NOTICE and AGENDA for

Kalamazoo County Consolidated Dispatch Authority

Technical Advisory Committee

November 4, 2026

PLEASE TAKE NOTICE that a REGULAR Meeting of the Kalamazoo County Consolidated Dispatch Authority Technical Advisory Committee will be held on **Wednesday, November 4th, 2026** at 10:00 a.m. in the Chief Switalski Meeting Room at Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo Michigan for consideration of items, namely, on this Agenda.

ITEM 1 – CALL TO ORDER

ITEM 2 – ROLL CALL

Western Michigan University Public Safety *Scott Merlo, Chair* (Alt. Ryan McGregor)		Kalamazoo Department of Public Safety *Matt Huber, Vice-Chair* (Alt. Chris Franks)	
Michigan State Police (Alt. Dale Hinz)		Kalamazoo County Sheriff's Office *Richard Fuller* (Alt. Logan Bishop)	
Township of Kalamazoo Police Department *Darien Smith* (Alt. Derek Thompson)		Portage Department of Public Safety *Matt Wolfe* (Alt. Bryan Mayhew)	
Kalamazoo County Medical Control Authority *Michael Bentley* (Alt. William Fales)		Kalamazoo County Fire Chief's Association *Chip Everett* (Alt. Todd Kowalski)	

ITEM 3 – APPROVAL OF MEETING MINUTES

A. September 2, 2026– Regular Meeting (pages 1-3)

ITEM 4 – CITIZENS' TIME

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

ITEM 5 – FOR CONSIDERATION

A. Administrative Monthly Report (will be distributed once compiled)
B. Old Business
    1. Radio Readiness Program Update (page 4)
    2. Tyler Public Safety System Upgrade 26.3 SP1
    3. Unknown Accident – Crash Notification (Notify)
C. New Business
    1. Collaborative Drone First Responder Program
        a. Chagrin Valley Dispatch – Program Inquiry (pages 5-7)
        b. Montgomery County (MD) – Program Inquiry (pages 8-12)
    2. 2027 Meeting Dates (page 13)

ITEM 6 – OTHER ITEMS

A. Announcements and Member Comments
B. Next Regular Meeting – January 6th, 2027

ITEM 7 – ADJOURNMENT

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

MEETING MINUTES

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

ITEM 1 – **CALL TO ORDER**

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

ITEM 2 –**ROLL CALL**

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

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

ITEM 3 – **APPROVAL OF MEETING MINUTES**

A. July 1– Regular Meeting

"Motion by Mr. Bishop, second by Mr. McGregor to approve the minutes for the July 1, 2026, Regular Meeting as presented."

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

ITEM 4 - **CITIZENS TIME**

There was none.

ITEM 5 – **FOR CONSIDERATION**

A. Administrative Monthly Report

Mr. Troyer stated the report would be completed and distributed soon. He had nothing to note at the time.

B. Old Business

1. Radio Readiness Program Updates

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

DRAFT

C. New Business

1. Drone Units and CAD Integration

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

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

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

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

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

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

2. Unknown Accident – Crash Notification (Notify)

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

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

3. Tyler Public Safety System Upgrade 26.3 SPI
    a. September 3 – Test Environment
    b. October 27 – Production Environment

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

DRAFT

ITEM 6 – **OTHER ITEMS**

A. Announcements and Member Comments

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

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

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

B. Next Meeting

The next regular scheduled Technical Advisory Committee meeting will be Wednesday, November 4, 2026, at 10:00 am, and will be held in the Chief Switalski Meeting Room at KCCDA, 7040 Stadium Drive, Kalamazoo, MI 49009.

ITEM 7 - **ADJOURNMENT**

The meeting adjourned at 11:00 a.m.

DRAFT

Radio Readiness Program - Executed MOU Amounts

DATE	AGENCY	RESERVED AMOUNT	PROJECT TOTAL
3/27/2026	Augusta PD	$25,500	$25,500
4/16/2026	Oshtemo Twp FD	$255,820	$281,320
4/6/2026	Schoolcraft PD	$47,925	$329,245
4/27/2026	KCMCA	$75,510	$404,755
5/4/2026	TKPD	$208,860	$613,615
5/4/2026	TKFD	$344,250	$957,865
5/4/2026	Ross Augusta FD	$169,907	$1,127,772
5/5/2026	Parchment FD	$16,875	$1,144,647
5/7/2026	PDPS	$271,800	$1,416,447
5/7/2026	Alamo Twp FD	$150,850	$1,567,297
5/18/2026	Cooper Twp FD	$168,522	$1,735,819
5/19/2026	Vicksburg PD	$48,600	$1,784,419
5/28/2026	Richland PD	$23,550	$1,807,969
5/29/2026	SKCFA	$186,125	$1,994,094
5/29/2026	Comstock FD	$361,765	$2,355,859
5/29/2026	Galesburg Charleston FD	$119,325	$2,475,184
6/2/2026	KDPS	$1,107,210	$3,582,394
6/3/2026	Richland Twp FD	$185,050	$3,767,444
6/5/2026	Pavillion Twp FD	$164,700	$3,932,144
6/8/2026	Ross Township PD	$10,790	*$3,778,234*
10/15/2026	WMU Public Safety	$221,175	*$4,153,319*
10/16/2026	Climax Township FD	$114,043	$4,267,362
10/16/2026	Texas Township FD	$162,375	$4,429,737
			$4,429,737
			$4,429,737
	KCCDA	$200,000	$4,629,737
			$4,629,737

Agencies without Executed MOU's

	AGENCY	ESTIMATED AMOUNT	PROJECT REMAINING
Mtg Complete/MOU Sent	Airport Fire Rescue	$31,000	-$31,000
Mtg Complete/MOU Sent	KCSO	$1,019,000	-$1,050,000
	KVCC Public Safety	$87,150	-$1,137,150
	MSP - Paw Paw	$183,000	-$1,320,150

From: Nick DiCicco
To: Jeff Troyer
Subject: RE: DFR Program Inquiry
Date: Sunday, October 25, 2026 14:55:18

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.

Jeff,

Sorry for the delay… See below.

Let me know how I can help.

Nick

From: Jeff Troyer <JTroyer@kccda911.org>
Sent: Thursday, October 22, 2026 14:32
To: Nick DiCicco <DiCiccoN@cvdispatch.com>
Subject: Re: DFR Program Inquiry

[**!!WARNING!!:** This email originated outside of this email system. DO NOT CLICK links or attachments unless you recognize the sender and know the content is safe.]

Director DiCicco,

I hope this email finds you well. I just wanted to check and see if you had five minutes to answer the questions below.

Thanks in advance for your consideration.

Get Outlook for iOS

From: Jeff Troyer <JTroyer@kccda911.org>
Sent: Friday, October 16, 2026 12:30 PM
To: diciccon@cvdispatch.com <diciccon@cvdispatch.com>
Subject: DFR Program Inquiry

Good afternoon, Director DiCicco, and happy Friday!

I'm conducting some initial research into countywide, regional, and multi-jurisdictional

Drone First Responder (DFR) programs operated through dispatch centers. My understanding is that your center has implemented a program of this nature, and I was hoping you—or someone on your team—might be willing to share some high-level information about your experience.

- We are just about ready to go. Last few devices are getting installed.
- I reached out to Flock, Brinc and Skydio and asked for 3 aircraft from each vendor and then asked for a 12-month trial. Everyone agreed bu Skydio.
- We have 4 of the 6 installed and are going thru training now

We're in the early stages of exploring whether a similar program would be a feasible option for our agency, so I'm not looking for any detailed or sensitive information at this point. If you're able to provide some insight into the following questions, I would greatly appreciate it:

- **Implementation:** When did your DFR program go live? - Hopefull Mid November
- **Coverage area:** Approximately how many square miles does the program serve? Nowhere near what we need but 6 aircraft with an area of 7 sq ml each.
- **Drone deployment:** How many drones are currently integrated into the program? - 6
- **Startup costs:** What was the approximate initial investment, including drones, software and applications, pilot training, and other associated costs? - So far, zero. Each agency that is 'hosting' the device had to make sure there was data and electrical on their roof tops but they were completed by in-house service departments.
- **Recurring costs:** What are the estimated ongoing annual costs to operate the program? - Each aircraft is $50k per year. I then budgeted $250k for pilots.
- **Dispatch staff feedback:** How have dispatchers responded to the program, and what has their overall experience been? - We are finishing construction on our new facility. We currently have 4 individual PSAP's and are migrating to one unified center. Once we are there, supervisors will be able to auto launch and fly. I am also hiring pilots from our agencies that have their 107 on a part time basis and let them fly during peak times.
- **Lessons learned:** Looking back, are there any challenges, unexpected costs, or lessons learned that you would recommend considering when evaluating or implementing a similar program? - Nothing yet but we have really not started the actual flying yet.

Any information you're willing to share would be extremely helpful as we begin

evaluating the feasibility of this type of program. I appreciate your time and any guidance you or your team can provide.

Thank you in advance, and I hope you have a wonderful weekend!

Best Regards,

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

Jeff Troyer

Subject: FW: DFR Program

From: Innocenti, Jeffrey Patrick <Jeffrey.Innocenti@montgomerycountymd.gov>
Sent: Tuesday, October 27, 2026 12:01
To: Jeff Troyer <JTroyer@kccda911.org>
Subject: Re: DFR Program

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.

How about Monday at 9:00 am?

Lieutenant Jeff Innocenti

Deputy Director

Operational Intelligence Division

100 Edison Park Drive

Gaithersburg, Maryland 20878

From: Jeff Troyer <JTroyer@kccda911.org>
Sent: Tuesday, October 27, 2026 8:25 AM
To: Innocenti, Jeffrey Patrick <Jeffrey.Innocenti@montgomerycountymd.gov>
Subject: RE: DFR Program

[EXTERNAL EMAIL]

I am open most of the day on Monday. If you have availability, I will make it work.

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: Innocenti, Jeffrey Patrick <Jeffrey.Innocenti@montgomerycountymd.gov>
Sent: Tuesday, October 27, 2026 07:56
To: Jeff Troyer <JTroyer@kccda911.org>
Subject: Re: DFR Program

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 morning,

This week might be tough…we have a lot going on. Do you have some time at the beginning of next week?

Lieutenant Jeff Innocenti
Deputy Director
Operational Intelligence Division
100 Edison Park Drive
Gaithersburg, Maryland 20878

From: Jeff Troyer <JTroyer@kccda911.org>
Sent: Tuesday, October 27, 2026 7:40 AM
To: Innocenti, Jeffrey Patrick <Jeffrey.Innocenti@montgomerycountymd.gov>
Subject: RE: DFR Program

[EXTERNAL EMAIL]

Thank you, Lt. Innocenti. Do you have any time for a short virtual meeting on Thursday between 9 and 11 a.m. (EST) or 1:30 to 3:00 p.m.?

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: Innocenti, Jeffrey Patrick <Jeffrey.Innocenti@montgomerycountymd.gov>
Sent: Monday, October 26, 2026 10:05
To: Jeff Troyer <JTroyer@kccda911.org>
Subject: DFR Program

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 morning,

I am in charge of our DFR program, although it is not run through our dispatch center. I would be happy to discuss our program whenever you are available.

Jeff

Lieutenant Jeff Innocenti
Deputy Director
Operational Intelligence Division
100 Edison Park Drive
Gaithersburg, Maryland 20878

From: Jeff Troyer <JTroyer@kccda911.org>
Sent: Monday, October 19, 2026 10:12 AM
To: Reidy-Hall, Jennifer <Jennifer.ReidyHall@montgomerycountymd.gov>
Subject: DFR Program Inquiry

> You don't often get email from jtroyer@kccda911.org. Learn why this is important

[EXTERNAL EMAIL]
Good morning, Director Reidy-Hall!

I'm conducting some initial research into countywide, regional, and multi-jurisdictional Drone First Responder (DFR) programs operated through dispatch centers. My understanding is that your department, Montgomery County Police Department, has implemented a program of this nature, and I was hoping you—or someone on your team—might be willing to share some high-level information about your experience.

We're in the early stages of exploring whether a similar program would be a feasible option for our agency, so I'm not looking for any detailed or sensitive information at this point. If you're able to provide some insight into the following questions, I would greatly appreciate it:

- **Implementation:** When did your DFR program go live?
  May of 2026 – Program is run from the Montgomery County (Maryland) Joint Operations Center with Law Enforcement, Fire, and Emergency Management.
- **Coverage area:** Approximately how many square miles does the program serve?
  500 Square Miles – cannot cover everything from 6 locations but are hoping to add four more.
- **Drone deployment:** How many drones are currently integrated into the program?
  12 docked Skydio drones at 6 different locations. Looking to add 4 more locations (8 drones) this next year for a total of 10 launch locations. All locations have two drones to overlap for prolonged events and all are equipped with spotlights and infrared cameras.
- **Startup costs:** What was the approximate initial investment, including drones, software and applications, pilot training, and other associated costs?

5-Year Agreement totaled $2.6 million. The cost of the launch site infrastructure – electrical, ISP, etc. – was much more expensive than they anticipated.

- **Recurring costs:** What are the estimated ongoing annual costs to operate the program?

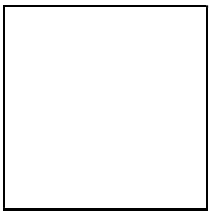
- **Dispatch Involvement:** Are the drones deployed by dispatch or if not, by whom?
  No – the drones are piloted by the Montgomery County JOC. 7 FT pilot positions some sworn and some non-sworn individuals.
- **Dispatch staff feedback:** How have dispatchers responded to the program, and what has their overall experience been?
  Dispatch is not involved but everyone keeps finding advantages to the program. It's proven to be a very good de-escalation tool for crowds, investigative and tactical tool, and fire personnel use it frequently to determine heat sources.
- **Lessons learned:** Looking back, are there any challenges, unexpected costs, or lessons learned that you would recommend considering when evaluating or implementing a similar program?
  Public transparency is essential – they post all flight tracks on their public facing website along with the type of incident the drone was responding to. Have good policies including general surveillance, where the drone camera is pointing (at the horizon) when responding to an incident, and have a good way to track the number of incidents a drone is able to clear without having a public safety resource physically respond to the area or clear up by simply calling the original caller back because "…we checked the area with our drone and we don't see the vehicle still parked there. Do you still want someone to make contact with you or can we clear it and you just call us back if it comes back?"

Any information you're willing to share would be extremely helpful as we begin evaluating the feasibility of this type of program. I appreciate your time and any guidance you or your team can provide.

Thank you in advance!

Best Regards,

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



Kalamazoo County Consolidated Dispatch Authority

2027 Technical Advisory Committee – Meeting Dates

All meetings of the Kalamazoo County Consolidated Dispatch Authority Technical Advisory Committee will be held at 10:00 a.m. at the Kalamazoo County Consolidated Dispatch Authority (7040 Stadium Drive, Kalamazoo, MI) in the Chief Switalski Meeting Room.

The following are the regular meeting dates for 2027:

January 6th	**March 3rd**
May 5th	**July 7th**
September 1st	**November 3rd**

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 tab. Completed agenda request forms shall be accompanied by information that substantiates and justifies the request. Lack of this information may cause a delay in your request being acted upon by the Technical Advisory Committee. Agenda requests for the Technical Advisory Committee must be received by 9:00 a.m. on Friday 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.