Lapeer County Board of Commissioners

255 Clay Street
Lapeer, Michigan 48446

phone 810 area code
667-0366
667-0369 FAX
www.lapeercountymi.gov

MICHIGAN'S OLDEST COURTHOUSE

PROPERTIES COMMITTEE
December 14, 2023
Room 302- County Complex
10:00 A.M.
*Estimated Time- Meeting will Commence immediately following
the Committee of the Whole/Full Board Meeting*

Committee Members: Tom Kohlman-Chairman; Kevin Knisely, Truman Mast, Moses Sanzo,
John Bustle, & Jackie Arnold
Meetings to be held as needed.

A-G-E-N-D-A

1) **CALL TO ORDER** BY CHAIRMAN TOM KOHLMAN

2) CONSIDERATION OF THE **AGENDA** (additions and/or deletions)

3) CONSIDERATION OF THE DRAFT **MINUTES** OF THE **NOVEMBER 30, 2023** PROPERTIES COMMITTEE MEETING

4) **NEW/GENERAL ITEMS**

   A) **County E911**- Request to approve the purchase of ProQA/Medical Priority Dispatch System (MPDS) from the International Academy of Emergency Dispatch (IAED).

   B) **County E911**- Request to approve the purchase to replace specific Motorola radios in the APX series due to end of life status on repairs.

5) **OLD/REFERRED/OR ADDITIONAL ITEMS** (if needed)

6) **ADJOURN...**

PROPERTIES COMMITTEE
November 30, 2023

Room 302 COUNTY COMPLEX
255 CLAY STREET, LAPEER, MI 48446

Chairman Kohlman called the meeting to order at approximately 10:30 a.m. in Room 302 of the County Complex.

Members Present:	Commissioners Tom Kohlman, Kevin Knisely, Truman Mast, Moses Sanzo, County Administrator/Controller, John Bustle, Building Grounds/Parks Director, Jackie Arnold, CFO
Others:	Jillian Weiss, Special Events Coordinator, Lauren Emmons, CMH Director, Stephanie King, Chief Animal Control Officer, Dave Eady, Contractual Animal Control
Visitors/ Citizens:	

MINUTES

The minutes from November 9, 2023 were briefly reviewed.

Motion by Mast, supported by Knisely, to approve the minutes from the November 9, 2023 meeting of the Properties Committee meeting as presented. Motion carried.

COMMUNITY MENTAL HEALTH

John Bustle shared the updated bids as requested for the exterior security cameras. Bustle recommended that the Harmony Hall and CMH building be split between two companies due to bid pricing. Brief discussion on concerns with recordings being held at separate buildings and how much storage is necessary. Lauren Emmons shared that requested amount includes monies for live feed to the 911 operations center.

1. **Motion by Knisely, supported by Mast, to recommend to the Full Board, pursuant to the recommendation of the Properties Committee, to approve the installation of security cameras on the exterior of the CMH Building and Harmony Hall, to be paid for by CMH Funding, at a cost not to exceed $15,500.00, at no additional cost to the County's General Fund. Motion carried.**

PARKS

John Bustle shared concerns of liability and maintenance of the Polly Ann Trail Lease. Bustle explained that even after meeting with the State there were still questions of maintenance funding. Moses Sanzo shared the opportunity for Counsel to look at the lease. Sanzo shared that the signing the lease may not be required to receive the pending grant monies. Bustle shared concerns from the Road Commission along with concerns on funding for costs to cover the engineers to design a plan for the grant, being that the grant is already on a time constraint. Sanzo shared creating a list of questions for the State to clarify and extending an invitation for the State to attend a future meeting.

ANIMAL CONTROL

Stephanie King was present to discuss concerns regarding current layout of the building. King shared the normal number of animals being held on a daily basis has consistently been increasing over the past couple years. King explained current layout has each dog, aggressive or not, needing to be leashed and walked through the building to get to the runs outside. King shared ideas of zero contact housing for the dogs that are attached to outdoor runs. This is not only for the safety of staff and volunteers, but also the increased outdoor activity could increase the wellness of the animals which could help make them become adoptable. Dave Eady shared concerns of current lobby area. Eady shared idea of a sally port area where staff could safety enter with a new animal without fear of the animal getting away or interacting with the public. King explained that changes would not result in an increase of capacity limits or an increase in staff. Further discussion on parking, food prep areas, outdoor fencing, and costs occurred. It was recommended that plans be brought to next ARPA meeting for further discussion.

ADJOURN

Motion by Knisely, supported by Bustle, to adjourn the meeting. Motion carried. 11:31 a.m.

_____

Tom Kohlman, Chairman
Lapeer County Properties Committee

REQUEST FOR ACTION

DATE: 11-13-2023

     X   REQUEST FOR ACTION

          FOR YOUR INFORMATION

          REQUEST FOR INFORMATION

TO: County Board of Commissioners

FROM: Candy Anderson, County 911

****

SUMMARY OF REQUEST / INFORMATION:

Request to Purchase ProQA/Medical Priority Dispatch System (MPDS) from the International Academy of Emergency Dispatch (IAED).

ADDITIONAL INFORMATION:

Medical Priority Dispatch is a system that structures emergency medical call taking. The structured approach guides call takers to quickly gather the right information, dispatch the right help, and when necessary, provide lifesaving support. MPDS includes 36 protocols – each one built by experts, backed by science, and tested over time -to reduce complexity and risks. This software is considered best practice in terms of liability. In fact, the Michigan Municipal Risk Management Authority (MMRMA) offers a Risk Avoidance Program (RAP) grant ($10,000) to assist in covering the cost to help agencies obtain the software, demonstrating their belief that this software in fact reduces liability.

BACKGROUND INFORMATION:

Currently we are using MPDS flip cards, the company has issued a statement that the flip cards are only supposed to be being used as a backup, they are no longer considered best practice. The card sets get further and further apart in effectiveness from the software with each update that is released. They lack automation and critical tools that are provided by the software. In addition, the software provides a quality assurance component as well to measure compliance and reduce liability for the County. In a world where seconds matter, precision in

the case-entry protocol can be the differentiator between success and failure in public safety. This quote covers 5 years of licensing for the software and all components of training related to implementation of the software. $5695 of the quote are training classes that are in the State 911 Committee (SNC) list of approved trainings that we will be able to be reimbursed for.

SUPPORTING DOCUMENTS:
Quote from Priority Dispatch for the software and additional training needs associated with the software.

State 911 committee list of approved training associated with the quote.

MMRMA RAP Grant allowance/application for the software purchase.

Informational documents from Priority Dispatch on ProQA, MPDS and Quality Performance Review
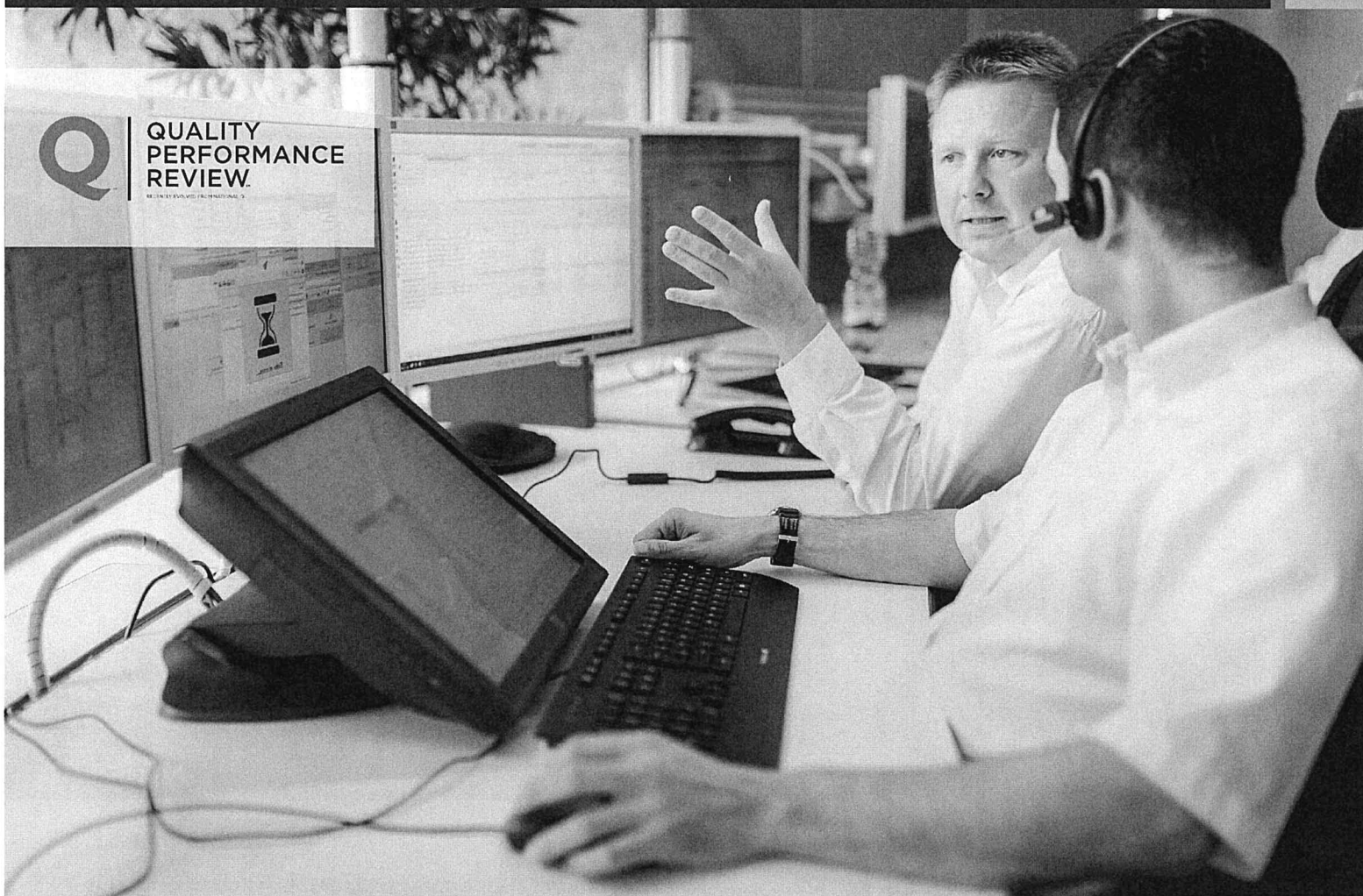
DRAFT MOTION:

To proceed with the purchase of the ProQA software to be paid from the 911 millage account 482-325-977.000 for the quoted price of $86,158.

ATTACHMENTS   YES__X__ NO_____

QUALITY PERFORMANCE REVIEW

Professional Case Review—Conducted by Experienced and IAED-Certified ED-Qs

Quality Performance Review (QPR™) gives you immediate support for implementing an effective structured quality assurance (QA) program. It includes case review, quality assurance, and mentoring feedback that is backed and supported by the International Academies of Emergency Dispatch* (IAED™) using certified Emergency Dispatch Quality Assurance (ED-Q™) personnel.

EQUIP QA: Our ED-Qs provide mentorship, education, and evaluation of internal ED-Qs to assist in QAU department development starting at go-live.

Q PLUS: Our ED-Qs audit a contracted amount of cases monthly. These can be random requirements for accreditation, focused cases, or a combination of both. We compile performance data and report results to you.

Q VIEW: Our ED-Qs provide you with visibility into the performance of your ED-Qs by reviewing a percentage of their cases and reporting results to you.

Q CHECK: A non-biased look into the performance of your ED-Q staff reviews. We provide feedback and coaching for your ED-Qs to improve their skills.

WHAT ARE THE BENEFITS OF QPR?

- Keep budget costs down by eliminating the need to hire additional staff.

- Decrease your liability by having seasoned, certified Qs completing the initial case review.

- Avoid internal conflicts between supervisory staff and emergency dispatchers on appropriate application of IAED standards.

- Focus agency efforts on compliance for accredited center of excellence status.

WHAT'S IN QPR FOR ME?

Department Stakeholders: Confidence that QA best practices are being adhered to right after implementation and beyond.

Emergency Dispatchers: Timely feedback on calls and awareness of areas where training is needed.

Supervisors, Managers, Trainers: Less conflict in the agency surrounding case review and emergency dispatcher performance.

The Community: Callers enjoy a high level of care that continues to improve because agency calls are being held to the highest standards.

KEY FEATURES OF QPR

A single point of contact to conduct weekly meetings on case review findings and to discuss protocols and standards in depth.

The ONLY supported outsourcing of case review that meets the IAED's accreditation requirements and Priority Dispatch's licensing requirements.

Detailed review provided so your supervisory staff can focus on quality improvement and meeting with staff individually.

Ensures the most recent IAED standards are applied to all call reviews.

110 Regent Street, Suite 500
Salt Lake City, UT 84111
USA
www.prioritydispatch.net
Prepared By: Jon Stones
Phone: (800) 363-9127
Direct: Ext. 149
Email: jon.stones@prioritydispatch.net

Agency:	Lapeer County Central Dispatch
Agency ID#:	2128
Quote #:	Q-70255
Date:	11/1/2023
Offer Valid Through:	2/29/2024
Payment Terms	Net 30
Currency:	USD

Bill To:
Lapeer County Central Dispatch
2332 W Genesee St
Lapeer, Michigan 48446-1716
United States

Ship To:
Lapeer County Central Dispatch
2332 W Genesee St
Lapeer, Michigan 48446-1716
United States

Product	Qty	Amount
ProQA Production/Live License Automated calltaking software	4	USD 18,700.00
ProQA Production/Live License Automated calltaking software	1	USD 2,275.00
ProQA Supervisor License Supervisor Software Licenses Monitoring and reporting software	2	USD 2,000.00
AQUA Case Review Software Quality Assurance (case review) software base engine and discipline module	1	USD 2,750.00
SEND Cards - Box 100	1	USD 55.00
Certification Training ED-Q Remote (Per) Materials, tuition and certification (2 days, 16 hours)	3	USD 1,965.00
ProQA Software Training Remote Per person cost for four hours of ProQA software training completed in a virtual, instructor-led environment	17	USD 3,043.00
AQUA Software Training Remote Per person cost for a 6 hour course completed in a virtual, instructor-led environment	3	USD 687.00
System Administration Training Remote - Per person cost for training for center management detailing program configuration and customization options, completed in a virtual, instructor-led environment	1	USD 229.00
ProQA & AQUA Reports Training Remote - (4 hours) for administrators, managers and supervisors on ProQA and AQUA reporting functions	3	USD 537.00
Implementation Support LV Implementation support and quality management program development	1	USD 15,000.00
Equip QA Initial implementation of expert case review, quality management and mentoring for telecommunicators, QA staff and management	1	USD 6,000.00
Travel Fees: Standard Domestic	1	USD 2,500.00

"To lead the creation of meaningful change in public safety and health."

Product	Qty	Amount
Priority Dispatch System Annual Maintenance (P) License Renewal, Service & Support	5	USD 3,500.00
ProQA Supervisor License ESP License Renewal, Service & Support	2	USD 500.00
General Discount Incentive to execute contract according to the terms as discussed	1	USD -5,673.00
Shipping & Handling	1	USD 0.00
Priority Dispatch System Implementation (M) TOTAL:		USD 55,058.00

Product	Qty	Amount
Priority Dispatch System Annual Maintenance (P) License Renewal, Service & Support	5	USD 7,000.00
ProQA Supervisor License ESP License Renewal, Service & Support	2	USD 500.00
Priority Dispatch System Annual Maint & Support: 2025 TOTAL:		USD 7,500.00

Product	Qty	Amount
Priority Dispatch System Annual Maintenance (P) License Renewal, Service & Support	5	USD 7,000.00
ProQA Supervisor License ESP License Renewal, Service & Support	2	USD 500.00
Priority Dispatch System Annual Maint & Support: 2026 TOTAL:		USD 7,500.00

Product	Qty	Amount
Priority Dispatch System Annual Maintenance (P) License Renewal, Service & Support	5	USD 7,500.00
ProQA Supervisor License ESP License Renewal, Service & Support	2	USD 550.00
Priority Dispatch System Annual Maint & Support: 2027 TOTAL:		USD 8,050.00

Product	Qty	Amount
Priority Dispatch System Annual Maintenance (P) License Renewal, Service & Support	5	USD 7,500.00

"To lead the creation of meaningful change in public safety and health."

Product	Qty	Amount
ProQA Supervisor License ESP **License Renewal, Service & Support**	2	USD 550.00
Priority Dispatch System Annual Maint & Support: 2028 TOTAL:		USD 8,050.00

Subtotal	USD 86,158.00
Estimated Tax	
Total	USD 86,158.00

Customer Signature:		Date:	
Customer Name:		Purchase Order ID:	
Expiration Date:			

TERMS AND CONDITIONS

This quote is valid for 120 days from date of issue. All prices quoted are exclusive of any applicable taxes, duties, or government assessments relating to this transaction, which are the sole obligation of Buyer. You can find it here: https://prioritydispatch.net/licensing/

"To lead the creation of meaningful change in public safety and health."

Jon Stones <Jon.stones@priorltydispatch.net>
To: Candy Anderson <canderson@lapeercounty911.org>

There are a couple courses that we offer that I thought were on the list but are not. The remote Reports & remote Sys Admin are not covered. The other training is:

I hope this helps.

Onsite:

| Priority Dispatch Corporation | Emergency Medical Dispatch (EMD) w/ OUTEC | PDIS2021-1411 | Continuing Education |
| Priority Dispatch Corporation | Emergency Medical Dispatch Quality Assurance (EMD-Q) | PDIS2020-1104 | Continuing Education |

Remote: More likely option

Priority Dispatch Corporation	REMOTE Emergency Medical Dispatch Quality Assurance (EMD-Q)	PDIS2021-1392	Continuing Education
Priority Dispatch Corporation	REMOTE Emergency Medical Dispatch (EMD) w/ OUTEC	PDIS2021-1406	Continuing Education
Priority Dispatch Corporation	REMOTE ProQA	PDIS2021-1387	Continuing Education
Priority Dispatch Corporation	REMOTE AQUA Course	PDIS2021-1389	Continuing Education
Priority Dispatch Corporation	CDE Advancement Training - Online College	PDIS 201407B	Continuing Education

Thanks

Priority Dispatch.

JON STONES | Senior Account Manager
e. jon.stones@prioritydispatch.net | **w.** prioritydispatch.net | **o.** +1 385-236-4618
110 S. Regent Street, Suite 500 | Salt Lake City, Utah 84111

- Click here to schedule a quick 15 or 30-minute conversation with me

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Standard RAP/CAP Grants

Equipment & Software
Click on any of the following categories to view full descriptions, funding parameters, and other related information.

❖ Quotes/invoices from the vendor MUST be included with the final application submission to MMRMA. A clear line-item cost of the component(s) included in the grant funding request is REQUIRED. If the line-item cost is $0, funding will not be considered.

- Automatic External Defibrillators
- Back Up Cameras for Vehicles
- Body Scanners for Corrections
- Body Worn Cameras
- Bola Wrap
- Bumper Guards
- Concrete Scarifier
- Corrections Security/Physical Improvements
- Court Compliance Safety
- Data Storage
- Digital Cameras and Security
- Drones and Associated Technology
- Electronic Prisoner Monitoring/Cell Check System
- Emergency Generators
- Emergency Medical Responder Active Shooter Kits
- Emergency Medical/Priority Dispatch Software
- Equipment Continuation/Assurance Plans for Law Enforcement
- Field/Arena Fencing and/or Netting
- Fire Pit Rings
- General Cyber Security Training for Employees
- In Car Cameras

- Jet Vactor Sewer Cleaner Communication Radio System
- Lift Free Health Facilities
- Livescan Fingerprinting
- Mail Scanners for Corrections
- Non-Transport Lifting Devices and Stair Chairs
- Passenger Surveillance Cameras
- Portable Pumps
- Power DMS Policy Management
- Power Load Systems
- Pre Plan Software
- Prisoner Restraint Chair
- Reality Based Training Equipment
- SCADA Control System Software
- Sewer Cameras
- Stop Sticks
- Storage Infrastructure Security
- Taser Alternative Force
- Thermal Imaging Cameras
- Training Simulators
- Two/Multi Factor Authentication
- Vehicle Monitoring System
- Video Arraignment
- Video Laryngoscope
- Vulnerability Assessment/Penetration Testing

Updated: May 10, 2023

Emergency Medical/Priority Dispatch

Allows 911 operators to dispatch emergency first responders and through the use of scripted key questions, provides necessary information needed by the emergency first responders.

50% funding up to an aggregate maximum of $10,000. (5/18/12)

Emergency Medical Responder Active Shooter Kits

Kits include the purchase of body armor, first responder carry bag, and various medical components including: tourniquet holder, triage tape dispenser, color-coded triage tape, C-A-T tourniquets, emergency trauma dressing, compressed gauze, vent chest seals, nitrile gloves, and trauma shears. Funding is only available to equip Medical First Responders involved with Rescue Task Force operations.

75% up to a maximum of $2,500 per member. (5/11/22)

Equipment Continuation/Assurance Plans for Law Enforcement

Annual fees associated with multi-year payment plans for the cost of replacing/updating/maintaining equipment over the course of the agreement.

25% of the yearly costs. Members must apply yearly to receive funding. (5/11/22)

Field/Arena Fencing and/or Netting

1/3 funding up to an aggregate maximum of $25,000 per member for the retrofitting of existing facilities/fields only. New construction projects are not eligible for funding. (8/16/17)

Fire Pit Rings

50% up to $125 per unit with an aggregate maximum of $10,000. (8/14/13)

General Cyber Security Training for Employees

50% funding with a maximum of $25,000 per member. (6/3/20)

General Risk Management and Leadership Training

50% of the tuition/fees and other associated expenses upon successful completion for general or leadership training as recommended by Risk Control and not qualifying for RAP funding under the Certification and Accreditation Program (CAP). Includes training conferences/programs such as:

- ATV Training for Patrol Officers
- Communications Training Officer (CTO)
- Corrections Officer Training School (CTO)
- Corrections Supervision
- Critical Incident/Issues Supervisor Training
- General Dispatch Training (NENA, APCO, PowerPhone, Priority Dispatch, etc.)

+ MPDS

MEDICAL PRIORITY DISPATCH SYSTEM™
Answer every medical emergency call with confidence

The Medical Priority Dispatch System (MPDS') is the original and most advanced emergency calltaking system in the world. It allows emergency communication centers to eliminate the impractical and dangerous practice of freelance calltaking. The structured approach guides calltakers to quickly gather the right information, dispatch the right help, and when necessary, provide lifesaving support. The MPDS includes 36 protocols—each one built by experts, backed by science, and tested over time—that reduce complexity and risk.

> I can't imagine working without the MPDS. When used properly, it protects both citizens and responders!
>
> Carole Morey
> Manager
> Medical Transport Coordination Center

A SYSTEM, NOT A SCRIPT
The MPDS gives you a proven, comprehensive approach to emergency medical dispatch, driving operational excellence in the communication center. It includes:

1. STRUCTURED EMERGENCY MEDICAL CALLTAKING. The MPDS gives calltakers the exact words to use to efficiently gather information, send the right help, and assist callers in immediate need—regardless of tenure or background. It enables even junior calltakers to handle uncommon, highly acute situations in a safe and sound way.

2. TRAINING, CERTIFICATION, AND CONTINUING EDUCATION. Trust in dispatcher competency is crucial for first responders and the public at large. The MPDS requires trained, tested, and certified dispatchers, with ongoing education to stay up-to-date. It's one way you can ensure your community gets the highest level of care possible.

3. QUALITY ASSURANCE AND IMPROVEMENT PROGRAM. Improvement starts with measurement. The MPDS provides a robust case review program, so quality assurance teams can measure performance and continuously improve. That gives leaders and responders the confidence that emergency communications are operating at a high level.
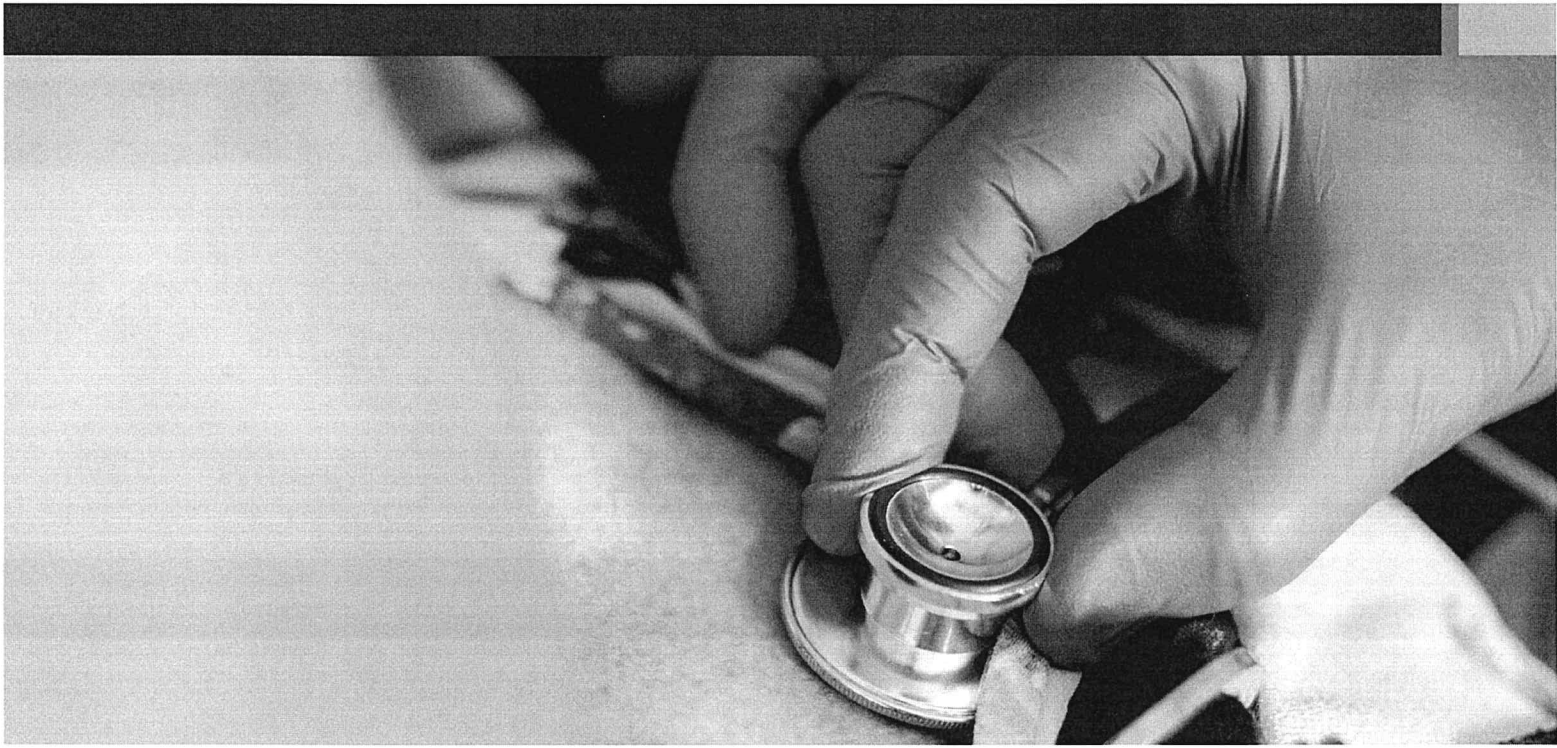
MPDS is the gold standard in emergency calltaking systems. We enjoy a sense of security knowing our dispatchers follow scripted protocols that consistently give our patients the best care. Since implementation in 2006 our agency and community have benefitted far beyond our expectations.

Sandra Whaley
VP Communications
Medic Ambulance Service
Solano and Sacramento Counties

WHAT'S NEW IN v13.2

Opioid Fast Track. A new Fast Track option on Protocol 23 allows rapid Narcan and CPR therapy for obvious narcotic overdose.

Unconscious Patients. The send point on Protocol 31 is moved up for unconscious patients with abnormal breathing to avoid any delay in dispatch.

Falls. A new Determinant Code added for "Fall down (not on) stairs," and a new Axiom to define Ground Level Falls.

BENEFITS OF THE MPDS

HIGHER CONFIDENCE
Confident dispatchers provide expert customer service to your community.

REDUCED RISK
Lowered liability by meeting the established standard of care and practice.

MAXIMUM FLEXIBILITY
Prioritized responses set by you—the most locally-defined inputs in the industry.

BETTER SAFETY
Strong local oversight and control, including medical direction.

INCREASED EFFICIENCY
Faster interrogation and case entry, leveraging the power of technology.

HIGHER ACCURACY
Accurate, consistent, and concise information for first responders and callers.

UNMATCHED INNOVATION
The most innovative and advanced dispatch diagnostics in the industry.

EASY TO USE
Built seamlessly in ProQA® software, the MPDS is intuitive, even for new calltakers.

Priority Dispatch

prioritydispatch.net | 801.363.9127

ProQA CALLTAKING SOFTWARE

World's #1 Calltaking Software for Emergency Communication Centers

How confident are you that any calltaker or emergency dispatcher in your center can handle any type of call, at any time, with a high standard of care? With ProQA*, every emergency dispatcher, regardless of experience level, can consistently follow best known standards of care and practice—including providing potentially lifesaving instructions.

ProQA is the techology that powers the time-proven protocols of the International Academies of Emergency Dispatch™ (IAED*). ProQA guides emergency dispatchers seamlessly through the process of gathering essential information and dispatching the right resources, while recording each keystroke. The data gathered also helps you understand what's happening in your center and continuously improve the level of service you provide your community.

HOW WILL ProQA BENEFIT MY CENTER?

COMPLETE CONTROL: You choose the response level for each Determinant Code based on your unique resources and community needs.

DECREASED LIABILITY: Many customers decide to reduce their number of lights-and-siren responses, significantly lowering costs and potential liability—no successful litigation against a protocol-compliant call has been brought against Priority Dispatch* or its customers in over 40 years.

FASTER RESPONSE: ProQA is structured to gather critical information quickly with no extra questions or detours. Correct dispatch codes are often determined in less than one minute.

REDUCED HUMAN ERROR: Substantially less typing is required—meaning less potential for error.

> *I would definitely recommend ProQA to other agencies! ProQA never has a "bad day" and ensures consistency of responder safety information and service for callers.*

Nancy Lockhart
St. Joseph County 911
St. Joseph County, IN, USA

FOR MORE INFORMATION:

ProQA
prioritydispatch.net/discover_ProQA

Minimum System Requirements
support.prioritydispatch.net/
systemrequirements

EXCLUSIVE ProQA TOOLS NOT AVAILABLE ANYWHERE ELSE IN THE INDUSTRY!

STROKE DIAGNOSTIC TOOL
Proven to identify more than twice as many strokes as medics on scene, providing early and accurate stroke identification for responders and hospitals.

TRIMESTER CALCULATOR
Allows emergency dispatchers to quickly calculate number of weeks in a pregnancy using just the patient's due date.

CPR COMPRESSION TRACKER
Functions as a compression monitor and helps emergency dispatchers guide callers in administering CPR until emergency responders arrive.

BREATHING VERIFICATION TOOL
Helps emergency dispatchers assess a patient's breathing and identify patterns consistent with sudden cardiac arrest.

AED LOCATOR
Helps emergency dispatchers, callers and bystanders locate and use AED devices to aid in CPR situations.

Priority Dispatch

prioritydispatch.net | 801.363.9127

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RISK

MICHIGAN MUNICIPAL
RISK MANAGEMENT
A U T H O R I T Y

Risk Avoidance Program (RAP)

STANDARD GRANT AND
CERTIFICATION AND ACCREDITATION PROGRAM (CAP)
APPLICATION FORM

This application form may only be utilized for projects that are specifically listed on MMRMA's Standard Grant Guidelines or Certification and Accreditation Program (CAP) Guidelines located in Appendices A and B of the Grant Program Guidelines. All other funding requests must utilize the New Project Grant Application Form. Please contact MMRMA with any questions.

MUNICIPALITY NAME: Lapeer County

DEPARTMENT INVOLVED: Lapeer County 911

ADDRESS: 2332 W.Genesee St. Lapeer MI 48446

PROJECT CONTACT: Jeffrey Satkowski

DIRECT DIAL PHONE: 810-667-0217 Ext 1 **E-MAIL*:** jsatkowski@lapeercounty911.org

ALTERNATE CONTACT (If Any): Candy Anderson

DIRECT DIAL PHONE: 810-667-0217 Ext 5 **E-MAIL:** canderson@lapeercounty911.org

MMRMA MEMBER REPRESENTATIVE**: Moses Sanzo

TYPE OF REQUEST: [X] EQUIPMENT   [ ] TRAINING

Based on this selection, please complete the applicable portion of this form.

*MMRMA will email confirmation of receipt and date of application review. If you do not receive this information, please check with MMRMA to ensure your application was received.

**The Member Representative is an individual within your municipality who has been designated as the primary contact with MMRMA. If you do not know who your designated Member Representative is, please contact MMRMA.

RISK

MICHIGAN MUNICIPAL
RISK MANAGEMENT
A U T H O R I T Y

EQUIPMENT

Please provide supporting documentation that aligns with the budgetary information. Supporting documentation may consist of quotes, bids, invoices, purchase orders, sales agreements, board/commission meeting minutes, or other documents that provide additional information about the project described and the budget associated with that project. Large project funding requests should include an itemized list of budget expenses that cross-reference supporting attachments so that it is clear what various components of the project cost.

Type of Equipment/Project Name: Emergency Medical/Priority Dispatch Software

Date of Purchase or Expected Purchase: December 2023

Number of Units Purchased: 7 Licenses

Is the equipment replacing similar equipment or system?   ☒ YES   ☐ NO
If yes, why is the current equipment/system being replaced?

We are currently using flip card sets as our only Protocols. These have been deemed not best practice for liability. Priority dispatch has advised us that they should only be used in backup situation, not as a primary protocol.

Is the equipment being purchased under a multi-year payment plan?   ☐ YES   ☒ NO
If yes, please attach a copy of your purchase agreement.

TOTAL PROJECT COST: $ 86,158

RAP FUNDS REQUESTED: $ 10,000

Additional Information:

Currently we are using Medical Priority Dispatch flip cards, the company has advised us that the flip cards are only supposed to be being used as a backup, they are no longer considered best practice. The card sets get further and further apart in effectiveness from the software with each update that is released. They lack automation and critical tools that are provided by the software. In addition, the software provides a quality assurance component as well to measure compliance and reduce liability for the County. We are a smaller county with a limited budget but still really want to make sure we are providing the best service possible to our citizens while at the same time protecting our municipality from unnecessary liability. Ensuring we are following best practices is very important to us. This grant will help offset some of the costs incurred with this upgrade.
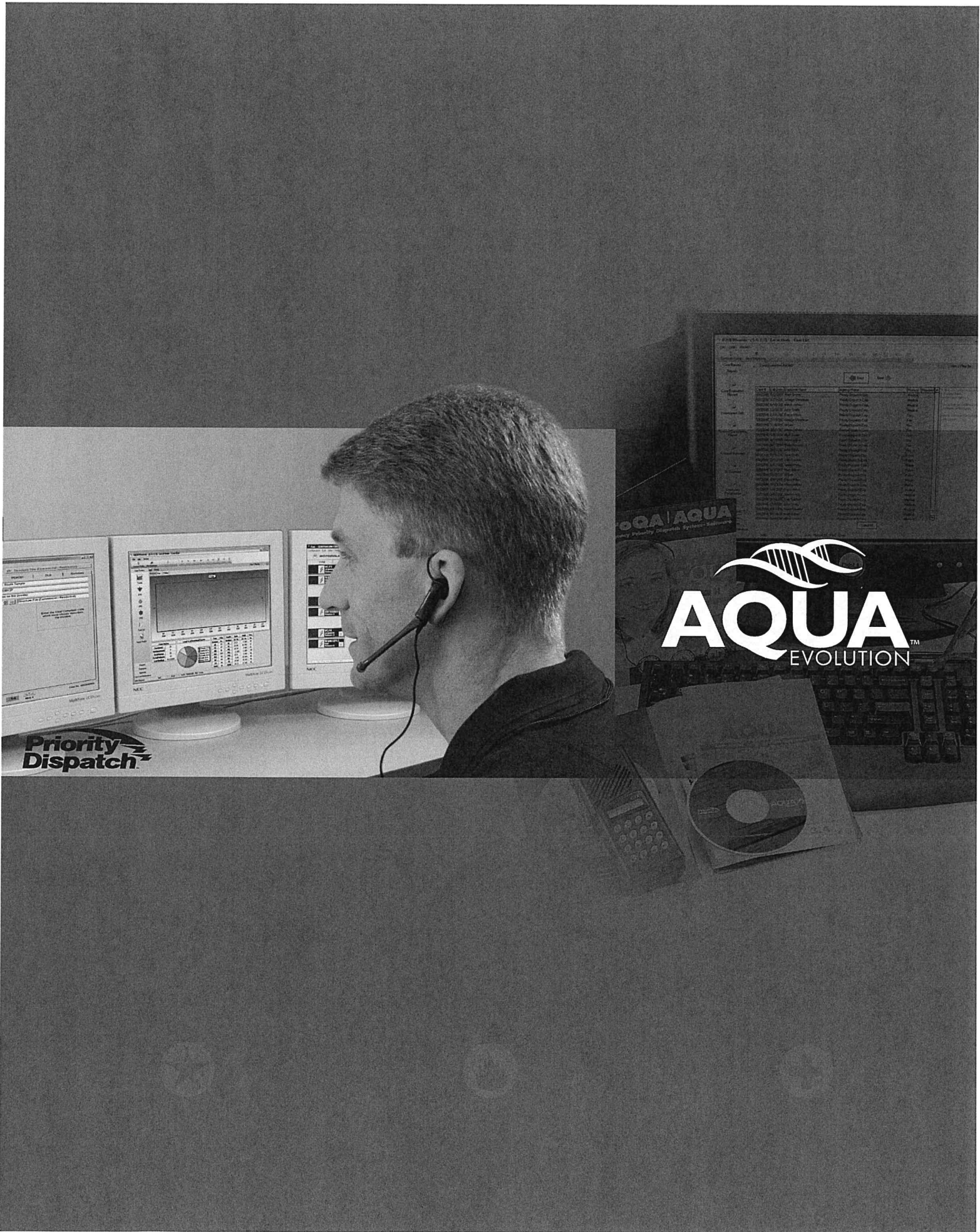
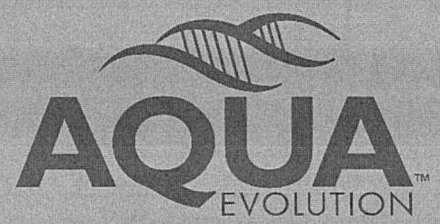**Signature of applicant:**   **Date:**

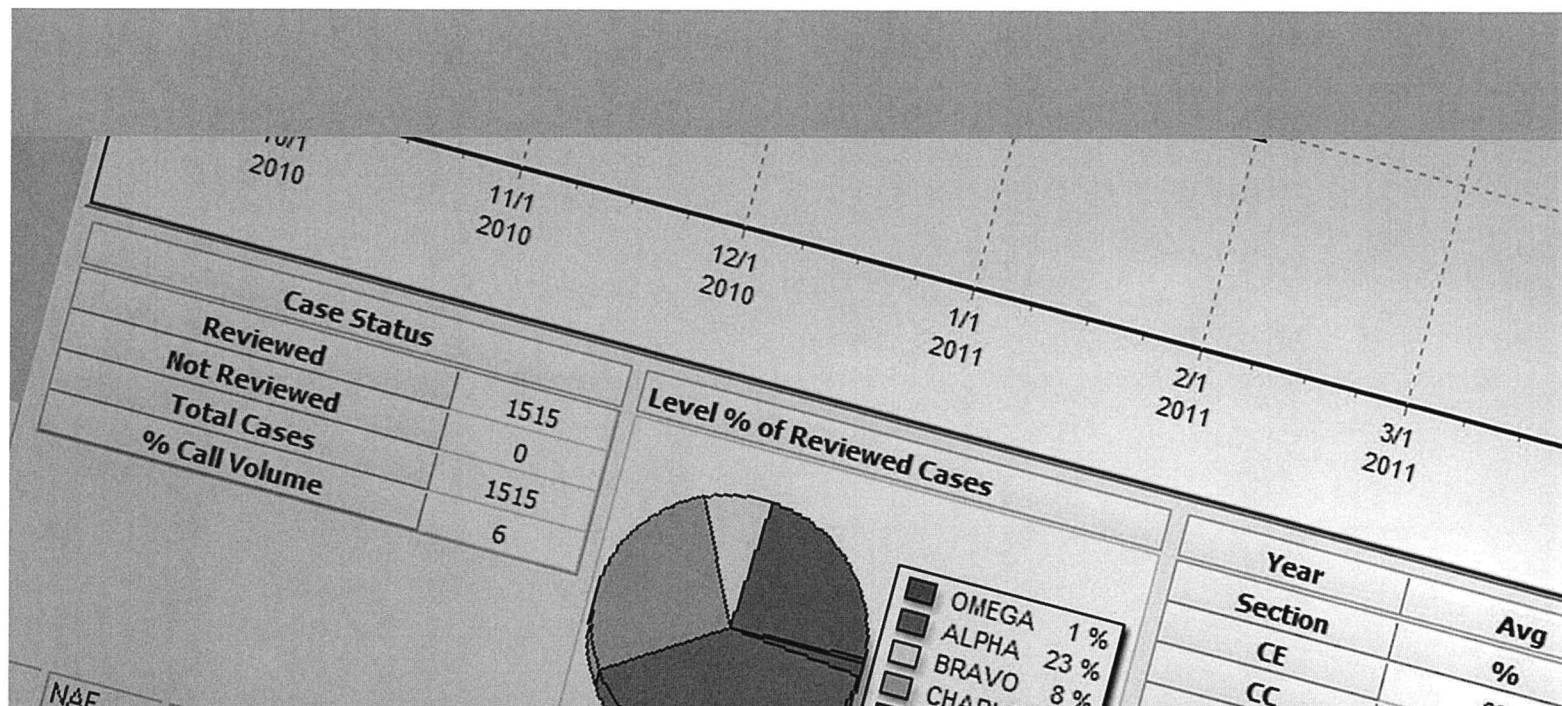**Print Name (Member Representative):**   **Title:**

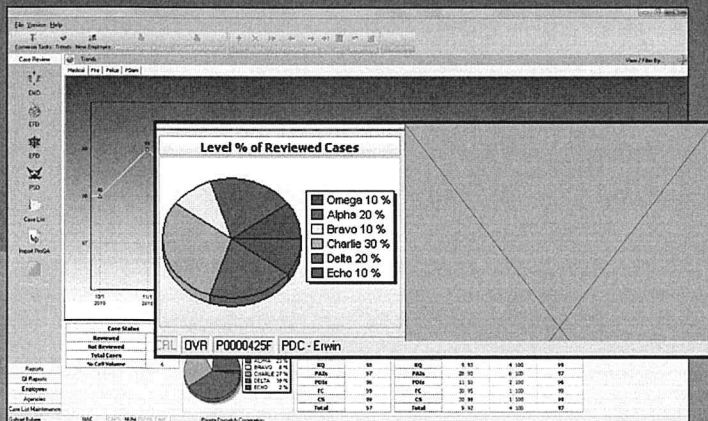**Signature (Member Representative):**   **Date:**

AQUA Evolution™ Quality Assurance software **automates** the entire emergency dispatch **case review** process. It assists you in everything from data entry, to compliance scoring, to record keeping, to reporting, and more. With the power of **AQUA Evolution** you can measure and **document the quality of service** your dispatchers are providing the community, as well as your level of compliance to **International Academies of Emergency Dispatch®** standards. In today's world, public safety agencies simply **must have a QI program that measures**, analyzes, and **helps them improve, protects them** from liability lawsuits, and ensures their citizens are receiving the safest and **best possible dispatch service. AQUA Evolution delivers this and more.**

AQUA Evolution,
when automatically downloaded
with case information
from ProQA® Paramount,
reduces case review times
by up to 50%.

Trends

AQUA Evolution makes it easy to quickly
view calltaker compliance trends.

Case Review

AQUA Evolution's easy input controls
simplify the case review process.
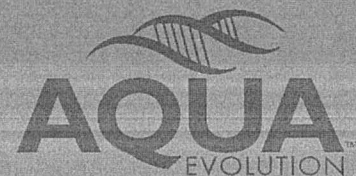
POLICE · FIRE · MEDICAL

Reports

Case #	Call Date	Employee Name	Agency Name	Protocol 1	Review
0002205(	5/2/2005	Mark Green	Priority Dispatch Corp.	Medical	✓
0002205(	7/21/20C	George Steadman	Priority Dispatch Corp.	Medical	✓
0002205(	8/10/20C	Milton Jeffries	Priority Dispatch Corp.	Medical	✓
0002205(	12/20/2C	John Smith	Priority Dispatch Corp.	Medical	✓
0002004(	1/31/20C	Dacia Milton	Priority Dispatch Corp.	Fire	✓
0002004(	2/10/20C	George Steadman	Priority Dispatch Corp.	Fire	✓
0002004(	11/8/20C	Jill Lee	Priority Dispatch Corp.	Fire	✓
0002004(	3/10/20C	Milton Jeffries	Priority Dispatch Corp.	Fire	✓
0002004(	9/6/2004	Mark Green	Priority Dispatch Corp.	Fire	✓
0002004(	4/7/2005	Jennifer Wu	Priority Dispatch Corp.	Fire	✓
0002004(	9/7/2004	Maria Rimerez	Priority Dispatch Corp.	Fire	✓
0002004(	2/25/20C	John Smith	Priority Dispatch Corp.	Fire	✓
0002004(	11/1/20C	John Smith	Priority Dispatch Corp.	Police	✓
0002004(	2/1/2005	Sally Frankel	Priority Dispatch Corp.	Police	✓

AQUA Evolution helps you quickly
generate useful reports
to help improve calltaker performance.

Manage Risk

There is risk involved in operating any emergency service. However, successful managers understand that careful documentation and continuous improvement have been clearly proven to reduce this risk. AQUA Evolution is a powerful tool that helps you manage risk by tracking and documenting calltaker performance, feedback, and training.
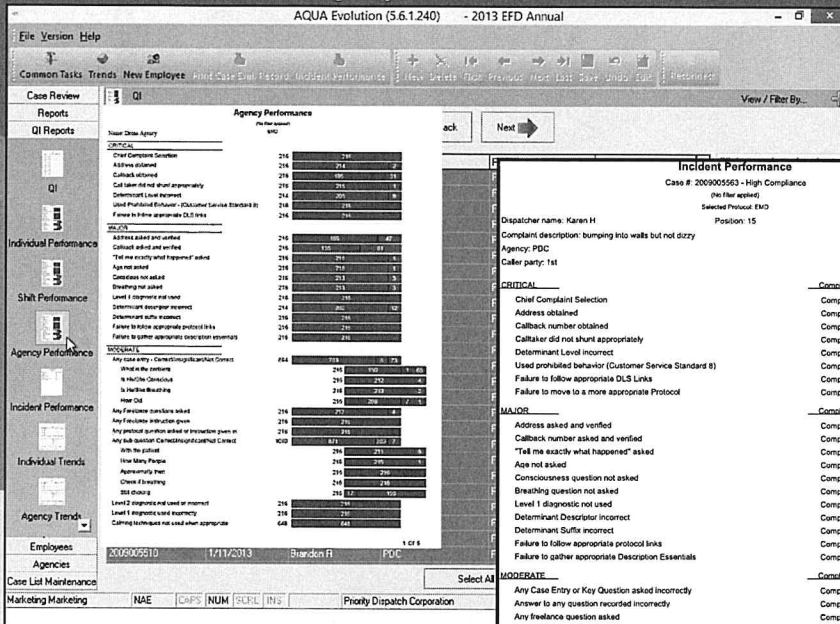
AQUA workstation reports show the IAED performance standards in easy to read formats.

Measure Calltaker Performance

AQUA Evolution's powerful statistical formulas crunch your raw operational data and present the information to you in easy to understand tables, charts, and reports. Monitoring trends in calltaker performance is easy so you can reward superior performance and correct problems quickly. AQUA Evolution stores information in an electronic database so accessing and saving strategically-important records is effortless. With AQUA Evolution you're always right on target in identifying and solving performance problems.

"**The ProQA Paramount
to AQUA Evolution**™
automated data download
**increased my
case review from**
24 to 49 cases each day."

—Phil Haig
QUALITY IMPROVEMENT UNIT
MELBOURNE, AUSTRALIA

Improves Speed and Accuracy

Measuring performance accurately and consistently is an essential part of any successful QI program, and the ability to obtain this information quickly is a must in today's fast-paced world. AQUA Evolution helps you maintain **accurate records** of calltaker performance based on criteria that is **applied consistently** from calltaker to calltaker, from shift to shift, and from center to center. In addition, AQUA helps you **review cases faster**. In some cases, centers have reported that AQUA Evolution's ProQA Paramount data import feature cut case review time in half.
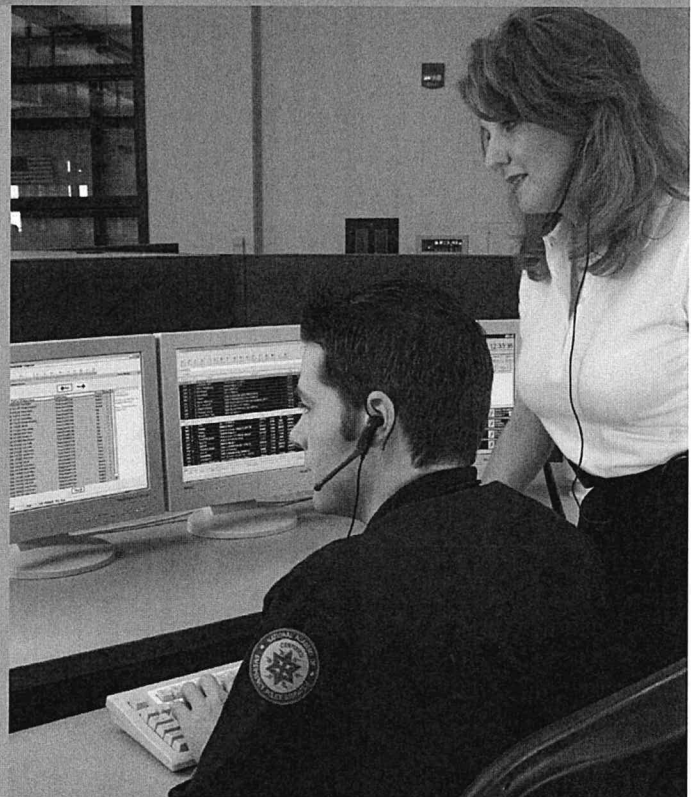
Flexibility

AQUA Evolution can be used effectively as a stand-alone product, or networked to allow database sharing among multiple users within your center. It can be used with the manual cardsets and is designed to allow direct downloading of data from all ProQA Paramount software versions of the International Academy Protocols. AQUA Evolution reports are easily customized so you can create reports that fit your needs.

AQUA Evolution Training

Priority Dispatch offers an excellent, 8-hour, *hands-on* training course. Course instruction includes:
- User Interface
- Software Navigation
- Case Review Procedures
- Report Generation
- And Much More ...

ED-Q Training

This sixteen-hour QI international certification hands-on training course includes:
- Learn principles of Case Review for National Academy protocols
- How to do professional reviews in-house
- Techniques to review EMD, EFD or EPD dispatch cases.

Support

We provide outstanding advanced technical support for all our software products. Our friendly and knowledgeable technical support staff can be reached via phone and e-mail. Whether you need answers to problems, guidance installing and setting up our software, or integrating with any of our various CAD/Telco partners, we're there to help every step of the way.

support@prioritydispatch.net
www.prioritydispatch.net/support
800-363-9127 or 1-801-363-9127 Int'l

REQUEST FOR ACTION

DATE: **December 5, 2023**

      __X__ REQUEST FOR ACTION

      _____ FOR YOUR INFORMATION

      _____ REQUEST FOR INFORMATION

TO: County Board of Commissioners

FROM: Jeffrey Satkowski, County 911

****

SUMMARY OF REQUEST / INFORMATION:

Seek authorization to replace specific Motorola radios in the APX series with model numbers ending in "AN" due to the end-of-life (EOL) status on repairs.

This request pertains to situations where a radio becomes inoperable and cannot be repaired by LCCD, ProComm, or Motorola.

Conducting a mass replacement of radios would entail a substantial upfront cost, amounting to millions of dollars, and would necessitate a comprehensive project to program and replace the entire fleet.

Instead, we propose a more cost-effective and manageable approach by replacing radios individually as they break. This strategy avoids the need for a significant lump sum expenditure and ensures a gradual update of the fleet's model numbers. By staggering the model numbers, we mitigate the risk of having the majority of the fleet facing an EOL situation in the future. This method makes future repairs or replacements less financially and logistically burdensome.

The Lapeer County Central Dispatch Authority has already approved this plan. Now, seeking authorization for the director to make necessary purchases on APX radio models ending in "AN" without seeking board approval each time. To maintain transparency and accountability, the director commits to providing a bi-monthly report to the 911 Authority for any purchases made under these

conditions.

Any acquisitions of new radios beyond the outlined conditions must receive approval from the 911 Authority and the County Board of Commissioners. This is mandated by county financial policy, necessitating endorsement due to the average cost of the radio exceeding the threshold outlined in the policy.

ADDITIONAL INFORMATION:

683 radios in our fleet have been identified as being on the EOL list.
Total number of fleet radios are 1,001
68% of the fleet is EOL
Typical cost of a radio is $5,500.

CONTACT PERSON(S):

Jeffrey Satkowski

BACKGROUND INFORMATION:

The bulk of the fleet of radios was purchased around 2013 when we transitioned from the old, failing analog radio system to our current state-of-the-art and upgradable system.

Each year over the last 5 years we have sent, on average, 13 radios out for repair.

SUPPORTING DOCUMENTS:

- Motorola documents pertaining to EOL notices on certain radios.
- Example cost quote for a typical radio.
- 5 years of repair logs on APX series radios
- Model number example

DRAFT MOTION: To authorize the Executive Director of Central Dispatch to purchase replacement radios, under this motion, that are unrepairable in the line of APX radios with model numbers ending in "AN." To also require a bi-monthly report of any purchases under these conditions to the Central Dispatch Authority. Purchases are to be made using the millage account #482-325-977.000 at no cost to the county general fund.

ATTACHMENTS   YES_____   NO_____
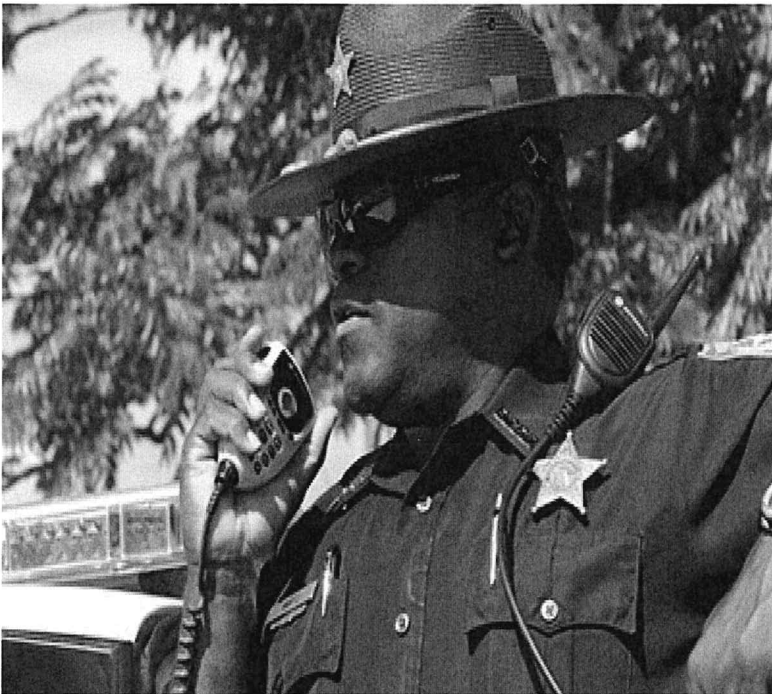
MOTOROLA *SOLUTIONS*

1 - APX6000 UL

02/16/2022

MOTOROLA *SOLUTIONS*

Billing Address:

███████████████
███████████████
███████████
██

Quote Date:02/16/2022
Expiration Date:05/17/2022

█████████████
█████████████

████████████
████████████
████████████

Contract: 35115 - STATE OF MICHIGAN,
MA# 190000001544

Line #	Item Number	Description	Qty	List Price	Sale Price	Ext. Sale Price
	APX™ 6000 Series	APX6000				
1	H98UCF9PW6BN	APX6000 700/800 MODEL 2.5 PORTABLE	1	$3,595.00	$2,696.25	$2,696.25
1a	H869BZ	ENH: MULTIKEY	1	$363.00	$272.25	$272.25
1b	Q361AR	ADD: P25 9600 BAUD TRUNKING	1	$330.00	$247.50	$247.50
1c	Q58AL	ADD: 3Y ESSENTIAL SERVICE	1	$121.00	$121.00	$121.00
1d	H38BT	ADD: SMARTZONE OPERATION	1	$1,320.00	$990.00	$990.00
1e	Q806BM	ADD: ASTRO DIGITAL CAI OPERATION	1	$567.00	$425.25	$425.25
1f	H122BR	ALT: 1/4 WAVE 7/8 STUBBY (NAR6595)	1	$26.00	$19.50	$19.50
1g	Q629AK	ENH: AES ENCRYPTION AND ADP	1	$523.00	$392.25	$392.25
2	PMNN4485A	BATT IMPRES 2 LIION R IP68 2550T	1	$160.60	$120.45	$120.45

Line #	Item Number	Description	Qty	List Price	Sale Price	Ext. Sale Price
3	PMMN4062AL	AUDIO ACCESSORY- REMOTE SPEAKER MICROPHONE,IMPRES RSM, NOISE CANC. EMERGENCY BUTTON 3.5MM JACK IP54	1	$127.12	$95.34	$95.34
4	NNTN8860A	CHARGER, SINGLE-UNIT, IMPRES 2, 3A, 115VAC, US/NA	1	$169.56	$127.17	$127.17

Subtotal	$7,302.28
Total Discount Amount	$1,795.32
Grand Total	**$5,506.96(USD)**

Notes:

- Unless otherwise noted, this quote excludes sales tax or other applicable taxes (such as Goods and Services Tax, sales tax, Value Added Tax and other taxes of a similar nature). Any tax the customer is subject to will be added to invoices.

APX 6000 AN/6000XE AN and SRX2200 AN Radio Models
END OF REPAIR SUPPORT NOTICE

EFFECTIVE DATE: September 26, 2023

OVERVIEW

Flat Rate repair dates have changed per the following Flat Rate Repair section. There are no changes to Service Components/Kits and Contract Repair sections.

REPAIR SERVICE GUIDELINES

Flat Rate Repair (End of Support: September 26, 2023 and December 31, 2024

Due to higher than expected demand, the goal of extending APX 6000 AN, APX 6000XE AN and SRX2200 AN flat rate repair support for control top and chassis failures through December 31, 2023 is being amended. Flat rate repair support for control tops and chassis components will end September 26, 2023. For those devices that currently have a RMA number and already have been shipped to Motorola and cannot be repaired, the device will be returned to the customer and no service charges will apply.

All remaining Flat Rate Repair services will continue through December 31, 2024 under commercially reasonable efforts.

Service Components/Kits (End of Support: December 31, 2024 with exceptions)

Motorola is extending Service Component sales for the APX 6000AN/6000XE AN and SRX2200AN radio models through 2024 on a commercially reasonable basis with the exception of control top and chassis components. Control top and Chassis component orders will be accepted through July 31, 2023 and fulfilled on a commercially reasonable basis.

Contract Repair (End of Support: Duration of existing contracts)

(Applies to customers with active DMS Essential, Advanced, or Premier Contracts, including those contracts with optional accidental damage)

Repair support for existing service contracts will be delivered under commercially reasonable effort for the duration of the contract period. No new service contracts, contract extensions, or contract renewals will be supported.

Motorola Solutions Customer Fulfillment Center
In the US and Canada, call 1-800-422-4210
Federal Inquiries, call 1-800-826-1913

LIFECYCLE SUPPORT NOTICE

"AN MODEL" APX™ 6000, APX 6000Li, APX 6000XE, AND SRX2200

OVERVIEW

The above-named model subscriber radios have been canceled as of December 31, 2016.

Motorola Solutions will extend support for the legacy radio models through December 31, 2023. All products will be supported on a commercially reasonable effort after the end of the support period solely at Motorola's discretion.

Enhanced models with similar features, functionalities and options but with additional new hardware and software features are available and listed below.

APX 6000 MODELS

LEGACY RADIO MODEL	DESCRIPTION	ENHANCED RADIO MODEL
H98UCD9PW5AN, H98UCD9PW5_N	APX 6000 7/800 MHZ MODEL 1.5 PORTABLE	H98UCD9PW5BN
H98UCF9PW6AN, H98UCF9PW6_N	APX 6000 7/800 MHZ MODEL 2.5 PORTABLE	H98UCF9PW6BN
H98UCH9PW7AN, H98UCH9PW7_N	APX 6000 7/800 MHZ MODEL 3.5 PORTABLE	H98UCH9PW7BN
H98KGD9PW5AN, H98KGD9PW5_N	APX 6000 VHF MHZ MODEL 1.5 PORTABLE	H98KGD9PW5BN
H98KGF9PW6AN, H98KGF9PW6_N	APX 6000 VHF MHZ MODEL 2.5 PORTABLE	H98KGF9PW6BN
H98KGH9PW7AN, H98KGH9PW7_N	APX 6000 VHF MHZ MODEL 3.5 PORTABLE	H98KGH9PW7BN
H98QDD9PW5AN, H98QDD9PW5_N	APX 6000 UHF R1 MODEL 1.5 PORTABLE	H98QDD9PW5BN
H98QDF9PW6AN, H98QDF9PW6_N	APX 6000 UHF R1 MODEL 2.5 PORTABLE	H98QDF9PW6BN
H98QDH9PW7AN, H98QDH9PW7_N	APX 6000 UHF R1 MODEL 3.5 PORTABLE	H98QDH9PW7BN
H98SDD9PW5AN, H98SDD9PW5_N	APX 6000 UHF R2 MODEL 1.5 PORTABLE	H98SDD9PW5BN
H98SDF9PW6AN, H98SDF9PW6_N	APX 6000 UHF R2 MODEL 2.5 PORTABLE	H98SDF9PW6BN
H98SDH9PW7AN, H98SDH9PW7_N	APX 6000 UHF R2 MODEL 3.5 PORTABLE	H98SDH9PW7BN

OPTION	DESCRIPTION
QA02006	ENH: APX 6000XE RUGGED RADIO
Q811	ENH: LI DIGITAL CONVENTIONAL
QA02829	ENH: LI ANALOG CONVENTIONAL
Q443	ENH: LI ANALOG 3600 TRUNKING
QA02756	ENH: LI 9600 OR 3600 SINGLE SYSTEM DIGITAL TRUNKING
QA02812	ENH: LI P25 9600 BAUD TRUNKING W/ INTEROPERABILITY

MOTOROLA SOLUTIONS

SRX2200 MODELS

LEGACY RADIO MODEL	DESCRIPTION	ENHANCED RADIO MODEL
H99UCD9PW5AN, H99UCD9PW5_N	SRX2200 7/800 MHZ MODEL 1.5 PORTABLE	H99UCD9PW5BN
H99UCH9PW7AN, H99UCH9PW7_N	SRX2200 7/800 MHZ MODEL 3.5 PORTABLE	H99UCH9PW7BN
H99KGD9PW5AN, H99KGD9PW5_N	SRX2200 VHF MHZ MODEL 1.5 PORTABLE	H99KGD9PW5BN
H99KGH9PW7AN, H99KGH9PW7_N	SRX2200 VHF MHZ MODEL 3.5 PORTABLE	H99KGH9PW7BN
H99QDD9PW5AN, H99QDD9PW5_N	SRX2200 UHF R1 MODEL 1.5 PORTABLE	H99QDD9PW5BN
H99QDH9PW7AN, H99QDH9PW7_N	SRX2200 UHF R1 MODEL 3.5 PORTABLE	H99QDH9PW7BN

OPTION	DESCRIPTION
H553	ADD: ULTRA LOW POWER RADIO TRIGGER

CONTACT INFORMATION
If you have specific questions regarding this notification,
please contact your Motorola Solutions Account Representative.

MOTOROLA SOLUTIONS

Date Picked Up	Date Returned	Department	Serial	Comments		Total
4-4-19	4-25-19	LCSD	481CNF2597	Out of range		66
4-4-19	4-25-19	LCSD	481CNF2601	Out of range		
9-30-19	10-18-19	911	481CTMA387	Bad Knob		
4-13-20	5-7-20	LCEMS	481CNF2592	vol knob		
4-29-20	-	LCSD	527CTM4597			
4-29-20	6-22-20	Metamora	481CNV6006			
5-7-20	-	911	481CNF2607	Turns off by itself		
6-11-20	7-18-20	LCPD	481CTMA440	Power		
11-17-20	-	ATFD	481CNF2641	on/off switch		
12-18-20	1-23-21	LCPD	481CTMA440	?		
12-23-20	-	LCSD	481CTMA513	intermit		
3-16-21	4-7-21	ATFD	481CNF2641	Failsoft		
3-16-21	4-23-21	ATFD	481CNF2643	Shuts off		
4-16-21	5-6-21	LCSD	481CTMA506	OOR		
4-16-21	5-6-21	LCSD	481CTMA491	Wont turn on		
4-23-21	5-11-21	LCSD	481CTMA476	Needs Fix		
4-23-21	replaced	Imlay City	481CTMA435	Bonking		
4-23-21	6-2-21	LCEMS	481CNF2616	on/off		
6-10-21	-	ALMONT	527CTM4522	ALMONT MOBILE		
6-10-21	6-21-21	LCPD	481CTMA439	Bonks		
6-10-21	7-13-21	LCPD	481CTMA442	Bonks		
8-11-21	8-23-21	LCSD	481CTMA502	Bonks		
8-23-21	9-10-21	LCPD	481CTMA449	Bonks		
8-30-21	9-10-21	Court	481CTMA546	Wont Affiliate		
10-20-21	11-11-21	LCEMS	481CTMA453	Bonks		
11-1-21	12-2-21	LCSD	481CTMA529	Bonks		
12-2-21	3-1-22	LCEMS	481CNF2591	Broken knob		
1-26-22	3-1-22	LCEMS	481CNF2616	Bonking		
1-26-22	3-1-22	LCEMS	481CNF2603	on/off		
4-20-22	6-2-22	LCSD	481CTMA508	OOR		
4-20-22	5-17-22	LCSD	481CTMA545	Signal		
6-22-22	8-26-22	LCEMS	481CTMA452	Bonks		
6-21-22	2-22-23	LCEMS	481CNF2586	on/off		
7-13-22	8-5-22	LCSD	481CTMA443	Bonks		
8-8-22	8-15-22	LCSD	481CTMA515	Bonks		
8-8-22	9-15-22	LCSD	481CTMA492	Bonks		
8-26-22	9-20-22	LCSD	481CTMA475	Bonks		
8-30-22	9-20-22	LCSD	481CTMA319	Bonks		
8-30-22	9-20-22	LCSD	481CTMA512	Bonks		
9-20-22	10-11-22	LTPD	481CTMA462	Bonks		
9-24-22	11-16-22	LCSD	481CTMA544	Bonks		
9-24-22	10-19-22	LCSD	481CTMA540	Bonks		
-	10-19-22	LCSD	481CTMA519	knob Broken		
10-19-22	11-9-22	ALFD	527CNF1834	Bonks		
10-19-22	11-9-22	ALFD	527CNF2001	Bonks		
11-3-22	4-26-23	LTPD	481CTMA460	Bonks		
11-23-22	12-27-22	LCSD	481CTMA507	Bonks		
12-2-22	2-9-23	LCEMS	481CNF2597	Not Working		
12-2-22	2-23-23	LCEMS	481CNF2585	knob broken		
12-2-22	1-23-23	LCEMS	481CNF2606	bonking		
3-9-23	7-13-23	LCEMS	481CNF2602	Broken knob		
3-20-23	5-9-23	LCSD	481CTMA516	Needs Tuning		
4-28-23	7-13-23	LTPD	481CTMA459	Bonks		
6-7-2023	10-3-23	LCSD	481CTMA544	no tx		
7-13-23	9-8-23	911	481CNF2667	Bonks		
7-13-23	9-8-23	CTFD	481CNF2673	Bonks		
7-13-23	9-8-23	LCSD	481CTMA501	Bonks		
7-13-23	9-8-23	LCPD	481CTMA436	Bonks		
7-13-23	9-8-23	LCSD	481CTMA550	no tx		
8-23-23	10-3-23	NBFD	481CNF2752	Volume low		
8-23-23	10-3-23	LCEMS	481CNF2586	Bonks		
8-23-23	10-23-23	MTFD	481CNV6009	no tx		
9-8-23	10-23-23	AFD	527CNF1834	Reboots		
10-3-23	12-1-23	LCSD	481CTMA516	Bonks		
10-3-23	12-1-23	BTFD	655CPF0771	Knob		
10-3-23	12-1-23	LCEMS	481CNF2594	Knob		

APX 6000, A...
SRX 2200, AP...
IS/Div 1/Clas...
D,E,F,G, T3C...
MOT BATT: NN...
NNTN7035, NN...
See FM Man...

◇ FM
APPROVED

PROPERTY OF
Lapeer County 911
103

APX6000

MODEL: H98UCH9PW7AN
FCC ID: AZ489FT5863
IC: 109U-89FT5863
IC MODEL: MNUF1007B
Motorola. Made in Mexico
Flashport Code: 1010480004809
Serial No: 481CNP1190

Track No: CAI1214XR4

FCC

Restricted to occupational use
to satisfy FCC RF exposure
limits. See user manual for
operating requirements.