



NOTICE and AGENDA for **Kalamazoo County Consolidated Dispatch Authority** **Technical Advisory Committee** **March 1, 2023**

PLEASE TAKE NOTICE that a REGULAR Meeting of the Kalamazoo County Consolidated Dispatch Authority Technical Advisory Committee will be held on **Wednesday, March 1st** 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 – 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 4 – FOR CONSIDERATION

- A. Administrative Monthly Report (Verbal overview will be provided as the written version is not yet complete)
- B. Old Business
 - 1. Kalamazoo MPSCS Simulcast Subsystem Project (Update)
- C. New Business
 - 1. REVISION – SOP 04.01 Fire Communications Plan
 - 2. Prepared Live Discussion
 - 3. Conditional Bonds
 - 4. Agreement with Integrated Services of Kalamazoo for Computer Aided Dispatch System Limited Records Access
 - 5. Cost Analysis for KCCDA to host Law Enforcement Hexagon RMS/JMS

ITEM 6 – OTHER ITEMS

- D. Announcements and Member Comments
- E. Next Meeting – May 3, 2023

ITEM 7 – ADJOURNMENT

ICE STORM STATS -- Feb 22nd/23rd/24th, 2023

DATE	HOUR	CALL COUNT	DATE	HOUR	CALL COUNT	DATE	HOUR	CALL COUNT
2/22/2023	0000	34	2/23/2023	0000	141	2/24/2023	0000	40
2/22/2023	0100	46	2/23/2023	0100	99	2/24/2023	0100	28
2/22/2023	0200	15	2/23/2023	0200	91	2/24/2023	0200	25
2/22/2023	0300	32	2/23/2023	0300	58	2/24/2023	0300	21
2/22/2023	0400	16	2/23/2023	0400	83	2/24/2023	0400	31
2/22/2023	0500	17	2/23/2023	0500	136	2/24/2023	0500	41
2/22/2023	0600	20	2/23/2023	0600	137	2/24/2023	0600	48
2/22/2023	0700	42	2/23/2023	0700	202	2/24/2023	0700	60
2/22/2023	0800	48	2/23/2023	0800	134	2/24/2023	0800	59
2/22/2023	0900	60	2/23/2023	0900	174	2/24/2023	0900	55
2/22/2023	1000	51	2/23/2023	1000	176	2/24/2023	1000	95
2/22/2023	1100	48	2/23/2023	1100	135	2/24/2023	1100	71
2/22/2023	1200	44	2/23/2023	1200	143	2/24/2023	1200	84
2/22/2023	1300	51	2/23/2023	1300	106	2/24/2023	1300	78
2/22/2023	1400	82	2/23/2023	1400	95	2/24/2023	1400	104
2/22/2023	1500	91	2/23/2023	1500	107	2/24/2023	1500	89
2/22/2023	1600	68	2/23/2023	1600	118	2/24/2023	1600	133
2/22/2023	1700	180	2/23/2023	1700	138	2/24/2023	1700	89
2/22/2023	1800	187	2/23/2023	1800	94	2/24/2023	1800	91
2/22/2023	1900	331	2/23/2023	1900	85	2/24/2023	1900	74
2/22/2023	2000	357	2/23/2023	2000	86	2/24/2023	2000	72
2/22/2023	2100	255	2/23/2023	2100	74	2/24/2023	2100	71
2/22/2023	2200	197	2/23/2023	2200	63	2/24/2023	2200	73
2/22/2023	2300	164	2/23/2023	2300	57	2/24/2023	2300	56

2/22/2023	TOTAL	2436	2/23/2023	TOTAL	2732	2/24/2023	TOTAL	1588
2/22/2023	DAYS 0700-1900	952	2/23/2023	DAYS 0700-1900	1622	2/24/2023	DAYS 0700-1900	1008
2/22/2023	NIGHTS 1900-0700	2049	2/23/2023	NIGHTS 1900-0700	599	2/24/2023	NIGHTS 1900-0700	346/565

(565 includes 219 from 00-07)



Kalamazoo County Consolidated Dispatch Authority

Operational Policy and Procedure

SOP: 04.01		Page 1 of 5
Title: Fire Communications Plan		
Effective Date: September 24, 2018	NEW <input type="checkbox"/>	REVISOR <input checked="" type="checkbox"/> October 1, 2020 February 24,
Approval:		
_____ or _____		
<i>Jeffery Troyer, Executive Director</i>		<i>Torie Rose, Deputy Director</i>

PURPOSE

The objectives of the Fire Communications Plan are:

1. To establish standard guidelines for dispatching fire calls for service.
2. To establish standard communications protocol for primary communications between Kalamazoo Consolidated Dispatch Authority (KCCDA) and all Kalamazoo County Fire Departments.
3. To establish standard communications protocol on KCCDA’s communication network.

RESPONSIBILITIES

KCCDA provides “direct” dispatch services for fifteen (15) fire departments. The Emergency Communications Officer II assigned either the Metro or County Fire Dispatch position is responsible for monitoring and dispatching all fire and EMS related calls for service, related to the position, on the various VHF and 800 systems.

POLICY

When a fire call or fire related call for service is received, the call taker shall enter the call for service, including all pertinent data, into the CAD system. CAD will generate jurisdiction and departmental recommendations for the call for service based on predetermined response plans associated with the incident type and location of the call. Dispatch staff shall follow the recommendations from CAD unless the recommendations are determined to be inaccurate. If this

occurs, recommendations do not populate, or if CAD is down, dispatch staff shall refer to jurisdiction maps and any other resources available to determine jurisdiction.

AUTOMATIC MUTUAL AID

Fire Departments in Kalamazoo County have signed agreements between their agencies to provide automatic initial or mutual aid. These responses will typically be built into CAD in the corresponding Response Plans. The primary Fire Department, as well as any mutual aid departments shall be dispatched during the initial dispatch. If a mutual aid request falls to the responsibility of the other Fire Dispatcher, it will be their responsibility to tone out that department(s) on the mutual aid request. The primary Fire Department shall not be asked if they want the mutual aid agency to respond.

COMMUNICATIONS AND DEPARTMENTS

KCCDA maintains for following communication links for communicating and dispatching Fire Departments: County Fire (VHF), Portage City Fire (VHF), and Kalamazoo City Fire (VHF). All agencies are dispatched and communicate with KCCDA via VHF except Kalamazoo Department of Public Safety (KDPS). KDPS only uses the existing VHF system for station alerting and all communications are conducted via 800 MHz.

The following is a list of fire agencies and the Primary and Backup communications link/resource (or Tower) KCCDA is to utilize for dispatch/alerting and communication transmissions:

<u>F.D. ID</u>	<u>Fire Agency:</u>	<u>Primary Comm</u>	<u>Backup</u>
03901	Alamo FD	County Fire – Alamo	Westwood
03902	Ross-Augusta FD	County Fire – Richland	Gull
03903	Climax Township FD	County Fire – Climax	Vicksburg
03904	Comstock FD	County Fire – Gull	Westwood
03905	Cooper Township FD	County Fire – Westwood	Gull
03908	Galesburg Charleston FD	County Fire – Richland	Climax
03909	Kalamazoo Dept. of Public Safety	KZoo Fire & 499FIRE	
03913	Oshtemo FD	County Fire – Michigan	Westwood
03914	Parchment FD	County Fire – Westwood	Gull
03915	Pavilion Township Fire FD	County Fire – Vicksburg	Climax
03916	Portage Fire Department	Portage Fire	
03917	Richland Township FD	County Fire – Richland	Gull
03919	South Kalamazoo County FA	County Fire – Vicksburg or Schoolcraft	
03920	Texas Township FD	County Fire – Michigan	Schoolcraft
03922	Kalamazoo Township FD	County Fire – Westwood	Gull

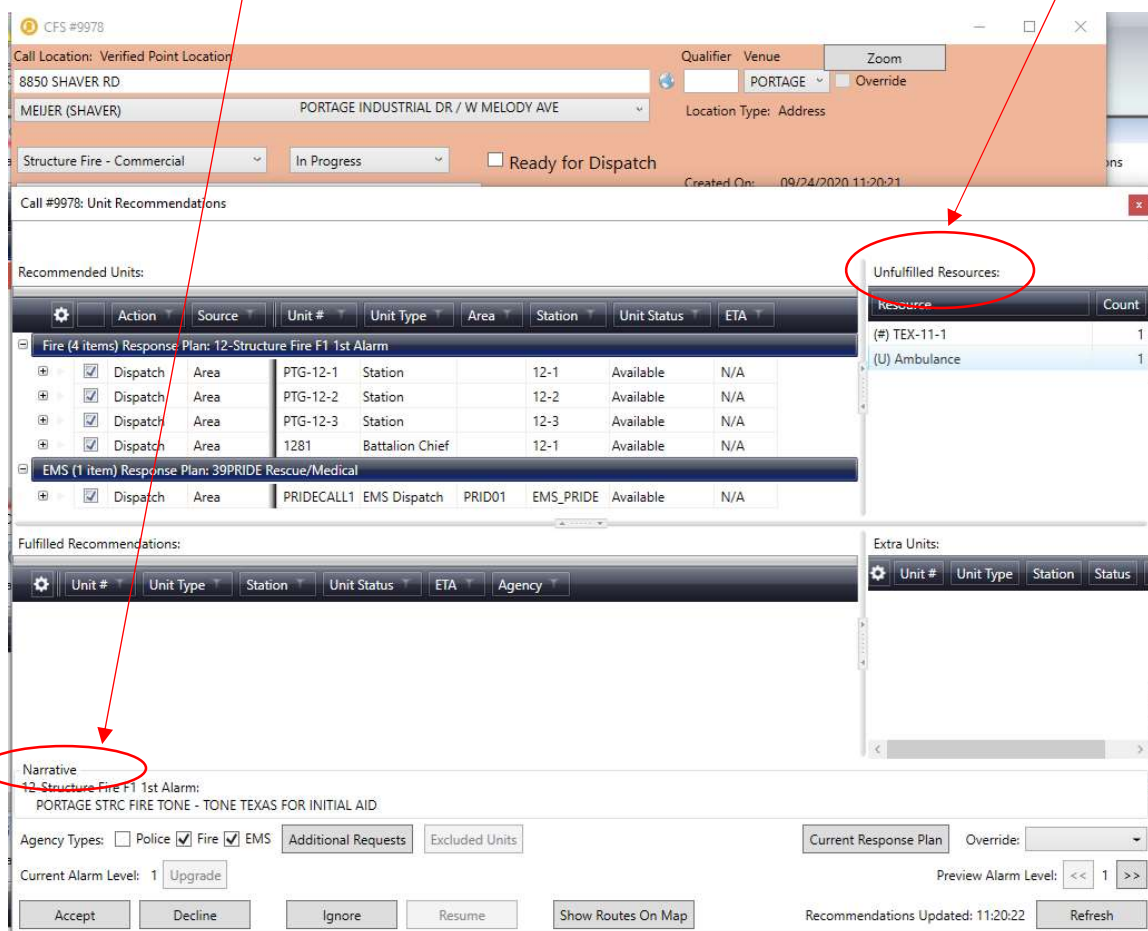
PAGING/TONING FIRE DEPARTMENTS

When a call for service is entered in CAD and the unit recommendation function is initiated, CAD will provide a recommendation corresponding to the appropriate department(s) and station(s) based on

the location of the incident. Dispatch staff shall utilize the MCC7500 radio console to activate/dispatch the appropriate resources.

The following dispatch/paging sequence shall be used:

- For all incidents except within Kalamazoo Department of Public Safety’s jurisdiction, the Metro or County Fire Dispatcher shall complete the following steps:
 1. Locate and activate the appropriate fire department station(s) pager icon(s) according to the CAD recommendations on the MCC7500 radio console. The Fire Dispatcher shall look at all aspects of the Fire Recommendation screen including the “Unfulfilled Resources” box which states which units are on the run card but currently unavailable to respond as well as the “Narrative” box which will give the Fire Dispatcher special instructions including specialized resources and/or tones that need to be utilized for the dispatch.



2. After the tones are complete, announce the incident type, address, cross streets, any specialized resources listed in the narrative box and any other pertinent information regarding the incident across the same tower the pager/station alert was transmitted on; keeping the transmission to a minimum. Once the BC or Command Unit goes enroute, the dispatcher shall advise he/she of an unfulfilled resource. The BC or Command Unit can then advise if they would like another department to respond.

3. If a department fails to acknowledge the dispatch within Two (2) minutes of completing step 2 above, repeat steps 1 and 2.
4. If a department fails to acknowledge the dispatch again within Two (2) minutes of completing step 3 above, repeat steps 1 and 2. In addition, the Dispatcher shall dispatch the next closest Fire Department for mutual aid for all fire incident types EXCEPT Rescue-Medical P3.

~~5. If a department fails to acknowledge the dispatch after completing step 4 within two additional minutes the Dispatcher shall dispatch the next closest Fire Department for mutual aid.~~

~~6.5.~~ After the next closest fire department is dispatched for mutual aid, KCCDA shall attempt to contact senior command (chief, deputy/assistant chief, etc.) for the agency/department that failed to acknowledge the dispatch and advise him/her of the situation.

- For incidents within Kalamazoo Department of Public Safety's jurisdiction, the Metro Fire Dispatcher shall complete the following steps:
 1. Select 499DISP and listen to make sure the air is clear or check with the LAW1 dispatcher. Once the air is clear, make an announcement "*Stand-by for tones on a [insert nature] at [insert address]*". This announcement will allow PSO's on the law talk group to switch over to the fire talk group.
 2. Metro Fire Dispatcher will activate the appropriate station tones on the City Fire VHF system.
 3. After the station tones are complete, the Metro Fire Dispatcher will activate the ALERT-1 or ALERT-2 tone at the top of the MCC7500 radio console depending on the incident type (ALERT-1: fire, fire alarms, natural gas, airport alerts, and tech rescues & ALERT-2: rescues, PI Accidents, vehicle fires, bomb threats, specials, brush/grass fires, etc).
 4. After the ALERT tone is complete, the Metro Fire Dispatcher will announce the incident type, address, cross streets, **any specialized resources listed in the narrative box** and any other pertinent information regarding the incident; keeping the transmission to a minimum. **Once the BC or Command Unit goes enroute, the dispatcher shall advise he/she of an unfulfilled resource. The BC or Command Unit can then advise if they would like another department to respond.**

Requests for Mutual Aid:

Fire incidents arise that require the fire Incident Command to request additional apparatuses and/or manpower from other fire departments. When a request of this nature is made, the dispatcher shall either tone out the agency being requested if that fire department is directly dispatched by KCCDA or the dispatcher shall call the appropriate dispatch center to request the fire department be dispatched immediately and document the request in the CAD event.

RADIO COMMUNICATIONS

Dispatch to Fire Department Communications:

Radio communications between KCCDA and Fire Departments shall take place on the primary comm link established under the "Primary Comm" column listed above. The primary communications link shall be utilized after the initial dispatch and response or until on-scene tactical communication has been established by Incident Command.

Fire Ground Time Notifications:

Metro and County Fire dispatchers are responsible for making fire ground time notifications to the Incident Commander every ten (10) minutes until advised by Incident Command that no further ground times are necessary. This shall be done via the primary communications link (radio transmission) to Incident Command – *"Dispatch to Oakland Street Command, this is your [insert ground time interval – 10 minute, 20 minute, 30 minute, etc.] ground time"*.

Fire Department On-Scene Communications:

KCCDA requests that On-Scene Communications be done on a non-repeated tactical or ground channel. All communication from the scene to KCCDA should be through the Incident Commander on the primary communications channel/frequency for that agency. KCCDA will attempt to monitor tactical/on-scene communications *if work load in the center permits and radio resources are available to monitor the same*.



About Prepared

Prepared is a US-based company providing life saving technology to hundreds of PSAPs across the nation. The Prepared Live platform requires no hardware or software installation and is provided at no charge for use in the Communication Center. Prepared Live can also be expanded to include Enhanced functionality including sharing of livestream videos, photos, and texts to field responders, if desired.

Free Prepared Live Features

Send Messages to Any Recipient

Initiate and exchange text messages with both 911 callers and non-911 callers. This functionality can support modernization initiatives like Telereporting to provide faster response times and enhanced citizen service.

Manage Canned Messages

Establish a limitless list of pre-configured canned messages for incident initiation and text responses for common scenarios like sharing pre-arrival instructions.

Request Caller Livestream Video

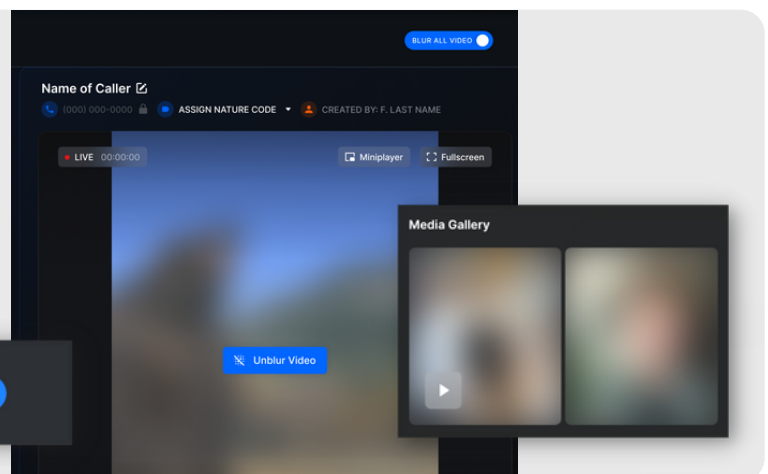
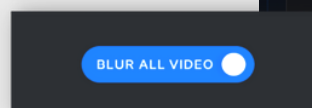
Enable the caller to send live video of what they are witnessing to provide additional support for faster and more informed incident responses.

Request Caller Media via MMS

Natively receive photos and videos sent through the caller's standard text application.

Blur/Unblur Caller Video At-Will OR Automatically Blur.

Provide telecommunicators the ability to blur video from view while recording the video unblurred for evidentiary purposes. Also, configure videos to be blurred upon initiation of all incidents (user-selectable).

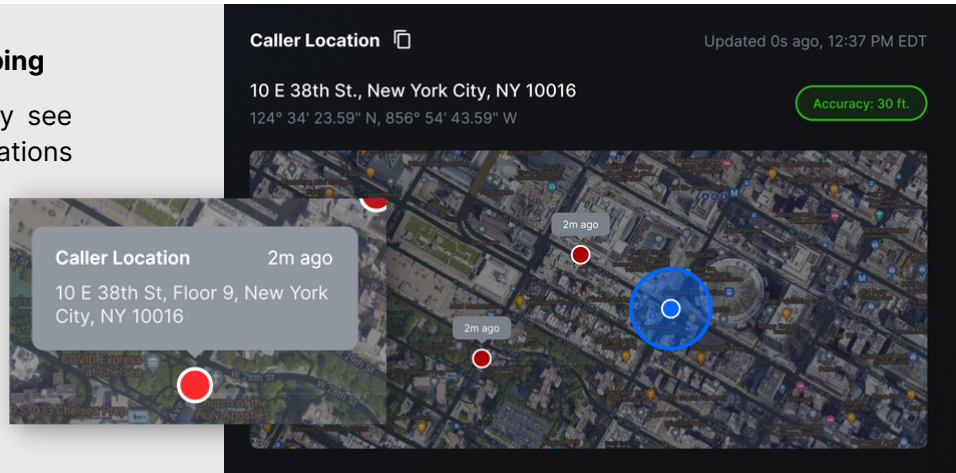


Collect Caller GPS Location

Return location data with a visible accuracy radius. Telecommunicators may also select a copy button for latitude and longitude - giving them the ability to quickly use the valuable data in other applications.

Caller Location Breadcrumbs

The ability to simultaneously see the current and previous locations of the call as they move.



Manage Users with Role-based Permissions

Establish access to features and functions based on user roles.

Generate Incident Reports

Produce incident summary reports that include chat transcripts, links to photo and video media, telecommunicator use of video functions, and caller GPS location data in a pdf report.

Data Archive with Incident Visualization

Immediate access to view previous call information in a user interface that mirrors the format seen by the telecommunicator during the incident for the purposes of evidence, training, and QA/QC. Access to archive information can be restricted by user role.

Unlimited Storage

No data storage limit.

Single Sign On

Utilize Microsoft, Google, or RapidSOS authentication services for ease of user management.

Free Prepared Live Integrations

Launch Prepared Live with SSO and auto-populate caller phone number for fast incident creation through the **RapidSOS Portal**.



Prepared Live Enhanced Features

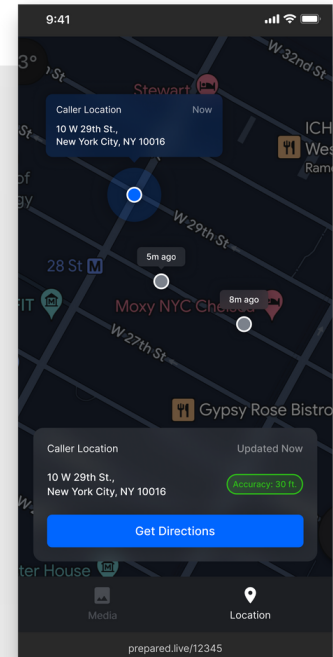
All features and functions of Prepared Live with the available Enhanced capabilities:

OnScene Sharing

Send Caller Videos, Photos, and Location via SMS, Email, and URL Link

OR

Via Desktop/MDT: Send Caller Videos, Photos, Location, and Text Transcript, all in real-time (including language translation) via lightweight installed Desktop/MDT application.



Inbound Non-Emergency Text

Receive inbound 10-digit text requests without the need to initiate texts from the communications center. Additionally, number porting is available if a 10-digit number is already in use.

Real Time Text (RTT)

The ability for telecommunicators and callers to see text messages being written in realtime, as characters are being typed... letter by letter, particularly useful when communicating with members of the deaf, hard of hearing, and speech impaired community.

Hexagon CAD Interface

Initiate new Prepared Live incidents from Hexagon while automatically populating the CAD incident with a reference to the related Prepared Live incident.

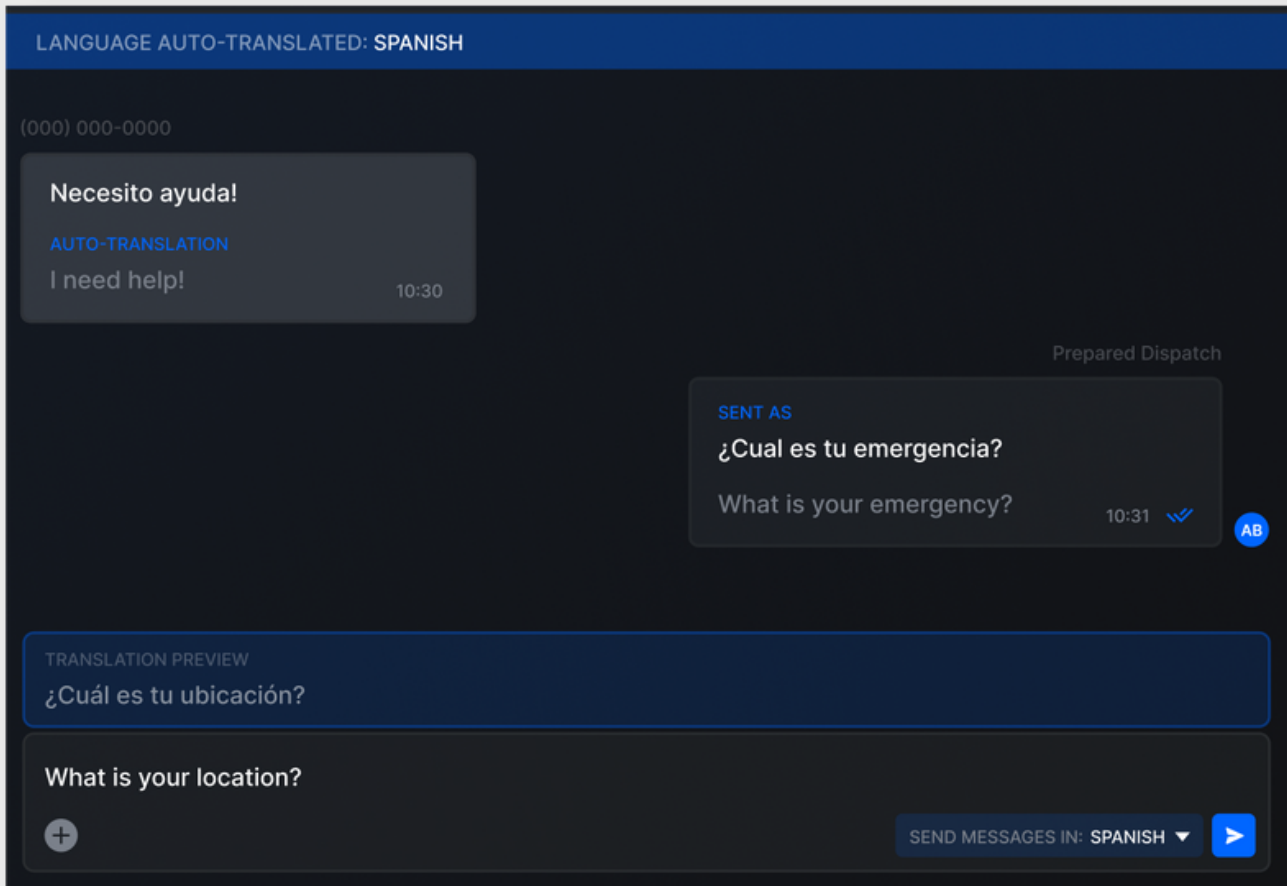
Additional Interface Development

Prepared is actively working with more than two dozen providers of public safety technology to create interfaces for Digital Evidence Systems, CAD, Logging, Text-to-911, and beyond.

Text Language Translation

Prepared Live uses the Google Translate API to allow dispatchers to translate foreign languages and communicate with non-english speakers in over 130 languages. Google Language Translate is constantly refined through the millions of users interacting with it everyday and is also used manually by many 911 agencies who don't have a language translator on staff.

Our interface is streamlined to auto-detect and translate incoming foreign languages while providing telecommunicators the ability to translate and preview their response in the foreign language of choice before sending it. Additionally, both the native text and translated text are always visible and recorded for viewing during the incident and in archive. Realtime translation preview shows the telecommunicator the translation result before sending it to the caller. As an added bonus, with the OnScene Desktop/MDT sharing capability, field responders can view the text message exchange in real time... including translations.



The screenshot displays a text message interface with a dark background. At the top, a blue header bar reads "LANGUAGE AUTO-TRANSLATED: SPANISH". Below this, a grey message bubble from the caller contains the text "Necesito ayuda!" and "I need help!". A blue label "AUTO-TRANSLATION" is positioned above the English translation. The sender's phone number "(000) 000-0000" and the time "10:30" are also visible. A response from "Prepared Dispatch" is shown in a grey bubble, containing the Spanish text "¿Cual es tu emergencia?" and the English translation "What is your emergency?". A blue label "SENT AS" is above the Spanish text. The time "10:31" and a blue circle with "AB" are at the bottom right of the response bubble. At the bottom of the interface, a blue bar labeled "TRANSLATION PREVIEW" shows "¿Cuál es tu ubicación?". Below this, a grey input field contains the text "What is your location?". At the bottom right, there is a blue button labeled "SEND MESSAGES IN: SPANISH" with a dropdown arrow and a blue arrow button.

LEIN RESPONSIBILITIES

LEIN Responsibilities	Conditional Bonds						
	PSAP	Population	Entered by	Weekend/ Holiday Entry	PSAP Confirms	If no, Who?	Affiliated w/SO
	Grand Traverse	95,860	COURT	YES	NO	JAIL	NO
	Muskegon	176,511	COURT/AGENCY	NO	NO	AGENCY	NO
	Saginaw Co.	189,591	<i>No response as of 2/21/23</i>				
	Livingston	195,014	COURT/AGENCY	NO	NO	AGENCY	NO
	KCCDA	261,108	PROTECTED PARTY ONLY	PROTECTED PARTY ONLY	YES	N/A	NO
	Ingham	284,034	COURT/JAIL	NO	NO	JAIL	NO
	Ottawa Co.	299,157	JAIL	NO	NO	JAIL	NO
	Washtenaw	369,390	YES	YES	YES	N/A	YES
	Genesee	404,208	COURT	NO	NO	JAIL	NO

Computer Aided Dispatch System Limited Records Access Agreement

This Computer Aided Dispatch System Limited Records Access Agreement is made this ____ day of March 2023, between Integrated Services of Kalamazoo, of 418 W. Kalamazoo Ave., Kalamazoo, Michigan 49007 (“ISK”) and the Kalamazoo County Consolidated Dispatch Authority, of 7040 Stadium Dr., Kalamazoo, Michigan, 49009 (“KCCDA”).

Recitals

WHEREAS, Kalamazoo County Community Mental Health Authority is doing business as Integrated Services of Kalamazoo (“ISK”); and

WHEREAS, ISK in partnership with local law enforcement agencies and Kalamazoo County Consolidated Dispatch Authority (“KCCDA”), was awarded a Bureau of Justice Assistance grant for development and implementation of a public safety mental health crisis response program; and

WHEREAS, the KCCDA has implemented systematic processes to better identify calls for service that may originate because of a direct or indirect behavioral health crisis situation; and

WHEREAS, ISK -- in furtherance of the development and implementation of a public safety mental health crisis response program – has requested KCCDA provide or facilitate read only access limited to specifically coded behavioral health related computer aided dispatch records (the “Coded Behavioral Health CAD Records”);

WHEREAS, allowing ISK timely access to identified Coded Behavioral Health CAD Records is a key component the successful implementation of a public safety mental health crisis response program.

NOW, THEREFORE, for and in consideration of the mutual covenants hereinafter contained, **IT IS HEREBY AGREED** as follows:

1. **Agreement Term**. This Agreement shall go into effect, and performance thereon shall commence, on the ____ day of March 2023 and shall continue until terminated by either party. Either party may terminate this Agreement, with or without cause, upon ten (10) calendar days prior written notice to the other party.

2. **Responsibilities of the KCCDA**. The KCCDA shall be responsible for providing read-only access to the Coded Behavioral Health CAD Records for up to three (3) ISK personnel consistent with Criminal Justice Information System (CJIS) Security Policies, the law, and this Agreement. The KCCDA maintains full control and ownership of the CAD System and all CAD System records under this Agreement. KCCDA does, by this Agreement, grant a limited, revocable, non-exclusive, non-transferrable license to ISK authorizing limited and read-only

access to the identified Coded Behavioral Health CAD Records. The CAD System is a computer system used in emergency services to dispatch public safety resources in response to calls or requests for service from the public and to track public safety resources activities. Coded Behavioral Health CAD Records are records which are specifically designated coded by responders or KCCDA in an effort to identify calls for service which might originate because of or may implicate a direct or indirect behavioral health crisis situation.

3. Responsibilities of ISK. ISK shall be responsible for treating all data which is accessed by ISK from the CAD System, including but not limited to Coded Behavioral Health CAD Records, as confidential, business-sensitive, and potentially harmful to the public health, safety, and security if inappropriately disseminated. Data from the CAD System shall not be accessed, used, or disclosed to unauthorized employees or agents of ISK, nor to any third-party, without prior notice to, and written authorization of KCCDA.

ISK shall use the CAD System solely for the limited permitted purpose of read-only access to Coded Behavioral CAD Records. ISK shall be solely responsible to establish, implement and utilize appropriate administrative, technical, and physical safeguards to protect information accessed by or through the CAD System from being accessed, used, disclosed, or stored in a manner other than as provided for herein or as provided by law. ISK's access to CAD System records for the limited purposes of this Agreement must adhere to the following guidelines:

- a. CAD System records shall not be printed, copied, photographed, or in any way duplicated or replicated.
- b. The CJIS Security Addendum shall be executed by ISK and all agents, employees, contractors, or subcontractors performing services, supervision, work, labor, or other related activities pursuant to this Agreement before obtaining access or potential access directly to the CAD System records. ~~or the summaries produced in section b (above).~~
- c. Information contained in the CAD System records specific to behavioral health characteristics or traits relevant to the diagnosis and/or treatment of an individual, may be summarized and shared with ISK behavioral health professionals for the purpose of intervention and/or ongoing treatment. *This summary shall not include information covered by CJIS Security Policy that is not relevant to behavioral health diagnosis and/or treatment. This includes but to not limited to information related to witnesses, victims, public safety personnel, and data obtained from the Law Enforcement Information Network.*

- d. The summary created in conjunction with this agreement and specific to behavioral health characteristics or traits relevant to the diagnosis and/or treatment of an individual, shall be considered an ISK medical record subject to confidentiality requirements and policies established by ISK for all agents, employees, contractors, or subcontractors.

ISK is responsible for providing personnel with CAD System access a computer or device with a supported operating system that does not present a security risk; solely as determined by KCCDA. ISK agrees to pay for costs related to remote access to the CAD System. This may include but is not limited to virtual private network or secure tunnel applications and two factor authentication.

If ISK becomes aware that any employee or agent has violated any provision of this Agreement ISK shall immediately notify the KCCDA Executive Director, and within seven days provide KCCDA with a written investigation report and, if requested by KCCDA, a proposed remedial action plan.

4. Liability. All liability, loss, or damage as a result of claims, demands, costs, or judgments arising out of activities of ISK will be the sole responsibility of ISK and not the responsibility of the KCCDA. All liability, loss, or damage as a result of claims, demands, costs, or judgements arising out of activities of the KCCDA will be the sole responsibility of the KCCDA and not the responsibility of ISK. Nothing herein will be construed as a waiver of any governmental immunity, as provided by statute or modified by court decisions, by either the KCCDA, its agencies, elected or appointed officers, and employees or ISK, and its agencies, elected or appointed officers and employees.

5. Nondiscrimination. The parties hereto, as required by law, shall not discriminate against a person to be served or an employee or applicant for employment because of race, color, religion, national origin, age, sex, , sexual orientation,, disability that is unrelated to the individual's ability to perform the duties of a particular job or position, height, weight, marital status, political affiliation or beliefs,. Breach of this covenant shall be regarded as a material breach of this Agreement.

6. Compliance with the Law. The parties hereto mutually agree to comply with all applicable Federal, State and local laws, ordinances, rules and regulations in performing their obligations pursuant to this Agreement.

7. Venue. This Agreement is governed by Michigan Law. Any and all suits for any breach of this Agreement may be instituted and maintained in any court of competent jurisdiction in the State of Michigan pursuant to applicable statutes and court rules.

8. Warranty. NEITHER THE KCCDA, NOR ITS OFFICERS OR EMPLOYEES MAKE ANY WARRANTY, EXPRESS OR IMPLIED, INCLUDING THE WARRANTIES OF

MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, OR ASSUMES ANY LEGAL LIABILITY OR RESPONSIBILITY FOR THE ACCURACY, FUNCTIONING, COMPLETENESS, OR USEFULNESS OF THE KCCDA CAD SYSTEM AND/OR THE CODED BEHAVIORAL CAD RECORDS.

9. **Waivers.** No failure or delay on the part of any of the parties to this Agreement in exercising any right, power or privilege hereinunder shall operate as a waiver thereof, nor shall a single or partial exercise of any right, power or privilege.

10. **Modification of Agreement.** Modifications, amendments, or waivers of any provision of this Agreement may be made only by written mutual consent of the parties hereto.

11. **Assignment or Subcontracting.** The parties to the Agreement may not assign, subcontract or otherwise transfer their duties and/or obligations under this Agreement.

12. **Disregarding Titles.** The titles of the sections set for this Agreement are inserted for the convenience of reference only and shall not be disregarded when construing or interpreting any of the provisions of this Agreement.

13. **Completeness of this Agreement.** This Agreement contains all the terms and conditions agreed upon by the parties hereto, and no other agreements, oral or otherwise, regarding the subject matter of this Agreement or any part thereof, shall have any validity or binding any of the parties hereto.

14. **Invalid Provisions.** If any provision of this Agreement is held to be invalid, it shall be considered to be deleted and the remainder of this Agreement shall not be affected thereby. Where the deletion of the invalid provision would result in the illegality and/or unenforceability of the Agreement, this Agreement shall be considered to have terminated as of the date on which the provision was declared invalid.

15. **Non-Beneficiary Agreement.** This Agreement is not intended to be a third party beneficiary contract and confers no rights on anyone other than the parties to this Agreement.

16. **Survival Clause.** All rights, duties and responsibilities of any party that either expressly or by their nature, extend into the future, including but not limited to the confidentiality provision and indemnification and hold harmless provisions, shall extend beyond and survive the end of the term or termination of this Subcontract.

17. Certification of Authority to Sign Agreement. The person signing on behalf of the parties hereto certify by their signatures that they are duly authorized to sign this Agreement on behalf of said parties and that said parties have authorized this Agreement.

IN WITNESS THEREOF, the authorized representatives of the parties hereto have fully signed this Agreement on the day and year first above written.

Integrated Services of Kalamazoo (“ISK”)

By: _____ Dated: _____

Jeff Patton

Its: Chief Executive Officer

Kalamazoo County Consolidated Dispatch Authority (“KCCDA”)

By: _____ Dated: _____

Jeff Troyer

Its: Executive Director

Primary Site

Licensing	QTY	Cost
Microsoft SQL 2019 Enterprise W/sa	20	\$ 185,000.00
Load balancer	2	\$ 10,196.94
Microsoft server 2019		\$ 800.00
Anti Virus		\$ 2,500.00
Backup server Licence		\$ 10,000.00
VMWARE		\$ 11,500.00

Physical Equipment Primary	QTY	Cost
Vxrail Node	4	\$ 231,953.07
Backup Storage	2	\$ 33,288.68

Staffing	QTY	Cost
Network & Systems Administra	25%	\$ 28,123.75

of FTE @ Step 1

First Year Cost: \$ 451,041.75
Annual/Yearly Recurring Cost: \$ 62,320.69

Hexagon Records Requirments

The screenshot shows a spreadsheet with the following content:

Production

Site 1 Totals						
vCPU (3:1)		Memory		Disk (TB)		IOPS
Provisioned	Required	Provisioned	Required	Provisioned	Required	
148	59	612	734	26	38	31,460

Disaster Recovery

Site 2 Totals						
vCPU (3:1)		Memory		Disk (TB)		IOPS
Provisioned	Required	Provisioned	Required	Provisioned	Required	
76	30	282	338	11	15	8,660

Hexagon recommends Data at Rest Encryption per CJS Security Policy sect 5.10.1.2.2

Bill of Material

Quantity	Make	Model	Description
3	* Kemp	VLM-3000	Load Balancers
20	Microsoft	SQL 2019 Enterprise Edition w/ SA	AAG Database
1	Microsoft	SQL 2019 Developer Edition	Test Database

* Kemp Load Balancers are required as part of the base, exceptions are not allowed

DR Site

Physical Equipment DR	QTY	Cost
Palo Alto Firewall	1	\$ 7,288.31
DELL TOR Switch	2	\$ 20,433.12
Vxrail nodes	4	\$ 231,953.07
EPL Connection Speed Bump	x	x

Licensing	QTY	Cost
Microsoft SQL 2019 Enterprise W/sa		\$ 84,000.00
Load balancer	1	\$ 5,098.47
Palo Alto Licensing		\$ 7,363.20
Microsoft server 2019		\$ 800.00
Anti Virus		\$ 1,000.00
Backup server Licence		\$ 7,000.00
VMWARE		\$ 11,500.00

First Year Cost: \$ 343,674.50

Annual/Yearly Recurring Cost: \$ 31,961.67

First Year Total Investment

First Year Cost: \$ 794,716.25

Annual/Yearly Recurring Cost: \$ 94,282.36

Total \$ 888,998.61