



NOTICE and AGENDA for **Kalamazoo County Consolidated Dispatch Authority** **Technical Advisory Committee** **January 10, 2024**

PLEASE TAKE NOTICE that a REGULAR Meeting of the Kalamazoo County Consolidated Dispatch Authority Technical Advisory Committee will be held on **Wednesday, January 10th** 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 <i>Scott Merlo, Chairperson</i> | Michigan State Police <i>Scott Ernstes, Vice-Chairperson</i> | |
| Kalamazoo Department of Public Safety | Kalamazoo County Sheriff's Office | |
| Township of Kalamazoo Police Department | Portage Department of Public Safety | |
| Kalamazoo County Medical Control Authority | Kalamazoo County Fire Chiefs Association | |

ITEM 3 – ORGANIZATIONAL ITEMS

- A. Election of Chairperson
- B. Election of Vice-Chairperson

ITEM 4 – APPROVAL OF MEETING MINUTES

- A. Regular Meeting Minutes from November 1st, 2023

ITEM 5 – CITIZENS' TIME

The Committee welcome 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 at the podium and state your full name and address for the record. Each member of the public is limited to four minutes or less.

ITEM 6 – FOR CONSIDERATION

- A. Administrative Monthly Report
- B. Old Business
 - 1. UPDATE: Conditions and Orders
 - 2. UPDATE: CAD and Mobile System RFP
- C. New Business
 - 1. MDOC Talkgroup Request
 - 2. New SOP 09.06 - Mass Casualty Incident

ITEM 7 – OTHER ITEMS

- D. Announcements and Member Comments
- E. Next Meeting – March 6th, 2024

ITEM 8 – ADJOURNMENT



MEETING MINUTES for

Kalamazoo County Consolidated Dispatch Authority TECHNICAL ADVISORY COMMITTEE November 1, 2023 – Regular Meeting

ITEM 1 – CALL TO ORDER

The Regular Meeting of the Technical Advisory Committee was called to order by Chief Scott Merlo at 10:00 a.m. on Wednesday, November 1, 2023, 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), Bryan Ergang (KTPD), Craig Dieringer (KCMCA), Jeff Christensen (KCSO), Arnold (PDPS), Gerry Luedecking (KCFCA)

Others Present: Ryan McGregor, Steve Stryd, Chip Everett, Chris Franks, Jeff Troyer, Torie Rose, Marty Ftacek, Justin Johnson, and Chris McComb

ITEM 3 – APPROVAL OF MEETING MINUTES

A. Regular Meeting Minutes from September 6, 2023

“Motion by Mr. Arnold, second by Mr. Huber to approve the Regular Meeting Minutes from September 6, 2023, 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 written report would be sent out later but most of the information will be covered in Old or New Business.

B. Old Business

1. Video & Picture Application – INdigital Agreement

Mr. Troyer stated the Committee has viewed demos for Prepared Live and Carbyne as a solution for getting live stream video and pictures into the dispatch center. Prepared Live now has an agreement with INdigital and they can integrate text-to-911 into Prepared making it a single solution instead of separate. Mr. Troyer recommended approval of a draft amendment to the existing agreement with INdigital. At this time, it is unknown how much we will use the pictures or video but it’s definitely another tool at the dispatcher’s disposal.

“Motion by Mr. Arnold, supported by Mr. McGregor to approve the amendment to the agreement with INdigital to include the Prepared Live video and picture application as presented.”

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

2. Update: Conditions and Orders

Mr. Troyer stated a letter was drafted to the Board of Commissioners after the last TAC meeting. Fast forward a few weeks and he and Mr. Ernstes attended a YWCA domestic violence meeting where conditions/orders were discussed. The primary safety concerns about the entry of these conditions and orders are victims of domestic violence. The YWCA group was also interested in sending letters to the Board of Commissioners. Soon after the YWCA meeting, Mr. Troyer had a conversation with County Administration, and they've made progress with the courts. Therefore, Mr. Troyer recommended the Committee hold off on sending the letter and allow County Administration to continue to work on the issue. The Committee agreed to pause all actions as long as progress continues.

3. Unified Communications Plan

Mr. Troyer stated the plan was created by a smaller workgroup, with all groups represented, in three meetings. The group has identified unencrypted talkgroups where everyone can communicate in the event of a large incident involving multiple disciplines and/or multiple jurisdictions. There are three levels of talkgroups, required, highly recommended, and recommended. It's going to take a while to get these talkgroups in radios throughout the County, but this is a good start. This has been discussed with both communication/operations workgroups. There is an MOU for using simulcast subsystem credits that Dispatch has, and any agency directly dispatched by KCCDA can request to use them but the required talkgroups must be in the radio template.

“Motion by Mr. Huber, supported by Mr. Arnold to approve the Unified Communications Plan as presented.”

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

4. Joint Request for Proposal – CAD and Mobile, LERMS, and JMS

Mr. Troyer stated the pre-bid meeting was held at Dispatch and was well attended. The written questions from vendors have come through and Dispatch is done with our piece of it. Responses to questions are due Monday then Proposals are due December 9. Summaries will be presented at the next meeting.

C. New Business

1. Tyler Technology/New World Upgrade

Mr. Troyer stated we have not gone through a quicker upgrade. There were bits and pieces that took a little longer and Tyler is still working on the reporting database and server because it failed to take the upgrade. He noted that PC-based mobiles do not show AVL and that has been made a priority by Tyler.

2. DHS FPS Service – Request for Access to LE Primary Dispatch Talkgroups

Mr. Troyer stated he received two requests for access to LE talkgroups. DHS FPS is dedicated to the Federal courthouse, but he recommended interoperability access to the three primary LE talkgroups because they travel across the state.

“Motion by Mr. Ergang, supported by Mr. Huber to approve the DHS FPS Service request for access to LE Primary Dispatch Talkgroups as presented.”

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

Mr. Troyer stated that the VA Police Department submitted a request for access to 39P911, TAC channels and common talkgroups plus requested their talkgroups be added to the simulcast subsystem. Mr. Troyer recommended an approval like the request from DHS FPS. Their talkgroups are not used much, other than hourly status checks to home office in Wyoming.

“Motion by Mr. Christensen, supported by Mr. Ergang to approve the VA Police Department’s request for access to LE Primary Dispatch Talkgroups as presented.”

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

3. 2024 TAC Meeting Dates

Mr. Troyer presented the 2024 TAC meeting dates, noting that the January and July meetings will be moved to the second week of the month because of the holidays.

“Motion by Mr. Ergang, supported by Mr. Huber to approve the 2024 TAC meeting dates as presented.”

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

ITEM 6 – OTHER ITEMS

D. Announcements and Member Comments

Mr. Troyer stated that he is currently sending notification emails by blind copy. He asked if that was a preferred method or if everyone would like to be able to see who the emails are going to.

After discussion the committee agreed they would prefer the emails to be sent by blind copy.

E. Next Meeting

The next regular scheduled Technical Advisory Committee meeting will be Wednesday, January 10, 2024, 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

F. Adjournment

The meeting adjourned at 10:51 a.m.

KCCDA Administrative Report

December 2023

(Completed January 8, 2024)

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:

- 57 – Meetings, Video/Telephone Conferences, and Presentations

Tasks and/or Projects

The following are tasks worked on by the KCCDA Administration during this period.

- **2023 CAPITAL IMPROVEMENT PROJECTS**
All 2023 Capital Improvement Projects were completed except for project #7 – Security Camera System Upgrade. This project was not started and is expected to be completed in 2024.
- **COMPUTER AIDED DISPATCH AND MOBILE COMPUTING SYSTEM**
Proposals for the Computer Aided Dispatch (CAD) and Mobile Computing System RFP were due by 3 p.m. on Monday, December 11th. KCCDA received the following proposals:

| | <u>VENDOR</u> | | | |
|---|------------------------------|------------------------|-----------------------|------------------------|
| | <i>Central Square</i> | <i>Geoconex</i> | <i>Hexagon</i> | <i>Motorola</i> |
| Required Core System Software Cost - TOTAL | \$1,331,103 | \$697,858 | \$2,302,811 | \$2,282,862 |
| First 24 Months Maintenance and Support - TOTAL | \$1,827,456 | \$123,914 | \$478,996 | \$200,204 |
| Optional CAD Call for Service Data Conversion | \$65,429 | \$10,500 | \$195,911 | \$183,807 |

The KCCDA CAD Review Team will begin evaluating the proposal details.

- **WEBSITE REDESIGN AND VIDEOS**
KCCDA contracted with Kzoom to redesign our website and to develop two separate videos – one solely for recruiting and the second as an informational piece “A day in the life of a dispatcher”. Kzoom’s videography team was on site December 19th and 20th recording video, conducting interviews, and taking still photos. We anticipate seeing the first version of the website and videos at the end of January.
- **MASS CASUALTY INCIDENT NATURE CODE**
KCCDA has been working with Medical Control and end user agencies over the last several months to develop a method/process to better manage mass casualty incidents (MCI).

The decision was made to develop an MCI nature code and begin building it out in the computer aided dispatch (CAD) system. The first phase of the build-out is complete and will be presented for approval at the January 10th Technical Advisory Committee meeting. KCCDA Systems Support Specialists Ftacek and Johnson have started the second phase of the build-out which consists of building MCI fire run cards for each fire department. It is our goal to have all agencies, except KDPS, built out in CAD before the end of March.

- GOVERNMENT STAKEHOLDERS HOLIDAY LUNCHEON

The annual Government Stakeholders Holiday Luncheon was held on December 6th and was very well attended. A presentation was provided to the group after lunch focusing on KCCDA workload, trends, projects/enhancements made in 2023, and what we will be working on in 2024.

- KCCDA STAFFING

The following is a snapshot of KCCDA staffing levels as of December 8, 2023:

| POSITION/TITLE | Staffing from former PSAPs | POSITIONS Budgeted | POSITIONS Filled | NOTES |
|---------------------|----------------------------|--------------------|------------------|------------------------|
| ECO – I | 0 | 12 | 6 | |
| ECO – II | 28 | 36 | 24 | |
| PT ECO's | 0 | 4 | 8 | 3 are PT Pool/Contract |
| Dispatch Supervisor | 6 | 6 | 6 | |
| TOTAL: | 34 | 58 | 44 | |

ECO II McMillan's last day with KCCDA is January 9th as she will be attending Michigan State Police Academy, and five (5) new ECO I's are anticipated to start on January 24th.

- 2023 FINANCIAL AUDIT

Kruggel Lawton's audit team is scheduled to complete audit site work on Monday, March 11th.

- MONTH END FINANCIALS

The Mercantile Bank checking and Michigan Class investment accounts were reconciled with the general ledger on January 4th.

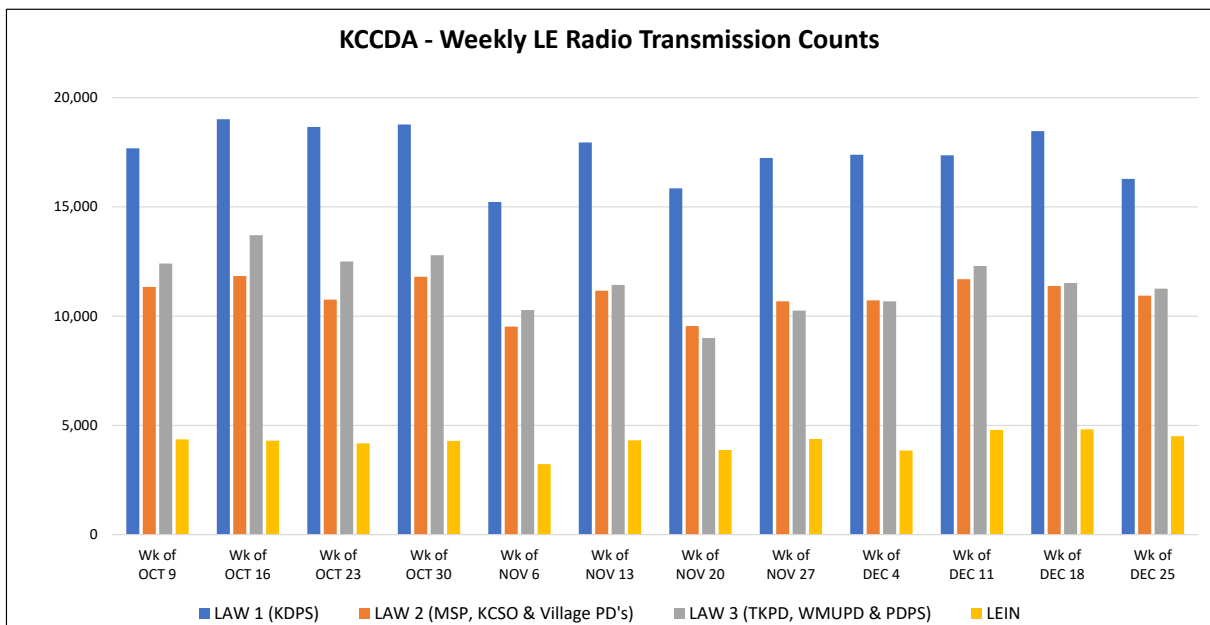
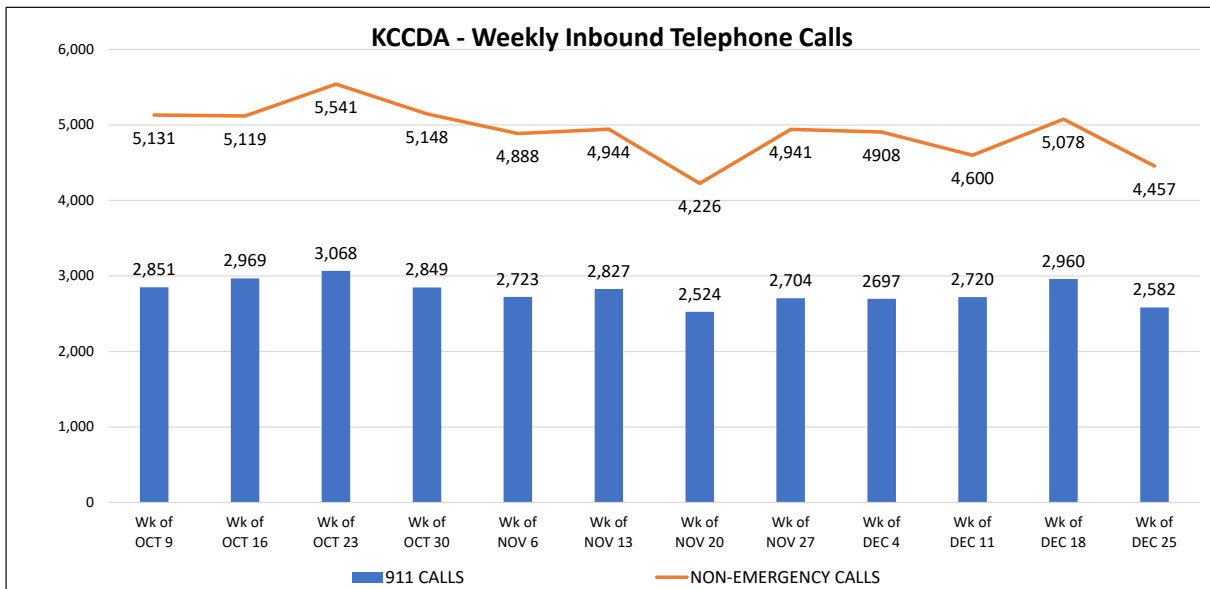
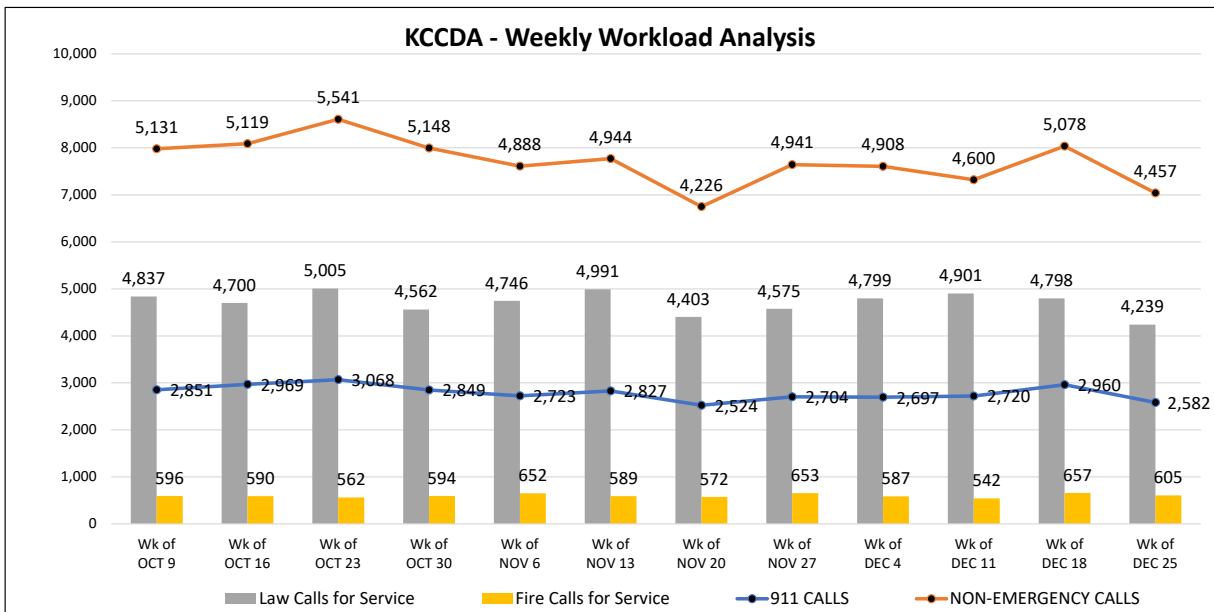
- STATISTICS & METRICS

Attached are several different statistical and performance metrics reports:

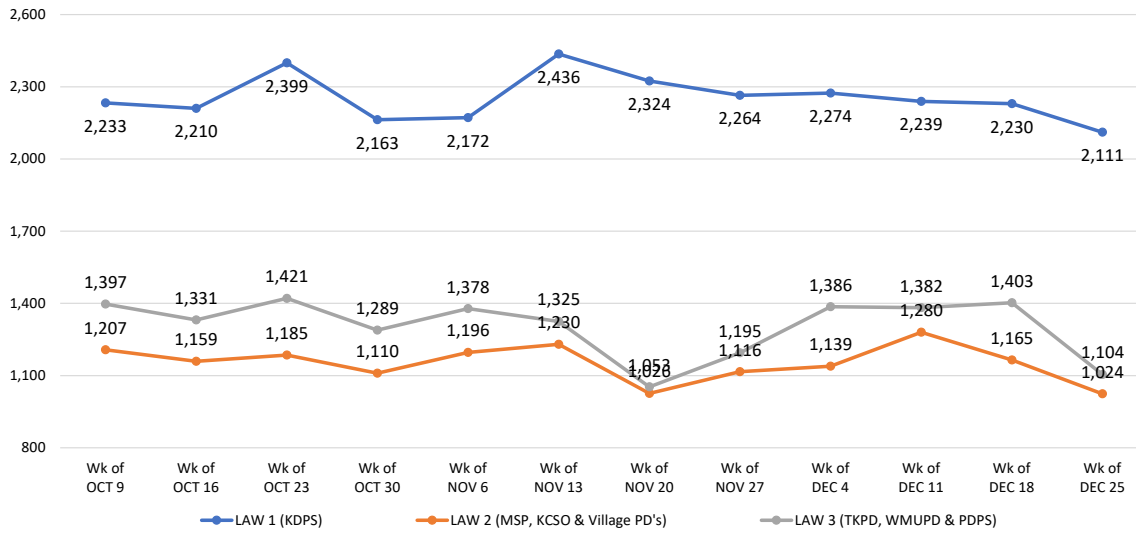
- ✓ Monthly Accolades, Complaints and Suggestions
- ✓ Weekly Workload Graphs
- ✓ 2023 and 2022 Monthly workload statistics
- ✓ 2023 Summary of Incidents Report
- ✓ Emergency Call Wait Time Report

December 2023 - Accolades, Complaints and Suggestions

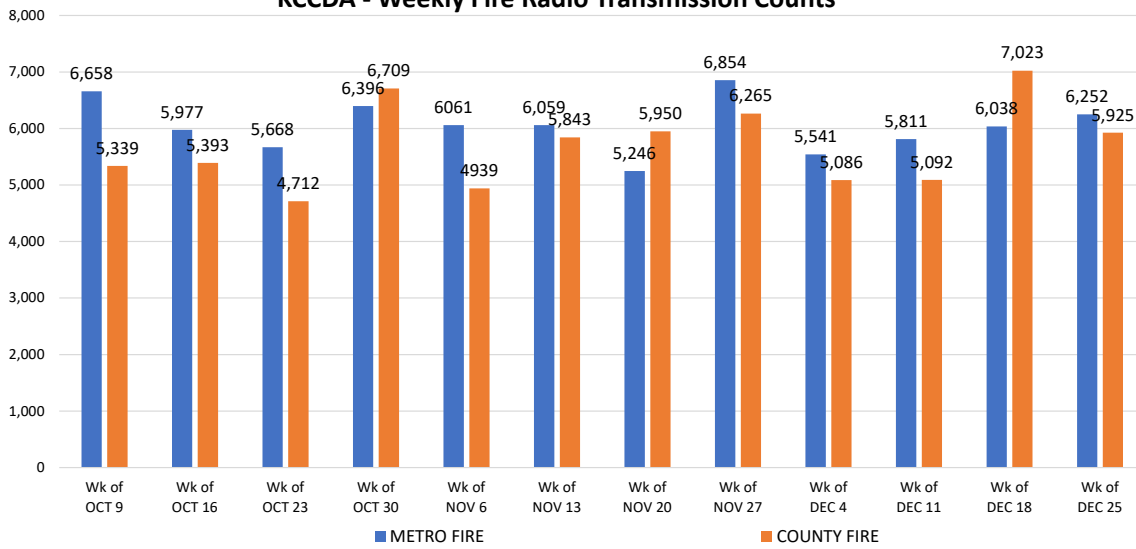
| Date Recvd | Related Dept | Received From | Incident Number | Date of Incident | Chief Accolade, Complaint or Suggestion | Investigative Results | KCCDA Actions (if any) |
|------------|--------------|----------------------|-----------------|------------------|--|---|--|
| 12/1/2023 | Citizen | Laurie Assadi | N/A | 11/24/2023 | Citizen was upset she called in a welfare check for a subject that was in Madison, WI and the call taker told her KCCDA could not help her and she would need to contact Middleville Wisconsin's PD where the subject lives. The caller asked how she would find the phone number and the call taker stated she could google it. She was upset we didn't help her find the number. | DD Rose listened to the phone call. The call taker was professional and polite giving accurate information. | DD Rose did send the call taker a reminder regarding customer service and to maybe take a minute to help find that number if time permits. DD Rose also followed up with Laurie Assadi after reviewing the phone call. |
| 12/14/2023 | Oshtemo FD | Chief McComb/Citizen | CFS 7547 | 11/29/2023 | Email Received from Chief McComb - "On November 29th we ran a call for a possible vehicle fire on North 9th St at Bela Ave. Today, the lady from that call stopped in to give her thanks for our help and the call taker's ability to help her calm down and feel safe. " | | Commendation passed along to ECO Haworth who took the call. |



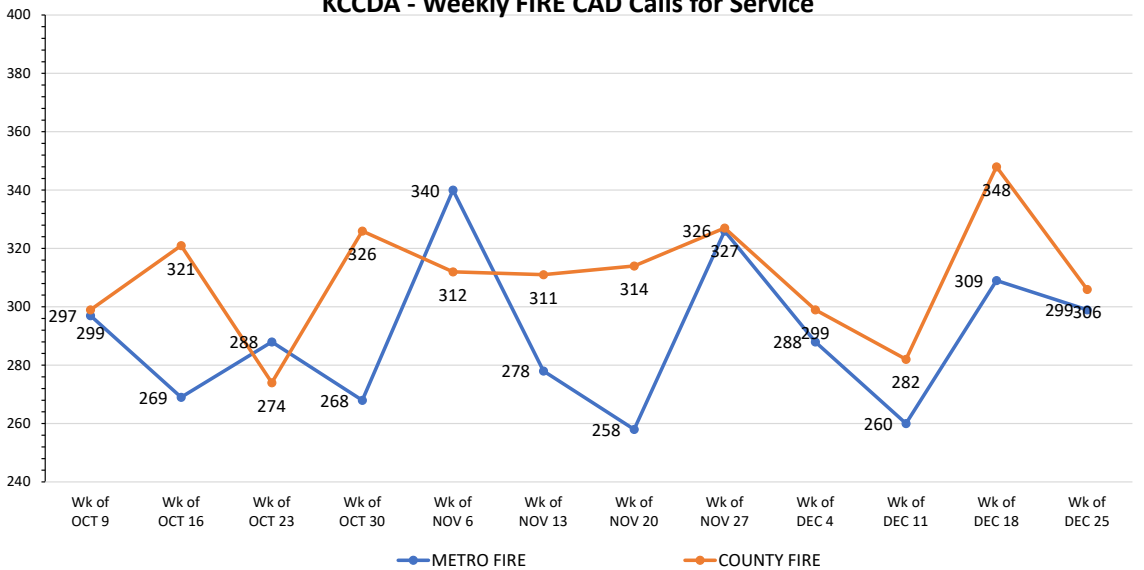
KCCDA - Weekly LE CAD Calls for Service



KCCDA - Weekly Fire Radio Transmission Counts



KCCDA - Weekly FIRE CAD Calls for Service



2023 ALL RADIO TRANSMISSIONS

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

| | <u>JAN</u> | <u>FEB</u> | <u>MAR</u> | <u>APR</u> | <u>MAY</u> | <u>JUN</u> | <u>JUL</u> | <u>AUG</u> | <u>SEP</u> | <u>OCT</u> | <u>NOV</u> | <u>DEC</u> | <u>YTD TOTAL</u> |
|----------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|------------------|
| <u>Primary Dispatch:</u> | | | | | | | | | | | | | |
| LAW 1 | 78,060 | 77,005 | 78,928 | 83,364 | 81,574 | 75,316 | 82,935 | 82,670 | 79,506 | 82,850 | 73,744 | 78,250 | 954,202 |
| LAW 2 | 46,053 | 44,784 | 44,821 | 45,054 | 48,859 | 49,168 | 54,824 | 50,381 | 48,893 | 49,714 | 45,781 | 49,046 | 577,378 |
| LAW 3 | 62,826 | 55,292 | 52,252 | 52,421 | 57,348 | 50,581 | 55,262 | 54,195 | 55,881 | 58,385 | 46,766 | 50,349 | 651,558 |
| METRO FIRE | 25,117 | 31,539 | 25,635 | 25,267 | 28,982 | 26,389 | 29,475 | 27,653 | 27,359 | 27,805 | 25,949 | 27,150 | 328,320 |
| COUNTY FIRE | 25,787 | 35,097 | 24,633 | 23,800 | 28,120 | 27,248 | 29,863 | 27,833 | 24,846 | 24,547 | 27,060 | 25,282 | 324,116 |
| LEIN | 18,707 | 17,654 | 18,161 | 19,318 | 20,276 | 20,180 | 21,104 | 20,209 | 20,488 | 18,631 | 17,389 | 20,328 | 232,445 |
| <u>Tactical Channels:</u> | | | | | | | | | | | | | |
| 800-TAC 1 | 6,729 | 4,692 | 4,169 | 6,148 | 6,207 | 5,271 | 5,692 | 5,415 | 5,171 | 4,257 | 4,128 | 5,063 | 62,942 |
| 800-TAC 2 | 923 | 435 | 753 | 683 | 572 | 901 | 2,098 | 831 | 733 | 861 | 370 | 1,303 | 10,463 |
| 800-TAC 3 | 339 | 1,764 | 1,537 | 1,249 | 1,063 | 1,596 | 2,795 | 1,203 | 1,010 | 1,468 | 1,242 | 1,471 | 16,737 |
| 800-TAC 4 | 144 | 236 | 50 | 443 | 634 | 412 | 134 | 309 | 375 | 463 | 242 | 292 | 3,734 |
| 800-TAC 5 | 348 | 480 | 805 | 473 | 1,421 | 500 | 1,162 | 1,107 | 1,176 | 1,436 | 697 | 1,185 | 10,790 |
| 800-TAC 6 | 108 | 111 | 200 | 306 | 106 | 168 | 122 | 281 | 374 | 110 | 343 | 242 | 2,471 |
| 800-TAC 7 | 1 | 5 | 0 | 0 | 4 | 0 | 265 | 50 | 24 | 3 | 23 | 1 | 376 |
| 800-TAC 8 | 77 | 0 | 10 | 3 | 0 | 1 | 4 | 2 | 3 | 1 | 1 | 0 | 102 |
| TOTAL: | 265,219 | 269,094 | 251,954 | 258,529 | 275,166 | 257,731 | 285,735 | 272,139 | 265,839 | 270,531 | 243,735 | 259,962 | 3,175,634 |
| <i>Compared to 2022:</i> | <i>-4.13%</i> | <i>0.74%</i> | <i>-12.27%</i> | <i>-7.26%</i> | <i>-13.71%</i> | <i>-13.57%</i> | <i>-11.98%</i> | <i>-18.40%</i> | <i>-14.91%</i> | <i>-10.08%</i> | <i>-11.93%</i> | <i>-3.02%</i> | |

2023 TELEPHONE CALLS

| | <u>JAN</u> | <u>FEB</u> | <u>MAR</u> | <u>APR</u> | <u>MAY</u> | <u>JUN</u> | <u>JUL</u> | <u>AUG</u> | <u>SEP</u> | <u>OCT</u> | <u>NOV</u> | <u>DEC</u> | <u>TOTAL</u> |
|--------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|---------------|---------------|---------------|---------------|----------------|
| PHONE CALLS | | | | | | | | | | | | | |
| 911 CALLS | 12,789 | 14,238 | 13,566 | 14,899 | 16,431 | 16,445 | 15,235 | 14,063 | 13,420 | 13,247 | 11,655 | 12,119 | 168,107 |
| NON-EMERGENCY | 22,436 | 21,335 | 22,775 | 24,073 | 26,849 | 26,751 | 26,193 | 24,187 | 22,758 | 23,288 | 20,687 | 20,900 | 282,232 |
| TOTAL: | 35,225 | 35,573 | 36,341 | 38,972 | 43,280 | 43,196 | 41,428 | 38,250 | 36,178 | 36,535 | 32,342 | 33,019 | 450,339 |
| <i>Compared to 2022:</i> | <i>1.94%</i> | <i>9.43%</i> | <i>1.60%</i> | <i>10.24%</i> | <i>7.42%</i> | <i>9.71%</i> | <i>3.71%</i> | <i>-10.10%</i> | <i>-8.07%</i> | <i>-2.45%</i> | <i>-9.17%</i> | <i>-8.24%</i> | |

2023 CAD CALLS FOR SERVICE

(Does not include canceled calls)

| <u>DISPATCH POSITION:</u> | <u>JAN</u> | <u>FEB</u> | <u>MAR</u> | <u>APR</u> | <u>MAY</u> | <u>JUN</u> | <u>JUL</u> | <u>AUG</u> | <u>SEP</u> | <u>OCT</u> | <u>NOV</u> | <u>DEC</u> | <u>TOTAL</u> |
|----------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|
| LAW 1 | 9,819 | 10,258 | 10,122 | 10,106 | 10,695 | 10,394 | 10,694 | 10,283 | 10,258 | 10,029 | 9,742 | 9,895 | 122,295 |
| LAW 2 | 4,963 | 4,868 | 4,899 | 5,055 | 5,649 | 5,230 | 5,296 | 5,113 | 5,415 | 5,228 | 4,961 | 5,018 | 61,695 |
| LAW 3 | 6,030 | 5,889 | 5,833 | 6,106 | 6,379 | 6,035 | 6,002 | 5,954 | 6,188 | 6,089 | 5,400 | 5,752 | 71,657 |
| METRO FIRE | 1,172 | 1,497 | 1,197 | 1,180 | 1,361 | 1,296 | 1,327 | 1,268 | 1,322 | 1,286 | 1,245 | 1,300 | 15,451 |
| COUNTY FIRE | 1,308 | 1,713 | 1,159 | 1,218 | 1,342 | 1,365 | 1,426 | 1,402 | 1,344 | 1,324 | 1,393 | 1,359 | 16,353 |
| TOTAL: | 23,292 | 24,225 | 23,210 | 23,665 | 25,426 | 24,320 | 24,745 | 24,020 | 24,527 | 23,956 | 22,741 | 23,324 | 287,451 |
| <i>Compared to 2022:</i> | <i>3.82%</i> | <i>11.09%</i> | <i>-1.84%</i> | <i>-0.09%</i> | <i>0.04%</i> | <i>0.92%</i> | <i>-2.80%</i> | <i>-2.46%</i> | <i>1.55%</i> | <i>-2.30%</i> | <i>-1.63%</i> | <i>-0.76%</i> | |

2022 ALL RADIO TRANSMISSIONS

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

| | <u>JAN</u> | <u>FEB</u> | <u>MAR</u> | <u>APR</u> | <u>MAY</u> | <u>JUN</u> | <u>JUL</u> | <u>AUG</u> | <u>SEP</u> | <u>OCT</u> | <u>NOV</u> | <u>DEC</u> | <u>YTD TOTAL</u> |
|----------------------------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|------------------|
| <u>Primary Dispatch:</u> | | | | | | | | | | | | | |
| LAW 1 | 80,131 | 81,948 | 88,383 | 88,511 | 98,170 | 89,346 | 97,840 | 95,490 | 90,787 | 91,760 | 79,757 | 77,185 | 1,059,308 |
| LAW 2 | 54,502 | 48,102 | 50,238 | 46,911 | 54,416 | 50,563 | 52,471 | 50,117 | 50,095 | 48,914 | 47,738 | 43,843 | 597,910 |
| LAW 3 | 62,381 | 62,493 | 62,827 | 61,175 | 66,899 | 63,239 | 74,087 | 71,539 | 70,727 | 67,870 | 60,653 | 62,373 | 786,263 |
| METRO FIRE | 26,232 | 24,094 | 26,285 | 27,192 | 29,567 | 29,471 | 30,523 | 35,760 | 31,868 | 32,460 | 30,919 | 29,478 | 353,849 |
| COUNTY FIRE | 25,775 | 24,678 | 23,817 | 22,586 | 29,909 | 27,774 | 28,890 | 31,811 | 25,880 | 26,656 | 29,166 | 29,343 | 326,285 |
| LEIN | 18,550 | 20,658 | 21,960 | 21,053 | 21,045 | 20,218 | 22,352 | 23,387 | 23,164 | 20,892 | 18,022 | 15,918 | 247,219 |
| <u>Tactical Channels:</u> | | | | | | | | | | | | | |
| 800-TAC 1 | 5,830 | 3,680 | 5,528 | 5,444 | 8,414 | 7,093 | 7,825 | 6,454 | 6,577 | 4,618 | 5,112 | 5,592 | 72,167 |
| 800-TAC 2 | 917 | 631 | 1,103 | 689 | 1,277 | 1,935 | 1,533 | 1870 | 1355 | 774 | 440 | 634 | 13,158 |
| 800-TAC 3 | 350 | 234 | 911 | 462 | 624 | 599 | 372 | 361 | 336 | 771 | 740 | 1550 | 7,310 |
| 800-TAC 4 | 384 | 176 | 278 | 1363 | 1405 | 736 | 801 | 1035 | 1009 | 1706 | 82 | 485 | 9,460 |
| 800-TAC 5 | 303 | 350 | 1,391 | 1,772 | 987 | 1,495 | 2,139 | 1,456 | 1,873 | 1,186 | 126 | 1,135 | 14,213 |
| 800-TAC 6 | 138 | 49 | 154 | 70 | 162 | 203 | 511 | 2,927 | 1,406 | 108 | 38 | 265 | 6,031 |
| 800-TAC 7 | 12 | 1 | 1 | 78 | 6 | 4 | 502 | 2 | 240 | 70 | 0 | 2 | 918 |
| 800-TAC 8 | 665 | 14 | 0 | 0 | 10 | 26 | 116 | 2 | 153 | 15 | 26 | 1 | 1,028 |
| TOTAL: | 276,170 | 267,108 | 282,876 | 277,306 | 312,891 | 292,702 | 319,962 | 322,211 | 305,470 | 297,800 | 272,819 | 267,804 | 3,495,119 |
| <i>Compared to 2021:</i> | <i>-5.93%</i> | <i>8.24%</i> | <i>-4.80%</i> | <i>-6.00%</i> | <i>-1.27%</i> | <i>-9.74%</i> | <i>0.11%</i> | <i>-3.47%</i> | <i>0.44%</i> | <i>-5.98%</i> | <i>-6.52%</i> | <i>-8.56%</i> | |

2022 TELEPHONE CALLS

| | <u>JAN</u> | <u>FEB</u> | <u>MAR</u> | <u>APR</u> | <u>MAY</u> | <u>JUN</u> | <u>JUL</u> | <u>AUG</u> | <u>SEP</u> | <u>OCT</u> | <u>NOV</u> | <u>DEC</u> | <u>TOTAL</u> |
|--------------------------|---------------|---------------|---------------|---------------|---------------|----------------|---------------|---------------|---------------|----------------|---------------|---------------|----------------|
| PHONE CALLS | | | | | | | | | | | | | |
| 911 CALLS | 12,341 | 11,372 | 12,713 | 12,415 | 14,952 | 14,122 | 14,796 | 16,126 | 14,212 | 13,955 | 12,952 | 13,012 | 162,968 |
| NON-EMERGENCY | 22,199 | 20,846 | 23,047 | 22,567 | 25,115 | 24,879 | 25,093 | 25,987 | 24,885 | 23,476 | 22,355 | 22,727 | 283,176 |
| TOTAL: | 34,540 | 32,218 | 35,760 | 34,982 | 40,067 | 39,001 | 39,889 | 42,113 | 39,097 | 37,431 | 35,307 | 35,739 | 446,144 |
| <i>Compared to 2021:</i> | <i>-0.12%</i> | <i>-2.60%</i> | <i>-2.96%</i> | <i>-6.16%</i> | <i>-1.47%</i> | <i>-14.95%</i> | <i>-9.24%</i> | <i>-7.08%</i> | <i>-6.82%</i> | <i>-14.88%</i> | <i>-7.41%</i> | <i>-4.93%</i> | |

2022 CAD CALLS FOR SERVICE

(Does not include canceled calls)

| <u>DISPATCH POSITION:</u> | <u>JAN</u> | <u>FEB</u> | <u>MAR</u> | <u>APR</u> | <u>MAY</u> | <u>JUN</u> | <u>JUL</u> | <u>AUG</u> | <u>SEP</u> | <u>OCT</u> | <u>NOV</u> | <u>DEC</u> | <u>TOTAL</u> |
|----------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------|
| LAW 1 | 9,691 | 9,487 | 10,742 | 10,293 | 11,248 | 10,500 | 10,567 | 10,419 | 10,354 | 10,386 | 9,232 | 10,169 | 123,088 |
| LAW 2 | 5,019 | 4,501 | 5,055 | 5,047 | 5,397 | 5,224 | 5,613 | 5,108 | 4,974 | 5,025 | 5,018 | 4,611 | 60,592 |
| LAW 3 | 5,189 | 5,330 | 5,660 | 5,991 | 6,134 | 5,700 | 6,534 | 6,197 | 6,237 | 6,397 | 6,039 | 5,906 | 71,314 |
| METRO FIRE | 1,185 | 1,085 | 1,138 | 1,236 | 1,298 | 1,258 | 1,300 | 1,344 | 1,318 | 1,314 | 1,358 | 1,377 | 15,211 |
| COUNTY FIRE | 1,318 | 1,135 | 1,043 | 1,120 | 1,339 | 1,415 | 1,425 | 1,542 | 1,265 | 1,385 | 1,464 | 1,439 | 15,890 |
| TOTAL: | 22,402 | 21,538 | 23,638 | 23,687 | 25,416 | 24,097 | 25,439 | 24,610 | 24,148 | 24,507 | 23,111 | 23,502 | 286,095 |
| <i>Compared to 2021:</i> | <i>-1.12%</i> | <i>3.82%</i> | <i>-3.57%</i> | <i>-0.06%</i> | <i>1.97%</i> | <i>-3.44%</i> | <i>0.80%</i> | <i>4.36%</i> | <i>1.66%</i> | <i>2.60%</i> | <i>1.75%</i> | <i>-0.71%</i> | |



2023 SUMMARY OF INCIDENTS REPORT

(Includes all Officer Initiated & Citizen Reported)

| | |
|----------------------|---------------|
| ORI | All |
| Create Date.Calendar | Calendar 2023 |
| Venue | All |

| Call Type/Nature Code | # of Incidents | Accum. % |
|----------------------------------|----------------|----------|
| 1 Traffic Stop | 33480 | 8.81% |
| 2 Directed Patrol | 33315 | 17.58% |
| 3 911 Hangup/Misdial | 29294 | 25.29% |
| 4 Rescue-Medical P1 | 28990 | 32.93% |
| 5 Rescue-Medical P3 | 20160 | 38.23% |
| 6 Suspicious | 19215 | 43.29% |
| 7 Trouble with Subject | 14192 | 47.03% |
| 8 Rescue-Medical P2 | 11440 | 24.74% |
| 9 Check Welfare | 10569 | 52.82% |
| 10 Follow-Up | 10295 | 55.53% |
| 11 Assist Person | 9913 | 58.14% |
| 12 PD Accident | 9209 | 60.57% |
| 13 Assist Fire Dept | 7418 | 62.52% |
| 14 Alarm | 7190 | 64.41% |
| 15 BOL | 6531 | 66.13% |
| 16 Property Check - Commercial | 6420 | 67.82% |
| 17 PR/PRB/PRS | 5782 | 69.34% |
| 18 Unk Accident | 4914 | 70.64% |
| 19 Trespassing | 4477 | 71.81% |
| 20 Assault/DV | 4254 | 72.93% |
| 21 Special Service | 4252 | 74.05% |
| 22 Larceny | 3662 | 75.02% |
| 23 Foot Patrol | 3446 | 75.92% |
| 24 Community Policing/Crime Prev | 3394 | 76.82% |
| 25 Assist Other Dept | 3390 | 77.71% |
| Disturbance/Fight | 3348 | |
| Noise Complaint | 3154 | |
| Motorist Assist | 3127 | |
| Traffic Hazard | 2634 | |
| Animal Complaint | 2612 | |
| Abandoned Vehicle-Private Proper | 2589 | |
| PI - Confirmed Injuries | 2526 | |
| Peace Officer | 2396 | |
| Retail Fraud | 2233 | |
| B&E/Larceny From Veh | 2181 | |
| Fraud | 2157 | |
| Hit & Run Accident | 2128 | |
| Fire Alarm - Commercial | 2057 | |
| MDP | 2054 | |

| | |
|------------------------------|------|
| Rescue-Medical Incoming | 1946 |
| B&E/Illegal Entry | 1811 |
| Suicide/Attempt | 1799 |
| Parking Complaint | 1593 |
| Harassing TX/Texts | 1556 |
| Lost/Found Property | 1535 |
| Panhandler/Vagrant/Solicitor | 1499 |
| Civil Calls | 1398 |
| Service For Department | 1394 |
| Property Check - Residential | 1393 |
| Warrant Service | 1372 |
| Rescue-Medical P1-ECHO | 1369 |
| Abandoned Vehicle | 1345 |
| Vehicle Theft (UDAA) | 1332 |
| Fire Alarm - Test | 1151 |
| Special Check | 1065 |
| Drugs/VCSA | 949 |
| Shots Fired | 865 |
| Structure Fire - Residential | 832 |
| Felonious Assault | 815 |
| FOIA Request | 812 |
| Repossession | 783 |
| Runaway | 780 |
| Lockouts | 769 |
| Misd Traffic (DWLS) | 745 |
| Structure Fire - Commercial | 699 |
| Harrassment/Misc Criminal | 678 |
| VRDL/Fix it Tickets | 651 |
| Fire Alarm - Residential | 616 |
| R&O/Fleeing | 616 |
| ATL | 608 |
| Recover Stolen Vehicle | 590 |
| Road Commission/MDOT Notify | 565 |
| Ordinance Violation | 554 |
| Obs Justice | 535 |
| Crossing Guard | 532 |
| Juvenile Mischief | 524 |
| Missing Person | 517 |
| Traffic Mishap/Acc Damage | 506 |
| Fireworks | 499 |
| Vehicle Inspection | 460 |
| Death Investigation | 445 |
| Crime Prevention | 445 |
| CSC | 442 |
| Crowd | 429 |
| BH Petition | 371 |
| Child Abuse/Neglect | 360 |
| Money Escort | 350 |
| OWI/OUID | 340 |
| Health & Safety | 323 |
| Prisoner Transport | 290 |
| Natural Gas Leak - Inside | 277 |
| Arrest On Warr (Other Dept) | 276 |
| Conservation/Littering | 273 |

| | |
|---------------------------------|-----|
| Carbon Monoxide - No Symptoms | 270 |
| Vehicle Fire | 269 |
| Weapons | 254 |
| Brush/Grass Fire - No Exposure | 252 |
| Open Door/Window | 233 |
| Carbon Monoxide - With Symptoms | 202 |
| Natural Gas Leak - Outside | 197 |
| Test Call Only | 191 |
| SOR Registration | 186 |
| PI - Entrapment | 172 |
| Maintenance | 171 |
| Indecent Exposure/Peeping | 163 |
| Forgery/U&P/Counterfeit | 155 |
| Robbery | 144 |
| Training | 126 |
| Outside Fire - with Exposure | 113 |
| Sex Offense -Not CSC | 112 |
| Bicycle Patrol | 97 |
| Shooting | 95 |
| Prints/DNA | 94 |
| Silent Observer/OK2Say | 87 |
| Embezzlement | 86 |
| PD Rollover Accident | 82 |
| Stalking | 74 |
| Traffic Investigation/Complaint | 74 |
| Bomb Threat | 61 |
| Background Investigation | 49 |
| Tech Rescue - Building Collapse | 47 |
| Recover Stolen Property | 45 |
| Other Criminal Complaint | 43 |
| Hydrant | 42 |
| MIP/Open Intox/Liquor Vio | 42 |
| Arson | 39 |
| Disorderly | 36 |
| Airplane/Train Crash | 35 |
| Tech Rescue - Water | 35 |
| Confined Space Notify | 30 |
| Airport Alert 2 | 29 |
| Kidnapping | 25 |
| Airport Alert 1 | 25 |
| Mutual Aid - Out of County | 23 |
| Airport Alert 3 | 22 |
| Radio/Siren/Warning System Test | 21 |
| Burning Complaint/Illegal burn | 21 |
| Tech Rescue - Confined Space | 20 |
| Mischievous Behavior | 20 |
| Liquor Investigation | 19 |
| Message Delivery | 19 |
| Severe Weather Alert | 19 |
| Homicide | 18 |
| Vehicle Fire - Commercial | 17 |
| Trouble with Inmate | 17 |
| Building Security | 10 |
| Gambling | 9 |

| | |
|---------------------------------|---------------|
| Personal Injury (WMU) | 8 |
| VRDL - Water | 8 |
| Tobacco Investigation | 6 |
| MABAS Call Up | 6 |
| Prisoner Rape Elimination Act | 5 |
| ZZ_MCI | 5 |
| WMU Rule Violation | 4 |
| Position Vacancy | 4 |
| PPO Entry | 3 |
| Haz-Mat Incident | 3 |
| Tech Rescue - Ice | 2 |
| Internal Investigation | 2 |
| Tech Rescue - Trench | 2 |
| Tech Rescue - High Angle | 1 |
| Flam Liquid Spill Out/Structure | 1 |
| Skateboard Violation | 1 |
| WMU Gas Odor | 1 |
| Grand Total | 379876 |

Emergency Call Wait Time Range

For (Month)



Creation Date: 01/08/2024 10:48:20 AM

Grouping: Month

Date Range: 12/01/2023 12:00:00 AM - 12/31/2023 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 |
|-------|-----------------------|------|--------|---------|---------|---------|---------|---------|-------|--------|
| Dec | Call Count | 37 | 10,686 | 1,121 | 193 | 28 | 9 | 1 | 5 | 12,080 |
| | Cumulative Percentage | | 89 % | 98 % | 100 % | 100 % | 100 % | 100 % | 100 % | |
| Total | Call Count | 37 | 10,686 | 1,121 | 193 | 28 | 9 | 1 | 5 | 12,080 |
| | Cumulative Percentage | | 89 % | 98 % | 100 % | 100 % | 100 % | 100 % | 100 % | |

Emergency Call Wait Time Range

For (Month)



Creation Date: 01/08/2024 10:48:20 AM

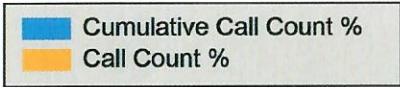
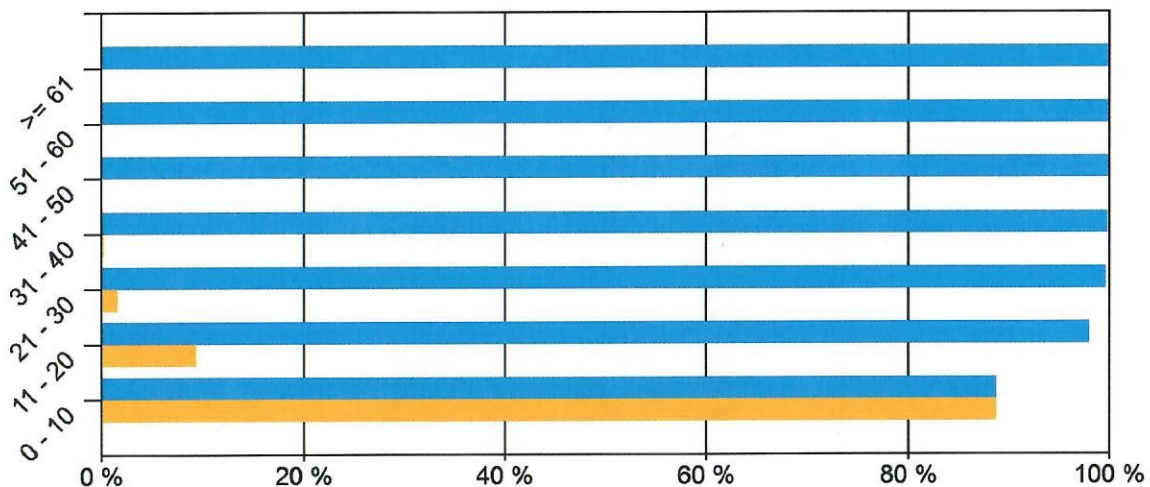
Grouping: Month

Date Range: 12/01/2023 12:00:00 AM - 12/31/2023 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: 01/08/2024 10:48:20 AM

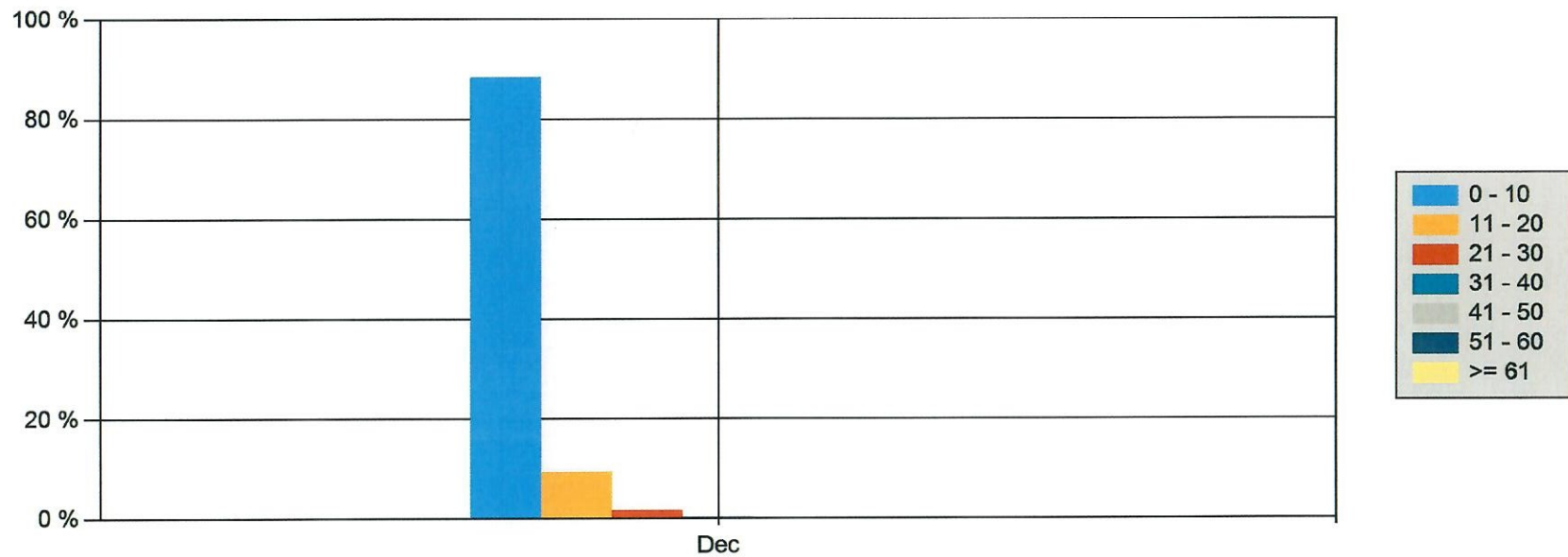
Grouping: Month

Date Range: 12/01/2023 12:00:00 AM - 12/31/2023 11:59:59 PM

Filter Criteria: Please, refer to the last page.

Detail Chart

Call Count % by Wait Time (Month)



Section 8 – Cost Proposal

Price Proposal

CentralSquare is pleased to provide Attachment B on the following pages.



CAD and Mobile System – ATTACHMENT B

COST PROPOSAL

| REQUIRED CORE SYSTEM SOFTWARE | SECTION REF | COST* | FIRST 24 MONTHS MAINTENANCE & SUPPORT |
|--|--------------------|------------------------|--|
| Multi-Agency/Multi-Jurisdictional CAD System | 3.3 | \$ 214,528.00 | \$ 429,056.00 |
| Integrated Mapping System | 3.4 | Included | Included |
| Integrated Mobile Application | 3.5 | \$ 569,920.00 | \$ 1,139,840.00 |
| CAD Web Viewer/Dashboard | 3.6 | \$ 6,880.00 | \$ 13,760.00 |
| Law Enforcement Information Network (LEIN) Interface | 3.7 | \$ 15,200.00 | \$ 30,400.00 |
| 9-1-1 Interface | 3.8 | \$ 6,240.00 | \$ 12,480.00 |
| Text/Paging and Rip-N-Run Interface | 3.9 | \$ 6,240.00 | \$ 12,480.00 |
| Phoenix G2 Station Alerting Interface | 3.1 | \$ 13,760.00 | \$ 27,520.00 |
| Call for Service Generic Export | 3.11 | \$ 10,400.00 | \$ 20,800.00 |
| Additional Interfaces | - | \$ 7,520.00 | \$ 15,040.00 |
| CAD-to-CAD Unify (Cloud) Annual Subscription Fee | - | \$ 43,840.00 | \$ 87,680.00 |
| Organizational eLearning Subscription Plan | - | \$ 19,200.00 | \$ 38,400.00 |
| Training | 3.12 | \$ 23,400.00 | |
| Project Management Services | - | \$ 73,125.00 | |
| Consulting Services | - | \$ 120,705.00 | |
| Technical Services | - | \$ 110,370.00 | |
| GIS/Analytics Services | - | \$ 35,100.00 | |
| PSJ Cloud Startup Fee | | \$ 10,000.00 | |
| Development Services | - | \$ 975.00 | |
| Travel Fees | - | \$ 43,700.00 | |
| TOTAL: | | \$ 1,331,103.00 | \$ 1,827,456.00 |

| OPTIONAL CAD CALL FOR SERVICE DATA CONVERSION | COST |
|---|--------------|
| KCCDA has operated the current Tyler Technologies CAD solution since October 30, 2018. This cost should include conversion of all existing CAD Calls for Service into the proposed vendor's system. | \$ 65,429.00 |

CAD and Mobile System – ATTACHMENT B

| REQUESTED OPTIONAL SOFTWARE ITEMS | COST | FIRST 24 MONTHS MAINTENANCE & SUPPORT |
|--|--------------|--|
| Priority Dispatch Emergency Medical Dispatch Interface | \$ 3,040.00 | \$ 6,080.00 |
| Logis IDS CAD-to-CAD | Included | Included |
| Phoenix G2 Automatic Radio Dispatch Interface | \$ 6,880.00 | \$ 13,760.00 |
| Fusus Real-Time Crime Center CAD Interface/Integration | Included | Included |
| Additional Option Interfaces | \$ 3,760.00 | \$ 7,520.00 |
| Technical Services | \$ 38,610.00 | |
| Consulting Services | \$ 1,560.00 | |
| Project Management Services | \$ 8,190.00 | |

| | PERCENT INCREASE | MAINTENANCE AND SUPPORT COST** |
|---|-------------------------|---------------------------------------|
| Maintenance and Support: Year THREE (3) | 0% | \$ 456,864.00 |
| Maintenance and Support: Year FOUR (4) | 5% | \$ 479,707.20 |
| Maintenance and Support: Year FIVE (5)*** | 5% | \$ 125,923.14 |

General RFP Multi-Systems Percentile Discount (applies to COST only; not maintenance and support):

Two Systems ____% All Systems ____%

CentralSquare Response: CentralSquare has included in the proposed pricing the Year 1 annual subscription discount amount of 25% for a total discount of \$1,356,938.87.

*CentralSquare’s proposed pricing for the “COST” column is based on a 24-month implementation schedule.

**CentralSquare’s proposed pricing for the “MAINTENANCE AND SUPPORT COST” column is not inclusive of any optional items.

***The “Maintenance and Support: Year FIVE (5)” includes a partial total reflecting the remaining 3 months in the requested cost period of the implementation plus 5 years of maintenance and support.

I, the undersigned, certify that I have read and fully understand all the specifications supplied for the CAD and Mobile System.

ANY AND ALL EXCEPTIONS TO THE CORE SYSTEM REQUIREMENTS AND SYSTEM FUNCTIONALITY SPECIFICATIONS ARE DOCUMENTED IN ACCORDANCE WITH SECTION 5.1.5. ANY AND ALL EXCEPTIONS TO THE SUPPLIED TERMS AND CONDITIONS OF THIS REQUEST ARE INDICATED IN AND IDENTIFIED BY NUMERICAL REFERENCE ON A PLAIN SHEET AT THE VERY END OF THE PROPOSAL.

I hereby state that I have the authority to submit this proposal which will become a binding

communicated with nor
any agreement with nor
the KCCDA that would tend

contract if accepted by the KCCDA. I further state that I have not com
otherwise colluded with any other person or Vendor, nor have I made
offered or accepted anything of value from an Official or employee of t
to destroy or hinder free competition.

shall be included in any
nt or contract is created until

The contents and terms of this request and our response to the same,
contractual agreement for system and services. No business agreeme
the proposal is authorized by KCCDA's Board of Directors.

Vendor Name: CentralSquare Technologies, LLC

Address: 1000 Business Center Drive, Lake Mary, FL 32746

PERSON COMPLETING FORM:

eral Counsel

Name: Billie Jo Belcher Title: Assistant Gen

are.com

Telephone: 833-278-7877 Email: PSJProposals@centralsqu

: 12/5/2023

Signature:  Date: _____

Pricing Assumptions

CentralSquare's price proposal is presented based upon the following assumptions:

- The CentralSquare products and services are proposed based upon CentralSquare's best understanding of the County's requirements as outlined in the CAD RMS & JMS RFP - 2023025. The pricing may vary if additional information becomes available that alters the scope, quantity, and/or schedule for the proposed products and services.
- All CentralSquare products and services will be provided according to CentralSquare's standard terms and conditions as defined and agreed to in CentralSquare's Solutions Agreement and related attachments.
- CentralSquare has proposed site licenses for CAD and Mobile Enterprise. The site license is based on an initial deployment of 19 active dispatch workstations, 300 active mobile CAD workstations, 445 Sworn officers accessing the RMS system, and 121 active jails users and 482 jail beds. The site license allows for CAD and Mobile to be installed on an unlimited number of workstations without an additional Position fee. The site license does not apply to CAD and Mobile mapping; additional Mapping licenses must be purchased for workstations added under the site license. The Records Enterprise site license allows for unlimited users of the RMS system for the proposed agencies without any additional fees. The Enterprise JMS site license allows for unlimited users of the JMS system for the proposed agencies without any additional fees.
- All services required by the County to support the project will be delivered according to the agreed-to Statement of Work and Project Schedule.
- All services will be performed during normal business hours unless explicitly stipulated in this quotation for specific service deliverables.
- The County assumes responsibility for directing, coordinating, and communicating with all third-party companies and vendors of every kind who are not specifically listed as CentralSquare's responsibility in the agreed-to Statement of Work.
- The project will include the proposed CentralSquare software products, interfaces, and all proposed third-party products. Any changes to the scope of the project may affect project management and other implementation services.
- CentralSquare's proposed pricing includes modifications to the CentralSquare products necessary to support the proposed interfaces but does not include modifications that might be required to the existing and/or agency-supplied products that are not included in the proposed pricing.
- All third-party interfaces are based on the current vendors and/or third-party systems as defined in the County's RFP and subsequent amendments. Should any of the vendors (including model numbers or release numbers) or third-party systems change, the scope and price of the related interface(s) may change accordingly.
- Pricing includes CentralSquare's standard Acceptance Test provisions. Additional Acceptance Test pricing may be required if the County identifies Acceptance Test requirements that exceed CentralSquare's standard Acceptance Test provisions.
- All prerequisite computer hardware, system software, peripherals, network components, etc., not included in the proposed pricing, will be provided by the County according to CentralSquare's recommended standards and according to the agreed-to Statement of Work and Project Schedule.



- Shipping and taxes (if applicable), unless explicitly identified as included herein, are not contained in the proposed pricing.
- CentralSquare's annual subscription fees are held flat for the first five (5) annual subscription fee payments and then subject to a 5% annual increase beginning with the 6th annual subscription fee payment.
- CentralSquare has made its best effort to delineate the pricing for each major software component in its cost proposal. CentralSquare's pricing is based upon the overall scope of the project. Please note that the addition or deletion of certain line items may affect the pricing of other related products and/or services.
- CentralSquare maintains a source code escrow relationship with NCC Group (F/K/A Iron Mountain). In cases where CentralSquare is providing custom developed software, CentralSquare can provide these escrow services and costs. As this proposal is for COTS deployment, no source code escrow is provided at this time. Should the County require escrow services above and beyond custom development, CentralSquare is willing to discuss this request and the pricing associated. For clarity, CentralSquare can only escrow source code developed and written by CentralSquare (no third-party code) while limiting the release conditions to bankruptcy or failure to operate in the normal course of business.
- All CentralSquare prices shall remain valid for a period of 182 days from the date of this proposal submission, unless otherwise extended in writing by CentralSquare.
- CentralSquare's optional pricing is included in Section 9 below. CentralSquare has also provided summary-level pricing for an alternative cloud deployment of Enterprise CAD/RMS with a Managed Jail System.



GeoConex Pricing Response: CAD and Mobile System

GeoConex Corporation
6634 Central Ave. Pike Suite 99
Knoxville, TN 37912

December 11, 2023
Georgia Bryant
Purchasing Manager
201 W. Kalamazoo Ave
Room 402
Kalamazoo, MI 49007

Dear Ms. Bryant,

We appreciate your attention to our proposal. GeoConex, in collaboration with CivicEye RMS and BluHorse JMS, is pleased to present a comprehensive suite of solutions for the Kalamazoo County RFP. Our ongoing partnership with these companies has resulted in the successful implementation of numerous joint projects. We kindly request a thorough evaluation of the pricing structure for the combined services of GeoConex, CivicEye RMS, and BluHorse JMS. Notably, should the County choose two or more of these three companies, a 10% discount will be extended for the selected solutions.

At GeoConex, we adhere to a standard procedure that includes the cost of maintenance for the initial year of purchase. Subsequent years (2, 3, 4, and 5) will feature a consistent flat-rate fee, eliminating any annual increases. Consequently, the maintenance cost for the first 24 months matches that of year 3. The recurring year-over-year maintenance fee is set at \$123,914.36, as indicated in the provided form. Should you have any questions or require clarification, please do not hesitate to reach out to us. We are committed to providing the necessary information to facilitate a comprehensive understanding of our proposal.

Thank you for your consideration.

Sincerely,



Ken Murphy
SR VP Products and Technology
GeoConex, a division of Zetron

CAD and Mobile System – ATTACHMENT B

COST PROPOSAL

| REQUIRED CORE SYSTEM SOFTWARE | SECTION REF | COST | FIRST 24 MONTHS MAINTENANCE & SUPPORT |
|--|-------------|---------------------|---------------------------------------|
| Multi-Agency/Multi-Jurisdictional CAD System | 3.3 | \$245,407.50 | \$48,752.10 |
| Integrated Mapping System | 3.4 | \$76,916.25 | \$10,535.00 |
| Integrated Mobile Application | 3.5 | \$272,001.72 | \$54,165.06 |
| CAD Web Viewer/Dashboard | 3.6 | \$7,045.00 | \$959.20 |
| Law Enforcement Information Network (LEIN) Interface | 3.7 | \$41,737.50 | \$6,975.00 |
| 9-1-1 Interface | 3.8 | Included in cost | Included in cost |
| Text/Paging and Rip-N-Run Interface | 3.9 | \$5,000.00 | \$632.00 |
| Phoenix G2 Station Alerting Interface | 3.10 | \$8,950.00 | \$1,264.00 |
| Call for Service Generic Export | 3.11 | \$5,000.00 | \$632.00 |
| Training | 3.12 | \$35,800.00 | |
| TOTAL: | | \$697,857.97 | \$123,914.36 |

| OPTIONAL CAD CALL FOR SERVICE DATA CONVERSION | COST |
|---|-------------|
| KCCDA has operated the current Tyler Technologies CAD solution since October 30, 2018. This cost should include conversion of all existing CAD Calls for Service into the proposed vendor's system. | \$10,500.00 |

| REQUESTED OPTIONAL SOFTWARE ITEMS | COST | FIRST 24 MONTHS MAINTENANCE & SUPPORT |
|--|------------|---------------------------------------|
| Priority Dispatch Emergency Medical Dispatch Interface | \$5,000.00 | \$711.00 |
| Logis IDS CAD-to-CAD | \$5,000.00 | \$711.00 |
| Phoenix G2 Automatic Radio Dispatch Interface | | |
| Fusus Real-Time Crime Center CAD Interface/Integration | \$5,000.00 | \$711.00 |

| | PERCENT INCREASE |
|---|------------------|
| Maintenance and Support: Year THREE (3) | 0% |
| Maintenance and Support: Year FOUR (4) | 0% |
| Maintenance and Support: Year FIVE (5) | 0% |

General RFP Multi-Systems Percentile Discount (applies to COST only; not maintenance and support):

Two Systems 10% All Systems 10%

Section 8 – Cost Proposal

5.1.8 Cost Proposal

All Vendors must submit the CAD and Mobile System Cost Proposal worksheet (ATTACHMENT B). This worksheet includes component pricing for the following:

- ***Required Core System Software and Maintenance and Support for the first 24 months.***
- ***Optional CAD Call for Service Data Conversion.***
- ***Requested Optional Software Items and Maintenance and Support for the first 24 months.***
- ***Maintenance and Support percentage increase for years three, four and five.***
- ***General RFP Multi-Systems Percentile Discount***

Hexagon Response:

Hexagon has completed RFP “Exhibit A, Attachment B – CAD and Mobile System Cost Proposal” worksheet and included it as an attachment below.

Attachment 8.1 – CAD and Mobile System Cost Proposal Worksheet

[Attachment begins on the following page]

CAD and Mobile System – ATTACHMENT B

COST PROPOSAL

| REQUIRED CORE SYSTEM SOFTWARE | SECTION REF | COST | FIRST 24 MONTHS MAINTENANCE & SUPPORT |
|--|-------------|-----------------------------|---------------------------------------|
| Multi-Agency/Multi-Jurisdictional CAD System | 3.3 | \$500,349.00 | \$226,036.00 |
| Integrated Mapping System | 3.4 | Included in OnCall Dispatch | |
| Integrated Mobile Application | 3.5 | \$430,290.00 | \$205,349.00 |
| CAD Web Viewer/Dashboard | 3.6 | \$1,303.00 | \$672.00 |
| Law Enforcement Information Network (LEIN) Interface | 3.7 | \$55,989.00 | \$25,629.00 |
| 9-1-1 Interface | 3.8 | Included in OnCall Dispatch | |
| Text/Paging and Rip-N-Run Interface | 3.9 | \$24,335.00 | \$11,081.00 |
| Phoenix G2 Station Alerting Interface | 3.10 | \$6,318.00 | \$2,893.00 |
| Call for Service Generic Export | 3.11 | \$16,139.00 | \$7,336.00 |
| Delivery/Installation/Implementation/Training | 3.12 & 5.3 | \$1,268,088.00 | |
| TOTAL: | | \$2,302,811.00 | \$478,996.00 |

| OPTIONAL CAD CALL FOR SERVICE DATA CONVERSION | COST |
|---|--------------|
| KCCDA has operated the current Tyler Technologies CAD solution since October 30, 2018. This cost should include conversion of all existing CAD Calls for Service into the proposed vendor's system. | \$195,911.00 |

| REQUESTED OPTIONAL SOFTWARE ITEMS | COST | FIRST 24 MONTHS MAINTENANCE & SUPPORT |
|--|---|---------------------------------------|
| Priority Dispatch Emergency Medical Dispatch Interface | \$10,886.00 | \$1,940.00 |
| Logis IDS CAD-to-CAD | \$28,614.00 | \$1,411.00 |
| Phoenix G2 Automatic Radio Dispatch Interface | Included in the base price for Phoenix G2 Station Alerting Interface. | |
| Fusus Real-Time Crime Center CAD Interface/Integration | \$13,637.00 | \$2,133.00 |

| | PERCENT INCREASE |
|---|------------------|
| Maintenance and Support: Year THREE (3) | 5% |
| Maintenance and Support: Year FOUR (4) | 5% |
| Maintenance and Support: Year FIVE (5) | 5% |

General RFP Multi-Systems Percentile Discount (applies to COST only; not maintenance and support):

Two System 0% All Systems 29%

Pricing Assumptions

- This offer is valid until June 11, 2024.
- Project Services included in this response are inclusive of project management, implementation, Interfaces, training services, and related travel.
- Hexagon has optioned CAD historical data conversion for the Customer's consideration, which includes up to 20 tables or 250 elements. Hexagon recommends migrating historical data no more than 90-180 days old. It is Hexagon's experience that the previous 90-180 days are often more than sufficient for production use.
- Any commercial-off-the-shelf (COTS) product information provided by Hexagon in this document is intended to provide an understanding of Hexagon's current expected direction, roadmap or vision and is subject to change at any time at Hexagon's sole discretion. Except as set forth in the resulting contract, Hexagon does not commit to developing the future features, functions, and products discussed in this material. KCCDA should not factor any future features, functions, or products into its current buying decision since there is no assurance that such future features, functions, or products will be developed unless specified in the resulting contract.
- The Dynamo Curriculum/E-Learning Licenses (quantity of 12) included in this pricing are for a 12-month duration to begin once the first training licenses are provided as set forth in the statement of work.
- The third-party Kemp Load Balancer products procured by Hexagon are provided with a pre-paid 5-year pass-thru-warranty from the original manufacturer. The warranty commences on the date the product is shipped to the customer.
- The third party CommSys software pricing provided could potentially change based on the final number of agencies and sworn officers in the resulting contract and assumes no more than 560 total sworn officers.
- In the table above, COST represents the base project implementation. FIRST 24 MONTHS MAINTENANCE & SUPPORT, includes the 12-month Extended Warranty Period (first year maintenance) which begins at sub-system cutover to live operations, and an additional year of maintenance which begins at the conclusion of the Extended Warranty Period.
- Options, unless otherwise noted, do not include project management services and software maintenance. Hexagon can provide a fixed quote when optional items are selected.
- HxGN OnCall Dispatch Smart Advisor is a system-wide capability that leverages advanced statistics, machine learning (ML), and artificial intelligence (AI) to provide real-time, proactive notifications to HxGN OnCall Dispatch. It has been priced as an optional product.
- A mutually agreed upon project payment schedule will be provided upon selection as part of contract negotiations. Hexagon welcomes and reserves discussion of requested proposed milestones/fee schedule as part of the contract negotiations and finalization of the resulting scope of the implementation and deployment phase.
- Sales taxes are not included in this quote. Final sales tax billed will reflect the applicable tax rates at time of sale as required by law.

Hexagon Bill of Materials

| Bill of Materials | Section Ref | Qty |
|---|-----------------------|------------|
| Multi-Agency/Multi-Jurisdictional CAD System | 3.3 | |
| HxGN OnCall Dispatch - Backup NL | | 1 |
| HxGN OnCall Dispatch - Advantage CC | | 11 |
| HxGN OnCall Dispatch - Resource Management | | 11 |
| HxGN OnCall Dispatch - ESRI Map Control | | 11 |
| HxGN OnCall Dispatch - Customer Rules Engine - Editor | | 1 |
| HxGN OnCall Dispatch - Customer Rules Engine - Advantage | | 11 |
| HxGN OnCall Dispatch - Customer Rules Engine - Server | | 4 |
| HxGN OnCall Dispatch - RestAPI NL | | 2 |
| Xalt - Integration Runtime Engine NL | | 1 |
| Xalt - Integration Developer Engine NL | | 1 |
| HxGN OnCall Dispatch - Call-Taker Interface | | 1 |
| RapidSOS OnCall Call-Taker Interface | | 1 |
| CAD Query Interface to RMS Vendor | | 1 |
| Integrated Mobile Application | 3.5 | |
| HxGN OnCall Dispatch - Mobile Unit | | 150 |
| HxGN OnCall Mobile Server | | 3 |
| HxGN OnCall Dispatch - Mobile Responder Client CC | | 150 |
| CAD Web Viewer/Dashboard | 3.6 | |
| HxGN OnCall Dispatch - Dashboard CC | | 1 |
| Law Enforcement Information Network (LEIN) Interface | 3.7 | |
| CommSys ConnectCIC | | 1 |
| HxGN OnCall Dispatch - Informer | | 1 |
| Text/Paging and Rip-N-Run Interface | 3.9 | |
| HxGN OnCall Dispatch - Notifications | | 1 |
| HxGN OnCall Dispatch - Fire Station Printing | | 1 |
| Phoenix G2 Station Alerting Interface | 3.10 | |
| Fire Station Alerting OnCall Dispatch Interface | | 1 |
| Call for Service Generic Export | 3.11 | |
| HxGN OnCall Dispatch - Fire Link Interface | | 1 |
| HxGN OnCall Dispatch - CAD Link Interface | | 1 |
| Delivery/Installation/Implementation/Training | 3.12 & 5.3 | |
| Dynamo Curriculum HxGN OnCall Dispatch Admin - on prem | | 12 |
| Kemp Load Balancers | | 3 |

I, the undersigned, certify that I have read and fully understand all the specifications supplied for the CAD and Mobile System.

ANY AND ALL EXCEPTIONS TO THE CORE SYSTEM REQUIREMENTS AND SYSTEM FUNCTIONALITY SPECIFICATIONS ARE DOCUMENTED IN ACCORDANCE WITH SECTION 5.1.5. ANY AND ALL EXCEPTIONS TO THE SUPPLIED TERMS AND CONDITIONS OF THIS REQUEST ARE INDICATED IN AND IDENTIFIED BY NUMERICAL REFERENCE ON A PLAIN SHEET AT THE VERY END OF THE PROPOSAL.

I hereby state that I have the authority to submit this proposal which will become a binding contract if accepted by the KCCDA. I further state that I have not communicated with nor otherwise colluded with any other person or Vendor, nor have I made any agreement with nor offered or accepted anything of value from an Official or employee of the KCCDA that would tend to destroy or hinder free competition.

The contents and terms of this request and our response to the same, shall be included in any contractual agreement for system and services. No business agreement or contract is created until the proposal is authorized by KCCDA's Board of Directors.

Vendor Name: Intergraph Corporation

Address: 305 Intergraph Way, Madison, AL 35758

PERSON COMPLETING FORM:

Name: Tiffany Taylor Title: North America Finance Director

Telephone: (256) 730-1572 Email: Tiffany.Taylor@hexagon.com

Signature:  Date: 12/11/2023

Section 10 – Attachment B

Cost Proposal

Motorola Solutions (Motorola) has provided the Cost Proposal sheets for the individual systems on the following pages.

CAD and Mobile System Attachment B

COST PROPOSAL

| REQUIRED CORE SYSTEM SOFTWARE | SECTION REF | COST | FIRST 24 MONTHS MAINTENANCE & SUPPORT |
|--|-------------|--------------------|---------------------------------------|
| Multi-Agency/Multi-Jurisdictional CAD System | 3.3 | Included below | - |
| Integrated Mapping System | 3.4 | Included below | - |
| Integrated Mobile Application | 3.5 | Included below | - |
| CAD Web Viewer/Dashboard | 3.6 | Included below | - |
| Law Enforcement Information Network (LEIN) Interface | 3.7 | Included below | - |
| 9-1-1 Interface | 3.8 | Included below | - |
| Text/Paging and Rip-N-Run Interface | 3.9 | Included below | - |
| Phoenix G2 Station Alerting Interface | 3.10 | Included below | - |
| Call for Service Generic Export | 3.11 | Included below | - |
| Training | 3.12 | Included below | - |
| TOTAL Year 1 Cost: | | \$2,282,862 | - |
| Maintenance and Support: Year 2 | | \$200,204 | - |

| OPTIONAL CAD CALL FOR SERVICE DATA CONVERSION | COST |
|---|------------------|
| KCCDA has operated the current Tyler Technologies CAD solution since October 30, 2018. This cost should include conversion of all existing CAD Calls for Service into the proposed vendor's system. | \$183,807 |

| REQUESTED OPTIONAL SOFTWARE ITEMS | 5 Year Cost | FIRST 24 MONTHS MAINTENANCE & SUPPORT |
|--|--|--|
| Priority Dispatch Emergency Medical Dispatch Interface | \$39,713 | - |
| Logis IDS CAD-to-CAD | \$53,144 | - |
| Phoenix G2 Automatic Radio Dispatch Interface | need more information to provide accurate cost/scope | need more information to provide accurate cost/scope |
| Fusus Real-Time Crime Center CAD Interface/Integration | \$41,720 | - |

| | Annual Cost |
|---|-------------|
| Maintenance and Support: Year THREE (3) | \$210,214 |
| Maintenance and Support: Year FOUR (4) | \$220,725 |
| Maintenance and Support: Year FIVE (5) | \$231,761 |

General RFP Multi-Systems Percentile Discount (applies to COST only; not maintenance and support):

Two Systems Cost: Motorola needs more information on which two systems would be requested in order to provide accurate pricing.

All Three Systems Cost: **\$3,595,648**

(This is the Grand Total 5-Year Offer Price for CAD/Mobile, Records, & Jail Management Systems excluding options)

Motorola prices reflect the Michigan State Contract Discount of 20%

| ADDITIONAL MOTOROLA OPTIONAL ITEMS | COST |
|---|-------------|
| Hardware (5-Year Cost shown for the entire CAD, RMS, JMS Suite) | \$1,176,401 |
| PremierOne CAD / Radio Integration (5-Year Cost shown) | \$75,358 |

I, the undersigned, certify that I have read and fully understand all the specifications supplied for the CAD and Mobile System.

ANY AND ALL EXCEPTIONS TO THE CORE SYSTEM REQUIREMENTS AND SYSTEM FUNCTIONALITY SPECIFICATIONS ARE DOCUMENTED IN ACCORDANCE WITH SECTION 5.1.5. ANY AND ALL EXCEPTIONS TO THE SUPPLIED TERMS AND CONDITIONS OF THIS REQUEST ARE INDICATED IN AND IDENTIFIED BY NUMERICAL REFERENCE ON A PLAIN SHEET AT THE VERY END OF THE PROPOSAL.

I hereby state that I have the authority to submit this proposal which will become a binding contract if accepted by the KCCDA. I further state that I have not communicated with nor otherwise colluded with any other person or Vendor, nor have I made any agreement with nor offered or accepted anything of value from an Official or employee of the KCCDA that would tend to destroy or hinder free competition.

The contents and terms of this request and our response to the same, shall be included in any contractual agreement for system and services. No business agreement or contract is created until the proposal is authorized by KCCDA's Board of Directors.

Vendor Name: Motorola Solutions, Inc.

Address: 500 W Monroe Street, Ste 4400. Chicago, IL 60661

PERSON COMPLETING FORM:

Name: Ken Rey

Title: VP MSSSI & Director Software Sales

Telephone: (303) 513-0961

Email: ken.rey@motorolasolutions.com

Signature: 

From: [Arnett, Mike \(MDOC\)](#)
To: [Jeff Troyer](#)
Subject: Re: MOU request
Date: Wednesday, January 3, 2024 1:14:17 PM

That is terrific. Thank you so much.

Mike Arnett, Investigator
Michigan Department of Corrections
Absconder Recovery Unit
TX; (517) 243-4854
Email: arnettm@michigan.gov

From: Jeff Troyer <JTroyer@kccda911.org>
Sent: Wednesday, January 3, 2024 1:11:56 PM
To: Arnett, Mike (MDOC) <arnettm@michigan.gov>
Subject: RE: MOU request

CAUTION: This is an External email. Please send suspicious emails to abuse@michigan.gov

Good Afternoon and Happy New Year Mike!

I don't foresee this being any problem and its perfect timing. I will add the request and my recommendation to our TAC agenda for next week. Also, so you know, we now have two additional talkgroups that are unencrypted for cross-discipline use in a large-scale incident (39SPEV1 and 39SPEV2) unified communications. We will be recommending/providing access to those as well.

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: Arnett, Mike (MDOC) <arnettm@michigan.gov>
Sent: Wednesday, January 3, 2024 12:56 PM
To: Jeff Troyer <JTroyer@kccda911.org>
Subject: RE: MOU request

Good Afternoon Sir,

Previous requested channels are up and working great for some time now. There is one thing that I didn't know I would need until working with KDPS over the last several months and that's the TAC channels. Is that something that could be considered for my radio? I've had several times where different operations have occurred in Kalamazoo and I was asked if I had access to make it easier to for instance call out a suspect location for an arrest during rolling surveillance.

Mike Arnett, Investigator
Michigan Department of Corrections
Absconder Recovery Unit
TX; (517) 243-4854
Email: arnettm@michigan.gov

From: Jeff Troyer <JTroyer@kccda911.org>
Sent: Wednesday, April 19, 2023 9:37 AM
To: Arnett, Mike (MDOC) <arnettm@michigan.gov>
Cc: Victoria Rose <VRose@kccda911.org>; Scott R Merlo <scott.merlo@wmich.edu>
Subject: RE: MOU request

CAUTION: This is an External email. Please send suspicious emails to abuse@michigan.gov

Okay – I will touch base with you after the May TAC meeting.

Jeffery Troyer

Executive Director
Kalamazoo County Consolidated Dispatch Authority
7040 Stadium Drive, Kalamazoo, MI 49009
Ofc: 269-488-6616
Cell: 269-718-2195
www.kccda91.org

From: Arnett, Mike (MDOC) <arnettm@michigan.gov>
Sent: Wednesday, April 19, 2023 9:11 AM
To: Jeff Troyer <JTroyer@kccda911.org>
Subject: RE: MOU request

Yes the three primary law enforcement channels. Any others specific to KDPS as well if possible.
Thanks

Mike Arnett, Investigator
Michigan Department of Corrections
Absconder Recovery Unit
TX; (517) 243-4854
Email: arnettm@michigan.gov

From: Jeff Troyer <JTroyer@kccda911.org>
Sent: Wednesday, April 19, 2023 9:08 AM
To: Arnett, Mike (MDOC) <arnettm@michigan.gov>
Cc: Victoria Rose <VRose@kccda911.org>; Scott R Merlo <scott.merlo@wmich.edu>
Subject: RE: MOU request

CAUTION: This is an External email. Please send suspicious emails to abuse@michigan.gov

Mr. Arnett,

Partner agency requests for talk group access are considered by KCCDA's Technical Advisory Committee (TAC). I will include your request on the agenda for the next TAC meeting on May 3rd. In the interim, can you please clarify which talk groups you are requesting access to? We have three primary law enforcement talk groups which are all encrypted with a DES algorithm. Is it safe to assume those are the ones you are requesting?

Thanks in advance.

Jeffery Troyer

Executive Director
Kalamazoo County Consolidated Dispatch Authority
7040 Stadium Drive, Kalamazoo, MI 49009
Ofc: 269-488-6616
Cell: 269-718-2195
www.kccda91.org

From: Arnett, Mike (MDOC) <arnettm@michigan.gov>
Sent: Tuesday, April 18, 2023 12:03 PM
To: Jeff Troyer <JTroyer@kccda911.org>
Subject: MOU request

Good afternoon Sir,

I cover the Kalamazoo area for my department and I'm requesting a memo of understanding authorizing me to have Kalamazoo dispatch added to my 800 MHz radio. My role with the Department of Corrections is locating parole absconders and attempting to take them back into custody. Having the ability to contact dispatch directly in the event of an emergency would be very beneficial.

***Mike Arnett, Investigator
Michigan Department of Corrections
Absconder Recovery Unit***

TX; (517) 243-4854

Email: arnettm@michigan.gov



Kalamazoo County Consolidated Dispatch Authority

Operational Policy and Procedure

| | | |
|---|---|------------------------------------|
| SOP: 09.06 | | Page 1 of 3 |
| Title: Mass Casualty Incident (MCI) | | |
| Effective Date: January 16, 2024 | NEW <input checked="" type="checkbox"/> | REVISED <input type="checkbox"/> |
| Approval: | | |
| _____ | or | _____ |
| <i>Jeffery Troyer, Executive Director</i> | | <i>Torie Rose, Deputy Director</i> |

PURPOSE

The objectives of the Mass Casualty Incident policy and procedure are:

1. Clearly define what constitutes a Mass Casualty Incident and how one is declared.
2. To establish county-wide standard response and notification procedures for agencies directly dispatched by KCCDA.
3. To establish standard guidelines for notifying Life EMS of a Mass Casualty Incident (MCI) and upgrades/downgrades to the same.

EMS PLAN LEVELS

EMS Plan 1: (Approximately 4 to 9 patients)

The following resources will be dispatched/notified:

- Four (4) total ambulances
- 1 EMS Supervisor/Agency Leadership – shall assume the Medical Command/Medical Branch Director Role (or may coach and coordinate with the person in this role)
- MSU1 and/or MSU2
- Emergency Management (Kalamazoo County and the City of Kalamazoo) will be notified via Active911
- Other Resources – Consider additional resources based on situation report

EMS Plan 2: (Approximately 10 - 24 patients)

The following resources will be dispatched/notified:

- Six (6) additional ambulances (total of 10). NOTE: If more are needed, Medical Command will request

- 3 EMS Supervisor/Agency Leadership – one in Command Post, one in Transport, and one Medical B
- MSU1 and/or MSU2
- MSU3 (AKA – White Whale) will be put on standby
- Emergency Management (Kalamazoo County and the City of Kalamazoo) will be notified via Active911

EMS Plan 3: (Approximately 25+ patients)

The following resources will be dispatched/notified:

- Six (6) additional ambulances (total of 16). NOTE: If more are needed, Medical Command will request
- Five (5) Agency Leaders/Managers to Unified Command and EOC
- MSU1 and/or MSU2
- MSU3 (AKA – White Whale) dispatched
- EM50 (Emergency Management Command Vehicle) dispatched
- Emergency Management (Kalamazoo County and the City of Kalamazoo) will be notified via Active911
- Consider requesting appropriate alternative means for patient transportation (bus, wheel-chair vans, etc.) and/or shelter.

POLICY

In most instances, an MCI incident will begin under a different nature code until a first responder resource, declares an MCI.

If a first responder on scene assesses the incident and determines the number of patients is greater than 4, on-scene command shall declare an MCI to the fire dispatcher and relay the number of patients. In the event the first responder forgets to declare an MCI, the fire dispatcher can inquire with the first responder if he/she would like the incident converted to an MCI. Once it is determined to be an MCI, the fire dispatcher shall take the following steps:

1. Change the EMS incident type to an MCI incident.

The screenshot shows a dispatch software interface for incident CFS #1275. The call location is 7040 STADIUM DR, KCCDA, 5 8TH ST / STADIUM PINES ST. The incident type is currently set to 'Known PI Accident'. A dropdown menu is open, showing 'MCI' as the selected option, which is circled in red. A red arrow points from the text above to this 'MCI' option. Other fields include 'PI - Confirmed Injuries' (In Progress), 'TEST CALL DO NOT DISPATCH', and 'Created On: 01/05/2024 10:29:59'. The interface also shows a list of associated calls at the bottom.

| 0.Associated Calls | Dispositions | Personnel | Questionnaire | GIS | Linked Calls | Attachments | | |
|--------------------|--------------|-----------|---------------|--------|--------------|-------------|--------|----------|
| 1.Narrative | 2.Vehicles | 3.People | 4.NCIC | 5.E911 | 6.Incidents | 7.SRI | 8.Logs | 9.Alerts |

| Date | Type | Restriction | Entered By | Unit # | Critical | Narrative |
|---------------------|------------|-------------|---------------|--------|----------|---------------------------|
| 01/05/2024 10:30:12 | User Entry | General | danet\mftacek | | No | TEST CALL DO NOT DISPATCH |

- This will prompt recommendations for EMS. Each recommendation level corresponds to the EMS Plan Level(s). For example, recommendation 1st alarm is equivalent to an EMS Plan Level 1; a 2nd alarm is equivalent to an EMS Plan Level 2 and so forth. The fire dispatcher shall upgrade the alarm level to correlate with the correct EMS Plan based on the number of patients.

Call #1275: Unit Recommendations

Response Plans used for these results: 05-PI Accident - Unknown/Known Injuries (Fire), EMS- MCI Plan 1 (EMS)

Recommended Units:

| Action | Source | Unit # | Unit Type | Area | Station | Unit Status | ETA |
|--|----------|--------|-----------|----------------------|---------|-------------|-----|
| EMS (3 items) Response Plan: EMS- MCI Plan 1 | | | | | | | |
| <input checked="" type="checkbox"/> | Dispatch | Area | EMSPlan1 | Ambulance-Life | LIFE | Available | N/A |
| <input checked="" type="checkbox"/> | Dispatch | Area | MSU1 | EMS Physician | EMS | Available | N/A |
| <input checked="" type="checkbox"/> | Dispatch | Area | EM | Emergency Management | KZMISC | Available | N/A |

Unfulfilled Resources:

| Type | Resource | Count |
|------|----------|-------|
| | | |

Fulfilled Recommendations:

| Unit # | Unit Type | Station | Unit Status | ETA | Agency |
|--------|-----------|---------|-------------|-----|--------|
| | | | | | |

Extra Units:

| Unit # | Unit Type | Station | Status |
|--------|-----------|---------|--------|
| | | | |

Narrative

05-PI Accident - Unknown/Known Injuries:
USE OSHTEMO ALL CALL
EMS- MCI Plan 1:
LIFE EMS DUE WITH 4 TOTAL AMBULANCES & 1 EMS SUPERVISOR

Agency Types: Police Fire EMS [Additional Requests](#) [Excluded Units](#) [Response Plan Details](#) Override:

Current Alarm Level: 1 [Upgrade](#) Preview Alarm Level: << 1 >>

[Accept](#) [Decline](#) [Ignore](#) [Resume](#) [Show Routes On Map](#) Recommendations Updated: 10:40:43 [Refresh](#)

- The fire dispatcher shall dispatch units identified in the recommendation(s) that KCCDA provides direct dispatch for.
- Once the recommendations are accepted, the fire dispatcher is then responsible for notifying Life EMS of the MCI and the appropriate EMS Plan Level.
- At any time during the incident if the number of patients changes, the recommendations should be downgraded/upgraded to correlate with the EMS Plan based on that number of patients. Life EMS shall be notified immediately of any changes in the EMS Plan level.