



# Kalamazoo County Consolidated Dispatch Authority



**DATE:** April 15, 2025

**TO:** Finance Committee Members and Board of Directors

**FROM:** Jeff Troyer  
KCCDA Executive Director

**SUBJECT:** Fiscal Year 2025 General Fund Budget Amendment – REVISION I

I hereby present to the Finance Committee and Board of Directors for consideration this budget amendment, Revision I, for the 2025 General Fund Budget which includes the General Operations (2911) and Training (2913) units. This amendment reflects up-to-date personnel projections including actual benefit elections from this year's open enrollment process.

The proposed amendment reflects the following key aspects.

## **REVENUES**

- **Miscellaneous Revenue**

Miscellaneous revenues are increasing \$5,867 which consists of \$3,435 from MMRMA for distribution of excess assets and \$2,432 from Consumers Energy for a down payment refund from the 6<sup>th</sup> Street Tower.

## **EXPENDITURES**

- **Personnel Services**

Personnel services are decreasing overall by \$219,494. This reduction is due to actual staffing levels being lessor than the original projection resulting in reduced regular wages and holiday premiums. This also includes an increase in regular wages of \$5,000 in the 2913 Business Unit – Training.

- **Benefits and Taxes**

This categorical has a reduction of \$49,761 and accurately reflects current employees and their respective benefit enrollments for 2025.

*NOTE: Personnel Services, Benefits, and Taxes are further detailed on the Position Budgeting worksheets attached to this memo (pages 3 – 5).*

- **Services and Other Charges**

Services and other charges have a net increase of \$15,000. This consists of two changes:



# Kalamazoo County Consolidated Dispatch Authority



- Contractual Services are increasing by \$21,000 because of a recommended contract with GovWorx for their CommsCoach Quality Assurance application. This contract is an agreement with a total obligation of \$31,500 (\$21,000 for May through December 2025, and \$10,500 for January through April of 2026). Please see the administrative memo and detailed proposal on pages 6 through 16 for further details about the solution.
- Insurance Premiums are reduced by \$6,000 as property and liability insurance premium renewals came in lessor that the amount budgeted.
- **Equipment & Capital Outlay**  
Small equipment is increasing \$4,000 for a new total of \$34,000.
- **Transfers Out**  
An additional \$250,000 is recommended to be allocated to the Capital Project Fund revising the total for 2025 to \$1,150,000.

## **ATTACHMENTS/REPORTS**

Attached to this memorandum are four separate documents/reports to assist in the explanation of the proposed line-item and categorical budgetary revisions included in this amendment:

- ✓ **2025 Budget Amendment – REVISION I Net Changes**  
This document, pages 17 through 19, shows the original adopted budget, net changes resulting from any line-item transfers (year-to-date), the proposed net changes in this amendment (Revision I), and the new revised budget.
- ✓ **10 Year General Fund Operations Budget and Fund Balance Forecast**  
Page 20 is a categorical budget and fund balance forecast for years 2024 (year-end actuals), the Proposed 2025 Budget, and each year thereafter through 2033.

## **GENERAL FUND SUMMARY**

The proposed budget amendment, Revision I, increases revenues by \$5,867 and reduces overall expenditures by \$21,255, equating to a surplus net change for this amendment of \$27,122. The amendment results in revised total expenditures of \$9,336,950, which includes a transfer to the Capital Project Fund of \$1,150,000. With these changes, KCCDA can expect an anticipated surplus at year's end totaling \$45,017.

I recommend adoption of the proposed fiscal year 2025 General Fund Budget Amendment – REVISION I.

## POSITION BUDGETING - Employee Compensation, Taxes & Benefits

#	Position/Title	Wage Line Item	Emp. ID or Vacant (V)	Regular Wages	Overtime	Holiday Premium	Allow & Comps	Longevity	Social Sec	Medi-care	MERS DC	MERS 457	MERS HCSP	Work Comp	Medical Ins.	HSA Contr.	Dental	Vision	Life Ins.	Disab. Ins.
01	ECO-I	702.024	037	\$53,040		\$3,723	\$4,550	\$800	\$3,801	\$889	\$4,905		\$1,061	\$221	Opt Out		\$1,267	\$176	\$187	\$660
02	ECO-I	702.023	087	\$50,606		\$3,552			\$3,358	\$785	\$4,333		\$1,012	\$211	\$4,582	\$2,125	\$308	\$60	\$187	\$660
03	ECO-I	702.024	092	\$49,584		\$3,380			\$3,284	\$768	\$4,237		\$963	\$207	\$4,582	\$2,125	\$308	\$60	\$187	\$660
04	ECO-I	702.024	094	\$48,561		\$3,380	\$1,950		\$3,341	\$781	\$4,311		\$963	\$203	Opt Out		Opt Out	Opt Out	\$187	\$660
05	ECO-I	702.024	097	\$48,152		\$3,380	\$3,250		\$3,396	\$794	\$4,383		\$963	\$201	Opt Out		Opt Out	Opt Out	\$187	\$660
06	ECO-I	702.024	098	\$48,152		\$3,380			\$3,195	\$747	\$4,123		\$963	\$201	\$4,582	\$2,125	\$308	\$60	\$187	\$660
07	ECO-I	702.024	107	\$45,718		\$3,209	\$900		\$3,089	\$722	\$3,986		\$914	\$191	Opt Out		Opt Out	Opt Out	\$187	\$660
08	ECO-I	702.024	106	\$45,718		\$3,209	\$900		\$3,089	\$722	\$3,986		\$914	\$191	Opt Out		Opt Out	Opt Out	\$187	\$660
09	ECO-I	702.024	104	\$45,718		\$3,209			\$3,034	\$709	\$3,914		\$914	\$191	\$18,500	\$4,250	\$1,267	\$176	\$187	\$660
10	ECO-I	702.024	108	\$30,479		\$2,638			\$2,053	\$480	\$2,649		\$914	\$129	\$3,437	\$1,594	\$308	\$60	\$140	\$495
11	ECO-I	702.024	109	\$29,262		\$2,497			\$1,969	\$461	\$2,541		\$866	\$124	\$3,437	\$1,594	\$308	\$60	\$140	\$495
12	ECO-I	702.024	110	\$29,262		\$2,497			\$1,969	\$461	\$2,541		\$866	\$124	\$3,437	\$1,594	\$308	\$60	\$140	\$495
13	ECO-I	702.024	V-6	\$21,642		\$1,519			\$1,436	\$336	\$1,853		\$866	\$90	\$2,291	\$1,063	\$154	\$30	\$94	\$330
14	ECO-I	702.023	V-6	\$21,642		\$1,519			\$1,436	\$336	\$1,853		\$433	\$90	\$6,399	\$2,125	\$308	\$60	\$94	\$330
15	ECO-I	702.023	V-6	\$21,642		\$1,519			\$1,436	\$336	\$1,853		\$433	\$90	\$9,250	\$2,125	\$633	\$88	\$94	\$330
16	ECO-I	702.023	V-6	\$21,642		\$1,519			\$1,436	\$336	\$1,853		\$433	\$90	\$2,291	\$1,063	\$154	\$30	\$94	\$330
17	ECO-II	702.023	014	\$65,624		\$4,606		\$1,250	\$4,354	\$1,018	\$5,618		\$1,312	\$274	\$12,799	\$4,250	\$616	\$120	\$187	\$660
18	ECO-II	702.023	021	\$65,624		\$4,606	\$4,550	\$1,000	\$4,636	\$1,084	\$5,982		\$1,312	\$274	Opt Out		\$616	\$120	\$187	\$660
19	ECO-II	702.023	022	\$65,624		\$4,606		\$1,000	\$4,354	\$1,018	\$5,618		\$1,312	\$274	Opt Out		\$308	\$60	\$187	\$660
20	ECO-II	702.023	023	\$65,624		\$4,606		\$1,000	\$4,354	\$1,018	\$5,618		\$1,312	\$274	\$18,500	\$4,250	\$1,267	\$176	\$187	\$660
21	ECO-II	702.023	024	\$65,624		\$4,606	\$4,550	\$1,000	\$4,636	\$1,084	\$5,982		\$1,312	\$274	Opt Out		\$1,267	\$176	\$187	\$660
22	ECO-II	702.023	025	\$65,624		\$4,606		\$1,000	\$4,354	\$1,018	\$5,618		\$1,312	\$274	\$18,500	\$4,250	\$1,267	\$176	\$187	\$660
23	ECO-II	702.023	027	\$65,624		\$4,606		\$1,000	\$4,354	\$1,018	\$5,618		\$1,312	\$274	Opt Out		Opt Out	Opt Out	\$187	\$660
24	ECO-II	702.023	030	\$65,624		\$4,606		\$800	\$4,354	\$1,018	\$5,618		\$1,312	\$274	\$18,500	\$4,250	\$1,267	\$176	\$187	\$660
25	ECO-II	702.023	032	\$65,624		\$4,606		\$800	\$4,354	\$1,018	\$5,618		\$1,312	\$274	\$18,500	\$4,250	\$1,267	\$176	\$187	\$660
26	ECO-II	702.023	049	\$64,367		\$4,364	\$4,550	\$800	\$4,543	\$1,063	\$5,863		\$1,287	\$268	Opt Out		Opt Out	Opt Out	\$187	\$660
27	ECO-II	702.023	057	\$65,624		\$4,606	\$4,550	\$800	\$4,636	\$1,084	\$5,982		\$1,312	\$274	Opt Out		Opt Out	Opt Out	\$187	\$660
28	ECO-II	702.023	059	\$59,660		\$4,122		\$800	\$3,954	\$925	\$5,102		\$1,193	\$249	\$4,582	\$2,125	\$308	\$60	\$187	\$660
29	ECO-II	702.023	062	\$63,112		\$4,364	\$4,550	\$800	\$4,466	\$1,044	\$5,762		\$1,262	\$263	Opt Out		\$1,267	\$176	\$187	\$660
30	ECO-II	702.023	070	\$59,346		\$4,122		\$800	\$3,935	\$920	\$5,077		\$1,187	\$248	\$18,500	\$4,250	\$1,267	\$176	\$187	\$660
31	ECO-II	702.023	075	\$55,635		\$3,879			\$3,690	\$863	\$4,761		\$1,113	\$232	\$18,500	\$4,250	\$1,267	\$176	\$187	\$660
32	ECO-II	702.023	078	\$55,491		\$3,879			\$3,681	\$861	\$4,750		\$1,110	\$232	\$4,582	\$2,125	\$308	\$60	\$187	\$660
33	ECO-II	702.023	088	\$54,600		\$3,635			\$3,611	\$844	\$4,659		\$1,092	\$227	\$6,575		\$308	\$60	\$187	\$660
34	ECO-II	702.023	083	\$51,792		\$3,635			\$3,436	\$804	\$4,434		\$1,036	\$216	\$12,799	\$3,188	\$545	\$117	\$187	\$660

## POSITION BUDGETING - Employee Compensation, Taxes & Benefits

#	Position/Title	Wage Line Item	Emp. ID or Vacant (V)	Regular Wages	Overtime	Holiday Premium	Allow & Comps	Longevity	Social Sec	Medicare	MERS DC	MERS 457	MERS HCSP	Work Comp	Medical Ins.	HSA Contr.	Dental	Vision	Life Ins.	Disab. Ins.
35	ECO-II	702.023	085	\$52,040		\$3,635	\$1,950		\$3,573	\$836	\$4,610		\$1,041	\$217	Opt Out		Opt Out	Opt Out	\$187	\$660
36	ECO-II	702.023	096	\$53,737		\$3,393			\$3,542	\$828	\$4,570		\$1,075	\$223	\$4,582	\$2,125	\$308	\$60	\$187	\$660
37	ECO-II	702.023	103	\$48,339		\$3,393			\$3,207	\$750	\$4,139		\$967	\$202	\$18,500	\$4,250	\$1,267	\$176	\$187	\$660
38	ECO-II	702.023	V-8	\$32,234		\$2,324			\$2,143	\$501	\$2,765		\$645	\$135	\$2,291	\$1,063	\$154	\$30	\$140	\$495
39	ECO-II	702.023	V-8	\$32,234		\$2,324			\$2,143	\$501	\$2,765		\$645	\$135	\$2,291	\$1,063	\$154	\$30	\$140	\$495
40	ECO-II	702.023	V-8	\$32,234		\$2,324			\$2,143	\$501	\$2,765		\$645	\$135	\$6,399	\$2,125	\$308	\$60	\$140	\$495
41	ECO-II	702.023	V-8	\$32,234		\$2,324			\$2,143	\$501	\$2,765		\$645	\$135	\$6,399	\$2,125	\$308	\$60	\$140	\$495
42	ECO-II	702.023	V-8	\$32,234		\$2,324			\$2,143	\$501	\$2,765		\$645	\$135	\$9,250	\$2,125	\$633	\$88	\$140	\$495
43	ECO-II	702.023	V-0	\$0		\$0			\$0	\$0	\$0			\$0						
44	ECO-II	702.023	V-0	\$0		\$0			\$0	\$0	\$0			\$0						
45	ECO-II	702.023	V-0	\$0		\$0			\$0	\$0	\$0			\$0						
46	ECO-II	702.023	V-0	\$0		\$0			\$0	\$0	\$0			\$0						
47	ECO-II	702.023	V-0	\$0		\$0			\$0	\$0	\$0			\$0						
48	ECO-II	702.023	V-0	\$0		\$0			\$0	\$0	\$0			\$0						
49	ECO - Part Time	702.023	013	\$32,968		\$1,522			\$2,138	\$500	\$2,759			\$135	Opt Out					
50	ECO - Part Time	702.023	029	\$38,040		\$1,522			\$2,453	\$574	\$3,165			\$154	\$323					
51	ECO - Part Time	702.023	040	\$38,040		\$1,522			\$2,453	\$574	\$3,165			\$154	Opt Out					
52	ECO - Part Time	702.023	056	\$16,484		\$1,522			\$1,116	\$261	\$1,440			\$70	Opt Out					
53	ECO - Part Time	702.023	043	\$38,040		\$1,522			\$2,453	\$574	\$3,165			\$154	Opt Out					
54	ECO - Part Time	702.023	053	\$16,484		\$1,522			\$1,116	\$261	\$1,440			\$70	Opt Out					
55	ECO - Part Time	702.023	029	\$38,040		\$1,522			\$2,453	\$574	\$3,165			\$154	Opt Out					
56	Dispatch Supv. - Floor	702.022	008	\$76,392	\$8,041	\$5,644			\$5,585	\$1,306	\$7,206	\$1,802	\$1,528	\$351	\$12,799	\$4,250	\$616	\$120	\$187	\$660
57	Dispatch Supv. - Floor	702.022	011	\$76,392	\$8,041	\$5,644			\$5,585	\$1,306	\$7,206	\$1,802	\$1,528	\$351	\$4,582	\$2,125	\$308	\$60	\$187	\$660
58	Dispatch Supv. - Floor	702.022	017	\$76,392	\$8,041	\$5,644			\$5,585	\$1,306	\$7,206	\$1,802	\$1,528	\$351	\$12,799	\$4,250	\$616	\$120	\$187	\$660
28	Dispatch Supv. - Floor	702.022	035	\$70,512	\$7,051	\$4,949	\$4,550		\$5,398	\$1,262	\$6,965	\$1,741	\$1,410	\$294	Opt Out		\$308	\$60	\$187	\$660
60	Dispatch Supv. - QA	702.022	010	\$71,131		\$4,949			\$4,717	\$1,103	\$6,086	\$1,522	\$1,423	\$297	\$18,500	\$4,250	\$1,267	\$176	\$187	\$660
61	Dispatch Supv. - Training	702.022	007	\$76,392		\$5,644	\$4,550		\$5,368	\$1,256	\$6,927	\$1,732	\$1,528	\$320	Opt Out		\$616	\$120	\$187	\$660
62	Admin. Assistant	702.021	093	\$40,092					\$2,486	\$581	\$3,207		\$802	\$156	\$18,500	\$4,250	\$1,267	\$176	\$187	\$660
63	Exec. Admin. Assistant	702.021	004	\$68,411					\$4,241	\$992	\$5,473		\$1,368	\$267	\$18,500	\$4,250	\$1,267	\$176	\$187	\$660
64	Systems Support Spec.	702.021	003	\$79,113					\$4,905	\$1,147	\$6,329		\$1,582	\$309	\$18,500	\$4,250	\$1,267	\$176	\$187	\$660
65	Systems Support Spec.	702.021	076	\$73,225					\$4,540	\$1,062	\$5,858		\$1,464	\$286	\$6,575		\$308	\$60	\$187	\$660
66	Network/Systems Admin	702.010	005	\$104,927					\$6,505	\$1,521	\$8,394	\$2,099	\$2,099	\$409	\$18,500	\$4,250	\$1,267	\$176	\$187	\$660
67	Deputy Director	702.010	002	\$110,730					\$6,865	\$1,606	\$8,858	\$2,215	\$2,215	\$432	\$12,799	\$4,250	\$545	\$117	\$187	\$660
68	Executive Director	702.010	001	\$140,139			\$8,688		\$9,227	\$2,158	\$14,014	\$5,606	\$4,204	\$547	\$18,500	\$4,250	\$1,267	\$176	\$1,387	\$4,110
Varies	OVERTIME	702.030	Various		\$325,000				\$20,150	\$4,713	\$26,000	\$5,000								

# POSITION BUDGETING - Employee Compensation, Taxes & Benefits

#	Position/Title	Wage Line Item	Emp. ID or Vacant (V)	Regular Wages	Overtime	Holiday Premium	Allow & Comps	Longevity	Social Sec	Medi- care	MERS DC	MERS 457	MERS HCSP	Work Comp	Medical Ins.	HSA Contr.	Dental	Vision	Life Ins.	Disab. Ins.
TOTALS:				\$3,328,296	\$356,175	\$187,363	\$54,038	\$13,650	\$243,404	\$56,925	\$316,177	\$25,318	\$64,867	\$13,805	\$425,717	\$114,219	\$32,824	\$5,138	\$10,737	\$37,110
					702.030	706.000		714.000	721.000	722.000	725.010	725.020	725.030	719.000	720.010	720.060	720.020	720.030	720.040	720.070

Line Item Summary		
Salaries - Administration	702.010	\$355,796
Salaries/Wages - Regular	702.020	\$2,972,499

Line Item Summary	
712.000	\$45,350
715.010	\$8,688

Salaries/Wages - Regular Subclassifications

Administrative Support - 702.021	\$260,841
Dispatch Supervisors - 702.022	\$447,211
ECO II's - 702.023	\$1,653,624
ECO I's - 702.024	\$610,823



# Kalamazoo County

## Consolidated Dispatch Authority

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**TO:** Finance Committee Members  
& Board of Directors

**FROM:** Jeff Troyer, Executive Director

A handwritten signature in blue ink, appearing to be "JT", is written over the name "Jeff Troyer".

**DATE:** April 15, 2025

**SUBJECT:** GovWorx – CommsCoach Quality Assurance Solution

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KCCDA has spent at least 18 months searching for a robust quality assurance AI solution with the goal of utilizing emerging technology to assist us with the quality assurance process. In late January, Quality Assurance Supervisor Face and Executive Director Troyer had a demonstration from GovWorx, Inc. who is the sole source provider of CommsCoach, a proprietary software that combines emergency communications evaluations, automated feedback and skills coaching. A second demonstration of the solution was conducted on April 8th with additional administration and IT staff.

CommsCoach is the only system offered to Emergency Communications Centers (ECC) today that combines the CAD event, call audio, radio traffic, and the results of QA evaluations to create a fully automated evaluations and AI-based 911 call simulation scenarios that can be utilized for training purposes as well. The CommsCoach application has many additional unique capabilities wrapped in a single solution:

- Automated AI-based evaluations of calls, radio traffic, and CAD incidents, using a standardized library of predefined prompts and evaluations. KCCDA will be able to utilize current evaluations and scoring system from our existing quality assurance program.
- Agency configured reporting options including incident type/nature code, durations, shifts, roles, or call content.
- Call summarization with supervisor override capability to change the AI evaluation on the fly.

- Online feedback from trainers or reviewers, including video and comment feedback tied to skill areas, which then can easily be sent to staff as a highlight reel.
- AI generated balanced feedback from multiple evaluations for staff members.

Quality Assurance Supervisor Face conducted reference checks with four different ECC's who have been utilizing this solution for six to twelve months. The deciding factors for choosing CommsCoach were consistent: vendor reputation, cost, operational functionality, and technical support. All centers stated that if money were no option they would still not research a different vendor. Staff members from these centers love that they are evaluated daily, and they can see their areas for improvement and actively work towards positive change. The program seems to harbor a growth mindset amongst staff because they want to be the "top team" and/or the top person on the leader board.

Ensuring excellence in 9-1-1 services is not just about answering 911 calls and dispatching them. It's about continuously improving, retaining top talent, and providing the highest level of service to our community. As public safety evolves, our ECC must adopt innovative solutions to meet increasing demands while being fiscally responsible. CommsCoach offers an immediate return on investment by automating quality assurance and training, reducing the need for additional staff to manually review calls, and significantly improving efficiency, accountability, and professional development.

We formally recommend KCCDA contracting with GovWorx, Inc for their CommsCoach Quality Assurance solution. Attached to this memorandum is GovWorx's formal proposal. This is a year-to-year agreement with a \$31,500 obligation annually so long as KCCDA continues with the pilot partner program (\$21,000 for the 2025 Budget).



# CommsCoach Pilot Proposal

## **Issued**

February 10, 2025

## **Expires**

May 16, 2025

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600 17th St  
Suite 2800 South  
Denver, CO 80202

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Prepared for

## **Kalamazoo County Consolidated Dispatch Authority (MI)**

7040 Stadium Dr.  
Kalamazoo, MI 49009

Welcome



**GovWorx** is pleased to provide this proposal for our CommsCoach solution, with a special pilot offering to partner with you as one of our early adopters in MI . As a pilot partner, your feedback, input into the future of the product and serving as a reference is greatly appreciated.

As you are keenly aware, in recent years, 911 emergency communications centers have faced unprecedented challenges. Staffing crisis, the retirement or resignation of experienced call takers, dispatchers, and trainers, and the influx of new hires with varying levels of experience have all contributed to a dynamic yet demanding environment. This situation has created an urgent need for new solutions to help train and continually assess both new and seasoned telecommunicators alike.

To address these challenges, CommsCoach provides an easy integration of technology into the QA, training and evaluation process. By automating data gathering and AI-driven evaluation, our solution allows QA teams, supervisors and trainers to focus on coaching and training rather than administrative tasks. Just as companies across various industries leverage AI for evaluating performance and conducting simulations to train their teams, it is imperative that 911 supervisors and trainers receive the same level of support. By integrating AI-driven evaluations and realistic simulation tools, ECCs can enhance their training programs, ensure consistent and high-quality performance, and better prepare their staff to handle the complexities of emergency situations.

CommsCoach not only aids in bridging the experience gap but also empowers supervisors to focus on coaching and development, ultimately leading to more effective and resilient team of first, first responders

### **Automatic Evaluations:**

With the capability to automatically evaluate 25%, 50%, or even 100% of calls, supervisors can gain comprehensive insights into their operations. Evaluations can be tailored by CAD incident type, disposition, and other critical parameters, ensuring that every aspect of a call is scrutinized for quality and adherence to protocols. Furthermore, supervisors have the flexibility to set specific evaluations for individuals based on identified areas of concern. This targeted approach not only enhances the overall performance but also allows for personalized coaching and development, addressing unique needs and improving the effectiveness of each call taker.

- **CommsCoach AI evaluates 911 audio calls, radio dispatch transmissions, and CAD data based on industry best practices, standards, and agency-specific criteria.**
- **These evaluations identify the strengths of certain staff members and highlight coaching opportunities for others.**
- **These evaluations remove the effort on the part of an overworked supervisory and training team. They run in the background and present results automatically.. In fact, it removes the manual work they have today, freeing up valuable time for supervisors and trainers to focus on more impactful tasks.**

Event #D-14799
January 1-th, 2024 2:15 am - 1 media elements
1 Personel
J. Smith

Accurate determination of complaint or type
2 / 2

The call taker accurately captured the nature of the event as a fall. The caller reported that the daughter fell off a ladder, which is consistent with the CAD notes indicating a fall from 10-15 feet.

My daughter was climbing up the ladder and fell and she's on the ground and I need some help here.

Verified incident location with the caller
2 / 2

The call taker asked for the address of the emergency and then asked the caller to repeat it for verification.

911 emergency, what's the address of the emergency?

Verified additional location information
- / 1

The call taker did not ask for or verify any additional location information such as a whether it was a single-family residence, business, apartment or other specific location details.

My daughter was climbing up the ladder and fell and she's on the ground and I need some help here.

Caller's telephone number verified
2 / 2

The call taker asked for the phone number and then asked the caller to repeat it for verification.

Okay, what's the phone number you're call from?

Accurate Caller Number entered
- / 1

The caller provided the phone number 702-948-4927, but the CAD field for the callNumber is empty.

[00:01-00:01] L. Henricksen  
911 emergency, what's the address of the emergency?

[00:01-00:01] Speaker 01  
2217 Canary Way.

[00:01-00:01] L. Henricksen  
Okay, can you please repeat that for verification purposes?

[00:01-00:01] Speaker 01  
2217 Canary Way.

[00:01-00:01] L. Henricksen  
Okay, what's the phone number you're call from?

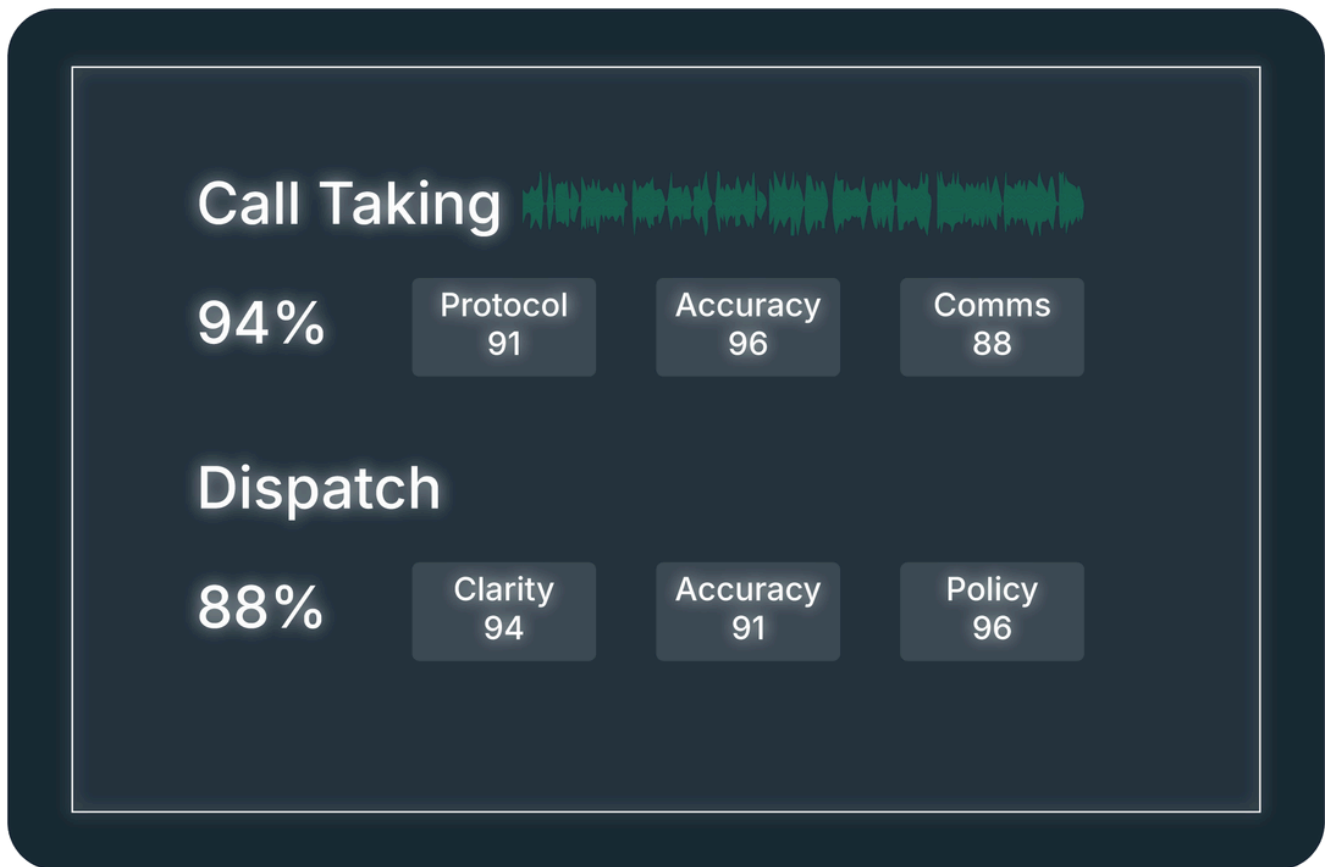
[00:01-00:01] Speaker 01  
702-962-5433.

[00:01-00:01] Speaker 01  
Please hurry.

## AI Simulation Tool:

An AI simulation offers a vastly superior training experience compared to static simulators due to its dynamic, real-time reactions to the call taker's responses. Unlike static simulators that follow predetermined scripts, AI simulations adapt on the fly, presenting varied scenarios and emotional responses that closely mirror real-life emergencies. This interactive approach not only engages trainees more effectively but also helps them develop essential decision-making skills and adaptability, which are crucial for managing unpredictable situations. By providing a more realistic and immersive training environment, AI simulations better prepare call takers for the diverse challenges they will encounter on the job.

- The skill areas and data from your calls and evaluations are fed into an AI simulation tool that acts as a 911 caller, providing realistic, emotion-driven interactions with trainees.
- Trainees manage these simulations as if they were real calls, allowing for practical, hands-on experience.
- The same evaluations can be run over these simulations as with real calls, ensuring consistency in training and assessment.
- Simulations can be consumed in two ways:
  - **Post-Evaluation:** After completing an evaluation, simulations can be sent directly to trainees. This enables them to immediately act on feedback and improve specific areas identified during a real world assessment.
  - **On-Demand:** Simulations are accessible to anyone seeking to enhance their skills at any time. This flexibility allows trainees to practice and refine their abilities continuously, meeting their individual learning needs and schedules.



## **IT and Data Integration**

Data and audio ingestion is one of the key first needs. CommsCoach consumes data from many CAD and Voice Logging systems. In most cases, no integration work is required by your CAD or Logging Recorder. We employ different patterns based on the vendor and only require minimal, short term involvement by an IT team to install our data agent or set up a secured FTP feed. Details on these requirements are found here:

[CommsCoach Data Integration](#)

GovWorx takes security very seriously given the nature of the data being evaluated. To that end, we've employed the security controls for CJIS, HIPAA, and SOC 2 Type 2 audits. We also believe in transparency in our security posture. To that end, GovWorx has made its Trust Center available and can be accessed here:

[GovWorx Trust Center](#)

## **CommsCoach Pilot Program**

As a partner with GovWorx, you will participate in a fully structured onboarding process, working with our team while minimizing the impact on your resources and time. CommsCoach lends itself to incremental use in phases, based on your goals and processes.

As a Pilot Partner, in exchange for the discount applied in the quotation section of this proposal, GovWorx will seek your feedback and input on product suggestions and enhancements. GovWorx may, with agency approval, refer potential user agencies for reference checks. The agency must also agree to begin the onboarding process within 14 days of the effective date of the agreement. This includes identifying the project representative and the agency IT support necessary for the data agent setup (see data integration above for those requirements).

A sample pilot timeline may look like this: But the goals and objectives of you agency

# TIMELINE AND MILESTONES



## Let's Get Started

We are thrilled at the prospect of working with you. We know that our expertise and your dedication to excellence make for a perfect partnership.

To proceed please review this proposal and sign the order form below. If you have any questions or concerns, please reach out to me at any time.

We look forward to a long partnership together.

Best,

Dalton

[dalton@gov-worx.com](mailto:dalton@gov-worx.com)

+18168549391



# Order Form

Kalamazoo County Consolidated Dispatch Authority (MI)

Expires: May 16, 2025

Products & Services	Unit price	Price
CommsCoach Annual Subscription CommsCoach is an annual subscription for the single agency named on this sales order to the following modules of the product; Call and Radio Evaluations, Audio Transcription, Key Word Search, Review Queues, Shift Goals, Dashboards, Reports and Evaluator feedback. Also includes CommsCoach Simulation, which includes ability to create simulation	\$56,000.00	\$56,000.00

Products & Services	Unit price	Price
scenarios from scratch or from real world events, a library of scenarios, data entry screen, transcription, evaluation, and reporting of simulation results.		
Equature Recorder Fee Some agencies are required to pay an API fee to for access to their Equature recorder. This is a one time fee that can be paid to GovWorx via this order for CommsCoach integration. GovWorx will submit payment to Equature.	\$3,500.00	\$3,500.00
Pilot Partner Discount		(\$28,000.00)
<b>Total A</b>		<b>\$31,500.00</b>

## Terms and Conditions

As a pilot partner, if under agreement by the expiration date on this order form, GovWorx will honor the subscription quoted for Year 1 and all subsequent renewal years.

This form creates a binding contract on the parties. Unless otherwise agreed in a written agreement between GovWorx Inc. and Customer, this Quote (Order Form) and the services to be provided are subject to the terms and conditions set forth here, as of the date of signing:  
<https://hubs.ly/Q02T9c1b0>

The Effective Date shall be the date of signature below unless otherwise defined in this order form or other agreement.

Signature

Signature

\_\_\_\_\_  
**Signature**

\_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Printed name**



# Kalamazoo County Consolidated Dispatch Authority

## 2025 Budget Amendment - REVISION I Net Changes

January - December 2025

	2911 - General Operations					2913 - Training					ALL BUSINESS UNITS				
	ORIGINAL Budget	YTD TXFRS	REV. I (net change)	REV. II (net change)	REVISED BUDGET	ORIGINAL Budget	YTD TXFRS	REV. I (net change)	REV. II (net change)	REVISED BUDGET	ORIGINAL Budget	YTD TXFRS	REV. I (net change)	REV. II (net change)	REVISED BUDGET
<b>REVENUES</b>															
402.000 Property Taxes	6,828,200				6,828,200					0	6,828,200	0	0	0	6,828,200
573.000 Local Community Stabilization Share	596,400				596,400					0	596,400	0	0	0	596,400
615.010 Surcharge - State 911	494,000				494,000	52,000				52,000	546,000	0	0	0	546,000
615.020 Surcharge - Local 911	1,150,000				1,150,000					0	1,150,000	0	0	0	1,150,000
651.000 Charges for Services - User Fees	18,750				18,750					0	18,750	0	0	0	18,750
665.000 Interest Earned	228,000				228,000					0	228,000	0	0	0	228,000
667.000 Rent/Lease Revenue	8,700				8,700					0	8,700	0	0	0	8,700
671.000 Miscellaneous Revenue	50		5,867		5,917					0	50	0	5,867	0	5,917
<b>TOTAL REVENUES</b>	<b>\$ 9,324,100</b>	<b>\$ -</b>	<b>\$ 5,867</b>	<b>\$ -</b>	<b>\$ 9,329,967</b>	<b>\$ 52,000</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 52,000</b>	<b>\$ 9,376,100</b>	<b>\$ -</b>	<b>\$ 5,867</b>	<b>\$ -</b>	<b>\$ 9,381,967</b>
<b>EXPENDITURES</b>															
<b>700-718 Personnel Services</b>															
702.010 Salaries - Administration	355,796				355,796					0	355,796	0	0	0	355,796
702.020 Wages - Regular	3,175,912		(203,413)		2,972,499	15,000		5,000		20,000	3,190,912	0	(198,413)	0	2,992,499
702.030 Wages - Overtime	356,175				356,175					0	356,175	0	0	0	356,175
702.050 CTO Pay	25,000				25,000					0	25,000	0	0	0	25,000
706.000 Wages - Holiday Premium	204,423		(17,061)		187,362					0	204,423	0	(17,061)	0	187,362
712.000 Payment in Lieu of Benefits	53,125		(3,225)		49,900					0	53,125	0	(3,225)	0	49,900
714.000 Longevity	14,450		(800)		13,650					0	14,450	0	(800)	0	13,650
715.010 Auto Allowance	8,683		5		8,688					0	8,683	0	5	0	8,688
<b>Personnel Services Subtotal</b>	<b>4,193,565</b>	<b>0</b>	<b>(224,494)</b>	<b>0</b>	<b>3,969,071</b>	<b>15,000</b>	<b>0</b>	<b>5,000</b>	<b>0</b>	<b>20,000</b>	<b>4,208,565</b>	<b>0</b>	<b>(219,494)</b>	<b>0</b>	<b>3,989,071</b>
<b>719-725 Benefits and Taxes</b>															
719.000 Workers Comp Insurance	14,692		(887)		13,805					0	14,692	0	(887)	0	13,805
720.010 Medical/Health Insurance	429,680		(3,963)		425,717					0	429,680	0	(3,963)	0	425,717
720.020 Dental Insurance	31,181		1,643		32,824					0	31,181	0	1,643	0	32,824
720.030 Vision Insurance	5,028		110		5,138					0	5,028	0	110	0	5,138
720.040 Life Insurance	11,205		(468)		10,737					0	11,205	0	(468)	0	10,737
720.050 Unemployment	9,000				9,000					0	9,000	0	0	0	9,000
720.060 HSA Contributions	123,250		(9,031)		114,219					0	123,250	0	(9,031)	0	114,219
720.070 Short-Term Disability	38,760		(1,650)		37,110					0	38,760	0	(1,650)	0	37,110
721.000 Social Security	257,555		(14,151)		243,404					0	257,555	0	(14,151)	0	243,404

	2911 - General Operations					2913 - Training					ALL BUSINESS UNITS				
	ORIGINAL Budget	TXFRS (net change)	REV. I (net change)	REV. II (net change)	REVISED BUDGET	ORIGINAL Budget	TXFRS (net change)	REV. I (net change)	REV. II (net change)	REVISED BUDGET	ORIGINAL Budget	TXFRS (net change)	REV. I (net change)	REV. II (net change)	REVISED BUDGET
722.000 Medicare	60,235		(3,310)		56,925					0	60,235	0	(3,310)	0	56,925
724.000 Dependent Care	30,000				30,000					0	30,000	0	0	0	30,000
725.010 Retirement - MERS DC	334,437		(18,260)		316,177					0	334,437	0	(18,260)	0	316,177
725.020 Retirement - MERS 457	25,247		70		25,317					0	25,247	0	70	0	25,317
725.030 Retirement - MERS HCSP	64,731		136		64,867					0	64,731	0	136	0	64,867
<b>Benefits and Taxes Subtotal</b>	<b>1,435,002</b>	<b>0</b>	<b>(49,761)</b>	<b>0</b>	<b>1,385,241</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,435,002</b>	<b>0</b>	<b>(49,761)</b>	<b>0</b>	<b>1,385,241</b>
<b>726-799 Supplies</b>															
727.000 Supplies - Office	15,000				15,000					0	15,000	0	0	0	15,000
730.000 Supplies - Maintenance	6,000				6,000					0	6,000	0	0	0	6,000
740.000 Supplies - Uniform	8,000				8,000					0	8,000	0	0	0	8,000
760.000 Supplies - Kitchen	1,750				1,750					0	1,750	0	0	0	1,750
764.000 Supplies - Food	1,750				1,750					0	1,750	0	0	0	1,750
<b>Supplies Subtotal</b>	<b>32,500</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>32,500</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>32,500</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>32,500</b>
<b>800-969 Services and Other Charges</b>															
801.010 Contractual Services	919,941				919,941					0	919,941		0	0	919,941
805.010 Prof Services - Audit	6,700				6,700					0	6,700		0	0	6,700
810.000 Administrative Fees	3,600				3,600					0	3,600		0	0	3,600
813.000 Legal Fees	15,000				15,000					0	15,000		0	0	15,000
820.010 Interpreter Fees	12,000				12,000					0	12,000		0	0	12,000
835.010 Medical - Physical Exams	3,500				3,500					0	3,500		0	0	3,500
835.020 Medical - Drug Testing	1,500				1,500					0	1,500		0	0	1,500
850.010 Telephone Service	17,500				17,500					0	17,500		0	0	17,500
850.020 Internet Service	83,280				83,280					0	83,280		0	0	83,280
850.030 Copying	2,500				2,500					0	2,500		0	0	2,500
850.040 Mailing	3,000				3,000					0	3,000		0	0	3,000
870.010 Travel - Training/Reg	14,000				14,000	24,000				24,000	38,000		0	0	38,000
870.020 Travel - Lodging	18,000				18,000	2,500				2,500	20,500		0	0	20,500
870.030 Travel- Meals/Food	8,000				8,000	2,500				2,500	10,500		0	0	10,500
870.040 Travel - Mileage	5,000				5,000	2,500				2,500	7,500		0	0	7,500
870.050 Travel - Other	12,000				12,000	500				500	12,500		0	0	12,500
871.010 Education Expense	2,000				2,000					0	2,000		0	0	2,000
900.000 Printing	2,000				2,000					0	2,000		0	0	2,000
905.000 Advertising	10,000				10,000					0	10,000		0	0	10,000
915.000 Dues & Subscriptions	12,000				12,000					0	12,000		0	0	12,000
920.010 Utilities - Gas	8,000				8,000					0	8,000		0	0	8,000
920.020 Utilities - Electricity	76,000				76,000					0	76,000		0	0	76,000
920.030 Utilities - Water & Sewer	6,400				6,400					0	6,400		0	0	6,400
934.010 Repair & Maintenance	28,000				28,000					0	28,000		0	0	28,000
955.000 Miscellaneous Operating	20,000				20,000					0	20,000		0	0	20,000
958.010 Insurance Premium	60,000		(6,000)		54,000					0	60,000		(6,000)	0	54,000
<b>Services and Other Charges Subtotal</b>	<b>1,349,921</b>	<b>0</b>	<b>(6,000)</b>	<b>0</b>	<b>1,343,921</b>	<b>32,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>32,000</b>	<b>1,381,921</b>	<b>0</b>	<b>(6,000)</b>	<b>0</b>	<b>1,375,921</b>

	2911 - General Operations					2913 - Training					ALL BUSINESS UNITS				
	ORIGINAL Budget	TXFRS (net change)	REV. I (net change)	REV. II (net change)	REVISED BUDGET	ORIGINAL Budget	TXFRS (net change)	REV. I (net change)	REV. II (net change)	REVISED BUDGET	ORIGINAL Budget	TXFRS (net change)	REV. I (net change)	REV. II (net change)	REVISED BUDGET
<b>970-989 Equipment &amp; Capital Outlay</b>															
976.000 Project Costs	15,000				15,000					0	15,000		0	0	15,000
980.010 Equip/Software - Small	30,000		4,000		34,000					0	30,000		4,000	0	34,000
<b>Equipment &amp; Capital Outlay Subtotal</b>	<b>45,000</b>	<b>0</b>	<b>4,000</b>	<b>0</b>	<b>49,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>45,000</b>	<b>0</b>	<b>4,000</b>	<b>0</b>	<b>49,000</b>
<b>990-994 Debt Service</b>															
991.010 Loan/Lease - Principal	1,301,147				1,301,147					0	1,301,147		0	0	1,301,147
991.020 Loan/Lease - Interest	32,399				32,399					0	32,399		0	0	32,399
992.010 Lease - Facility	21,672				21,672					0	21,672		0	0	21,672
<b>Debt Service Subtotal</b>	<b>1,355,218</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,355,218</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,355,218</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1,355,218</b>
<b>995 Transfers Out &amp; Other Financing Uses</b>															
995.010 Transfers Out - Capital Projects Fund	900,000		250,000		1,150,000					0	900,000		250,000	0	1,150,000
<b>Equipment &amp; Capital Outlay Subtotal</b>	<b>900,000</b>	<b>0</b>	<b>250,000</b>	<b>0</b>	<b>1,150,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>900,000</b>	<b>0</b>	<b>250,000</b>	<b>0</b>	<b>1,150,000</b>
<b>TOTAL EXPENDITURES</b>	<b>\$ 9,311,205</b>	<b>\$ -</b>	<b>\$ (26,255)</b>	<b>\$ -</b>	<b>\$ 9,284,950</b>	<b>\$ 47,000</b>	<b>\$ -</b>	<b>\$ 5,000</b>	<b>\$ -</b>	<b>\$ 52,000</b>	<b>\$ 9,358,205</b>	<b>\$ -</b>	<b>\$ (21,255)</b>	<b>\$ -</b>	<b>\$ 9,336,950</b>
<b>Net Operating Income</b>	<b>\$ 12,895</b>	<b>\$ -</b>	<b>\$ 32,122</b>	<b>\$ -</b>	<b>\$ 45,017</b>	<b>\$ 5,000</b>	<b>\$ -</b>	<b>\$ (5,000)</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 17,895</b>	<b>\$ -</b>	<b>\$ 27,122</b>	<b>\$ -</b>	<b>\$ 45,017</b>

# Ten Year General Operations (2911) Budgetary and Fund Balance Forecast

## GENERAL FUND:

	2024 Year-End Actuals	2025 Proposed REV-I Budget	2026	2027	2028	2029	2030 Millage Expires 12/31/30	2031	2032	2033
<b>REVENUES</b>										
Use of Fund Balance	\$0	\$0								
Property Taxes	\$7,603,815	\$6,828,200	\$6,862,341	\$6,896,653	\$6,931,136	\$6,965,792	\$7,000,621	\$7,035,624	\$7,070,802	\$7,106,156
Grants										
Local Community Stabilization Share	\$596,400	\$596,400	\$596,400	\$596,400	\$596,400	\$596,400	\$596,400	\$596,400	\$596,400	\$596,400
Surcharge Revenue - State	\$477,944	\$494,000	\$494,000	\$494,000	\$494,000	\$494,000	\$494,000	\$494,000	\$494,000	\$494,000
Surcharge Revenue - Local	\$1,205,946	\$1,150,000	\$1,150,000	\$1,150,000	\$1,150,000	\$1,150,000	\$1,150,000	\$1,150,000	\$1,150,000	\$1,150,000
Charges for Services - User Fees	\$16,340	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750	\$18,750
Interest Earned	\$245,480	\$228,000	\$228,000	\$228,000	\$228,000	\$228,000	\$228,000	\$228,000	\$228,000	\$228,000
Rent/Lease Revenue	\$8,700	\$8,700	\$8,700	\$8,700	\$10,200	\$10,200	\$10,200	\$10,200	\$10,200	\$10,200
Miscellaneous & Other Revenue	\$17,151	\$5,917	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50
Sale of Assets	\$800	\$0	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50
Other Financing - Loan Proceeds	\$105,810	\$0	\$50	\$50	\$50	\$50	\$50	\$50	\$50	\$50
<b>REVENUE TOTALS:</b>	<b>\$10,278,386</b>	<b>\$9,329,967</b>	<b>\$9,358,191</b>	<b>\$9,392,503</b>	<b>\$9,428,486</b>	<b>\$9,463,142</b>	<b>\$9,497,971</b>	<b>\$9,532,974</b>	<b>\$9,568,152</b>	<b>\$9,603,506</b>
<b>EXPENDITURES</b>										
Personnel Services	\$3,559,533	\$3,969,071	\$4,127,834	\$4,251,669	\$4,379,219	\$4,510,595	\$4,645,913	\$4,785,290	\$4,928,849	\$5,076,715
Benefits & Taxes	\$1,141,566	\$1,385,241	\$1,426,798	\$1,469,602	\$1,513,690	\$1,559,100	\$1,605,873	\$1,654,050	\$1,703,671	\$1,754,781
Supplies	\$18,693	\$32,500	\$33,475	\$34,479	\$35,514	\$36,579	\$37,676	\$38,807	\$39,971	\$41,170
Services & Other Charges	\$1,022,693	\$1,343,921	\$1,384,239	\$1,411,923	\$1,440,162	\$1,468,965	\$1,498,344	\$1,528,311	\$1,558,878	\$1,590,055
Equipment & Capital Outlay	\$30,484	\$49,000	\$40,000	\$40,000	\$40,000	\$40,000	\$40,000	\$40,000	\$40,000	\$40,000
Debt Service	\$1,439,356	\$1,355,218	\$22,105	\$22,548	\$22,998	\$23,458	\$23,928	\$24,406	\$24,894	\$25,392
Transfers Out (Capital Project Fund)	\$1,750,000	\$1,150,000	\$750,000	\$750,000	\$750,000	\$750,000	\$750,000	\$750,000	\$750,000	\$750,000
<b>EXPENDITURE TOTALS:</b>	<b>\$8,962,325</b>	<b>\$9,284,950</b>	<b>\$7,784,450</b>	<b>\$7,980,220</b>	<b>\$8,181,582</b>	<b>\$8,388,698</b>	<b>\$8,601,735</b>	<b>\$8,820,864</b>	<b>\$9,046,263</b>	<b>\$9,278,113</b>
Revenue Grand Totals:	10,278,386	9,329,967	9,358,191	9,392,503	9,428,486	9,463,142	9,497,971	9,532,974	9,568,152	9,603,506
Expenditure Grand Totals:	(8,962,325)	(9,284,950)	(7,784,450)	(7,980,220)	(8,181,582)	(8,388,698)	(8,601,735)	(8,820,864)	(9,046,263)	(9,278,113)
<b>NET:</b>	<b>1,316,061</b>	<b>45,017</b>	<b>1,573,741</b>	<b>1,412,282</b>	<b>1,246,904</b>	<b>1,074,443</b>	<b>896,236</b>	<b>712,110</b>	<b>521,889</b>	<b>325,393</b>
<b>GENERAL - Unassigned Fund Balance:</b>	<b>\$3,815,868</b>	<b>\$3,860,885</b>	<b>\$5,434,625</b>	<b>\$6,846,908</b>	<b>\$8,093,811</b>	<b>\$9,168,255</b>	<b>\$10,064,491</b>	<b>\$10,776,600</b>	<b>\$11,298,489</b>	<b>\$11,623,882</b>

Audited