



NOTICE and AGENDA for
Kalamazoo County Consolidated Dispatch Authority
Technical Advisory Committee
September 4, 2024

PLEASE TAKE NOTICE that a REGULAR Meeting of the Kalamazoo County Consolidated Dispatch Authority Technical Advisory Committee will be held on **Wednesday, September 4th** 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 Ernestes, 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 – APPROVAL OF MEETING MINUTES

- A. Regular Meeting Minutes from July 10, 2024

ITEM 4 – CITIZENS’ TIME

The Committee welcomes 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 and state their full name and address for the record. Each member of the public is limited to four minutes or less.

ITEM 5 – FOR CONSIDERATION

- A. Administrative Monthly Report (verbal report unless written version is complete before meeting)
- B. Old Business
 - 1. UPDATE: Conditions and Orders
 - 2. UPDATE: Two Factor Authentication
 - 3. UPDATE: Radio Inventory Survey
- C. New Business
 - 1. U.S. Marshall Talkgroup Request
 - 2. YWCA – Domestic Violence Scheduled Reports
 - 3. Semco Energy License Agreement – Kalamazoo MPSCS Simulcast Subsystem
 - 4. AI Solution for Non-Emergency Call Taking

ITEM 6 – OTHER ITEMS

- D. Announcements and Member Comments
Tyler System Upgrade – September 10, 2024
- E. Next Meeting – November 6th, 2024

ITEM 7 – ADJOURNMENT

KCCDA meetings are open to all without regard to religion, race, color, national origin, sex, sexual orientation, gender identity or expression, height, weight, familial status, marital status, disability, or any other legally protected class. The KCCDA will provide special aid or assistance to attend a KCCDA meeting and will provide necessary reasonable auxiliary aids and services, such as signers for the hearing impaired and audio tapes of printed materials being considered at the meeting/hearing, to individuals with disabilities, upon four (4) business days’ notice to the KCCDA. Individuals with disabilities requiring auxiliary aids or services should contact KCCDA by emailing admin@kccda911.org or calling (269) 488-8911.



MEETING MINUTES for

Kalamazoo County Consolidated Dispatch Authority TECHNICAL ADVISORY COMMITTEE July 10, 2024 – 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, July 10, 2024, 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), Chris Franks (KDPS), Bryan Ergang (KTPD), Nicholas Arnold (PDPS), Gerry Leudecking (KCFCA), Dr. Fales (KCMCA) arrived at 10:08

Others Present: Ryan McGregor, Jeff Heppler, Chip Everett, Megan Malz, Jeff Troyer, Torie Rose, Jon Moored, Marty Ftacek, Justin Johnson, and Chris McComb

ITEM 3 - APPROVAL OF MEETING MINUTES

- A. Regular Meeting Minutes from May 1, 2024

“Motion by Mr. Ergang, second by Mr. McGregor to approve the Regular Meeting Minutes from May 1, 2024, 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 presented a review of the Administrative Monthly Report that was included in the packet.

- B. Old Business

- 1. UPDATE: Conditions and Orders

Mr. Troyer stated he had a discussion with District Court yesterday and their target transition date is August 1. They will be entering ALL conditions and orders from District Court with two full time positions. There are some ORI issues that need to be figured out. There have been no discussions with Circuit Court currently.

2. UPDATE: Two Factor Authentication Requirement

Mr. Troyer stated that Board of Directors approved additional funding for the Imprivata system and the contract has been executed. The law enforcement agencies who are subject to the two factor requirements were able to be included as affiliated agencies. Once the system is up and operating, KCCDA may be able to offer other agencies the opportunity to purchase licenses to use the platform. Eventually, law enforcement agencies without two factor authentication will be unable to access KCCDA systems. After October, it will be a CJIS violation for us to allow it. A hard cutoff date will be brought to the next meeting or in November.

C. New Business

1. REVISED CAD Standard Interface Guidelines

Mr. Troyer stated that through the last update, staff found out we have the option to select local time or Zulu. Previously, records could only be exported using Zulu date and time format. This was the only change in the guidelines and is presented as information.

2. Radio Inventory Survey

Mr. Troyer stated reminders will be sent to complete the surveys that were sent out last month. The first goal of the survey is to coordinate a countywide template update and programming event which we still hope to target late this year.

3. REVISED SOP 10.02 – 800Mhz Contingency Plan (Storm Plan)

Mr. Troyer stated the revision was included in the packet and the significant changes surround fail soft mode on our simulcast cell. The storm plan consolettes will be locked on sites 5112 and Plainwell. This matches up with the unified communications plan and will be a requirement for any templates as we move forward. Staff is recommending approval.

“Motion by Mr. Ergang, Second by Mr. McGregor to approve REVISED SOP 10.02 – 800 Mhz Contingency Plan (Storm Plan) as presented.”

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

4. Semco Energy User Request – Kalamazoo MPSCS Simulcast Subsystem

Mr. Troyer stated Semco does not have significant coverage in this area but they are looking for the same type of agreement as we have with Consumers Energy. Consumers Energy has a per vehicle charge but they have a large amount of vehicles in the area. We will be looking at more of a set charge for Semco because of the limited coverage and limited number of vehicles. Additional equipment will not be needed for their coverage.

5. Allegan County Law Enforcement Talkgroup

Mr. Troyer stated Allegan switched their primary law enforcement talkgroup to an encrypted one – 03ALTAC. This is a short-term solution, and their long-term plan will be to transition to 03LAW with ADP encryption but there is not timeline for that.

6. Medic 1 Ambulance Talkgroup and VHF Access Request

Mr. Troyer stated the Medic 1 Ambulance request was included in the packet. They will only be in the county for major incidents, and they are not asking for much. Staff recommends approval.

“Motion by Mr. Arnold, Second by Mr. Ergang to approve Medic 1 Ambulance in Berrien County’s talkgroup and VHF request as presented.”

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

ITEM 6 – OTHER ITEMS

D. Announcements and Member Comments

Mr. Troyer reminded everyone that on 9/10/24 the Tyler System upgrade will start at 5:00 a.m.

E. Next Meeting

The next regular scheduled Technical Advisory Committee meeting will be Wednesday, September 4, 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 10:48 a.m.

From: [Nyhof, Michael \(USMS\)](#)
To: [Martin Ftacek](#); [IT](#); [Jeff Troyer](#)
Cc: [Dawe, Timothy \(USMS\)](#); [Ortiz, Matthew \(USMS\)](#)
Subject: RE: USMS Marshals talk group request
Date: Monday, August 5, 2024 2:19:31 PM
Attachments: [image001.png](#)

Good afternoon Martin,

I am just following up on the below email chain. Do you know if the request was brought up in the July committee meeting?

Respectfully,

Mike Nyhof
Deputy United States Marshal
Western District of Michigan | Kalamazoo
michael.nyhof@usdoj.gov
Cell: (612) 919-8207

From: Martin Ftacek <MFtacek@kccda911.org>
Sent: Tuesday, May 7, 2024 12:31 PM
To: Nyhof, Michael (USMS) <Michael.Nyhof@usdoj.gov>; IT <IT@kccda911.org>; Jeff Troyer <JTroyer@kccda911.org>
Cc: Dawe, Timothy (USMS) <Timothy.Dawe@usdoj.gov>; Ortiz, Matthew (USMS) <Matthew.Ortiz2@usdoj.gov>
Subject: [EXTERNAL] Re: USMS Marshals talk group request

Deputy Marshal Nyhof,

I am happy to help. I am adding Executive Director Troyer into the e-mail thread to help facilitate this request.

Director Troyer and I spoke briefly regarding your request. We may have an existing MOU on file, but will be checking.

If we do not have anything in place already, the next step will be bringing this request before our technical advisory committee. The next meeting would be July 3rd 2024.

It was a pleasure speaking with you today. We will keep you updated on our findings/next steps.

Thanks,

Marty Ftacek
COMT
Systems Support Specialist
Phone: 269.488.6621
Dispatch 24x7: 269.488.8911



7040 Stadium Drive
Kalamazoo, MI 49009

From: Nyhof, Michael (USMS) <Michael.Nyhof@usdoj.gov>
Sent: Tuesday, May 7, 2024 11:53 AM
To: IT <IT@kccda911.org>
Cc: Dawe, Timothy (USMS) <Timothy.Dawe@usdoj.gov>; Ortiz, Matthew (USMS) <Matthew.Ortiz2@usdoj.gov>
Subject: USMS Marshals talk group request

Marty,

Thanks for taking my call today. As discussed, I am a Deputy US Marshal based in Kalamazoo, MI. I frequently work fugitive cases with KDPS/ KVET, the Kalamazoo SO, and MSP.

I am requesting access to the following channels for inter-op and officer safety:

- 499DISP
- 39TAC1, 39TAC2, 39TAC3, 39TAC4, 39TAC5, 39TAC6, 39TAC7, 39TAC8
- 39P911
- 395P911
- 39SPEV1, 39SPEV2
- Along with the Kalamazoo County encryption key

I am a member of the USMS Western District of Michigan which covers the western half of the lower peninsula. We have deputies and task force officers in Lansing and Grand Rapids that also frequently travel to Kalamazoo to assist me. I would request that our District have the ability to load these channels on all of our fugitive task force radios.

Please feel free to contact me directly with any questions.

Respectfully,

Mike Nyhof
Deputy United States Marshal
Western District of Michigan | Kalamazoo
michael.nyhof@usdoj.gov
Cell: (612) 919-8207

LICENSE AGREEMENT

THIS LICENSE AGREEMENT, made and entered into this 28th day of August, 2024, (Effective Date), by and between SEMCO Energy, Inc., 1411 Third Street, Suite A, P.O. Box 5004, Port Huron, MI 48061-5004 (“SEMCO”) and the Kalamazoo County Consolidated Dispatch Authority, of 7040 Stadium Dr., Kalamazoo, Michigan 49009 (“Authority”).

WITNESSED:

WHEREAS, the Authority owns and operates the Kalamazoo Simulcast Sub-System (“Sub-System”) which is part of the statewide public safety communications system known as the Michigan Public Safety Communications System (“MPSCS”); and

WHEREAS, SEMCO, a public utility company, has reached an agreement with MPSCS officials to become an end user of the MPSCS System; and

WHEREAS, SEMCO provides utility services for a small area within south Kalamazoo County and a much larger presence in the western Calhoun and northern St. Joseph counties; and

WHEREAS, SEMCO has submitted a request to the Authority to use the Sub-System for trucks/devices traveling through and working in Kalamazoo Sub-System’s coverage area; and

WHEREAS, the Authority and SEMCO have agreed a non-exclusive license shall be granted to SEMCO for use of the Sub-System subject to the terms and conditions of this Agreement.

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

1. **License to SEMCO**. The Authority hereby grants SEMCO a non-exclusive license to:

- a. Use of the Sub-System for trucks/devices when traveling through and while providing utility service in the Sub-System’s area of coverage. The Authority understands this may fluctuate depending on public utility needs and emergencies within coverage area. Therefore, it is the responsibility of SEMCO to provide the Authority with an annual report of push-to-talks for their designated talkgroups that originate in the Sub-System. The number of push-to-talks licensed to use the Sub-System may be increased by written mutual agreement in accordance with Section 21 of this agreement.

It is expressly understood and agreed that the sums paid by SEMCO under this agreement shall be construed as full consideration for the licenses SEMCO receives under this Agreement and that SEMCO shall not owe the Authority any additional license fees or other charges for its use of the Sub-System except for in accordance with section 6 of this Agreement.

2. **License Fee.** In consideration for this license, SEMCO agrees to the following:

a. SEMCO shall pay the Authority in advance an annual license fee per truck/device that is assigned to the Battle Creek Operations Center that support services in Kalamazoo County. During year one of the Agreement, the license fee shall be two thousand five hundred dollars (\$2,250) and start from the day of beneficial use of the Sub-System and shall occur each year thereafter. Payment Terms are to be NET 30 days on day of invoice.

i. Prior to the end of year one of this license agreement and every year thereafter, the parties agree to evaluate the number of push-to-talks originating in the Sub-System. By mutual agreement, the annual license fee may be adjusted because of the push-to-talk analysis. If the parties cannot mutually agree on the annual license fee and the analysis reveals an operational increase, the Authority may increase the license fee by five percent (5%) for the upcoming year.

3. **Access to the Sub-System Tower Sites.** SEMCO shall not have access to the Sub-System tower sites and/or any of the equipment at the sites.

4. **Maintenance.** SEMCO shall not be responsible for the maintenance and repair of the Sub-System communications equipment.

5. **Utilities.** It is understood and agreed that all utilities to operate the Sub-System communications equipment shall be included in the annual license fee outlined in Section 2.

6. **Sub-System Upgrades and Equipment Replacement.** It is expressly understood and agreed that it is essential for the Authority to complete equipment upgrades and/or replacement of existing equipment (communications equipment, generators, battery backup, etc.) periodically. The Authority reserves the right in accordance with Section 21 of this Agreement to request SEMCO to pay a proportionate amount for said upgrades and/or equipment replacement directly related to the number of SEMCO's push-to-talks compared to the overall push-to-talks on the Sub-System. If the Authority makes such request, the Authority shall provide SEMCO with the push-to-talk analysis supporting the proportionate amount of use of the Sub-System. If the parties cannot agree on the proportionate amount, either party reserves the right to terminate in accordance with section 15 of the Agreement.

7. Destruction: Condemnation.

(a) Destruction. If one or more tower sites are destroyed or so damaged as to materially interfere with SEMCO's use and benefits from a tower site, the Authority and SEMCO, if they mutually agree, may elect to cancel, and terminate this Agreement on the date of such casualty. Notwithstanding the foregoing, the Authority may elect, to repair the damage, in which case the Authority and SEMCO shall remain bound to the terms of this Agreement.

(b) Condemnation. If the whole or any substantial part of a tower site shall be taken by any public authority under the power of eminent domain or in deed or conveyance in lieu of condemnation so as to materially interfere with SEMCO's use thereof, SEMCO may terminate this Agreement.

8. Status of Relationship. Nothing in this Agreement is intended to create a partnership or agency relationship between the parties. The employees, agents, contractors, lessees, or licensors of one of the parties shall not be deemed to be an employee, agent, contractor, lessee, or licensee of the other party.

9. No Third-Party Beneficiaries. This Agreement is not intended to be a third-party beneficiary contract and confers no rights or privileges on anyone other than the Authority and SEMCO.

10. Indemnification. To the extent permitted by law, SEMCO, will at its own expense, protect, defend, indemnify, save and hold harmless, the Authority and its elected and appointed officers, employees and agents from all claims, damages, lawsuits, costs and expenses, including but not limited to all costs from administrative proceedings, court costs and attorney fees, that the Authority elected and appointed officers employees or agents may incur as a result of or arising in connection with SEMCO's use of the Sub-System.

11. Discrimination. In carrying out the terms to this Agreement, the parties hereto shall adhere to all Federal, State and local laws and regulations prohibiting discrimination. The parties hereto, as required by law, shall not discriminate against persons to receive services under this Agreement or against an employee or applicant for employment because of race, color, religion, national origin, age, sex, 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, or citizenship. Breach of this covenant shall be regarded as a material breach of this Agreement.

12. Compliance with Laws. The parties to this Agreement shall perform all their respective duties and obligations hereunder in complete compliance with all applicable Federal, State and local statutes, laws, ordinances, rules and regulations.

13. Reservation of Rights. This Agreement does not, and is not intended to impair, divest, delegate, or contravene any constitutional, statutory, and/or other legal right, privilege, power, obligation, duty, or immunity of the Authority and SEMCO.

14. **Amendments.** All modifications, amendments or waivers of any provision of this Agreement shall be made by the written mutual consent of the parties hereto.

15. **Contract Period/Termination.** This Agreement shall be effective from the date of execution by the authorized representatives of both the Authority and SEMCO and shall remain in effect until terminated as provided in this Agreement, or so long as the useful life of the Sub-System, whichever shall first occur. Notwithstanding any other provision in this Agreement to the contrary this Agreement may be terminated by either Party upon one hundred eighty (180) days written notice to the other Party. Upon the effective date of the termination, the License shall be deemed revoked, and SEMCO shall be responsible for pro-rated use of the Sub-System directly attributable to the months of beneficial use.

16. **Waiver.** The waiver by a party of any default in performance by the other party of any of the terms, covenants or conditions contained herein shall not be deemed a continuing waiver of that default or any subsequent default.

17. **Assignment.** SEMCO shall not assign this Agreement or any right or obligation under this Agreement without the prior written consent of the Authority. If this Agreement is assigned, then it will bind and benefit the successors and assigns of the parties.

18. **Third Parties.** This Agreement confers no rights or remedies on any third party, other than the parties to this Agreement and their respective successors and permitted assigns.

19. **Severability.** Each provision of this Agreement shall be interpreted in a way that is valid under applicable law. If any provision is held invalid, the remainder of the Agreement shall remain in effect.

20. **Applicable Law.** This Agreement shall be construed in accordance with the laws of the State of Michigan.

21. **Notices.** All required notices shall be in writing and shall be considered given when delivered by registered, certified or electronic mail, return receipt requested, addressed as follows (or any other address that is specified in writing by either party):

If to the SEMCO:

SEMCO Energy, Inc
Attention: Darcy Falkowski
1411 Third Street, Suite A
P.O. Box 5004
Port Huron, MI 48061-5004
darcy.falkowski@semcoenergy.com

If to the Authority:

Kalamazoo County Consolidated Dispatch Authority
Attention: Executive Director
7040 Stadium Drive
Kalamazoo, MI 49009
aphr@kccda911.org

22. Entire Agreement. This writing contains the entire agreement of the parties regarding the subject matter of this Agreement and may be modified only upon the subsequent written agreement signed by all parties.

23. Counterparts. This Agreement may be executed in one or more counterparts, each of which is an original, and all of which constitute only one agreement between the parties.

16. Certification of Authority to Sign Agreement. The people signing this Agreement on behalf of the parties hereto certify by their signatures that they are duly authorized to sign on behalf of said parties and that this Agreement has been authorized by said parties.

This License Agreement has been fully signed by the authorized representatives of the parties hereto on the day and year first above written.

SEMCO ENERGY, INC.	KALAMAZOO COUNTY DISPATCH AUTHORITY
By: Darcy Falkowski	By:
Name: <i>Darcy R. Falkowski</i>	Name:
Title: Emergency Manager	Title:
Date: 8/28/2024	Date:



Kalamazoo County Consolidated Dispatch Authority



TO: Finance Committee, Technical Advisory Committee, and Board of Directors

FROM: Jeff Troyer, Executive Director

DATE: August 21, 2024

SUBJECT: AI Solution for Non-Emergency Call Taking

Administration began exploring different ways to utilize Artificial Intelligence (AI) solutions to reduce the human workload for several months. The primary tasks we focused our efforts on was quality assurance and non-emergency call taking. We quickly learned that off the shelf solutions for quality assurance were still in development and made the decision to prioritize non-emergency call taking since this would have a greater impact on the overall dispatch center operations (call load and reduce call wait times for non-emergency calls).

In KCCDA's research, we only found a handful of vendors with active AI solutions for non-emergency public safety call taking (alphabetical order): Aurelian, AWS Connect, Carbyne (AI-V), Hyper, and Versaterm. In addition, there are plenty of companies that can be contracted to build/develop an AI solution specific to KCCDA non-emergency call taking, but the implementation timeframe and cost for development is significantly greater than solutions already performing this function. For example – discussions were had with Dell and Turnkey AI about developing a solution specific to KCCDA but the budgetary estimate to do this for a 30- or 60-day trial was \$40,000 to \$60,000.

The following are solution vendors evaluated:

Aurelian

This solution utilizes a proprietary and purpose-built system specifically designed for public safety applications. The administrative team demoed this solution on August 14th and the entire team was impressed with the versatility of the call triage and the systems ability to direct callers to appropriate resources and/or gather details about the non-emergency incident and populate the results to dispatch center staff. The incident details are provided either in a portal or direct integration into the computer aided dispatch system.

AWS Connect

The AWS Connect solution is utilized by several different implementation consultant firms for deployment within the 9-1-1 industry. A hallmark condition of this technology leverages AWS Connect as the engine which focuses on self-service, rerouting, or traditional call processing; like Versaterm CallTriage. This concept decreases the overall calls that can be processed by the AI solution and reduces the overall impact on the center and community. Backing Fire LLC implemented an AWS Connect powered solution for Monterey County, CA and reported statistics in line with the above concern, where only 30-37% of calls were able to be processed without human intervention/assistance.

Carbyne

Carbyne's AI-V product is an add-on service to their Universe or APEX call handling solutions. This system was not demoed because implementing either of these solutions would involve significant deployment efforts of a new call handling system and KCCDA has no intentions of transitioning away from our current solution – Vesta. The added complexity and cost associated with deploying this solution is out of our interest.

Hyper

Hyper is a voice AI solution specific to public safety, like Aurelian, but it is unclear if this solution is operating live in a current PSAP environment. The administrative team demoed this solution on August 15th. The system was slow to respond to the caller's answers/statements and did not verify essential information with the caller throughout the triage process.

Versaterm CallTriage

This solution focuses on automating calls through self-service or external transfers resulting in many non-emergency calls getting transferred into the ECC and requiring intervention from a call taker/dispatcher. This approach results in a significant number of low-acuity calls being managed traditionally, which undermines the potential efficiency and effectiveness of an AI solution.

As a result of the comprehensive internal and objective review process, I recommend KCCDA sole source this project to Aurelian. The following are necessary features of Aurelian's solution which are not available from other vendors:

- Aurelian's advanced technology automates a substantial portion, approximately 70-80%, of non-emergency calls without requiring direct interaction between dispatchers and callers. In contrast, other vendors typically achieve only a 20-40% reduction in call volume by rerouting calls when feasible.

- Aurelian's solution not only significantly alleviates dispatcher workload, but also enhances the efficiency and responsiveness of public safety operations. Aurelian accomplishes this by automatically pushing the non-emergency details, including a geo-validated location (when possible) and full transcription of the call, to dispatchers through web portal. Dispatchers can copy/paste info directly into the CAD, and in the rare cases when a call-back is necessary, the dispatcher already has details, so the caller does not have to start over and repeat information that was already provided.
- Aurelian's solution is unique and has capabilities that are currently unmatched in the market including the process for all non-emergent or exempt calls to be processed by the product even if there is no preset configuration for that specific situation. All other stand-alone solutions transfer calls they cannot resolve to the dispatchers with zero call detail info and require the caller to repeat all the information.
- Aurelian provides timely and extensive pre-implementation assistance to ensure that their AI system is configured effectively for the customer's needs. This involves Aurelian ingesting audio of 1,000 to 5,000 of KCCDA's non-emergency calls into its technology, analyzing the calls and necessary pathways, and allowing for localized configuration prior to go-live. This pre-implementation assistance is a significant differentiator for Aurelian, offering a more data-driven and proactive approach to configuring and deploying their AI solution compared to other vendors, who rely on ongoing adjustments based on real-time call handling feedback. This leads to a more seamless and effective implementation, minimizing disruptions and enhancing overall efficiency from the onset.

In 2023, KCCDA received 131,721 non-emergency telephone calls on our general administrative and alarm lines (roughly 50% of all non-emergency calls). If 70 to 80% of those calls can be handled by Aurelian's AI solution, that equates to almost 100,000 calls per year resulting in staff members being able to focus on the emergency calls.

In summary, I am seeking approval for this capital project in the amount of \$98,000 and authorization to sole source this project to Aurelian (quote attached).

QUOTE

Valid until Sep 19, 2024


\$98,000.00

Aurelian

1433 NW 63rd St
B
Seattle, Washington 98107
United States
+1 813-417-4219
max@aurelian.io

QUOTE NUMBER QT-4ECDF971-DRAFT
ISSUE DATE
EXPIRATION DATE Sep 19, 2024

QUOTE FOR
Kalamazoo 911
JTroyer@kccda911.org

DESCRIPTION	QTY	UNIT PRICE	AMOUNT
Aurelian Quote for Aurelian for an estimated 131,000 calls / year	1 	\$98,000.00 / year	\$98,000.00
	Subtotal		\$98,000.00
	Total		\$98,000.00