rating Area: J

Your benefit package has been renewed at the following rates and is effective from 01/01/2027 through 12/31/2027.

Age	Total	Medical + Pharmacy	Dental	Vision
0	$ 427.85	$ 385.90	$ 36.71	$ 5.24
1	$ 427.85	$ 385.90	$ 36.71	$ 5.24
2	$ 427.85	$ 385.90	$ 36.71	$ 5.24
3	$ 427.85	$ 385.90	$ 36.71	$ 5.24
4	$ 427.85	$ 385.90	$ 36.71	$ 5.24
5	$ 427.85	$ 385.90	$ 36.71	$ 5.24
6	$ 427.85	$ 385.90	$ 36.71	$ 5.24
7	$ 427.85	$ 385.90	$ 36.71	$ 5.24
8	$ 427.85	$ 385.90	$ 36.71	$ 5.24
9	$ 427.85	$ 385.90	$ 36.71	$ 5.24
10	$ 427.85	$ 385.90	$ 36.71	$ 5.24
11	$ 427.85	$ 385.90	$ 36.71	$ 5.24
12	$ 427.85	$ 385.90	$ 36.71	$ 5.24
13	$ 427.85	$ 385.90	$ 36.71	$ 5.24
14	$ 427.85	$ 385.90	$ 36.71	$ 5.24
15	$ 462.15	$ 420.20	$ 36.71	$ 5.24
16	$ 475.26	$ 433.31	$ 36.71	$ 5.24
17	$ 488.38	$ 446.43	$ 36.71	$ 5.24
18	$ 502.50	$ 460.55	$ 36.71	$ 5.24
19	$ 504.77	$ 474.68	$ 24.85	$ 5.24
20	$ 519.40	$ 489.31	$ 24.85	$ 5.24
21	$ 534.53	$ 504.44	$ 24.85	$ 5.24
22	$ 534.67	$ 504.44	$ 25.02	$ 5.21
23	$ 534.84	$ 504.44	$ 25.20	$ 5.20
24	$ 535.03	$ 504.44	$ 25.40	$ 5.19
25	$ 537.26	$ 506.46	$ 25.62	$ 5.18
26	$ 547.56	$ 516.55	$ 25.84	$ 5.17
27	$ 559.91	$ 528.65	$ 26.09	$ 5.17
28	$ 579.84	$ 548.33	$ 26.34	$ 5.17
29	$ 596.29	$ 564.47	$ 26.64	$ 5.18
30	$ 604.65	$ 572.54	$ 26.91	$ 5.20
31	$ 617.08	$ 584.65	$ 27.21	$ 5.22
32	$ 629.53	$ 596.75	$ 27.53	$ 5.25
33	$ 637.48	$ 604.32	$ 27.88	$ 5.28
34	$ 645.94	$ 612.39	$ 28.23	$ 5.32

Age	Total	Medical + Pharmacy	Dental	Vision
35	$ 650.39	$ 616.43	$ 28.60	$ 5.36
36	$ 654.85	$ 620.46	$ 28.97	$ 5.42
37	$ 659.38	$ 624.50	$ 29.37	$ 5.51
38	$ 663.94	$ 628.53	$ 29.79	$ 5.62
39	$ 672.54	$ 636.60	$ 30.22	$ 5.72
40	$ 681.16	$ 644.67	$ 30.66	$ 5.83
41	$ 693.84	$ 656.78	$ 31.11	$ 5.95
42	$ 706.05	$ 668.38	$ 31.61	$ 6.06
43	$ 722.79	$ 684.53	$ 32.08	$ 6.18
44	$ 743.57	$ 704.70	$ 32.58	$ 6.29
45	$ 767.91	$ 728.41	$ 33.10	$ 6.40
46	$ 796.81	$ 756.66	$ 33.65	$ 6.50
47	$ 829.23	$ 788.44	$ 34.19	$ 6.60
48	$ 866.22	$ 824.76	$ 34.76	$ 6.70
49	$ 902.69	$ 860.57	$ 35.34	$ 6.78
50	$ 943.71	$ 900.93	$ 35.93	$ 6.85
51	$ 984.25	$ 940.78	$ 36.55	$ 6.92
52	$ 1028.81	$ 984.67	$ 37.17	$ 6.97
53	$ 1073.89	$ 1029.06	$ 37.82	$ 7.01
54	$ 1122.49	$ 1076.98	$ 38.49	$ 7.02
55	$ 1171.07	$ 1124.90	$ 39.14	$ 7.03
56	$ 1223.73	$ 1176.86	$ 39.83	$ 7.04
57	$ 1276.91	$ 1229.32	$ 40.55	$ 7.04
58	$ 1333.60	$ 1285.31	$ 41.25	$ 7.04
59	$ 1362.09	$ 1313.06	$ 41.99	$ 7.04
60	$ 1418.82	$ 1369.05	$ 42.74	$ 7.03
61	$ 1468.01	$ 1417.48	$ 43.51	$ 7.02
62	$ 1500.54	$ 1449.26	$ 44.28	$ 7.00
63	$ 1541.19	$ 1489.11	$ 45.10	$ 6.98
64	$ 1566.17	$ 1513.32	$ 45.90	$ 6.95
65+	$ 1566.17	$ 1513.32	$ 45.90	$ 6.95

Medicare supplemental benefit rates				
Age	Total	Medical + Pharmacy	Dental	Vision
All	$ 2035.10	$ 1982.25	$ 45.90	$ 6.95

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Blue Care Network Benefit and rate schedule

KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

Group ID:00283894 Subgroup:0001 Class:0001

Subgroup Name:KCCDA Class Name:ACTIVE

Rating Area: J

Your benefit package has been renewed at the following rates and is effective from 01/01/2027 through 12/31/2027.

Medical: 2027 BCN Platinum

30RP	$30 Referral Physician Office Visit Copay
4000PM	$4,000 per member/$8,000 per family Out-of-Pocket Maximum Rider
AMB25	$25 ambulance copay
CLSSSM	BCN Classic Certificate of Coverage for Small Groups
CO20	$20 Office Visit Copay
D500	$500 Individual/$1000 Family Deductible Rider
DSRCW	Diabetic Supply Cost Sharing Waiver Rider
ER150	$150 Emergency Room Copay Rider
IMG150	Applies a $150 copay or 50% of the approved amount to MRI, MRA, CAT and PET scans
ONVCW	Online Office Visit Copayment Waiver Rider
PVSN	Pediatric Vision - Small Groups
UR35	Urgent Care $35 Copay Rider
WDRPOV	Deductible Waiver for Referral Physician Office Visit

Complementary Medical: BCN65

6.50E+251	$250 Emergency Room Copay
65OV25	$25 Office Visit Copay
65UR50	$50 Urgent Care Copay
BCN65	Certificate of Coverage BCN65
MMHSAP	Mental Health Parity Rider
ONVCW	Online Office Visit Copayment Waiver Rider

Pharmacy: P103CS, 90D3X, 4000PM, RXVAR

P103CS, 90D3X, 4000PM, RXVAR	$10/$30/$60/$80/20%/20% Prescription Drug Rider

Complementary Pharmacy: P154CS, MOPD2O, 65RXPM, RXVAR

P154CS, MOPD2O, 65RXPM, RXVAR	$15/$40/$60/$80/20%/20% Prescription Drug Rider

Dental: Blue Dental℠ PPO Plus 100/80/50 1000 SG

100/80/50-1000	RIDER BD PPO PLUS 100/80/50-1000-2022 SG BLUE DENTAL
BD-SG	BLUE DENTAL GROUP BENEFITS CERTIFICATE SG
BDPEDOPM450/900	RIDER BD PED OPM $450/$900 SG BLUE DENTAL PEDIATRIC OUT-OF-POCKET MAXIMUM

Complementary Dental: BD-SG

100/80/50-1000	RIDER BD PPO PLUS 100/80/50-1000-2022 SG BLUE DENTAL
ADM MOS816 DNTL	ADMINISTRATIVE RIDER COMP BENEFITS - DENTAL
BD-SG	BLUE DENTAL GROUP BENEFITS CERTIFICATE SG
BDPEDOPM450/900	RIDER BD PED OPM $450/$900 SG BLUE DENTAL PEDIATRIC OUT-OF-POCKET MAXIMUM

Vision: Blue Vision℠ 12/12/12 $5/$10

BV AO FRAME 200	RIDER BV-AO-FA $200 BLUE VISIONSM ADULT ONLY FRAME ALLOWANCE-$200
BV-ADULT	BLUE VISION ADULT-ONLY GROUP BENEFITS CERTIFICATE SG
BVFL SG	RIDER BVFL-SG - BLUE VISION FREQUENCY LIMITS (12-12-12)

Complementary Vision: BV-ADULT

ADM MOS816 VIS	ADMINISTRATIVE RIDER COMP BENEFITS - VISION
BV AO FRAME 200	RIDER BV-AO-FA $200 BLUE VISIONSM ADULT ONLY FRAME ALLOWANCE-$200
BV-ADULT	BLUE VISION ADULT-ONLY GROUP BENEFITS CERTIFICATE SG
BVFL SG	RIDER BVFL-SG - BLUE VISION FREQUENCY LIMITS (12-12-12)

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Blue Care Network Benefit and rate schedule

KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

Group ID:00283894 Subgroup:0001 Class:0001

Subgroup Name:KCCDA Class Name:ACTIVE

Rating Area: J

Your benefit package has been renewed at the following rates and is effective from 01/01/2027 through 12/31/2027.

Age	Total	Medical + Pharmacy	Dental	Vision
0	$ 491.45	$ 449.50	$ 36.71	$ 5.24
1	$ 491.45	$ 449.50	$ 36.71	$ 5.24
2	$ 491.45	$ 449.50	$ 36.71	$ 5.24
3	$ 491.45	$ 449.50	$ 36.71	$ 5.24
4	$ 491.45	$ 449.50	$ 36.71	$ 5.24
5	$ 491.45	$ 449.50	$ 36.71	$ 5.24
6	$ 491.45	$ 449.50	$ 36.71	$ 5.24
7	$ 491.45	$ 449.50	$ 36.71	$ 5.24
8	$ 491.45	$ 449.50	$ 36.71	$ 5.24
9	$ 491.45	$ 449.50	$ 36.71	$ 5.24
10	$ 491.45	$ 449.50	$ 36.71	$ 5.24
11	$ 491.45	$ 449.50	$ 36.71	$ 5.24
12	$ 491.45	$ 449.50	$ 36.71	$ 5.24
13	$ 491.45	$ 449.50	$ 36.71	$ 5.24
14	$ 491.45	$ 449.50	$ 36.71	$ 5.24
15	$ 531.40	$ 489.45	$ 36.71	$ 5.24
16	$ 546.68	$ 504.73	$ 36.71	$ 5.24
17	$ 561.96	$ 520.01	$ 36.71	$ 5.24
18	$ 578.41	$ 536.46	$ 36.71	$ 5.24
19	$ 583.00	$ 552.91	$ 24.85	$ 5.24
20	$ 600.04	$ 569.95	$ 24.85	$ 5.24
21	$ 617.67	$ 587.58	$ 24.85	$ 5.24
22	$ 617.81	$ 587.58	$ 25.02	$ 5.21
23	$ 617.98	$ 587.58	$ 25.20	$ 5.20
24	$ 618.17	$ 587.58	$ 25.40	$ 5.19
25	$ 620.73	$ 589.93	$ 25.62	$ 5.18
26	$ 632.69	$ 601.68	$ 25.84	$ 5.17
27	$ 647.04	$ 615.78	$ 26.09	$ 5.17
28	$ 670.21	$ 638.70	$ 26.34	$ 5.17
29	$ 689.32	$ 657.50	$ 26.64	$ 5.18
30	$ 699.01	$ 666.90	$ 26.91	$ 5.20
31	$ 713.44	$ 681.01	$ 27.21	$ 5.22
32	$ 727.89	$ 695.11	$ 27.53	$ 5.25
33	$ 737.08	$ 703.92	$ 27.88	$ 5.28
34	$ 746.87	$ 713.32	$ 28.23	$ 5.32
35	$ 751.98	$ 718.02	$ 28.60	$ 5.36
36	$ 757.11	$ 722.72	$ 28.97	$ 5.42
37	$ 762.30	$ 727.42	$ 29.37	$ 5.51
38	$ 767.53	$ 732.12	$ 29.79	$ 5.62
39	$ 777.47	$ 741.53	$ 30.22	$ 5.72
40	$ 787.42	$ 750.93	$ 30.66	$ 5.83
41	$ 802.09	$ 765.03	$ 31.11	$ 5.95
42	$ 816.21	$ 778.54	$ 31.61	$ 6.06
43	$ 835.61	$ 797.35	$ 32.08	$ 6.18
44	$ 859.72	$ 820.85	$ 32.58	$ 6.29
45	$ 887.97	$ 848.47	$ 33.10	$ 6.40
46	$ 921.52	$ 881.37	$ 33.65	$ 6.50
47	$ 959.18	$ 918.39	$ 34.19	$ 6.60
48	$ 1002.15	$ 960.69	$ 34.76	$ 6.70
49	$ 1044.53	$ 1002.41	$ 35.34	$ 6.78
50	$ 1092.20	$ 1049.42	$ 35.93	$ 6.85
51	$ 1139.31	$ 1095.84	$ 36.55	$ 6.92
52	$ 1191.10	$ 1146.96	$ 37.17	$ 6.97
53	$ 1243.49	$ 1198.66	$ 37.82	$ 7.01
54	$ 1299.99	$ 1254.48	$ 38.49	$ 7.02
55	$ 1356.47	$ 1310.30	$ 39.14	$ 7.03
56	$ 1417.69	$ 1370.82	$ 39.83	$ 7.04
57	$ 1479.52	$ 1431.93	$ 40.55	$ 7.04
58	$ 1545.44	$ 1497.15	$ 41.25	$ 7.04
59	$ 1578.50	$ 1529.47	$ 41.99	$ 7.04
60	$ 1644.46	$ 1594.69	$ 42.74	$ 7.03
61	$ 1701.63	$ 1651.10	$ 43.51	$ 7.02
62	$ 1739.40	$ 1688.12	$ 44.28	$ 7.00
63	$ 1786.62	$ 1734.54	$ 45.10	$ 6.98
64	$ 1815.59	$ 1762.74	$ 45.90	$ 6.95
65+	$ 1815.59	$ 1762.74	$ 45.90	$ 6.95

Medicare supplemental benefit rates				
Age	Total	Medical + Pharmacy	Dental	Vision
All	$ 856.61	$ 803.76	$ 45.90	$ 6.95

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2027 Small Group plan-year highlights

Medical

Federal and state mandates for 2027 have prompted significant updates for health plans, primarily through changes to Michigan's Department of Insurance and Financial Services Actuarial Value Calculator and IRS HSA-plan minimum deductibles. As a result, we've updated our small group plans to follow the new 2027 federal rules. This means we're adjusting how much your employees pay out of pocket and for deductibles. We're doing this to stay compliant, offer affordable options and keep things simple for you.

Additionally, we've added new 0% coinsurance plans and Blue Elect Plus POS designs to broaden our portfolio choices for various employer needs.

Overall, you have more plan choices to fit your 2027 budget and employee healthcare needs.

Plans	2026 plans	Closed	No changes	Modified	New	2027 plans
Blue Cross (PPO)	32	0	1	32	4	37
BCN (POS, HMO)	91	0	6	85	9	100

HSA-plan minimum deductibles are increasing

Due to the annual IRS cost-of-living update, minimum deductibles are increasing for all PPO, HMO and POS high-deductible health plan health savings account products as follows:

	2026 Single/family	2027 Single/family
Aggregate HSA plans	$1,700/$3,400	$1,750/$3,500
Embedded HSA plans	$3,400/$6,800	$3,500/$7,000

If this affects your group, we'll automatically move your employees to a compliant plan on your 2027 renewal date. Or you can choose a new plan — we're ready to help.

Pharmacy

On Jan. 1, 2027, our High-Cost Drug Discount Optimization Program, powered by PillarRx, is expanding to include PPO consumer-directed health plans, which aligns with our self-funded and HMO plan offerings.

In 2027, Blue Cross will continue to drive pharmacy savings and affordability through our biosimilar program, drug prices negotiations and member discount programs.

Dental

There are no changes to our dental plans for 2027, including no increases to the pediatric dental out-of-pocket maximum. It remains at $450 in network/$900 out of network.

Vision

We've enhanced our vision plan certificates to allow all dependents under 19 years of age. We previously only allowed adults.

BLUE CROSS
BLUE SHIELD
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NETWORK

Glossary

Age (component of rate change)
This represents changes due to members aging since the prior renewal. For example, if a group has one member who aged from 21 to 22 since the prior renewal, and the age factors are 1.00 and 1.01 respectively, the percentage change due to age is 1%.

Area (component of rate change)
This represents the change in area factors from the prior renewal period due to higher or lower projected claims costs in a rating area. For example, this percentage will be positive for an area where projected claims cost increases were higher than average.

Benefit differences (component of rate change)
This represents the aggregate of changes to all benefits and product pricing relativity from the prior renewal period. This component also includes the rating impact of any plan benefit being mapped to health-care-reform-compliant products from the prior year. Blue Cross and BCN also include changes due to members aging out of pediatric dental or members aging in to adult vision plans.

For example, if projected claims cost increases compared to the prior year were higher for high-deductible plans than for other plans, then this percentage will be positive for high-deductible plans. If there's more than one plan per carrier, the change will be the aggregate change for all renewing plans of each carrier.

Billable member
A subscriber, spouse, or eligible dependents of the subscriber entitled to benefits under the subscriber's certificate. Blue Cross and BCN only include the three oldest children younger than 21 as billable members.

Change to current rate (component of rate change)
This represents the overall change of rate levels from the prior renewal period. We reflect trends, and their favorable or unfavorable results, in this component. For example, if we expect the overall pool to see increased claims costs from the prior year, then this percentage will be positive.

Dependent cap (component of rate change)
This component represents the effect of children turning 21 for the upcoming renewal when other children were not billable members for the prior renewal.

For example, a family with four children younger than 21 on their prior renewal would have only been charged for the three oldest children. If one of the children is 21 for the upcoming renewal, the family premium will include rates for all four children, and this component will be positive.

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BLUE CROSS
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Glossary, continued

Full-time equivalent

A method to count employees that determines the group size, using an average count from each month of the prior calendar year. Employees working 120 hours or more in a month each count as one full-time employee, while we prorate employees working less than that. We round down the average to the nearest whole number. We exclude seasonal employees working fewer than 120 days per year and employees who have medical coverage under TRICARE or certain Veterans Administration programs from this count.

Rating area

A group's rating area will be determined based on the employer's primary Michigan location.

Renewal-compliant benefit

Health care reform regulations require all small groups have health-care-reform-compliant products. We map small groups to health-care-reform-compliant products at each renewal.

Small group rating type

Groups with a count of 50 or fewer FTEs and with at least one eligible employee enrolling.

Summary of Benefits and Coverage

The *Summary of Benefits and Coverage* is a document available to subscribers, which describes their covered benefits, cost sharing, coverage limitations and exceptions.

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POSITION BUDGETING - Employee Compensation, Taxes & Benefits

#	Position/Title	Wage Line Item	Emp. ID or Vacant (V)	Regular Wages	Overtime	Holiday Premium	Allow & Comps	Longevity	Social Sec	Medi-care	MERS DC	MERS 457	MERS HCSP	Work Comp	Medical Ins.	HSA Contr.	Dental	Vision	Life Ins.	Disab. Ins.
01	ECO-I	702.024	037	$60,715		$4,262	$4,550	$900	$4,311	$1,008	$5,562		$1,214	$253	Opt Out		$1,584	$201	$158	$320
02	ECO-I	702.024	087	$59,554		$4,180			$3,952	$924	$5,099		$1,191	$249	$6,027	$1,500	$385	$68	$158	$320
03	ECO-I	702.024	097	$57,725		$4,052	$3,250		$4,032	$943	$5,202		$1,159	$241	Opt Out				$158	$320
04	ECO-I	702.024	098	$57,725		$4,052			$3,830	$896	$4,942		$1,159	$241	$6,027	$1,500	$385	$68	$158	$320
05	ECO-I	702.024	106	$56,103		$3,938	$1,950		$3,843	$899	$4,959		$1,110	$234	Opt Out				$158	$320
06	ECO-I	702.024	108	$54,886		$3,853			$3,642	$852	$4,699		$1,110	$229	$6,491		$385	$68	$158	$320
07	ECO-I	702.024	109	$54,886		$3,853	$1,950		$3,763	$880	$4,855		$1,110	$229	Opt Out				$158	$320
08	ECO-I	702.024	115	$53,264		$3,739			$3,534	$827	$4,560		$1,061	$222	$6,491		$385	$68	$158	$320
09	ECO-I	702.024	117	$52,447		$3,681	$3,250		$3,681	$861	$4,750		$1,061	$219	Opt Out				$158	$320
10	ECO-I	702.024	118	$52,447		$3,681	$1,950		$3,601	$842	$4,646		$1,061	$219	Opt Out				$158	$320
11	ECO-I	702.024	119	$51,425		$3,610	$1,950		$3,533	$826	$4,559		$1,012	$215	Opt Out				$158	$320
12	ECO-I	702.024	121	$50,606		$3,552			$3,358	$785	$4,333		$1,012	$211	$17,041	$3,000	$771	$137	$158	$320
13	ECO-I	702.024	V-12	$49,390		$3,467			$3,277	$766	$4,229		$988	$206	$6,027	$1,500	$385	$68	$158	$320
14	ECO-I	702.024	V-12	$49,390		$3,467			$3,277	$766	$4,229		$988	$206	$17,041	$3,000	$771	$137	$158	$320
15	ECO-I	702.024	V-12	$49,390		$3,467			$3,277	$766	$4,229		$988	$206	$19,747	$3,000	$1,584	$201	$158	$320
16	ECO-I	702.024	V-12	$49,390		$3,467	$3,250		$3,479	$814	$4,489		$988	$206	Opt Out		$771	$137	$158	$320
17	ECO-II	702.023	014	$74,256		$5,212		$1,350	$4,927	$1,152	$6,357		$1,485	$310	$17,041	$3,000	$771	$137	$158	$320
18	ECO-II	702.023	021	$74,256	$3,250	$5,212		$1,350	$5,129	$1,199	$6,617		$1,485	$310	Opt Out		$771	$137	$158	$320
19	ECO-II	702.023	023	$74,256		$5,212		$1,350	$4,927	$1,152	$6,357		$1,485	$310	$17,041	$3,000	$682	$133	$158	$320
20	ECO-II	702.023	024	$74,256	$4,550	$5,212		$1,100	$5,209	$1,218	$6,721		$1,485	$310	Opt Out		$1,584	$201	$158	$320
21	ECO-II	702.023	025	$74,256		$5,212		$1,100	$4,927	$1,152	$6,357		$1,485	$310	$19,747	$3,000	$1,584	$201	$158	$320
22	ECO-II	702.023	027	$74,256		$5,212		$1,100	$4,927	$1,152	$6,357		$1,485	$310					$158	$320
23	ECO-II	702.023	030	$74,256		$5,212		$1,100	$4,927	$1,152	$6,357		$1,485	$310	$19,747	$3,000	$1,584	$201	$158	$320
24	ECO-II	702.023	032	$74,256		$5,212		$1,100	$4,927	$1,152	$6,357		$1,485	$310	$19,747	$3,000	$1,584	$201	$158	$320
25	ECO-II	702.023	049	$74,256	$4,550	$5,212		$900	$5,209	$1,218	$6,721		$1,485	$310	Opt Out				$158	$320
26	ECO-II	702.023	057	$74,256	$4,550	$5,212		$900	$5,209	$1,218	$6,721		$1,485	$310	Opt Out				$158	$320
27	ECO-II	702.023	061	$64,782		$4,547			$4,298	$1,005	$5,546		$1,296	$270	$15,579		$771	$137	$158	$320
28	ECO-II	702.023	062	$74,256	$4,550	$5,212		$900	$5,209	$1,218	$6,721		$1,485	$310	Opt Out		$1,584	$201	$158	$320
29	ECO-II	702.023	070	$71,110		$4,991		$900	$4,718	$1,103	$6,088		$1,422	$297	$19,747	$3,000	$1,584	$201	$158	$320
30	ECO-II	702.023	078	$66,796		$4,689		$900	$4,432	$1,037	$5,719		$1,336	$279	$6,027	$1,500	$385	$68	$158	$320
31	ECO-II	702.023	083	$63,918		$4,487		$900	$4,241	$992	$5,472		$1,278	$267	$19,747	$3,000	$1,584	$201	$158	$320
32	ECO-II	702.023	085	$63,745	$3,250	$4,474		$900	$4,431	$1,036	$5,718		$1,275	$266	Opt Out				$158	$320
33	ECO-II	702.023	088	$66,508		$4,668			$4,413	$1,032	$5,694		$1,330	$278	$6,027	$1,500	$385	$68	$158	$320
34	ECO-II	702.023	096	$60,466		$4,244			$4,012	$938	$5,177		$1,209	$252	$19,747	$3,000	$385	$68	$158	$320

POSITION BUDGETING - Employee Compensation, Taxes & Benefits

#	Position/Title	Wage Line Item	Emp. ID or Vacant (V)	Regular Wages	Overtime	Holiday Premium	Allow & Comps	Longevity	Social Sec	Medi-care	MERS DC	MERS 457	MERS HCSP	Work Comp	Medical Ins.	HSA Contr.	Dental	Vision	Life Ins.	Disab. Ins.
35	ECO-II	702.023	103	$60,466		$4,244			$4,012	$938	$5,177		$1,209	$252	$19,747	$3,000	$1,584	$201	$158	$320
36	ECO-II	702.023	104	$59,887		$4,204			$3,974	$929	$5,127		$1,198	$250	$19,747	$3,000	$1,584	$201	$158	$320
37	ECO-II	702.023	110	$56,417		$3,960			$3,743	$875	$4,830		$1,128	$235	$6,027	$1,500	$385	$68	$158	$320
38	ECO-II	702.023	113	$64,206		$4,507			$4,260	$996	$5,497		$1,284	$268	$17,041	$3,000	$682	$133	$158	$320
39	ECO-II	702.023	114	$57,571		$4,041	$4,550		$4,102	$959	$5,293		$1,151	$240	Opt Out				$158	$320
40	ECO-II	702.023	116	$56,417		$3,960			$3,743	$875	$4,830		$1,128	$235	$17,041	$3,000	$771	$137	$158	$320
41	ECO-II	702.023	V-12	$53,539		$3,758			$3,552	$831	$4,584		$1,071	$223	$6,027	$1,500	$385	$68	$158	$320
42	ECO-II	702.023	V-12	$53,539		$3,758			$3,552	$831	$4,584		$1,071	$223	$17,041	$3,000	$771	$137	$158	$320
43	ECO-II	702.023	V-8	$35,779		$2,511			$2,374	$555	$3,063			$149	$3,014	$1,500	$792	$101	$119	$240
44	ECO-II	702.023	V-8	$35,779		$2,511			$2,374	$555	$3,063			$149	$8,521	$1,500	$385	$68	$119	$240
45	ECO-II	702.023	V-6	$26,770		$1,879			$1,776	$415	$2,292			$112	$1,808	$750	$116	$20	$79	$160
46	ECO-II	702.023	V-6	$26,770		$1,879			$1,776	$415	$2,292			$112	$5,112	$1,500	$231	$41	$79	$160
47	ECO-II	702.023	V																	
48	ECO-II	702.023	V																	
49	ECO - Part Time	702.023	020	$46,410		$2,052			$3,005	$703	$3,877			$189	$3,767	$3,000				
50	ECO - Part Time	702.023	022	$53,550		$2,706			$3,488	$816	$4,501			$219	Opt Out					
51	ECO - Part Time	702.023	040	$64,260		$3,924			$4,227	$989	$5,455			$266	Opt Out					
52	ECO - Part Time	702.023	043	$18,564		$326			$1,171	$274	$1,511			$74	Opt Out					
53	ECO - Part Time	702.023	053	$26,775		$677			$1,702	$398	$2,196			$107	Opt Out					
54	ECO - Part Time	702.023	056	$26,775		$677			$1,702	$398	$2,196			$107	Opt Out					
55	ECO - Part Time	702.023	V																	
56	Dispatch Supv. - Floor	702.022	008	$88,367	$6,976	$6,203			$6,296	$1,472	$8,124	$2,031	$1,767	$396	$6,027	$1,500	$386	$68	$158	$320
57	Dispatch Supv. - Floor	702.022	011	$88,367	$6,976	$6,203			$6,296	$1,472	$8,124	$2,031	$1,767	$396	$6,027	$1,500	$386	$68	$158	$320
58	Dispatch Supv. - Floor	702.022	017	$88,367	$6,976	$6,203			$6,296	$1,472	$8,124	$2,031	$1,767	$396	$17,041	$3,000	$771	$137	$158	$320
59	Dispatch Supv. - Floor	702.022	059	$84,113	$6,326	$5,904			$5,973	$1,397	$7,707	$1,927	$1,682	$376	$6,027	$1,500	$385	$68	$158	$320
60	Dispatch Supv. - Floor	702.022	075	$82,730	$6,118	$5,807			$5,869	$1,373	$7,572	$1,893	$1,655	$369	$19,747	$3,000	$1,584	$201	$158	$320
61	Dispatch Supv. - QA	702.022	031	$87,802		$6,163			$5,826	$1,362	$7,517	$1,879	$1,756	$366	$19,747	$3,000	$1,584	$201	$158	$320
62	Dispatch Supv. - Training	702.022	007	$93,018		$6,529	$4,550		$6,454	$1,509	$8,328	$2,082	$1,860	$388	Opt Out		$385	$68	$158	$320
63	Admin. Assistant	702.021	093	$49,695					$3,081	$721	$3,976		$994	$194	$19,747	$3,000	$1,584	$202	$158	$320
64	Exec. Admin. Assistant	702.021	004	$79,144					$4,907	$1,148	$6,332		$1,583	$309	$19,747	$3,000	$1,584	$202	$158	$320
66	Systems Support Spec.	702.021	076	$91,009					$5,643	$1,320	$7,281		$1,820	$355	$6,491		$385	$68	$158	$320
66	Systems Support Spec.	702.021	V	$85,926					$5,327	$1,246	$6,874		$1,719	$335	$19,747	$3,000	$1,584	$201	$158	$320
67	IT Manager	702.010	120	$104,345					$6,469	$1,513	$8,348	$2,087	$2,087	$407	$19,747	$3,000	$1,584	$202	$158	$320
68	Deptuy Director	702.010	002	$128,106					$7,943	$1,858	$10,248	$2,562	$2,562	$500	$17,041	$3,000	$683	$134	$158	$320
69	Executive Director	702.010	001	$154,614			$8,688		$10,125	$2,368	$15,461	$6,185	$4,638	$603	$19,747	$3,000	$1,584	$202	$1,358	$3,820
Varies	OVERTIME	702.030	Various		$300,000				$18,600	$4,350	$24,000	$5,000								

POSITION BUDGETING - Employee Compensation, Taxes & Benefits

#	Position/Title	Wage Line Item	Emp. ID or Vacant (V)	Regular Wages	Overtime	Holiday Premium	Allow & Comps	Longevity	Social Sec	Medi-care	MERS DC	MERS 457	MERS HCSP	Work Comp	Medical Ins.	HSA Contr.	Dental	Vision	Life Ins.	Disab. Ins.
	TOTALS:			**$4,262,556**	**$358,073**	**$244,340**	**$39,888**	**$16,750**	**$304,101**	**$71,120**	**$394,786**	**$29,708**	**$79,593**	**$17,707**	**$586,871**	**$98,250**	**$44,804**	**$6,513**	**$10,443**	**$22,220**
					702.030	706.000		714.000	721.000	722.000	725.010	725.020	725.030	719.000	720.010	720.060	720.020	720.030	720.040	720.070

Line Item Summary

Salaries - Administration	702.010	**$387,066**
Salaries/Wages - Regular	702.020	**$3,826,100**

Salaries/Wages - Regular Subclassifications

Administrative Support - 702.021	$305,773
Dispatch Supervisors - 702.022	$612,763
ECO II's - 702.023	$2,097,612
ECO I's - 702.024	$809,952

Line Item Summary

	712.000	**$31,200**
	715.010	**$8,688**

CONTRACTUAL AND PROFESSIONAL SERVICES

As part of the annual budget process, KCCDA presents a list of contractual and professional services for approval in accordance with Fiscal Policy 1.03 – Expenditure-Bill Pay. Upon approval, invoices for these services will be processed for payment without further Board approval, unless otherwise requested by the Board of Directors.

Many of the services listed are governed by existing contractual agreements with annual or multi-year renewal terms. However, several changes and additions are being proposed for 2027. The following items highlight notable modifications to the budget proposal, correspond to the line-item numbers on the accompanying list, and are identified by a "●" in the far-right column.

- Line #14: Aurelian – CORA
  In November, KCCDA will begin a six-month, no-cost trial of Aurelian's CORA solution. This technology expands KCCDA's innovative capabilities by providing an assistive emergency call-handling system that delivers real-time, step-by-step guidance to call-takers. CORA uses dynamic prompts that automatically adapt to details provided during each call, helping ensure consistent, accurate, and efficient call-handling procedures. Following the trial period, the annual licensing cost is estimated at $120,000, based on the volume of 911 calls analyzed.

- Line #16: TBD – Recording System
  KCCDA's service agreement with Equature (Line #15) expires in September 2027, and renewal is not recommended. Instead, KCCDA has proposed a new recording system as a Capital Improvements Fund project, to be procured through a Request for Proposal (RFP) process. This line item represents the anticipated maintenance and support costs associated with the new recording system.



- Line #64: Hulu TV
  For the last several years, DirecTV (Line #63) has been increasing KCCDA's monthly rates to the point that we were most recently paying $162 for service. Therefore, the decision was made to transition to Hulu TV at a reduced rate of $110 per month.

- Line #70: TBD – Pest/Rodent Control Services
  KCCDA has contracted with Rose Pest Solutions (Line #69) for pest control services since 2018. However, despite continued evidence of pest/rodent activity, the current service

does not appear to be effectively addressing the issue. Therefore, it is recommended that KCCDA consider engaging a different pest control provider to improve results and more effectively manage the ongoing pest/rodent problem.

- Line #77: TBD – Marketing and Social Media Consulting Firm
  $75,000 is requested to engage a consulting firm to develop and implement an informational and educational campaign for KCCDA. Additional funding is anticipated to be requested in 2028 to complete the campaign.

The following two pages provide a detailed listing of contractual and professional services proposed for fiscal year 2027. The total recommended expenditure across 12 account line-items is $1,575,362, representing a 17.9% increase over 2026. This increase reflects, in part, the addition of new AI technology and funding for a consulting firm to develop and implement an informational and educational campaign. Together, these two initiatives account for 14.6% of the total increase.

CONTRACTUAL and PROFESSIONAL SERVICES

Business Unit: 2911 - General Operations

#	Vendor	Description	Line Item	2026 Original Budget	2026 Original Budget	Proposed 2027 Budget	
1	Mercantile Bank	Applicant Tracking, HR, Payroll, Tax, & Transaction Management Software Services	801.010	$14,000	$14,000	**$14,000**	
2	QuickBooks Online Plus	Financial Management Software	801.010	$1,900	$1,900	**$1,900**	
3	Pace Scheduler	Scheduling Software/Application	801.010	$5,290	$5,560	**$5,560**	
4	Agency 360/Power DMS	Training Software/Application	801.010	$3,607	$3,860	**$4,130**	
5	Frontline Public Safety Solutions	Policy Tracker Software	801.010	$6,285	$2,952	**$3,100**	
6	CommsCoach/Govworx	AI Quality Assurance and Training Solution	801.010	$21,000	$31,500	**$31,500**	
7	Transunion Risk & Data Solutions	TLO Software/Application	801.010	$3,820	$3,840	**$4,032**	
8	KZoom	Domain Host & Website Builder Tool	801.010	$2,000	$2,000	**$2,500**	
9	Motorola	MCC7500 Consoles Support	801.010	$32,547	$34,174	**$35,797**	
10	Roe Comm	COUNTY & METRO Fire Simulcast System	801.010	$32,000	$32,000	**$32,958**	
11	Indigital	9-1-1/CPE System & MEVO Go-Kits Support	801.010	$110,000	$100,000	**$94,000**	
12	Indigital/Prepared	Text-to-911 including multi-media	801.010	$15,000	$15,000	**$15,000**	
13	Aurelian	AI Solution for Non-Emergency Call Handling	801.010	$98,000	$98,000	**$98,000**	
14	Aurelian	Cora - Assistive Emergency Call Handling	801.010	X	X	**$120,000**	•
15	Equature	Recording System Support	801.010	$29,242	$29,242	**X**	
16	UNKNOWN (TBD)	Recording System	801.010	X	X	**$30,000**	•
17	Tyler Technologies	CAD and Mobile System Support	801.010	$132,284	$143,065	**$152,316**	
18	Absolute	NetMotion VPN Support	801.010	$9,050	$5,251	**$5,500**	
19	Imprivata	Two-factor Authentication (KCCDA & End-Users)	801.010	$6,808	$8,367	**$9,103**	
20	Hi-Tech - S2 Security	S2 Controller Software and Support Plan	801.010	$1,000	$1,000	**$1,100**	
21	ESRI	ESRI Map Editor Support	801.010	$2,000	$2,100	**$4,000**	
22	Dell EMC (Insight)	Data Center VxRail System Support	801.010	$11,500	$11,500	**$11,500**	
23	Dell (Insight)	CAD/LAN Computer maintenance and support	801.010	$800	$1,592	**$1,723**	
24	Dell (Trace3)	Mission Critical Support for Network Switches (4)	801.010	$3,281	$6,561	**$7,000**	
25	VMWare (Trace3	VxRail Vsphere Licensing	801.010	$7,393	$7,393	**$7,650**	
26	Office 365 Licensing (Insight)	MS Office 365 Annual Software/Application	801.010	$15,000	$23,000	**$23,000**	
27	Keeper Password Manager	Password Management Tool	801.010	$1,250	$1,250	**$1,250**	
28	Global Sign	Secure Sockets Layer (SSL) Certificate	801.010	$500	$500	**$500**	
29	VMWare Horizon Apps (Insight)	VM Virtual Applications Platform	801.010	$1,000	X	**X**	
30	Omnissa Horizon 8 (Trace 3)	VM Virtual Applications Platform	801.010	X	$2,415	**$2,650**	
31	Windows Server 2025 Remote	10 Users Remote Access	801.010	X	$880	**$1,600**	
32	HaloITSM (Excalibur Data Systems)	Help Desk and Change Control	801.010	X	$5,700	**$5,700**	
33	NinjaOne	Asset and Patch Management	801.010	X	$3,600	**$3,780**	
34	Beyond Trust (Insight)	Bomgaur Remote CJIS Compliant	801.010	X	$6,653	**$6,653**	
35	OTM Cyber	Sophos Anti-Virus Protection and Phishing Software	801.010	$5,045	$6,727	**$5,045**	
36	OTM Cyber	Network Security Monitoring Application	801.010	$18,000	$18,060	**$23,500**	
37	Palo Alto Strata (Trace 3)	Firewall Logging Service and Backup Service	801.011	X	$2,919	**$3,117**	
38	Palo Alto (Insight)	Firewall Subscription Licensing & Support	801.010	$10,025	$10,025	**$10,025**	
39	Aruba Access Points	Lincensing renewal and support	801.010	$800	X	**X**	
40	MERAKI Wifi Access Points	6 Meraki access points	801.010	X	$1,000	**$1,000**	
41	Veeam (Insight)	Backup software maintenance and support	801.010	$6,394	$7,674	**$7,674**	
42	Exagrid (Trace3)	Backup storage hardware support (on-site)	801.010	$6,500	$6,500	**$6,825**	
43	Core Technologies (Caliber)	MultiBridge & Talon Support	801.010	$5,485	$6,028	**$6,632**	
44	MPSCS (DTMB)	MPSCS Tower Monitoring and PM Costs	801.010	$75,000	$85,000	**$109,000**	
45	MSP - CJIS Division	VPN Tunnel Connection	801.010	$1,750	$1,750	**$1,750**	
46	Active911	Partner and Special Teams Notifications	801.010	$1,750	$2,500	**$2,500**	
47	Rave Mobile Safety/Motorola	Rave Alert and Smart911	801.010	$44,727	$44,727	**$46,517**	
48	Nationwide Power	PSAP UPS Maintenance/Service	801.010	$7,700	$7,800	**$6,000**	
49	Michigan Critical Power	PM - Primary PSAP Generator	801.010	$2,000	$2,500	**$2,500**	
50	Michigan Critical Power	PM - Tower Site Generators	801.010	$5,000	$4,000	**$4,000**	
51	Antenna Designs	Alamo Tower Lease	801.010	$8,915	$9,093	**$9,275**	
52	Kalamazoo Township PD	Ravine Tower Lease (Reimburse)	801.010	$22,265	$23,156	**$24,082**	
53	City of Kalamazoo	License Agreement for Tower - 2740 N. 6th St.	801.010	$1,200	$1,200	**$1,200**	
54	City of Portage	License Agreement for Tower - 12th St.	801.010	$2,400	$2,400	**$2,400**	
55	Village of Augusta	License Agreement for Tower - W. Jefferson St.	801.010	$2,448	$2,448	**$2,448**	

56	Bel Aire Heating and Air Conditioning	Service Contract for 11 HVAC Units & 2 Mini-Splits	801.010	$3,230	$3,350	**$3,500**
57	Williams Building Services	Facility Janitorial Services	801.010	$30,000	$30,000	**$30,000**
58	Dixon Lawn Care	Snow Removal - Facility and Remote Sites	801.010	$12,000	$12,000	**$16,000**
59	Dixon Lawn Care	Lawncare/Landscape Management Services	801.010	$6,000	$6,000	**$8,000**
60	Kalamazoo County	Cost Share for GIS Technician position	801.010	$15,000	$18,000	**$18,000**
61	Republic Services	Waste and Recylcing Service	801.010	$4,560	$4,560	**$6,000**
62	Colby Investigations	Background Investigations for New Hires	801.010	$15,000	$15,000	**$17,000**
63	DirecTV	DirecTV Service for PSAP	801.010	$1,740	$1,788	**X**
64	Hulu TV	TV Service for PSAP	801.010	X	X	**$1,320** •
65	Acrisure (or another Administrator)	COBRA Administration	801.010	$650	$650	**X**
66	Nulty Insurance	Insurance and Flex Spending Account Administration	801.010	X	X	**$2,500**
67	HelpNet	Employee Assistance Program & MyLifeWell App	801.010	$2,625	$2,250	**$2,625**
68	Otis Elevator Company	Preventative Maintenance on PSAP Elevator	801.010	$2,625	$2,625	**$3,325**
69	Rose Pest Solutions	Pest/Rodant Control Services	801.010	$1,500	$1,500	**X**
70	UKNOWN (TBD)	Pest/Rodant Control Services	801.010	X	X	**$2,000** •
71	Sohn Linen Service	Entry Mats/Runners	801.010	$1,250	$1,350	**$1,350**
72	DL Gallivan Office Solutions	Copy/Printer/Fax machines - Admin & LEIN	801.010	$2,800	$2,800	**$3,000**
73	Just FOIA	Public Records Software - FOIA Management	801.010	X	$11,998	**$12,000**
74	Kzoom	Recruit Marketing - Social Media & Correspondence for Recruitment Services	801.010	$15,000	$15,000	**$17,000**
75	Kzoom	Videography	801.010	$8,000	$8,000	**$8,000**
76	Translator's Consulting Group	Administrative Team Ralignment/Training	801.010	X	$20,000	**X**
77	UKNOWN (TBD)	Marketing and social media consultant/firm - information and educational campaign for KCCDA	801.010	X	X	**$75,000** •
78	*MULTIPLE VENDORS*	Time and Materials Support/Contracted Services	801.010	$25,000	$25,000	**$25,000**
79	Kruggel Lawton CPA	Financial Audit Services	805.010	$6,700	$9,000	**$9,750**
80	Kalamazoo County Treasurer	Surcharge Receipt and Distribution	810.000	$3,600	$3,600	**$3,900**
81	Cohl, Stoker, & Toskey, PLC	General Corporation Counsel	813.000	$15,000	$15,000	**$15,000**
82	Language Line	Interpreter Services	820.010	$12,000	$10,000	**$10,000**
83	MetroNet	Admin SIP Trunk and Fax Lines for Primary PSAP	850.010	$13,000	$15,000	**$15,000**
84	FirstNet - AT&T	Administrative Cell Phones	850.010	$4,500	$4,500	**$4,500**
85	MetroNet	Back-up Internet Service, LGNet and Tower Site EPL's	850.020	$40,000	$40,000	**$40,000**
86	PFN	Primary Internet Service provider	850.020	$10,000	$13,000	**$13,000**
87	PFN	Radio Console Connectivity	850.020	$8,500	$8,500	**$8,500**
88	AT&T	Portage Tower Site Connections	850.020	$21,000	$19,500	**$19,500**
89	FirstNet - AT&T	Sierra Modem, Backup CPE IP, and Ipad connections	850.020	$3,780	$3,780	**$3,780**
90	*MULTIPLE VENDORS*	Advertising	905.000	$10,000	$12,000	**$15,000**
91	*MULTIPLE VENDORS*	Natural Gas and Propane for PSAP and Tower Sites	920.010	$8,000	$8,000	**$8,000**
92	*MULTIPLE VENDORS*	Electric service for PSAP and Tower Sites	920.020	$76,000	$76,000	**$81,820**
93	*MULTIPLE VENDORS*	Water and Sewer for facilities	920.030	$6,400	$6,400	**$8,000**
94	MMRMA	Property & Liability Insurance Provider	958.010	$60,000	$60,000	**$55,000**
			TOTAL:	$1,239,421	$1,336,513	**$1,575,362**

Business Unit: 2911 - General Operations

LINE ITEM TOTALS:

SUMMARY: Line Item Name	Line Item	2025	2026	2027
Contractual Services	**801.010**	940,941	1,032,233	**$1,264,612**
Professional Services - Audit	**805.010**	6,700	9,000	**$9,750**
Administrative Fees	**810.000**	3,600	3,600	**$3,900**
Legal Fees	**813.000**	15,000	15,000	**$15,000**
Interpreter Fees	**820.010**	12,000	10,000	**$10,000**
Telephone Service	**850.010**	17,500	19,500	**$19,500**
Internet Service	**850.020**	83,280	84,780	**$84,780**
Advertising	**905.000**	10,000	12,000	**$15,000**
Utilities - Gas	**920.010**	8,000	8,000	**$8,000**
Utilities - Electricity	**920.020**	76,000	76,000	**$81,820**
Utilities - Water & Sewer	**920.030**	6,400	6,400	**$8,000**
Insurance Premiums	**958.010**	60,000	60,000	**$55,000**

2027 PROPOSED GENERAL FUND LINE-ITEM BUDGET

The following three pages present the proposed Fiscal Year 2027 General Fund budget, incorporating the recommendations outlined in this proposal into a detailed, line-item presentation of anticipated General Fund revenues and expenditures. The budget also includes a comparative analysis of KCCDA's two most recent budget revisions: 2025 Revision II and 2026 Revision II.

The General Fund budget comprises two business units: 2911 – General Operations and 2913 – Training. All capital equipment and software purchases, along with facility upgrades, are budgeted separately in the Capital Improvement Fund Budget Proposal, beginning on page 52.

The proposed 2027 budget includes a $1.75 million transfer to the Capital Improvement Fund. This allocation is reflected in the Transfers Out & Other Financing Uses section under line item 995.010 – Transfers Out – Capital Improvement Fund.

Based on projected revenues and expenditures, the proposed Fiscal Year 2027 General Fund budget anticipates a year-end surplus of $84,355, with revenues exceeding expenditures.



Kalamazoo County Dispatch Authority
2027 Proposed General Fund Line-Item Budget

	2911 - General Operations			2913 - Training			
	2025 Revision II	2026 Revision II	***2027 Budget***	2025 Revision II	2026 Revision II	***2027 Budget***	***2027 TOTAL BUDGET***
REVENUE							
402.000 Property Taxes	6,937,071	7,651,262	***7,940,100***				***7,940,100***
573.000 Local Community Stabilization Share	596,400	697,389	***480,000***				***480,000***
615.010 Surcharge Revenue - State 911	468,000	468,000	***468,000***	52,000	52,000	***52,000***	***520,000***
615.020 Surcharge Revenue - Local 911	1,150,000	1,150,000	***1,150,000***				***1,150,000***
651.000 Charges for Services - User Fees	18,750	18,750	***18,750***				***18,750***
665.000 Interest Earned	268,000	250,000	***175,000***				***175,000***
667.000 Rent/Lease Revenue	8,700	10,200	***10,200***				***10,200***
671.000 Miscellaneous Revenue	5,917	8,276	***8,000***				***8,000***
676.000 Other Revenue - Reimbursements							***0***
TOTAL REVENUE	9,452,838	10,253,877	***10,250,050***	52,000	52,000	***52,000***	***10,302,050***
EXPENSES							
700 thru 718 Personnel Services							
702.010 Salaries - Administration	355,796	368,896	***387,066***				***387,066***
702.020 Wages - Regular	2,902,500	3,350,754	***3,826,100***	12,500	15,000	***15,000***	***3,841,100***
702.030 Wages - Overtime	406,175	382,263	***358,073***				***358,073***
702.050 CTO Pay	25,000	27,000	***25,000***				***25,000***
706.000 Wages - Holiday Premium	172,362	208,201	***244,340***				***244,340***
712.000 Payment in Lieu of Benefits	51,900	49,350	***31,200***				***31,200***
714.000 Longevity	13,650	14,050	***16,750***				***16,750***
715.010 Auto Allowance	8,688	8,688	***8,688***				***8,688***
Total Personnel Services	*3,936,071*	*4,409,202*	*4,897,217*	*12,500*	*15,000*	*15,000*	***4,912,217***
719 thru 725 Benefits and Taxes							
719.000 Workers Comp Insurance	13,805	15,444	***17,707***				***17,707***
720.010 Medical/Health Insurance	405,717	493,847	***586,871***				***586,871***
720.020 Dental Insurance	32,824	45,559	***44,804***				***44,804***

	2911 - General Operations			2913 - Training			
	2025 Revision II	2026 Revision II	***2027 Budget***	2025 Revision II	2026 Revision II	***2027 Budget***	***2027 TOTAL BUDGET***
720.030 Vision Insurance	5,138	5,438	***6,513***				***6,513***
720.040 Life Insurance	10,737	9,793	***10,443***				***10,443***
720.050 Unemployment	9,000	9,000	***9,000***				***9,000***
720.060 HSA Contributions	114,219	122,719	***98,250***				***98,250***
720.070 Short-Term Disability Insurance	37,110	22,940	***22,220***				***22,220***
721.000 Social Security	243,404	271,697	***304,101***				***304,101***
722.000 Medicare	56,925	63,542	***71,120***				***71,120***
724.000 Dependent Care	30,000	30,000	***20,000***				***20,000***
725.010 Retirement - MERS DC	316,177	350,576	***394,786***				***394,786***
725.020 Retirement - MERS 457	25,317	21,927	***29,708***				***29,708***
725.030 Retirement - MERS HCSP	64,867	77,199	***79,593***				***79,593***
Total Benefits and Taxes	*1,365,240*	*1,539,681*	*1,695,117*	*0*	*0*	*0*	***1,695,117***
726 thru 799 Supplies							
727.000 Office Supplies	15,000	15,000	***15,000***				***15,000***
730.000 Maintenance Supplies	6,000	6,000	***6,000***				***6,000***
740.000 Uniform Supplies	8,000	8,000	***8,000***				***8,000***
760.000 Kitchen Supplies	1,750	1,750	***1,750***				***1,750***
764.000 Food Supplies	1,750	1,750	***1,750***				***1,750***
Total Supplies	*32,500*	*32,500*	*32,500*	*0*	*0*	*0*	***32,500***
800 thru 969 Services & Other Charges							
801.010 Contractual Services	919,941	1,032,233	***1,264,612***				***1,264,612***
805.010 Professional Services - Audit	6,700	9,000	***9,750***				***9,750***
810.000 Administrative Fees	3,600	3,600	***3,900***				***3,900***
813.000 Legal Fees	10,000	15,000	***15,000***				***15,000***
820.010 Interpreter Fees	12,000	10,000	***10,000***				***10,000***
835.010 Medical Services - Physical Exams	3,500	3,500	***3,500***				***3,500***
835.020 Medical Services - Drug Testing	1,500	1,500	***1,500***				***1,500***
850.010 Telephone Service	21,300	19,500	***19,500***				***19,500***
850.020 Internet Service	83,280	84,780	***84,780***				***84,780***
850.030 Copying	2,500	2,500	***2,500***				***2,500***
850.040 Mailing	3,000	3,000	***3,000***				***3,000***
870.010 Travel - Training/Registration	12,000	19,000	***20,000***	24,500	24,500	***24,500***	***44,500***

	2911 - General Operations			2913 - Training			
	2025 Revision II	2026 Revision II	***2027 Budget***	2025 Revision II	2026 Revision II	***2027 Budget***	***2027 TOTAL BUDGET***
870.020 Travel - Lodging	21,000	20,000	***20,000***	9,500	7,750	***7,750***	***27,750***
870.030 Travel- Meals/Food	8,000	8,000	***8,000***	2,500	1,750	***1,750***	***9,750***
870.040 Travel - Mileage	5,000	5,000	***5,000***	2,500	2,500	***2,500***	***7,500***
870.050 Travel - Other	10,200	12,000	***12,000***	500	500	***500***	***12,500***
871.010 Education Expense	2,000	5,000	***2,000***				***2,000***
900.000 Printing	2,000	4,000	***2,000***				***2,000***
905.000 Advertising	12,000	16,000	***18,000***				***18,000***
915.000 Dues & Subscriptions	12,000	12,000	***12,000***				***12,000***
920.010 Utilities - Gas	8,000	8,000	***8,000***				***8,000***
920.020 Utilities - Electricity	76,000	76,000	***81,820***				***81,820***
920.030 Utilities - Water & Sewer	6,400	7,400	***8,000***				***8,000***
934.010 Repair & Maintenance - Equipment	28,000	33,000	***31,000***				***31,000***
955.000 Miscellaneous Operating	20,000	20,000	***20,000***				***20,000***
958.010 Insurance Premium	54,000	60,000	***55,000***				***55,000***
Total Services & Other Charges	*1,343,921*	*1,490,013*	*1,720,862*	*39,500*	*37,000*	*37,000*	***1,757,862***
970 thru 989 Equipment & Capital Outlay							
976.000 Project Costs	15,000	20,000	***20,000***				***20,000***
980.010 Equipment/Software - Small	39,000	50,000	***50,000***				***50,000***
Total Equipment, Projects & Capital Outlay	*54,000*	*70,000*	*70,000*	*0*	*0*	*0*	***70,000***
990 thru 994 D ebt Service							
991.010 Loans - Principal	1,301,147		***0***				***0***
991.020 Loans - Interest	32,399		***0***				***0***
992.010 Lease - Facility	21,672	100	***0***				***0***
Total Debt Service	*1,355,218*	*100*	*0*	*0*	*0*	*0*	***0***
TOTAL OPERATIONAL EXPENDITURES:	***8,086,950***	***7,541,496***	***8,415,695***	***52,000***	***52,000***	***52,000***	***8,467,695***
995 Transfers Out & Other Financing Uses							
995.010 Transfers Out - Capital Projects Fund	1,325,000	2,500,000	***1,750,000***				***1,750,000***
Total Transfers Out & Other Financing Uses	*1,325,000*	*2,500,000*	*1,750,000*	*0*	*0*	*0*	***1,750,000***
NET:	40,888	212,381	***84,355***	0	0	***0***	***84,355***

TEN-YEAR GENERAL FUND BUDGETARY AND FUND BALANCE FORECAST

Page 51 presents a long-term categorical forecast of KCCDA's General Fund, incorporating the current fiscal year budget (2026 Revision II), the proposed 2027 budget, and projected revenues and expenditures for each year through 2035. This forecast is intended to provide a long-term financial outlook based on current budget assumptions and anticipated trends. All revenue and expenditure figures are estimates based on the following assumptions:

REVENUES

- *911 Millage Revenue:* Property tax revenues generated by the 911 millage began in 2021 and have experienced modest annual growth. For conservative forecasting purposes, this revenue is projected to increase by 2% annually. The current 911 millage expires at the end of 2030; therefore, consideration of renewal planning should begin in 2027 and a ballot proposal in 2028 or 2029.

- *All Other Revenues:* All other revenue sources are projected to remain flat throughout the forecast period.

EXPENDITURES

- *Personnel Services, Benefits, and Taxes:* These categories are projected to increase by 3% annually.

- *Supplies, Services, and Other Charges:* These categories are projected to increase by 3% annually beginning in 2028.



- *Debt Service:* KCCDA remains debt free therefore, no expenditure is projected in this category.

- *Transfers Out:* The proposed 2027 budget includes a $1.75 million transfer to the Capital Improvement Fund. Transfers in subsequent years are projected to align with the funding levels identified in KCCDA's Capital Improvement Plan.

UNASSIGNED FUND BALANCE

The bottom section of the forecast presents an analysis of the General Fund's unassigned fund balance throughout the projection period. For forecasting purposes, KCCDA is projected to begin fiscal year 2027 with an estimated unassigned General Fund balance of $2,790,018.

These projections provide a basis for assessing KCCDA's long-term fiscal outlook, anticipated operating expenditures, capital improvement commitments, and overall financial sustainability. Actual results may vary based on changes in revenues, expenditures, and organizational priorities over the forecast period.

Ten Year General Operations (2911) Budgetary and Fund Balance Forecast

GENERAL FUND:

	2026 Revision II	2027 Proposed Budget	2028	2029	2030 Millage Expires 12/31/30	2031	2032	2033	2034	2035
REVENUES										
Use of Fund Balance										
Property Taxes	$7,651,262	*$7,940,100*	$8,098,902	$8,260,880	$8,426,098	$8,594,620	$8,766,512	$8,941,842	$9,120,679	$9,303,093
Grants										
Local Community Stabilization Share	$697,389	*$480,000*	$480,000	$480,000	$480,000	$480,000	$480,000	$480,000	$480,000	$480,000
Surcharge Revenue - State	$468,000	*$468,000*	$468,000	$468,000	$468,000	$468,000	$468,000	$468,000	$468,000	$468,000
Surcharge Revenue - Local	$1,150,000	*$1,150,000*	$1,150,000	$1,150,000	$1,150,000	$1,150,000	$1,150,000	$1,150,000	$1,150,000	$1,150,000
Charges for Services - User Fees	$18,750	*$18,750*	$18,750	$18,750	$18,750	$18,750	$18,750	$18,750	$18,750	$18,750
Interest Earned	$250,000	*$175,000*	$175,000	$175,000	$175,000	$175,000	$175,000	$175,000	$175,000	$175,000
Rent/Lease Revenue	$10,200	*$10,200*	$10,200	$10,200	$10,200	$10,200	$10,200	$10,200	$10,200	$10,200
Miscellaneous & Other Revenue	$8,276	*$8,000*	$8,000	$8,000	$8,000	$8,000	$8,000	$8,000	$8,000	$8,000
REVENUE TOTALS:	**$10,253,877**	***$10,250,050***	**$10,408,852**	**$10,570,830**	**$10,736,048**	**$10,904,570**	**$11,076,462**	**$11,251,792**	**$11,430,629**	**$11,613,043**
EXPENDITURES										
Personnel Services	$4,409,202	*$4,897,217*	$5,044,133	$5,195,457	$5,351,321	$5,511,860	$5,677,216	$5,847,533	$6,022,959	$6,203,647
Benefits & Taxes	$1,539,681	*$1,695,117*	$1,745,970	$1,798,349	$1,852,300	$1,907,869	$1,965,105	$2,024,058	$2,084,779	$2,147,323
Supplies	$32,500	*$32,500*	$33,475	$34,479	$35,514	$36,579	$37,676	$38,807	$39,971	$41,170
Services & Other Charges	$1,490,013	*$1,720,862*	$1,772,488	$1,825,662	$1,880,432	$1,936,845	$1,994,951	$2,054,799	$2,116,443	$2,179,936
Equipment & Capital Outlay	$70,000	*$70,000*	$60,000	$60,000	$60,000	$60,000	$60,000	$60,000	$60,000	$60,000
Debt Service	$100	*$0*	$0	$0	$0	$0	$0	$0	$0	$0
EXPENDITURE TOTALS:	**$7,541,496**	***$8,415,695***	**$8,656,066**	**$8,913,948**	**$9,179,566**	**$9,453,153**	**$9,734,948**	**$10,025,196**	**$10,324,152**	**$10,632,077**
SUMMARY										
Transfer Out-Capital Improvement Fund:	*$2,500,000*	*$1,750,000*	*$1,700,000*	*$1,600,000*	*$1,500,000*	*$1,500,000*	*$1,500,000*	*$1,500,000*	*$1,500,000*	*$1,500,000*
NET:	**$212,381**	**$84,355**	**$52,786**	**$56,882**	**$56,481**	**-$48,584**	**-$158,486**	**-$273,404**	**-$393,523**	**-$519,034**

TOTAL General Fund Balance 1/1/26 (audited): 2,994,143

Non-Spendable Balance: *$416,506*

General Fund: Unassigned Balance:	***$2,790,018***	***$2,874,373***	***$2,927,159***	***$2,984,041***	***$3,040,522***	***$2,991,939***	***$2,833,453***	***$2,560,048***	***$2,166,525***	***$1,647,491***



Capital Improvement Fund

OCTOBER 14, 2026

CAPITAL IMPROVEMENT PLAN

Purpose & Scope of the CIP for KCCDA

A Capital Improvement Plan (CIP) is a multi year planning tool that lays out the major capital needs of an organization, schedules their implementation, and identifies funding sources. This includes but may not be limited to facility upgrades, replacement of communications and IT infrastructure, upgrades and/or replacement of public safety dispatch systems and equipment, site security, and other major assets.

Key goals of this CIP include:

- Ensure reliability, resilience, and redundancy of communications systems and infrastructure
- Plan for lifecycle replacements of equipment and operating systems
- Anticipate growth in call volume, regional partnerships, technological advances
- Mitigate the impact of unforeseen infrastructure and system needs
- Align capital outlays with operating budget constraints

The CIP is intended to serve as a dynamic, living document that evolves in response to the community's and KCCDA's changing needs, priorities, and available resources. While the CIP provides a multi-year framework for planning and prioritizing capital projects, it is not a static plan. Projects may be adjusted, deferred, advanced, or removed as circumstances warrant, funding availability, strategic goals, or unforeseen infrastructure needs. This ensures that the plan remains aligned with long-term strategic objectives while also being responsive to emerging challenges and opportunities.

October 14, 2026

Background and Context

Kalamazoo County Consolidated Dispatch Authority (KCCDA) was created as a separate legal entity in 2014 under the authority of the Urban Cooperation Act, MCL 124.501 et seq. by the City of Kalamazoo, the City of Portage, the County of Kalamazoo, the Charter Township of Kalamazoo, and Western Michigan University to consolidate multiple emergency communication centers. The full consolidation was achieved in October 2018 and now KCCDA operates the sole emergency communications center for the County of Kalamazoo. The consolidation project was supported by local 911 fee monies and nearly a two million dollar competitive grant from the Michigan Department of Treasury for facility renovation, infrastructure, and technology upgrades. The primary emergency communications center is located at 7040 Stadium Drive (Kalamazoo) in a renovated 19,000 square foot facility. The center handles on average 445 emergency 911 calls and 823 non-emergency calls per day, and dispatches 294,000 incidents annually.

KCCDA is governed by a 13-member Board of Directors who, in November 2023, established a public improvement fund pursuant to MCL 141.261, et seq.; referred to as the "Capital Improvement Fund". The Capital Improvement Fund is for the purpose of accounting for earmarked revenue which is authorized by the Board of Directors to be set-aside, accumulate and ultimately be used for acquiring, constructing, extending, altering, repairing or equipping public improvements or public buildings which the Kalamazoo County Consolidated Dispatch Authority is, by the provisions of general law and the Interlocal Agreement, authorized to acquire, construct, extend, alter, enlarge, equip or repair.

This plan analyzes the current fiscal year (2026) plus ten years into the future. As of January 1, 2026, the Capital Improvement Fund audited fund balance was $6,998,614. Administration has recommended to the Board of Directors in the 2026 amended budget a general fund allocation of $2,500,000 and expenditures totaling $7,779,700. This includes $6 million dedicated to the Radio Readiness Program. The projected Capital Improvement Fund balance at year-end is estimated to be just over $1,718,914.

Key Elements of the CIP

Below is a structured breakdown of the CIP categories, sample projects, and timing considerations.

CATEGORY/ASSET TYPE	SAMPLE PROJECT/NEEDS	ESTIMATED TIMING REPLACEMENT CYCLES
Primary and Back-up PSAP/ECC Facilities and Site Infrastructure	Primary and back-up facilities, security systems, hardened backup power (generators, UPS), HVAC redundancy, structural maintenance, expansion for staff growth, etc.	These items can significantly vary form 5–20 year maintenance cycles; Some upgrades can be phased
Emergency Communications Center Systems and Technology	Computer aided dispatch, telephony, recording, radio consoles, dispatch consoles, computer equipment upgrades and/or replacements	Replacement or refresh every 5–10 years (depending on technology)
IT, Network, and Cybersecurity	Core servers, virtual infrastructure, secure networks, SAN/storage, backup systems, cybersecurity tools, data redundancy and disaster recovery	Replacement or refresh every 5–7 years; incremental upgrades may be necessary
Public Safety Communication Tower Sites and Radio Infrastructure	Tower sites, hardened backup power, microwave links and other connectivity, partner agency radio communications, and interoperability equipment	Replacement or refresh every 12–20 years; periodic enhancements to prevent deterioration of infrastructure

Project Investments

The following spreadsheet outlines anticipated investments in capital projects for the current year and an additional ten years. Project estimates are based on current information and are subject to refinement as planning, design, and funding evolves.

October 14, 2026

Kalamazoo County Dispatch Authority - Ten Year Capital Improvement Plan

Capital Improvement Fund - 1/1/26 Audited Balance: ***$6,998,614***

Project/System:	Current 2026	Year 1 2027	Year 2 2028	Year 3 2029	Year 4 2030	Year 5 2031	Year 6 2032	Year 7 2033	Year 8 2034	Year 9 2035	Year 10 2036
Primary and Back-up PSAP/ECC Facilities and Site Infrastructure Security systems, hardened backup power (generators, UPS), HVAC redundancy, structural maintenance, expansion for staff growth, etc.											
Primary PSAP/ECC Architectural Analaysis						$ 75,000					$ 75,000
Primary PSAP/ECC Renovations	$ 725,000		$ 60,000		$ 60,000	$ 750,000		$ 60,000		$ 60,000	$ 750,000
Primary PSAP/ECC Generator										$ 200,000	
Primary PSAP/ECC Uninteruptable Power Supply (UPS)						$ 200,000					
Primary PSAP/ECC Server Room Suppression System							$ 20,000				
Backup PSAP/ECC Facility	$ 750,000										
Security & Access Control Systems		$ 25,000						$ 50,000			
Emergency Communications Center Systems and Technology CAD, telephony, recording, radio consoles, dispatch consoles, computer equipment upgrades and/or replacements											
Computer Aided Dispatch System						$ 1,250,000					
Telephony System (Vesta)				$ 1,250,000							
Radio Console System					$ 3,000,000						
Recording System		$ 200,000									
VHF Tower Monitoring System	$ 18,580										
Multifactor Authentication System					$ 50,000						
Dispatch Workstation Monitors				$ 30,000					$ 30,000		
Dispatch Workstation Computers				$ 60,000					$ 60,000		
Dispatch Workstation Furniture & Chairs		$ 12,000	$ 700,000				$ 20,000				
Dispatch Workstation Headsets		$ 30,000					$ 30,000				
Administration Computers & Equipment		$ 30,000					$ 30,000				
Administration Office Furniture		$ 20,000					$ 30,000				
Conference & Board/Meeting Room Equipment					$ 25,000						
Backup PSAP/ECC Systems Deployment	$ 250,000	$ 200,000					$ 60,000				
IT, Network, and Cybersecurity Core servers, virtual infrastructure, secure networks, SAN / storage, backup systems, cybersecurity tools, data redundancy and disaster recovery											
Top of Rack & Network Switches				$ 80,000					$ 90,000		
Server Environment (VxRail) & Operating System Software			$ 500,000						$ 500,000		
Firewalls			$ 125,000						$ 125,000		
Backup Storage		$ 50,000			$ 75,000					$ 75,000	
Disaster Recovery			$ 150,000						$ 200,000		

Project/System:	Current 2026	Year 1 2027	Year 2 2028	Year 3 2029	Year 4 2030	Year 5 2031	Year 6 2032	Year 7 2033	Year 8 2034	Year 9 2035	Year 10 2036
Public Safety Communication Tower Sites and Radio Infrastructure											
Tower sites, hardened backup power, microwave links and other connectivity, parnter agency radio communications, and interoperability equipment											
Tower 5108 (Lamont)											
Tower 5109 (Ravine)				$ 125,000			$ 1,000,000				
Tower 5111 (Oshtemo)	$ 36,120					$ 100,000					
Tower 5112 Prime Site (WMU)											
Tower 5113 (Portage)											
Tower 5114 (Augusta)											
Stadium Drive (VHF) Water Tower											
Alamo (VHF) Tower											
Gull Road (VHF) Water Tower											
Climax (VHF) Water Tower			$ 150,000								
Schoolcraft (VHF) Water Tower											
Crosstown (VHF) Tower		$ 20,000									
Westwood (VHF) Tower											
Lexington Green (VHF) Tower											
Oosterhout (VHF) Tower											
Portage Public Safety (VHF RX Hub)											
Partner Agency Radios and Templating	$ 6,000,000										
TOTAL:	$ (7,779,700)	$ (587,000)	$ (1,685,000)	$ (1,545,000)	$ (3,210,000)	$ (2,375,000)	$ (1,190,000)	$ (110,000)	$ (1,005,000)	$ (335,000)	$ (825,000)
Capital Improvement Fund - Annual Budget Transfer In:	$ 2,500,000	$ 1,750,000	$ 1,700,000	$ 1,600,000	$ 1,500,000	$ 1,500,000	$ 1,500,000	$ 1,500,000	$ 1,500,000	$ 1,500,000	$ 1,500,000
One-Time Transfers In (from Operational Fund Balance):											
Capital Improvement Fund End of Year Balance:	***$ 1,718,914***	***$ 2,881,914***	***$ 2,896,914***	***$ 2,951,914***	***$ 1,241,914***	***$ 366,914***	***$ 676,914***	***$ 2,066,914***	***$ 2,561,914***	***$ 3,726,914***	***$ 4,401,914***

CAPITAL IMPROVEMENT FUND REQUESTS

The following items represent the equipment, projects, and capital requests submitted for consideration for 2027 funding.

#	Project and/or Equipment Name:	Description	Line Item	Project Total
1	**CARRY FORWARD** ***2026 Project #1*** **Back-Up Emergency Communications Center**	Back-up Emergency Communications Center Agreement with Kalamazoo Township (Design, Construction, and Systems) Original allocation: 980.000 - $750,000 and 980.020 - $250,000	980.020	Remaining Balance from 2026 Budget
			980.000	Remaining Balance from 2026 Budget
	Back-Up Emergency Communications Center	Additional funding is requested to support the deployment and implementation of equipment and systems.	980.000	$200,000
2	**CARRY FORWARD** ***2026 Project #4*** **Radio Readiness Program**	Radio Readiness Program in accordance with program guidelines Original allocation: 980.020 - $6,000,000	980.000	Remaining Balance from 2026 Budget
3	**Security and Access Control System**	The existing security camera server requires replacement to support an updated operating system and the latest version of the associated software, ensuring continued system reliability, compatibility, and security.	980.000	$25,000
4	**Recording System**	Funding is requested to conduct a Request for Proposal (RFP) process for a new recording system, including associated procurement and implementation costs. Proposals will be evaluated, and a system recommendation will be presented to the Board of Directors for consideration and approval.	980.000	$200,000
5	**Dispatch Center Chairs**	Replace at least half the chairs in Dispatch Center to maintain staff comfort, support ergonomics, and ensure a suitable working environment. Retired chairs will be placed in storage and moved to the Back-up Emergency Communications Center upon completion.	980.000	$12,000
6	**Dispatch Workstation Headsets**	The wireless headset bases used at the dispatch consoles can no longer be serviced or replaced because the manufacturer has discontinued production. Staff have been testing alternative headset bases and headsets from various manufacturers to identify suitable replacements that meet KCCDA's operational needs.	980.000	$30,000
7	**Administrative Computers**	Funding is requested to replace nine administrative computers and their associated accessories, all of which have exceeded their five-year life cycle. Replacing this equipment will help maintain reliable performance, ensure compatibility with current software, and support the ongoing technology needs of KCCDA's administrative staff.	980.000	$30,000

8	**Administrative Office Furniture**	Replace aging and worn administrative office furniture to maintain a safe, functional, and professional work environment. Replacing outdated desks, chairs, and storage units will improve staff comfort, support workplace ergonomics, and ensure furniture remains suitable for daily operational needs	980.000	$20,000
9	**Systems and Data Back-up Storage**	Funding to implement a reliable backup storage solution to protect KCCDA's critical data and ensure it can be recovered in the event of system failure, cyberattack, or other data loss. This investment will strengthen data security, support business continuity, and minimize potential disruptions to essential operations.	980.000	$50,000
10	**Crosstown Tower**	Deploy tower and radio equipment to establish County VHF Alert coverage at this site, improving County Alert's signal coverage and reliability throughout the downtown area.	980.000	$20,000

2027 Line-Item Subtotals

Equipment/Software Captial:	*980.000*	*$587,000*
Facility - Capital:	*980.020*	*$0*

Kalamazoo County Dispatch Authority
2027 Proposed Capital Project Fund Line-Item Budget

Capital Projects Fund - Estimated Balance 1/1/27: $1,718,914

	2025 Revision II	2026 Revision II	***2027 Budget***
REVENUE			
699.000 Transfers In	1,325,000	2,500,000	***1,750,000***
TOTAL REVENUE	1,325,000	2,500,000	***1,750,000***
EXPENSES			
970 thru 989 Equipment & Capital Outlay			
976.000 Project Costs	7,500	0	***0***
980.000 Equipment/Software - Capital	385,957	6,304,700	***587,000***
980.020 Facility - Capital	332,600	1,475,000	***0***
980.030 Land - Capital	0	0	***0***
TOTAL EXPENDITURES	***726,057***	***7,779,700***	***587,000***

Capital Projects Fund - Ending Balance: $2,881,914

KALAMAZOO COUNTY CONSOLIDATED DISPATCH AUTHORITY

Agenda Request Form

Please fill in the boxes below with the appropriate information.

Name:	Executive Director Troyer	**Agency:**	KCCDA		
Phone Number:		**Length of Time Needed:**	3 mins	**Agenda Item #:**	6D-1
Topic:	2027 Meeting Dates				

Brief Description:

Attached are the proposed 2027 meeting dates for the Board's consideration, based on continuing the current schedule of meeting on the second Thursday of every other month (odd-numbered months).

Proposed Motion:

Motion to approve the 2027 Meeting Dates as presented.

Agenda Request Approved:	11/3/2026	Meeting Date:	11/12/2026	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

2027 Board of Directors Regular Meeting Dates

All meetings of the Kalamazoo County Consolidated Dispatch Authority Board of Directors will be held at 3:30 p.m. at the Kalamazoo County Consolidated Dispatch Authority (7040 Stadium Drive, Kalamazoo, MI) in the Chief Switalski Meeting Room.

Regular meetings will occur on the second (2nd) Thursday every other month unless otherwise noted. The following are meeting dates for 2027:

January 14th	**March 11th**
May 13th	**July 8th**
September 9h	**November 11th**

Persons and/or agencies requesting to be placed on or have a topic added to the meeting agenda must complete an agenda request form. This form can be found on our website at www.kccda911.org under the Board of Directors Meetings. Completed agenda request forms shall be accompanied by information that substantiates and justifies the request. Lack of this information may cause for 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 meeting date. Completed forms should be emailed to the KCCDA Administrative Office at admin@kccda911.org.

If you have any questions, please feel free to contact KCCDA's Administrative Office at (269) 488-8911.