To whom it may concern,

My name is Tim Reynolds and I am the Administrative Sergeant and MDC coordinator for our agency. I was asked to complete a report of our demo with GeoConnex mobile. The software is used on our MDC's (Mobile Data Computers) and interfaces with Central Dispatch Cad (Computer Aided Dispatch).

Initial contact with GeoConnex upon their installing the software on 3 MDC's for demo: Technician was only prepared to install version that would allow very brief interaction with CAD and would not interface live. When I asked him about how the system would work to transfer data we enter into the current version he was very surprised I wanted a live system to demo. He explained their understanding was to have a version that we could test, see how it looked and layout but not be functioning.

He was able to create a live version for us to demo. The layout is fairly simple at first glance but to obtain needed information is not simple. The program in general is not user friendly. I asked the technician about some very simple features from the software we use and he had no idea what I was even asking. I demonstrated to him our current software and he stated he was unaware of most of those features and their product did not have those. Ex: Status screen indicating where other officers are at or assigned to, general dispatch screen, availability to obtain full open report.

The map is also not user friendly. It does track unit GPS and will indicate location on map but not automatically. It is required to select that feature by another button. It will not plot a route to the call but will (after the selection of another button) draw a straight arrow from your current location to destination.

Comparison with our current Interact map when installed 11 years ago: would track unit, would immediately populate destination and route a correct course via actual roads to the destination from your current location.

GeoConnex demo did allow for quick button for traffic stop and would grab your GPS location and list it for the stop. Deputy Oakley showed the same GPS location for the entire demo however and would not track correctly. The information transferred strictly as Lat/Long to dispatch though and did not plot on map in dispatch so they did not know where we were at.

The traffic stop was the only feature we could dispatch ourselves to however and were told by GeoConnex if it needed to be something else such as extra patrol we would have to notify Dispatch by radio to have them alter the entry which defeats the purpose of MDC interface being able to self-dispatch.

We could also not enter disposition codes just a simple clear the call.

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The review of previous calls also did not function correctly and the current call did not provide all information needed that we currently obtain from our current software.

The NCIC interface understandably could not be demonstrated but the company still has not obtained approval through the state for their security network to be able to allow NCIC to run through the CAD.

The software does have a few features I feel work well but overall would be difficult for the officers to use. The software does not match the depth of what we are able to do currently with our mobile software that is minimally supported by GeoConnex. The software would be a major step back from what the officers can currently do and even more from what the officers have been able to do in the past.

GeoConnex will also no longer support our interface with our current mobile software. They have advised it must be "all or none". They claim the newest version they need to upgrade to will not interface at all with our current mobile software. However, the interface is simple programing code already in place and requires nothing from their software.

I agree that the software needs to be fully compatible with the CAD server. Our current viable options are to revert our CAD back to Interact which will interface with all Law Enforcement in county which still utilized the Interact mobile software or to go fully with GeoConnex. It is my conclusion after inspecting and demonstrating both systems that the lesser investment on the GeoConnex product is giving us substantially less functionality than we currently have available with a blended system which will no longer be an option. It will provide an even greater decrease in usability than if working with the full Interact version.

Thank you for your consideration,

Tim Reynolds

Detective / Administrative Sergeant

Marshall County Sheriff's Office

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CAD DEMO REPORT – Marshall County Sheriff's Office Deputy Steven Oakley

My name is Steven Oakley and I am a deputy with the Marshall County Sheriff's Office. Misti asked me to demo the Interact and GeoConex CAD systems because we have had so many problems with our existing CAD which is GeoConex. I worked at the SO when we had Interact last time and it was a great CAD but I understand there were some billing issues that I think led them to change. I sat through a demo from Interact at the SO last October or so and also went over to Calloway County and Murray PD to see how they use Interact. I also sat through a new demo that Interact brought back to the SO last month. I have been using GeoConex for the past 8 or 9 years and also was part of the live demo that they brought in to test their mobile product.

After testing both, Interact is by far the better CAD system. It has numerous safety features for officers like Inter Dex which automatically runs a person through a National Network and reports any contacts, not just arrests. It also links you with the specific agency who made contact with the subject. This can be very helpful and is information you cannot get through any other service.

Interact also has a BOLO screen that shows you any 'Be on the Lookout' report that has come in for the day which helps officers after shift change make sure they are current with all information given out earlier in the day.

Dispatch can enter premise info into CAD which appears on the mobile side of Interact. They can add floor plans, house descriptions, hazardous materials that are known to be in the home, etc. You can overlay floor plans of buildings such as schools and businesses. This would be extremely helpful in the event of an active shooter scenario. GeoConex does not offer these options.

If an officer self dispatches on a traffic calls, Interact CAD will alert dispatch that we are on a traffic stop. GeoConex CAD does not do this and the timer will not go off until three minutes have passed when the standard timer notification goes off. This is a huge officer safety issue.

Interact has something called a 'place file' that allows dispatch to rename locations so if a caller gives them a business name, they can enter that without knowing the specific address and it will plot the call on the map and give them the proper response agencies to dispatch. GeoConex does not offer that feature. Currently, if you have a caller who does not know the specific address, the dispatcher has to either know the area well enough to dispatch it blindly, or they have to use a backup map such as google to try to plot it and then enter a location in the CAD. The GeoConex map that is used currently is very slow to respond to scrolling and it is difficult to find a location using it only.

Reports - Interact has several reporting features including a daily blotter that is available to responders. The blotter shows you a quick summary of all calls for the day which is very helpful in the event that you are called back out to a location which happens quite often. GeoConex does not offer anything similar.

The Interact CAD requires the dispatcher to answer pertinent information when dispatching a call. As a safety feature, it will not allow the call to be finalized without the dispatcher entering information such as whether or not weapons are present and if alcohol is involved on high priority calls. This is a safety feature GeoConex does not offer.

Interoperability - Any officer whose agency uses Interact (there are several in the region including KSP, Calloway, Murray, Ballard, etc) are able to instantly connect with other officers via their mobile units. Using the same CAD would also allow dispatchers to be able to work at other centers and their dispatchers to work at our center in the case of a large scale event.

Interact is already approved to run NCIC which will save a lot of time in dispatch. Currrently when we are out on a call, dispatch has to enter everything into NCIC and then enter it into CAD. GeoConex is not approved to run NCIC right now.
The means officers cannot use their mobiles to run plates or licenses until GeoConex gets approval from KSP. It is my understanding they have not even submitted their state network diagram yet which took over 6 months for approval in Hancock County. I know Misti has asked them for months about this knowing that it had to be done ahead of the mobile project.

I tried to be as fair as possible when I looked at these two since GeoConex was discounting their mobile so much. When they brought their CAD in everything looked great but when we actually tested it ourselves and went to another county who was using it to see it, it just did not work the way they said it would and overall, it is nowhere near the CAD system that Interact is. I would hate to see us spend money on something that does not work and is not even approved yet for NCIC.

CAD DEMO REPORT – Benton Officer William Treadway

My name is William Treadway and I am an officer with Benton Police Department and I participated in the Geo Conex demo. They placed the software on my MDC and we placed several test calls over a three day period and I tried to self-dispatch test calls as well.

Observations:

1. You cannot self dispatch to calls except for traffic stops. Anything else has to be changed by dispatch for you so it is pointless to try to use it to self-dispatch.
2. Geo Conex does not offer safety features like Interact does - for example we cannot enter pictures of houses, house descriptions or photos of suspects, even floor plans of buildings that could be helpful on SRT call-outs.
3. The mobile side is not user friendly. It is not easy to find information that you are looking for.
4. The panic button, if hit on the mobile, cannot be deactivated by dispatch or the officer, only Geo Conex can which would waste a lot of time.
5. AVL does not consistently work. It showed me at my original location and did not change when I left and started a call from a new location. It also would not map my route, it showed a straight line as the crow flies which obviously is not very helpful.
6. Map would not work properly when I was trying to scroll and find an address. It wouldn't work many of the times that I tried to use it.
7. It is much harder to navigate and when you are on time sensitive calls, you are not going to want to take the time to use this software.
8. Overall, Interact offers a lot more safety features and is a better product. I used it in the past and do not feel purchasing the Geo Conex mobile option would be a good use of our money.

COMPUTER AIDED DISPATCH (CAD)

DEFINITION

A CAD system is used to facilitate incident response and communication to emergency responders in the field. CAD systems are typically the first point of entry for information coming into Marshall County's emergency response system.

When a call for service comes into the Marshall County E-911 System via landline, cellphone, by VOIP or other means of communication, the dispatcher enters pertinent information into the CAD system which is used to:

1) Determine appropriate agency response
2) Assist in administering pre-arrival instructions
3) Disseminate information to responders via mobile data units
4) Map the call for responding units
5) Collect data on all calls to include response times, case numbers, call volume, and a narrative of the events which is used by the court system.

AGENCY USE

Marshall County 911 dispatches via CAD for 20 agencies including the Sheriff's Office, Calvert and Benton Police Departments, Marshall County EMS (Benton and Calvert)all 10 Fire Departments, the Office of Emergency Management, Red Cross, Rescue Squad, Kentucky State Park Rangers and the Calvert City Industrial Mutual Aid Program (CIMAP).
Marshall County 911 also utilizes CAD to assist the TVA division of enforcement, Water Patrol, and Kentucky State Police. The Marshall County E-911 Center is responsible for activation of warnings in the event of a hazardous material spill, chemical incident, or in the case of severe weather conditions.

Many of these agencies rely on data collected and stored in CAD to complete billing, grant applications or other required reporting.

HISTORY

In 2007, the decision was made to change CAD vendors due to ongoing billing issues with the existing service. The 911 Board moved to the Geo Conex CAD system, an up and coming CAD company at the time which was new in the business, but offered an affordable option for the agency which had been struggling financially with decreasing landline revenues.
The company was experienced in the realm of mapping and had built a customer base in Tennessee but adding Marshall County brought about problems for the company who was not experienced with interfacing with the KYOPS and Mobile COP

platforms used by Kentucky Law Enforcement agencies.

Ongoing issues with our CAD system include:

1) **Frequent malfunctions and system failures** – From January 1of this year, Marshall County 911 has logged 218 calls for service to Geo Conex.

Each time, our dispatchers have to stop what they are doing, make contact with the company and stay on the phone during troubleshooting which most often requires a complete CAD re-boot and at times, a full server re-boot. Many times these calls for service come at the request of officers in the field unable to complete their duties due to CAD failure and interface issues with KYOPS and Mobile COP.

There have been multiple occasions in the past several months where our CAD has been don completely and we have been left to paper dispatch.

2) **Loss of data**

3) **Failure to communicate pertinent information to officers in the field**
When mobile devices are not accessible, officers cannot get their calls sent to their MDCs. As a result, all communication must be made by radio which poses multiple officer hazards.
Additionally, the Geo Conex CAD system has a design flaw which prevents officer locations from being visible when they are dispatched on traffic stops using the CAD traffic stop function.
To prevent this and to make their location visible on the MDC units to other officers, dispatchers have to dispatch the call using several additional steps, which delays the initiation of the timer. (The CAD auto generates a 3-minute timer for dispatchers to complete status checks on units. Delays in timer generation again create officer safety hazards)

4) **Failure to allow officers to use their mobile devices in the field** Our CAD system does not interface properly with KYOPS and Mobile Cop resulting in MDCs freezing or needing to be restarted.
(This requires dispatch initiated contact of the CAD vendor to reset all mobile devices resulting in loss of any entered data including report writing for the officers as they are typically all re-set simultaneously)

5) **No Upgrade Availability**
Due to the fact that Geo Conex says they cannot interface with KYOPS and Mobile Cop, Marshall County ran on version 4 (current version is 10) for the past 5 years without having software upgrades. The company said this was due to their fear that if they were to upgrade the software, the CAD would no longer work properly. Unfortunately, their

inability to upgrade the software cause multiple other issues within CAD.
After numerous conversations and the threat of leaving their service, they did upgrade the software in September of this year but unfortunately the upgrade had to be rolled back earlier this month due to complications with MDCs and mapping failures.

Cost

CAD systems are very expensive, not only due to the complex software management system they are built from, but due to licensing fees associated with multi-agency use. We have looked at three systems including attempting to repair Geo Conex, which would require us to go to a fully supported Geo Conex mobile product as well as CAD and leave the KYOPS system in addition to purchasing air time to use the mobile product.
Do to our experiences with Geo Conex, we have been leaning away from that option although we did travel to Henderson County to see the full product in operation. It did not perform as promised.

We have also traveled to Calloway County to see a current version of Interact in operation which is utilized by KSP and Calloway County, Murray City and Murray State University Dispatch Centers locally as well as multiple agencies across the state. This is the CAD software that Marshall County used to have in place. While the product has always been very reliable, there were billing issues that were difficult at the time to resolve and Geo Conex offered a less expensive product.

In exploring our options, we have also demoed a CAD system called CIS used in Northern KY, which has a total cost of $200,000 and also New World which is used by larger agencies such as Kenton County and Lexington, which comes in at $390,000 far above what is reasonable for an agency our size (in my opinion).

After looking at all of the options, and considering the benefits of interoperability with local agencies, our Board and dispatch center seems most interested in going back with Interact.
Because we still have our old server, we will not have to pay new licensing fees which will save a significant amount of money. We can also use existing hardware and avoid replacing some of our towers and monitors.
The total cost to convert to Interact would be approximately $150,000 which would include all the necessary software, equipment, training and mobile apparatus.

I did speak with KACO to discuss loan options, which I shared with Emily, but as you know, Marshall County 911 is already operating on a court subsidy which would prevent our agency from being able to make a commitment to repay the funds.

I hope this gives you the information you need to better understand why this equipment issue is such a problem for our emergency response agencies. If you have any questions or would like to come see the system, please let me know. I will be happy to help any

way I can provide you with the information you need.

Thank you for taking the time to look into this!

Misti Drew