



MEETING MINUTES for

Kalamazoo County Consolidated Dispatch Authority TECHNICAL ADVISORY COMMITTEE July 6, 2022 – Regular Meeting

ITEM 1 – CALL TO ORDER

The Regular Meeting of the Technical Advisory Committee was called to order by Chief Bryan Ergang at 10:00 a.m. on Wednesday, July 6, 2022, in the Chief Switalski Meeting Room at Kalamazoo County Consolidated Dispatch Authority, 7040 Stadium Drive, Kalamazoo, Michigan.

ITEM 2 –ROLL CALL

Members Present: Matt Huber (KDPS), Bryan Ergang (KTPD), Scott Ernstes (MSP), Nick Arnold (PDPS), Scott Merlo (WMUPD), Craig Dieringer (KCMCA), Gerry Leudecking (KCFCA)

Others Present: Chris Franks, Ryan McGregor, Matt Beauchamp, Jeff Troyer, Torie Rose, Marty Ftacek, Chris McComb

ITEM 3 - APPROVAL OF MEETING MINUTES

A. May 4, 2022 – Regular Meeting

“Motion by Mr. Merlo, second by Mr. Arnold to approve the May 4, 2022, Regular Meeting Minutes as presented.”

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

ITEM 4 – CITIZEN’S TIME

There were no citizen comments.

ITEM 5 - FOR CONSIDERATION

A. Administrative Monthly Report

Mr. Troyer stated a short system demo has been scheduled during the next meeting. Prepared is a newer company bringing live stream video into the dispatch center and it is starting to become popular. The live stream is Dispatcher initiated and is provided at no cost to dispatch centers. They recover costs by charging field units to view the same footage. Video is kept according to our retention cycle. There are a couple of PSAPs in Michigan rolling it out now, but we want TAC to see it before we decide.

B. Old Business

1. MPSCS Kalamazoo Subsystem Project Update

Mr. Troyer stated power has been delivered to the WMU site and the power is done at Augusta, so both are ready to go. We are still waiting for power in Portage and in Oshtemo, but they will start installing site equipment. The transformers are on back order. We are still on target for the end of the year but with backorders and delays it’s up in the air.

Mr. Troyer presented the integration agreements, noting that terminology was added requiring MPSCS to notify us of non-public safety users who apply for access to the system. He stated there has been a lot of discussion on these agreements. In part two of the integration agreement, Exhibit 2.C, we requested a 5% cap on monitoring fees and MPSCS has requested a clause for exigent circumstances. This is the only thing that is not finalized. Mr. Troyer requested the Committee to support either language so the agreements can be sent to the Board next week.

“Motion by Mr. Huber, second by Mr. McGregor to support and recommend to the Board the Michigan’s Public Safety Communications System Integration Agreements as presented.”

On a voice vote, MOTION CARRIED.

2. EMS Staging (Request from EMS to not send them until LE official is enroute)

Mr. Troyer stated that at the last KCMCA meeting, it was brought up that the EMS agencies are not happy with how long they are staging. They have requested we not send EMS until a law enforcement officer is enroute. Medical Control has asked us to look at it again.

The Committee held discussion and agreed their recommendation is for KCCDA to continue current process and encourage EMS agencies/ambulances staged to contact KCCDA via radio after ten minutes of staging to see if it’s clear to enter or if they are still needed.

Discussion also occurred around ME requests. It was clarified that any agency – law enforcement, fire or EMS – can request an ME.

C. New Business

1. Tyler Technologies System Environment – Outages/Instability since mid-May

Mr. Troyer stated the center has been having problems with corrupt databases and every three or four days the entire environment goes down. Staff has been working with Tyler to identify issues. They have made recommendations and moved some interfaces to another server. Staff also took the CAD Webviewer to the newest version. There have been several conversations about the process and hopefully this will stabilize the system. We are keeping our options open for other systems.

2. CAD Incidents

Mr. Troyer stated there is a system-wide configuration in CAD where if you initiate an incident then add another incident to the call, it uses the original time for the second incident instead of using the new time. We can modify it so it will use the current time for any additional incidents that are added. No down sides have been identified but it can be changed back if any are found. Mr. Troyer advised they would make the change first on the Test side of CAD to see how it functions.

3. CAD Nature Code: Rescue-Medical ECHO

Mr. Troyer advised they’ve been working on implementation of a Rescue-Medical ECHO nature code. There are only three types of calls that will generate the ECHO nature code, which will put the call out to more agencies. They are still working on specifics and have not decided where the information will be

disbursed but there will be no tones on law dispatch channels/talkgroups; just a general announcement for the highest priority calls.

4. Administrative/Non-Emergency Telephone Calls

Mr. Troyer presented a general call list that the State 911 Committee put together. He stated there is only one center in the state that receives more non-emergency/administrative calls than KCCDA. We may be reaching out to agencies with recommendations for changes to their phone systems to help us lower the number of administrative calls that do not pertain to KCCDA. There is no reason we should be second in the state for the number of calls.

ITEM 6 – **OTHER ITEMS**

A. Announcements and Member Comments

Mr. Leudecking stated he likes the idea of community health and disposition codes.

1. Next Meeting

The next Technical Advisory Board meeting will be Wednesday, September 7, 2022, at 10 am, and will be held in the Chief Switalski Meeting Room at KCCDA, 7040 Stadium Drive, Kalamazoo, MI 49009.

2. Adjournment

The meeting was adjourned at 11:18 a.m.