



## **MEETING MINUTES for**

### **Kalamazoo County Consolidated Dispatch Authority TECHNICAL ADVISORY COMMITTEE March 4, 2020 – Regular Meeting**

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#### **ITEM 1 – CALL TO ORDER**

The Regular Meeting of the Technical Advisory Committee was called to order by Chief Bryan Ergang at 2:00 p.m. in the Chief Switalski Meeting Room, Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo, Michigan on March 4, 2020.

#### **ITEM 2 – ROLL CALL**

Members Present: Scott Boling (KDPS), Bryan Ergang (KTPD), Nicholas Arnold (PDPS), Jeff Christensen (KCSO), Scott Merlo (WMUPD), Craig Dieringer (KCMCA), Chad Tackett (KCFCA)

Others Present: Ryan McGregor, Chris Franks, Jim Sandlin, Richard Ives, Bill Irwin (Motorola), Daniel Mills, Jeff Troyer, Jon Moored, Marty Ftacek, Sarah Clark, Chris McComb

#### **ITEM 3 – APPROVAL OF MEETING MINUTES**

“Motion by Mr. Boling, second by Mr. Arnold to approve the minutes of the February 10, 2020 Technical Advisory Committee meeting as presented.”

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 presented a new wait time ring report which is reflective of call answering times for 911 calls. He noted it was too close to month end to have the statistical report, but he will distribute them as soon as they are available.

Mr. Ergang noted he likes the Accolades and Complaints Log.

Mr. Troyer stated the dispatchers take 12 to 13,000 calls per month. We are going to handle a few incorrectly. We know when we’ve made mistakes and we address them so we can improve.

##### **B. Old Business**

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

No major issues noted.

## 2. UPDATE – MPSCS Encryption

Mr. Troyer stated he has not heard anything new. The Interoperability Board is meeting on March 10. He is planning to go and will provide comment, noting that no law enforcement in our county wants to have no encryption.

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

Mr. Troyer stated that he has no new information. He has reached out to Core Technologies and they are still working on it. They had a set back with a test agency and Core asked if KCCDA wanted to be a test agency, but he declined.

## 4. UPDATE – CAD EMS Agency Buildout

Mr. Troyer stated staff spent quite a bit of time testing and understanding the change in process from a call taking and dispatch perspective. We run into challenges separating things for some agencies and not for others. We need to allow EMS agencies to get a resource into their center to alleviate from verbally repeating the phone number and address of the caller. We can alleviate twenty to thirty seconds from all medical calls. We had talked about mobile licenses in their centers but are now looking at CAD Web viewer. We have moved it out of the test side of CAD and building as much as possible into production. There will be some CAD configuration that will need to be completed on the day of implementation. We are currently only working with Pride and Life but Mr. Troyer intends on reaching out to Lifecare next week. We have developed a call flow process that will work for all of us. We will have to go back and physically retrain all of our employees on the process because it is a big change. It will also eliminate a call to EMS when there is not a caller on the line to transfer to the ambulance company for EMD.

### C. New Business

#### 1. SOP 04.04 – Emergency Evacuation, Withdraw and Abandon

Mr. Troyer requested permission from Mr. Ergang to address both SOPs at the same time. Mr. Ergang agreed.

#### 2. SOP 04.05 – Fire Ground Terminology

Mr. Troyer stated these two SOPs were discussed at the Fire Comm Ops workgroup meeting. The first outlines dispatcher expectations if fire crews have an emergency evacuation, withdraw or abandon. The second defines a several fire ground terms that are often used by departments. Fire Comm Ops approved the policies and recommend approval

Boling, mcgregor to approve both. Carried

“Motion by Mr. Boling, second by Mr. McGregor to approve SOPs 04.04 and 04.05”

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

### D. Other Items

#### 1. Member Comments

There was none.

2. Next Meeting

The next Technical Advisory Board meeting is scheduled for Wednesday, April 1, 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 10:21.