



MEETING MINUTES for

Kalamazoo County Consolidated Dispatch Authority TECHNICAL ADVISORY COMMITTEE January 8, 2019 – Regular Meeting

ITEM 1 – CALL TO ORDER

The Regular Meeting of the Technical Advisory Committee was called to order by Chief Karianne Thomas at 10:00 a.m. in the Chief Switalski Meeting Room, Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo, Michigan on January 8, 2019.

ITEM 2 – ROLL CALL

Members Present: Karianne Thomas (KDPS), Jeff Christensen (KCSO), Daniel Mills (PDPS), Scott Merlo (WMUPD), Jerry Luedeking (KCFCA), Bryan Ergang (KTPD); Scott Sholander (MSP)

Others Present: Ryan McGregor, Chip Everett, Richard Ives, Scott Boling, Chris Franks, Jim Sandlin, Jeff Troyer, Torie Rose, Jon Moored, Marty Ftacek, Chris McComb

ITEM 3 – APPROVAL OF MEETING MINUTES

“Motion by Mr. Ergang, second by Mr. Merlo to approve the minutes of the December 4, 2019 Technical Advisory Committee meeting with the amendment of Mr. McGregor’s name being changed from MacGregor to McGregor.”

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

ITEM 4 – CITIZEN’S TIME

There was none.

ITEM 5 – FOR CONSIDERATION

A. Administration’s Monthly Report from Jeff Troyer

Mr. Troyer reviewed the Administrative Report distributed in the meeting packet. He noted he will be moving to a monthly report, so the same report goes to TAC and the Board.

B. Old Business

1. Non-Emergency Incident Dispatch Procedures – How are the changes working?

No major issues noted.

2. UPDATE – Secretary of State Gender Changes (LEIN Queries)

Mr. Troyer stated there has not a lot of movement on this change. Core has agreed to create the option to allow agencies to select “unknown gender” and that will auto-drill a query. There is a CJIS Board meeting coming up to discuss the matter.

3. Nature Code Changes – Rescue–Medicals and Unknown/PI Accidents

Mr. Troyer stated he talked about this change last month. It was rolled out to the Dispatch staff on December 30, but we ran into an issue with the three new nature codes not exporting correctly into ImageTrend. We have tested them, and the issue has been resolved as of this morning. The unknown and PI accidents are now two separate incident types. We also have PI entrapment.

C. New Business

1. CAD EMS Agency Buildout

Mr. Troyer stated the EMS agencies are not built out in CAD because we don't use the EMS side of CAD. With the Life CAD to CAD interface going live and deploying licenses in the EMS centers, EMS will be built out and tested first with WMUPD. This will hopefully resolve the Priority 3 issues with their agency. We have a backlog of fire run card changes that we are working to roll out this week and are hopeful to start the EMS build out next week. It will be a large task because it must be built on the test side first.

2. REVISED SOP 02.07 – Requests for Subscriber Information

Ms. Rose presented the revised SOP that was updated to reflect what was talked about in the Law Comm Ops meeting. She stated she will implement the changes today if approved.

Mr. Troyer noted this clarifies when agencies request a ping, the dispatchers will initiate. We will request the ping using the information given by the officer.

Ms. Thomas stated she thinks this meets exactly what they talked about in Law Comm Ops.

3. General Radio Communications

Ms. Rose stated there are certain key things dispatchers hear that cue them to check their board. She encouraged agencies to have their officers call out their activities as well as putting themselves on the call on their mobile. On the fire side, firefighters are not calling enroute, so the dispatchers are not cued to give updated information on the call. She asked that units call enroute. We are also requesting stations to let dispatcher know if the stations are available.

Mr. Luedecking stated the two-minute timer will be discussed at Fire Chiefs Meeting tonight.

Mr. Troyer noted the two-minute timer was not a decision made by dispatch. That was made by the Fire Comm Ops group, then approved by TAC.

4. MPSCS Encryption

Mr. Troyer stated he wanted to make sure everyone is aware that at the last State 911 meeting, MSP brought up that MPSCS is looking to limit encryption ability and standardize the encryption method. A recommendation for encryption and best practices has gone out from the Interoperability Board. The recommendation is not what we currently use and is the most expensive option. He will keep everyone updated, as it could impact how we conduct business here in the county. It has been discussed at MPSCS and the Interoperability Board. There are issues occurring all over the state and we've seen complications with encryption when some of our channels are patched and MSP can't communicate. There has been no directive yet, but we need to keep an eye on it.

5. Updating Staged EMS Units

Mr. Troyer stated that during the KCMCA/KCCDA and EMS provider meeting, there were concerns from the EMS providers about incidents where EMS is staged then not needed and not cleared. They requested that the issue be brought up in TAC and ask agencies to remind field units that if it's determined EMS is not needed, please let dispatch know so they can clear them.

D. Other Items

1. Member Comments

Mr. Christensen stated that Michelle Greenlee is at the FBI academy for the next few months. He asked that he replace her on all committees and noted that anything to do with dispatch will go through him and Mr. Sandlin.

Ms. Thomas stated there should be a Law Comm Ops regular meeting every other month.

Mr. Troyer stated he would send an email to confirm who is designated to attend the meeting then will schedule. He noted that the representation of each agency is named in the Bylaws, but the agencies name their designees.

Mr. Troyer stated the Sheriff's Office handed him a two-page document right before the meeting started listing ten concerns they had. Once he can review, a response will be presented. The concerns raised are:

- a. Failure to provide accurate and timely information
- b. Failure to provide real time updates
- c. Failure to provide interdepartmental information for in progress events
- d. Failure to dispatch
- e. Failure to monitor status/know officers' location/recognize specialty units
- f. Failure to understand time and distance for out county areas
- g. Failure to know jurisdictional areas
- h. Failure to understand operational differences between agencies
- i. Call sign numbers
- j. Lack of staffing

2. Next Meeting

The next Technical Advisory Board meeting is scheduled for Wednesday, February 5, 2020 and will be held in the Chief Switalski Meeting Room at KCCDA, 7040 Stadium Drive, Kalamazoo, MI 49009.

3. Adjournment

The meeting was adjourned at 10:53.