



HEXAGON
SAFETY & INFRASTRUCTURE

RESPONSE TO THE CHATHAM COUNTY
REQUEST FOR INFORMATION FOR CAD/RMS
SYSTEM

19-0062



Friday, June 28, 2019



HEXAGON
SAFETY & INFRASTRUCTURE

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Friday, June 28, 2019

Chatham County
1117 Eisenhower Drive Suite C
Savannah, Georgia 31406

Reference: 19-0062 Request for Information

Dear Peggy Joyner,

Local governments across the globe are facing unprecedented challenges in the public safety sector. The demands on a popular tourist destination like Chatham County are high.

Hexagon believes in the power of innovation, the importance of entrepreneurial spirit, professionalism, active engagement, and the prioritization of our customers. We help organizations like yours improve operations and manage change intelligently and effectively. Our solutions connect organizations with the mission-critical and business-critical data necessary to make better, timelier, and more informed decisions.

Intergraph Corporation d/b/a Hexagon Safety & Infrastructure presents information on our tested, robust solutions designed to satisfy current challenges in the public safety world, and prepare for future changes in technology and emergency operations service delivery.

As the County learns about Hexagon's new portfolio, it is important to consider the strengths represented by Hexagon's history of technology excellence and customer satisfaction during 30 years in the Public Safety business. At Hexagon, we understand that we have the ability to impact the trends and changes affecting everything and everyone, with the end result being a better, smarter world for all.

Sincerely,

Michael

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HEXAGON ONCALL FOR CHATHAM COUNTY




Public safety agencies are facing unprecedented challenges: growing demands, strained resources, new hazards, and changing public expectations. These pressures are driving change around new ways of working, engaging, and collaborating.

HxGN OnCall is leading the charge for transformative change.

Deployed on-premises or in the cloud, Hexagon’s new, fully integrated public safety portfolio helps organizations make more informed decisions; easily connect devices, systems, and people; and harness next-generation technology to better meet future challenges. With streamlined workflows and an enhanced user experience, agencies can increase flexibility, deliver the right tools and information, and adapt more quickly and easily to changing needs and technology.

Accessed via browsers and mobile apps, HxGN OnCall products are easily configurable, allowing agencies to adapt Hexagon’s core software to meet their unique needs.

Within the portfolio, there are three solutions that best fit the County’s request – HxGN OnCall Dispatch for CAD, HxGN OnCall Records for RMS, and HxGN OnCall Analytics for robust reporting within both.

 HxGN OnCall Dispatch	 HxGN OnCall Analytics	 HxGN OnCall Records
OnCall Dispatch Dashboard	OnCall Analytics Dispatch Essentials	OnCall Records
OnCall Dispatch Viewer	OnCall Analytics Dispatch Advantage	OnCall Records Jail
OnCall Dispatch Essentials	OnCall Analytics Records Essentials	OnCall Records Mobile Patrols
OnCall Dispatch Advantage	OnCall Analytics Dispatch Data Warehouse	OnCall Records Mobile Bookings
OnCall Dispatch Call-Taker	OnCall Analytics Power Visuals	OnCall Records Mobile Accident Diagrams
OnCall Dispatch Mobile Unit		OnCall Records Field-Based Reporting
OnCall Dispatch Mobile Responder		
OnCall Dispatch Video Responder		
OnCall Dispatch <i>(Various Addl Modules)</i>		

The following pages describe these solutions in the HxGN OnCall portfolio in detail, organized by the County’s RFI topic categories.

SYSTEM INTEGRATION, FUNCTIONALITY, MODULES, AND CONFIGURATION

CAD/Mobile/RMS system integration

The OnCall portfolio provides bidirectional integration between Records and Dispatch. Calls for service data is pulled into the calls for service module within Records. Additionally, Dispatch has the ability to query into Records using the following sets of transactions:

- Master Names (NameQuery)
- Master Vehicles (VehicleQuery)
- Master Locations (LocationQuery)
- Article Query
- Gun Query
- NameQueryByRecnum

HxGN OnCall's field mobility solutions feature task-focused apps that connect emergency responders and patrol officers with dispatch and records capabilities to ensure safe, efficient, and effective operations.

The functionality of each major system (e.g., CAD, Mobile, GIS/mapping, Law Enforcement RMS, etc.)

HxGN OnCall Dispatch | Advantage

When every second counts, PSAPs must harness relevant information to quickly assess complex situations and take effective action. Transform capabilities for call-takers and dispatchers with HxGN OnCall Dispatch | Advantage, which delivers richer situational awareness without overloading the operator. With Advantage, agencies can improve collaboration and coordination between the PSAP, units, and field officers. The solution features:

- Innovative UX
- Faster operations
- Streamlined workflows
- Clearer situational awareness
- Automated assistance
- NG911/112 and message-based communications with PSAP
- Your choice of map provider
- Easy configuration

Offering flexible licensing and functionality, Advantage includes HxGN OnCall Dispatch | Dashboard for dynamic visual summaries of events, units, and workloads.

HxGN OnCall Records

HxGN OnCall Records is a records management system (RMS) that serves all facets of law enforcement operations and administration. Accessed via browsers and mobile apps, it provides reliable access to comprehensive information and tools whenever and wherever needed.

Out of the box, HxGN OnCall Records can help your agency:

- Streamline records capture and management
- Reduce administrative burdens
- Enhance data quality
- Harness complete information
- Enable real-time, rules-based alerts
- Provide visual reports and analytics all roles can use
- Comply with laws and regulations
- Adapt to change and agency needs
- Support on-premises and customer cloud deployment
- Lower total cost of ownership
- Integrate with computer-aided dispatch (CAD) and mobile systems

A flexible and scalable solution, HxGN OnCall Records allows agencies to quickly capture and harness information to reduce officer paperwork, inform investigations, streamline administration, and effectively manage resources to enhance community safety.

HxGN OnCall Field Mobility Solutions

Improve the safety, performance, and productivity of field personnel with HxGN OnCall's field mobility solutions comprised of simple-to-deploy apps for emergency responders and law enforcement. By connecting the field with dispatch and records capabilities and information, public safety agencies can enhance awareness, communication, and coordination and create accurate reports faster.

HxGN OnCall's mobile solutions offer:

- Task-oriented user interface and workflows
- Hand-held and in-unit device optimization
- Native device capabilities, including GPS and speech to text
- Consistent user experience (UX) across tasks
- Connected and disconnected operations

- Simple deployment and administration
- Reduced data management

This product suite helps agencies enhance safety and productivity and get more facetime in the community.

Modules of each major application

Modules in OnCall Records Management

Modularity is a simple concept that significantly impacts the organizational efficiency of the system. The OnCall Records modular design isolates system informational components, then uses these components to create a functional software module. Typically, each informational component consists of the following:

- **Topic**—The particular subject component that a module handles. For example, Incidents, Vehicles, or Property
- **Data Fields**—The location on module dialog boxes where information is entered. For example, Name, Address, City, and State are common data fields
- **Validation Rules**—The rules relevant to the module that are used to ensure the integrity of the data collected. Administrators can maintain extensive amounts of validation code tables to avoid free-form entry of data and incorrect information
- **Relationships**—Established links within the software that identify shared information. For example, Name, Address, City, and State data are collected from within the Names module, but also appear in the Vehicle module, the Accidents module, Field Interviews, Case Management, and more. This relational architecture prevents users from having to redundantly enter information that pre-exists within OnCall Records
- **Questionnaires** - allows administrators to add customized questionnaire tabs to all modules; these tabs appear on the Record Properties Menus for the corresponding modules. The following question types can be added, and organized into groups: text, radio button (single answer from list), and check boxes (one or more answers from list). The answer options available for radio button and check box questions are also configurable. Questionnaires are a great utility for configured agency specific information capture. Examples are Domestic Violence, Social Services or DUI Standardized Field Sobriety Tests.
- **Alerts**—OnCall Records supports an unlimited number of alerts and automated notifications triggered by entry of data and updates to existing records in the Records System. Notifications are intended to provide pro-active information to subscribing users. Alerts are configurable by the agency. Alerts may notify a user within the system and/or via email. The Alert function also provides the ability to trigger notifications to the Message Queue to send information to an external application via a configured interface

The following table provides a description of some of the major modules provided in the OnCall Records software.

MODULE	DESCRIPTION
Master Location	<p>The Master Location module serves as an index of all locations involved or central to any type of criminal record, including Incidents, Arrests, <i>BOLOs</i>, or Citations. Even employee address data entered in the Employee module can be saved and linked as a Master Location. All address data can be geocoded/validated and standardized to ensure accuracy and efficiency.</p>
Master Name	<p>The Master Name module serves as an index of all persons involved for any type of incident record, including suspects, witnesses, juveniles, and family, accident victims, and so forth.</p> <p>The only people who are not recorded in the Master Name module are officers and employees; these are indexed in the Employee module.</p>
Master Vehicle	<p>The Master Vehicle module serves as an index of all vehicles involved or central to accidents or incidents, such as citations, arrests, vehicle thefts, missing persons, and so forth. Vehicle information can include towing, trailer, and permit data, in addition to basic VIN, description, and insurance information. Vehicles considered evidence can also be recorded in the Evidence module and linked to an Incident record. A History tab displays a read-only record of all changes made to the vehicle's license plate number, state, color, insurance information, and owner. Vehicle categories include automobiles, aircraft, and vessels. Employee vehicles are not tracked in the Vehicle module.</p> <p>In cases when the vehicle is not central to an accident or crime, but instead seized as property, basic automobile data can be entered in the Master Property module instead.</p>
Arrest	<p>The Arrest module serves to record all arrestee, location, charge, weapon, <i>UCR</i>, and court information pertaining to an arrest. Officers involved in the arrest can be recorded on the Officers tab, and release/bail data can be entered on the Release tab.</p>
B.O.L.O. (APB)	<p>The BOLO module allows users to broadcast an All-Points Bulletin for a person and/or vehicle involved in a crime. Using RMS Workflow, the BOLO will be seen by all selected officers and personnel.</p> <p>Note: An active BOLO record is defined as any BOLO without a cancellation date entry.</p> <p>BOLO types can include auto theft, kidnapping, burglary, abuse, missing persons, and runaways, DUI or reckless driving, terror threats, and so forth.</p> <p>Data collected includes issued and expiration dates/times for the bulletin, issuing and approving officers, and cancellation details. Creators can also enter or link the person, vehicle, and "last seen location" data for the BOLO.</p>

MODULE	DESCRIPTION
Calls For Service	<p>The Calls for Service (CFS) module uploads a department's CFS data entered in the Computer Aided Dispatch (CAD) system and transferred to OnCall Records. All data in this module is read-only. When the customer's CAD system receives a call, it records the information in CAD and assigns a unique number. In a typical configuration, the system sends this number to OnCall Records and displays it in the CFS module CFS# field. The interface between a Department's CAD system and OnCall Records determines the data passed to OnCall Records and the interval used to pass the information. A CAD system may send the CFS data to OnCall Records and create a skeleton incident record. When the CFS record displays, it includes a linked Incident record.</p>
Case Management	<p>The Case Management module provides various tabs and tools that allow investigators to manage criminal cases and investigations. Cases are assigned a type based on the Incident Offenses involved, and multiple Incident records, as well as other record types can be linked to the Case Management record. Data entry includes the investigators assigned, status, activity, clearance, attorneys, buys, and so forth. Case Alerts are configurable at the administrator and user level. The modules also support task and time-tracking abilities, and users with permission can view and track the activity of other users assigned to the Case. When a task is assigned a notification is sent to the assigned user's OnCall Records Inbox.</p>
Field Interview	<p>The Field Interview module allows users to record all information about a field interview, including type, action taken, location, search conducted, vehicle details, persons interviewed, and officers involved.</p>
Incident	<p>For thorough record-keeping and linking, operators use the Incident module to record any type of incident, along with offense details, suspect and victim information, and officers involved. Other tabs can be used when <i>UCR</i>, arson, <i>LEOKA</i>, or drug data must be recorded.</p> <p>Because the Incident module is used so widely, users can establish links to all other modules, except the Employee and Group Tracking modules. Therefore, much of the data that needs to be entered for an Incident record can be searched for, entered, or linked directly from the Incident record.</p> <p>For Domestic Violence related Incidents, two DV sub-tabs are available from the Offense > Add Victim screen. The first sub-tab is a customizable DV Questionnaire; the second is a Victim/Suspect tab containing fields related to victim and suspect demeanor, prior history, children impacted, stalking, referrals, and so forth.</p>

MODULE	DESCRIPTION
Incident Supplement	<p>The Incident Supplement module allows users to create supplements to existing Incident records. Using Supplements, operators can make modifications and additions to the original Incident, without overwriting the original Incident record data. Modifications and additions can be made to Offenses and linked to the Arrests, Juvenile Contacts, Names, Property, and Vehicles modules.</p> <p>These changes are displayed on the original Incident, in addition to any previous data collected.</p>
Juvenile Contact	<p>The Juvenile Contact module serves as the "Arrest" module for Juveniles, and is used to record all juvenile identification, booking, charge, weapon, UCR, and court information. All officers involved can also be recorded on the Officers tab.</p>
Miscellaneous Service	<p>The Miscellaneous Service module serves to record and track all law enforcement miscellaneous service calls reported, assigned, investigated, approved, and/or closed. Call types can include abandoned vehicle, traffic stop, abandoned building, fire, security, and so forth.</p>
Missing Person	<p>The Missing Person module allows users to enter and store descriptive information for a missing individual. A record in this module is linked to a record in the Master Name module.</p>
Court Document	<p>The Court Documents module serves to index all court documents, such as warrants, garnishments, protective orders, citations, subpoenas, summonses, and so forth. The document can be flagged as active, expired, cancelled, recalled, served, and so on. Additional tabs allow operators to enter charge and court information, as well as other parties involved, attorneys, and receipts.</p>
Juvenile Court Document	<p>The Juvenile Court Documents module serves to index all Juvenile court documents, such as warrants, orders, citations, subpoenas, summonses, and so forth. The document can be flagged as active, expired, cancelled, recalled, served, and so on. Additional tabs allow operators to enter the charge and court information, as well as other parties involved, attorneys, and receipts.</p>
Booking	<p>The Booking module serves to record all intake, processing, detention, hold, medical screening, inmate property, phone call, transport, and release data pertaining to booking an inmate. All officers involved in the booking can also be recorded.</p>
Juvenile Booking	<p>The Juvenile Booking module serves to record all intake, processing, detention, hold, medical screening, inmate property, phone call, transport, and release data pertaining to a juvenile booking. All officers involved in the booking can be recorded on the Officers tab.</p>

MODULE	DESCRIPTION
Inmate Tracking	The Inmate Tracking module provides the ability to record all data related to inmate intake, holds, housing and transfers, bail/bond details, release information, inmate property, caution codes, officers involved, medical screenings, and logs of visitors, meals, and so forth.
Accident	<p>The Accident module allows operators to enter and track vehicular accident-related data, including:</p> <ul style="list-style-type: none"> ● Description and detailed location information ● Medical, injury, insurance, DUI data ● Disposition and crime coding ● Contributing factors, scene conditions ● Storage of diagrams and accident scene images within the Attachments function ● Methods used to estimate speed or impact ● Officers and other parties involved ● Detailed vehicle records (linked as Master Vehicle records) ● Scene conditions, objects struck, property damage
Citation	The Citation module serves as an index of all citations issued by an agency. In addition to basic details about the citation, users can enter speed information for moving violations, condition flags (such as snow or ice), the issued-by officer, location, offender, vehicle, violation, and court data.
Impound/Tow	The Impound module allows users to record detailed data about a vehicle impound related to a criminal incident. Operators can link a Master Vehicle and Incident record, registered owner, towed to location, towing company, and so forth. Additional information can include vehicle condition, towing Officer, impound status, release, hold, inventory, storage, fees, and contact data.
Driving Under the Influence (DUI)	The Driving Under the Influence (DUI) module allows users to record information associated with a DUI arrest. This includes the ability to link the name of the driver, the vehicle, registered owner, location of the stop, arrest/juvenile contact, and any Miranda warning details. The DUI module provides a questionnaire feature that allows the officer to record any field sobriety test and officer observations. Data transfer is also available from the DUI module to the Arrest and/or Juvenile Contact modules and from Accident and Incident modules to the DUI module.
Evidence	The Evidence module serves as an index of all items currently (and previously) held in custody, usually as evidence for a criminal case. The Details fields available are generated based on the category selected. Other information

MODULE	DESCRIPTION
	<p>collected includes Case Review, Storage/Custody, Chain of Custody (COC), Storage History, Disposition, and Caution Codes.</p> <p>All items are tracked for COC and storage, and a complete history of this data is recorded on the Chain of Custody and Storage History tabs.</p> <p>Bulk Intake provides the ability to perform bulk check-in to the same location for an unlimited number of evidence items simultaneously.</p> <p>A Signature Capture panel is available on both the Storage/Custody transfer tab and the Bulk Update screen. The signature is available and read-only on each corresponding COC record. Signature Capture is provided to support COC transactions for internal users (employees) and external users (Prosecutors, Courts, Public/Owners, etc.)</p> <p>The Evidence Management features support the ability to automatically notify officers of Evidence Items that require review via the My Review Items feature. This functionality supports the ability to prompt officers responsible for collected Evidence Items to review and take appropriate action concerning whether to maintain or dispose of the item.</p>
Property	<p>The Property module serves as an index of all property not in custody, such as property that is missing, lost, stolen, and so forth. Property types range from drugs and money to equipment and livestock. A Currency tab is available for recording money as property.</p>
Asset Management	<p>The Asset Management module serves to record all physical property issued by an agency for use by an officer or employee. In addition to basic details about the asset, the Main tab allows users to enter the property status, replacement details, all associated dates (including inspection and insurance), funding information, and so forth.</p>
Employee	<p>The Employee module serves as an index of all agency employees. In addition to identification information, employee records can include rank, classification, level, assignment, and departmental data. The Human Resource Info tab can be used to record fingerprints, disciplinary tracking, recruit tracking, transfers, promotions, awards, and continuing or external education.</p>
Training	<p>The Training module allows users to track all courses required for certifications, and all certifications required for employees. Training also permits the ability to manage user sessions for each course attended and relate this information to the Employee record.</p>
Alarm	<p>The Alarm module allows operators to register alarm systems for owners/businesses and locations; track alarm system details, such as alarm company, monitoring company, events, and event contacts; and calculate fines, generate invoices, and record payments for excessive alarm events.</p>

MODULE	DESCRIPTION
Group Tracking	The Group Tracking module serves to record and track all criminal gang or group activity. Each record tracks one known or suspected group, along with the members, activities, <i>modus operandi</i> (MO), weapons used, and drugs sold.
Lineup	The Lineup module allows operators to search, create, and save photo lineups to aid in the investigation and prosecution of criminal cases.
Permits/Licensing	The Permits/License module allows users to record data pertaining to registrations, permits, and licenses for property, such as guns or bicycles. Application and payment information can be included.
Use of Force	The Use of Force module allows the Department to record data pertaining to incidents during which officer(s) found it necessary to use force in order to perform their duties. Information can include circumstances and reasons, types of force and weapons used, officers involved, locations, narratives, and subject and witness data.
Vehicle Pursuit	The Vehicle Pursuit module allows users to record data about vehicle pursuits involving officers and suspects, including agency and location information. Several record types can be linked to Vehicle Pursuit records, including Names, Vehicles, Locations, Incidents, Arrests, and Accidents.

HxGN OnCall Records | Mobile

Spend less time writing reports and more time in your community. With HxGN OnCall Records | Mobile, police and law enforcement officers can search records, conduct interviews, capture information for reports, and issue citations more effectively from their smartphone or hand-held tablet. The app is simple to deploy and use, reducing police costs and burdens and increasing productivity. The solution enables users to:

- Capture rich information for record reports in the field
- Log traffic accidents, bookings, citations, and charges
- Support community engagement
- Scan driver's license barcodes to auto-populate report details
- Capture photos as evidence
- Sketch accident diagrams
- Record accurate location with GPS

HxGN OnCall Records | Mobile Field Reporting

Mobile Field Reporting provides in-unit devices with real-time access to HxGN OnCall Records. The easy-to-use application enables fast and convenient data entry and report submission, saving time and money by reducing duplicative tasks and paper-based reporting.

Mobile Field Reporting helps public safety agencies increase productivity and produce better, more timely reports to enhance awareness, allocate resources, and improve operations.

Modules in OnCall Dispatch

HxGN OnCall Dispatch | Dashboard

Dashboard keeps control room staff and managers aware of live operations and developing trends without the costs or delays associated with developing, deploying, and maintaining custom solutions. It delivers concise, dynamic summaries of live statuses and emerging trends for events and units. The solution features:

Out-of-the-box HxGN OnCall Dispatch data connections:

- Pre-configured dashboard gadgets
- Web access that is easy to use and maintain
- Concise, single-source PSAP operational views
- Sustainable development and maintenance costs
- Mobile and remote access
- Minimal training required

Dashboard combines summarized live data and rolling short-term data histories to maintain situational awareness, improve decision-making, and achieve performance goals.

HxGN OnCall Dispatch | Viewer

Viewer provides a simple, cost-effective way to extend access to live dispatch information and basic functions while taking pressure off PSAP staff. Through a web browser, users outside the control room can view live operations, search live and historic information, and create non-emergency events. The solution features:

- Easy-to-use, self-service web access to CAD records
- Supervisory and non-emergency workflows
- Diverse role support

Agencies with separate call-taking and dispatch functions can fulfill call-taker needs by deploying Viewer with HxGN OnCall Dispatch | Call-Taker.

HxGN OnCall Dispatch | Essentials

HxGN OnCall Dispatch | Essentials, a subset of HxGN OnCall Dispatch | Advantage, delivers simple dispatch workflows to public safety agencies. It is available for use with optional modules, including HxGN OnCall Dispatch | Call-Taker.

HxGN OnCall Dispatch | Call-Taker

A subset of HxGN OnCall Dispatch | Advantage, HxGN OnCall Dispatch | Call-Taker allows public safety agencies to view, accept, and manage calls for service, and create, update, and forward event records. Optional modules deliver advanced call-handling capabilities, including structured call-handling and those required to support NG911/112 and message-based communications with the PSAP.

Agencies can use Call-Taker with HxGN OnCall Dispatch | Viewer to offer call-taking and dispatch services via separate teams. The solution is also available for use with HxGN OnCall Dispatch | Essentials for agencies that provide call-taking using simple dispatch workflows.

HxGN OnCall Dispatch | Mobile Unit

Mobile Unit extends HxGN OnCall Dispatch capabilities to in-unit devices, delivering exceptional UX and operational data. It offers role-based workflows, screen layouts for smaller form factors, and night time and high-contrast display. The solution enables users to:

- Monitor live operations via event and unit monitors
- Run searches and queries
- Receive events and alerts from the control room
- Self-attach to events
- Update status and event information
- Message units, individuals, groups, and dispatchers
- Make, update, and cancel tow requests

Agencies can easily configure Mobile Unit using the same simplified administration tools for office-based clients.

HxGN OnCall Dispatch | Mobile Responder

Mobile Responder connects first responders to the PSAP via a smartphone or hand-held tablet. Fully integrated with HxGN OnCall Dispatch, the mobile app helps public safety agencies make smarter decisions and improve safety and efficiency in the field. The solution enables users to:

- Run searches and queries
- Receive events and alerts from the control room
- Self-attach to events
- Update status and event information
- View positional information on a map
- Monitor each responder's location

With Mobile Responder, responders can work away from their unit, stay updated during event changes, and share consistent situational awareness with the control room.

HxGN OnCall Dispatch | Video Responder

The Video Responder product allows OnCall Dispatch users to integrate video into the public safety workflow by viewing live video, making it easier to spot potential problems and decide how to respond efficiently and effectively. Video Responder enhances situational awareness and provides a powerful tool to aid first responders and incident commanders with “eyes-on-the-scene” from the OnCall dispatch seat during an incident.

Key functions of Video Responder include:

- Ability to show camera icons on OnCall Dispatch map
- Click on camera icon to show live video feed for that camera
- Identify nearby cameras to an incident within a configurable range
- Define camera groups
- Hierarchical list/tree view of cameras

Video Responder requires HxGN Video Streamer as the server-side component. HxGN Video Streamer SDK for building video vendor plug-ins to third-party video vendors can be made available for building custom interfaces.

HxGN OnCall Dispatch | Resource Management

Resource Management provides support for advanced unit recommendation such as balance of alarm and staging functionality. It also provides users with the unit recommendation features that allow users to define more complex unit recommendation and staging areas for fire agencies.

HxGN OnCall Dispatch | Advanced Mapping

Advanced Mapping provides support for advanced mapping capabilities such as the tracking the officer while out of the vehicle by interfacing with a GPS enabled devices such as phones or radios assigned to employees, the defining of perimeters around an event, and the ability to query geographically.

Key features

- Ability to view the whereabouts of the officer when they leave their unit on foot. When Personnel Level Tracking is enabled and available, the information is recorded as part of the unit’s history.
- Create a perimeter around an event so that the dispatcher can send emergency vehicles to each intersection to control access to the area around the event.
- Query for unit, event, address, and other configured information such as hydrants geographically.

HxGN OnCall Dispatch | Scheduling & Facilities Management

Scheduling & Facilities Management provides the ability to define a transporting unit, recommend a facility such as a hospital, and manage the status of a facility.

Key features

- Ability to place a unit in transport and run a facility recommendation in which the system determines the ideal facility location (such as a hospital emergency room) based on the cost (distance or time), the service needed (such as cardiac), and whether the service is diverted or not
- Provided advance capabilities that allow staff at the facilities the ability to run and review facility recommendations so that they can give advice to dispatchers
- Ability to define and manage the status of a facility. Facilities, such as hospitals or jails, can encounter certain conditions that restrict their ability to receive any more persons, such as patients. For example, if a cardiac center for a hospital is full, the hospital's cardiac center entrance can be put into a diverted status to indicate to EMS that a different hospital would be more ideal
- Facility diversions are maintained per service per entrance to allow for specific services of the facility to be diverted while maintaining an open status for another service. Facility diversions can be set up, updated, cleared, and monitored

System configuration capabilities

Configure OnCall Dispatch

OnCall's out-of-the-box capabilities, configuration and integration tools, and RestAPI enable quick and sustainable tailoring to the agency and user with less coding. Reducing the maintenance burden of custom code translates to easier system updates and faster adaptations to new requirements.

- **Address Many Needs Out of the Box:** OnCall's task-focused applications, optional modules, configurable UIs, and web and app clients allow functionality, workflows, UIs and devices to more closely match user needs. The easy-to-use UIs and task-focused workflows provide advanced technical capabilities to a much wider user base.
- **Reduce Coding for Customization:** OnCall offers powerful and robust configuration tools that govern everything from the behavior of individual commands and user defined workflows, to the layout and behavior of user interfaces. The ability to customize more without resorting to coding speeds deployment, lowers risk and cost, and avoids on-going maintenance overheads.

All configuration information is centrally stored, with all changes audited. Configuration data is easily transmittable from one environment to another allowing robust workflows across development, testing, training, and production environments.

OnCall also allows users to adapt elements of the UI and data feeds to their own needs, such as adjusting screen layouts to speed execution of a common task or give selected information greater prominence. Custom feeds can be personal or shared with other users. For example, using configuration, an operator can track a specific event in greater detail through a supplementary dialog that sits alongside the main Event Board and provides expanded information on a specific incident and/or filters dynamic event and unit information based on specified parameters.

- **Simplify Custom Coding:** For requirements that go beyond the scope of configuration, OnCall enables direct integration via a RestAPI. The API allows the creation of customized messages, notifications, components and microservices using standard development tools and methods.

OnCall's API and microservice architecture make the writing, delivery, and maintenance of custom code easier, more efficient, and less disruptive. Granular, self-contained functional modules allow independent manipulation or modification of individual services and supporting service infrastructure. Reducing the interdependency between services allows components to have changes quickly implemented and deployed, without unplanned impacts on other services.

Configure OnCall Records

Records offers a highly configurable Enterprise Web Application that allows the user to access, search, add, and link critical law enforcement database records from any device capable of running a browser. Records is a COTS solution and is built on an open technology platform on modern, scalable architecture. Records has been designed as a database agnostic solution that will run on Oracle and Microsoft SQL Server. Records is a browser-based system, meaning there is no client installation required.

The Records application provides substantial flexibility in allowing the County to customize and configure the application. This is supported via several key features in Records:

- **Field Configurations:** Records supports the ability for a System Administrator to configure field labels to match the agency naming conventions (e.g. Incident # is the default but can be changed to Report #, Case#, and so forth). In addition, data entry fields may be set to required or hidden from visibility.
- **Custom Screens:** Records supports the ability for system administrators to configure custom data capture screens within delivered application modules. This provides the ability for an agency to add to the delivered data entry fields that are present. The addition of new screens and data fields is driven by easy-to-use GUI screens rather than a cumbersome system engineering function that may require a technical background. These custom screens can incorporate additional text fields, date/time fields, numeric fields and drop-down code fields.
- **Workflow and Alerts:** Records provides the ability for agencies to establish default Workflow approval notifications, as well as record notification functions. Workflow routing and notifications support quality assurance and follow up processes within the department. Record Alerts provide the ability to notify agency-defined users when changes or updates occur to records of interest to them, such as Investigations, Names, and so forth.
- **Code Tables:** Code table drop-down values are managed from within each module and associated data fields. Administrators are not tasked with navigating a difficult administrative menu to locate drop-down values that they would like to edit and update. The Administrator can access the exact code drop-down list from within the records screen. Code lists are completely configurable and definable to meet the agency's data capture validation needs.
- **Security Permissions:** Records utilizes a Permission Group/Role and User methodology to define security levels. Permission groups established by the agency provide the flexibility to set user access credentials to the system based upon agency-defined rights.

Configure OnCall Mobile Unit

OnCall Mobile Unit is configurable. As part of a standard implementation, Hexagon proposes configuration workshops (specific to fire and police) in which Hexagon configures Mobile Unit to meet the County's requests. Available configurations include:

- Brief Overview of Application
- Screen Layout
- Navigation Buttons
- Alerts
- Toolbars
- Event Search
- Menus and Submenus
- Map
- Messaging
- Unit Board
- Event Board

TECHNICAL ARCHITECTURE AND INTERFACE INFORMATION

Technical architecture information – Uptime, dependability, performance, continuity of operations/hot fail-over, disaster recovery

Records Dependability

High availability reliability for OnCall Records begins with the AlwaysOn functionality provided by Microsoft SQL Server Enterprise Edition, which is configured to support server-based replication of the primary database to one or more local secondary replica databases. In addition to the database replication, the AlwaysOn functionality provides automatic failover if the primary server fails, and automatic resynchronization of the former primary database following recovery.

The recovery process for data loss is dependent upon the final solution implemented. The recovery time could range from a few minutes to a few hours. Please note the shorter the recovery time the greater the expense to implement.

Dispatch Dependability

By design, the OnCall solution is built to provide a highly available platform for emergency communications. The level of availability is also dependent on the customer's infrastructure and configuration. OnCall is designed to operate with no single point of failure. All services, including the database, are fully redundant.

If configured with a secondary disaster recovery site, then failover to that site requires manual intervention to begin using that new site from an operational standpoint. If the database at the secondary location is a synchronous replica of the primary databases, then no data loss will occur during failover. If an asynchronous replica scheme is used, then any data that has not been replicated will be lost.

System interface information – Federal, state and local databases plus third-party applications including Power Phone Electronic Medical Dispatch

OnCall Dispatch easily integrates with Hexagon and third-party applications for system and multi-agency interoperability. With tools for pre-built and custom interfaces, users can rapidly connect data and workflows. With our application integration software, organizations can achieve more efficient operations and deploy new capabilities.

Collaboration

Use the CAD-to-CAD interface to communicate event and resource information with other CAD systems for multi-agency and jurisdiction coordination.

Hexagon has significant experience providing CAD-to-CAD integrations, with over 30 customer site installations. The InterCAD CAD EdgeFrontier interface is a generic CAD-to-CAD interface between OnCall and third-party CAD vendors, using EdgeFrontier as the interface development platform. This is based on a rules-driven real-time transfer of unit and event information to and from OnCall and third-party CAD systems. CAD-to-CAD information received can include event comments, attachments, Location of Interest, etc. that appears to the end unit (officer) as any other call received by the CAD system. Events requiring multi-agency responses are also fully supported using our standard CAD-to-CAD integration.

Interoperability

Leverage pre-built interfaces to records management systems, mobile, radio, alarms, alerting, video, and other systems for seamless integration and service-oriented components for easier interfacing to OnCall Dispatch.

Below are a few of Hexagon's pre-built interfaces:

HxGN OnCall Dispatch | CAD Link Interface

CAD Link Interface is a product that periodically polls the OnCall Dispatch database for new, qualified event records to export as ASCII delimited files or XML files. XML is the preferred CAD Link Interface output option because it is more flexible and descriptive, is backward and forward compatible with most CAD releases, and is the industry standard for data interchange. CAD Link Interface can output OnCall Dispatch event data associated with one or more event profiles. There must be distinguishing characteristics in the event data so that CAD Link Interface can determine which events to export, and among them, which ones to export for each event profile.

HxGN OnCall Dispatch | Fire Station Alerting

The Fire Station Alerting server product provides support for remote fire station turnout when units from a station are dispatched. It interfaces to devices, such as the Zetron Model 6/26 and many others, and performs such operations as ringing alarms and enabling public address systems. Fire station operators can also change the unit status of vehicles from the station, such as en-route and available-in-station. The actions taken in the fire station (ringing alarms, enabling PAs) are implementation dependent upon the station and the alerting controller. The functionality of this product is limited to enabling switches on the dispatch of a unit from a station, disabling switches on a unit status change, and setting unit status.

HxGN OnCall Dispatch | Informer

OnCall | Informer provides a generic interface that supports OnCall Dispatch system query access to external databases. External databases commonly supported include state and national information databases, for example, the National Crime Information Center (NCIC) in the United States.

The client component is a standard OnCall feature that works within OnCall | Advantage. When selected, this feature presents the OnCall user with an Informer Message view that will allow them to submit requests and view responses. Informer also supports command line interface from within OnCall Dispatch products. A set of configurable OnCall dialogs is provided which are used to collect request data and submit it to external systems.

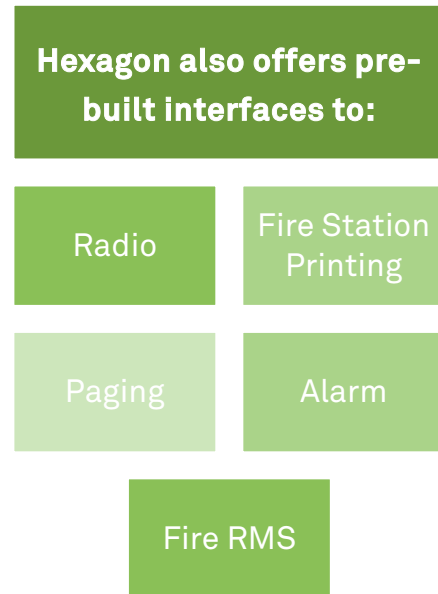
The base Informer product includes 5 unique OnCall dialogs and the request messages they generate. These are typically:

- Person (wanted, missing, driver's license)
- Vehicle (stolen, registration)
- Gun (serial number, caliber, make)
- Article (serial number, type)
- Command Line Entry

Additional OnCall dialogs and request messages can be developed through additional services.

The base Informer product includes 3 providers that can be configured to communicate with external systems. These are:

- Open Database Connectivity (ODBC)
- Commsys
- Web site (HTTP/HTTPS)



HxGN OnCall Dispatch | ProQA

For integration with ProQA, Hexagon offers a product interface that is specifically designed for OnCall to work seamlessly with ProQA. ProQA can be started from within OnCall Dispatch; as the questions and answers in ProQA are completed, specific data is automatically transferred to the OnCall Create Event dialog.

The HxGN OnCall Dispatch | ProQA interface for Paramount supports:

- Multi-discipline launching
- Pre-alerts
- Transfer of location information to OnCall | Call-Taker
- Configured to spill key questions into the Event information remarks field

HxGN OnCall Dispatch | Tracker

Tracker accepts incoming Global Positioning Satellite (GPS) data directly from a GPS device, location servers or mobile data devices. HxGN OnCall Dispatch - Tracker functions as an extension to the dispatch environment, periodically updating vehicle and personnel locations in OnCall maps and monitors.

PowerPhone

Hexagon can propose to create a custom interface to support the PowerPhone interface with the following capabilities:

- Ability to integrate PowerPhone into the call taking/dispatching process.
- Ability to launch PowerPhone based on call-type via:
 - Manual intervention (e.g., button push)
 - Automatic (e.g., system launches it automatically based on call type)
- Ability for all interactions with PowerPhone (e.g., questions posed, answers received) to be automatically attached to the CFS record

Custom Interfaces

Our EdgeFrontier middleware product enables rapid development of custom interfaces to applications, devices, and systems for reduced total cost of ownership.

Hexagon's EdgeFrontier product is a remotely configurable middleware platform that speeds up and simplifies data integration and interface-building. It provides trained users with a way to quickly build and run EdgeFrontier configurations (called "Systems"). It promotes a consistent, streamlined approach to data integration and interface development, by rapidly enabling interoperability between applications, systems, and devices (including internal products).

EdgeFrontier decreases the total cost of ownership of interfaces, simplifies upgrade and maintenance costs, and provides a flexible, scalable integration hub to grow with future client needs.

From an installation perspective, EdgeFrontier is a lightweight service that runs on Microsoft Windows operating system machines that support the Microsoft .NET Framework 4.5. It is a remotely configurable, no-code integration platform that replaces the need for custom-coded, tightly coupled interfaces. Common application use-cases include interfaces/integration to the following solutions: public safety, security, utilities, geospatial, remote monitoring, automation, and more.

Hexagon offers our EdgeFrontier Developer software license and EdgeFrontier Developer Training that allows for customers to develop their own EdgeFrontier interfaces.

SYSTEM DASHBOARD AND REPORTING CAPABILITIES

System dashboard and reporting capabilities

Hexagon's new OnCall Analytics product provides reporting and dashboard capabilities. Keep reading for an in-depth look at how data analysis with OnCall Analytics can empower all 12+ of the County's law enforcement, fire/rescue, and EMS agencies:

HxGN OnCall Analytics



Public safety agencies today produce a staggering amount of data. While effective use of data promotes smarter decision-making and enhances city services, organizations often struggle to harness their information resources.

HxGN OnCall Analytics takes raw, fragmented, incomplete, or incorrect data and converts it into usable reports and dashboards, so agencies can better assess performance, allocate resources, and improve operations.

By creating a single source of truth to explore, analyze, and share, the software suite quickly turns knowledge into action and helps agencies respond more effectively to incidents and major events. HxGN OnCall Analytics is more than a standard reporting solution – it’s a suite of public safety data visualization and analytics products. With it, users have the information and tools they need for evidence-based reporting, analysis, and decision-making.

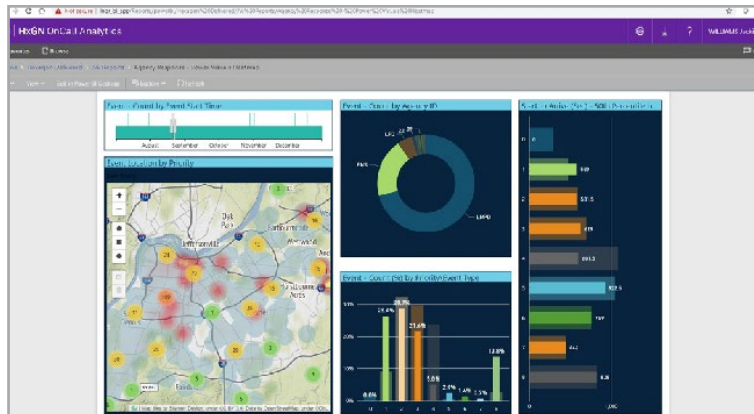
Built for organizations of all sizes, HxGN OnCall Analytics delivers clear insights to improve community relations and support programs and policies in the field. It allows agencies to make better decisions and easily explore complex data and its relationships.

HxGN OnCall Analytics prepares more staff to use reports and analyses to solve complex business problems, freeing analysts’ time and reducing delays. It also makes cities better places to live, work, and visit by removing data silos and giving managers the insights they need to make communities safer and more resilient.

Benefits

Unlocks Valuable Data Assets

A city can only reach its full potential when its citizens feel safe and secure. With data mining capabilities from HxGN OnCall Analytics, agencies can transform complex, unintelligible data into clear business



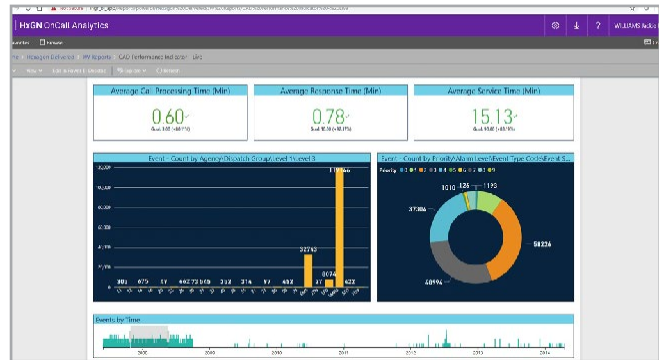
Analytics offers a variety of visual tools, such as the heat map above, to provide immediate, evidence-based analysis at all levels of operation.

reports and dashboards that are easy to understand and use across multiple groups. Built for diverse organizations and data sets, the suite gives agencies a solid foundation for accurate and reliable reporting and analysis. This allows users agencywide to confidently run reports and analyses and leadership to make thoughtful decisions and improve public trust.

Empowers Public Safety Staff & Leaders

Data visualization and analytics carry enormous potential. For agencies of all sizes, a data-driven enterprise ensures decisions are based on facts and users can spot hidden patterns and insights

that might otherwise go unnoticed. HxGN OnCall Analytics offers easy-to-use, business-ready content and visual reports that leverage Hexagon’s computer-aided dispatch (CAD) and records management systems and other data sources for monitoring events, aligning resources to demand, supervising PSAP performance, maintaining governance and oversight, and much more. By allowing more employees to



Analytics gives agencies the tools and insights they need to assess performance and improve decision-making.

visualize data, run reports, and conduct analysis, the suite empowers organizations to improve performance and productivity.

Analytics allows users agencywide to confidently run reports and analyses and leadership to make thoughtful decisions and improve public trust.

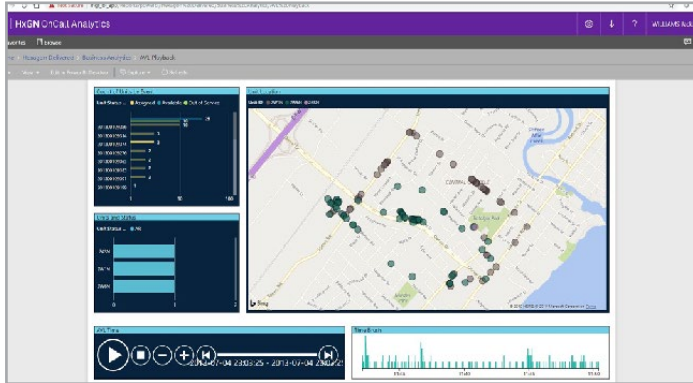
Builds Trust & Transparency

The digital age has changed the way the public perceives and responds to service providers. Today, citizens, government authorities, and the news media want instant answers and access to broader information. Public safety agencies must be prepared to meet these demands to increase transparency and awareness of important issues. With HxGN OnCall Analytics, organizations can easily find and share robust information using clear reports and analyses to enhance public trust, dispel misconceptions, demonstrate compliance, and justify funding requests.



With HxGN OnCall Analytics, organizations can easily find and share robust information using clear reports and analyses to enhance public trust, dispel misconceptions, demonstrate compliance, and justify funding requests.

Features

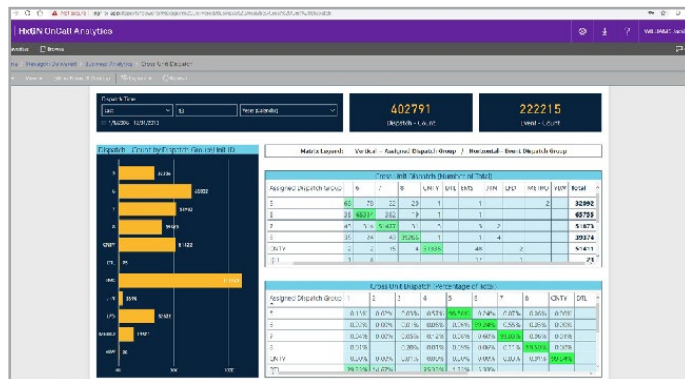


Agencies can better understand incident patterns with multi-unit automatic vehicle location (AVL) data in Analytics.

incident patterns with spatial analysis, visualization, and playback capabilities, including multi-unit automatic vehicle location (AVL) data. In HxGN OnCall Analytics, map controls include plotting location-based information, pin and hotspot mapping, dynamic clustering, geofencing (geospatial filtering), and more.

Powerful Data Warehouse

Ensure your data is clean, easy to understand, and business-ready with HxGN OnCall Analytics' customizable data warehouse. By flagging errors and replacing obscure database codes with relevant business themes, the data warehouse enhances data quality and query performance. It creates a single source of truth all staff can understand and use, ensuring operators can quickly explore, analyze, and share data through interactive reports and dashboards. The data warehouse also supports third-party software access and provides data integration capabilities agencywide.



Analytics presents cross-unit dispatch data in an easy-to-read format.

Interactive Reports & Dashboards

HxGN OnCall Analytics helps organizations be more productive from the start and meet specific agency and user requirements. With it, departments can access pre-built, paginated reports and dashboards that address diverse business challenges or build their own with subject-area data models and self-service, drag-and-drop tools. Agencies can also easily refine and adapt out-of-the-box content for assessing, reporting, and optimizing emergency response tasks.

Spatial Analysis & Playback

Better understand event sequences and

Business Intelligence solution options if different than above system reporting capabilities

OnCall Analytics is our Business Intelligence solution.

DATA CONVERSION AND WARRANTY

Approach regarding legacy CAD/RMS system data conversion and/or access to legacy CAD/RMS system data

CAD

Migrating “static” non-historical CAD data from the legacy system into OnCall Dispatch is included at no additional charge with the cost of the system. This is a separate effort from converting historical event/incident data. Static CAD data conversion is performed as part of the project implementation and includes such data as Agency ID, Station Definitions, Personnel Definitions, Unit Types, Unit Definitions, Vehicle Definitions, Event Type Codes, Out of Service Codes, Disposition Codes, Special Address, etc.

If the County desires, a full CAD data conversion (including event/incident data) may be quoted. Hexagon recommends migrating data no more than 90-180 days old.

RMS

Hexagon follows a structured methodology for legacy RMS data conversion, which uses a combination of an automated conversion tool and custom programming. The data conversion process is a joint effort between the County, who is most familiar with the legacy data, and Hexagon, who is most familiar with OnCall Records.

We offer a 3-tiered approach to data conversion:

- Option 1 – 20 tables or 250 elements
- Option 2 – 40 tables or 500 elements
- Option 3 – 100 tables or 1,250 elements

In order to accurately propose an option that best fits the County’s needs, Hexagon recommends an RMS data conversion study. This would include going on-site to discuss conversion candidates, analyze data, and determine the feasibility for each data source. It is expected that the County would provide access to and sample data for each potential data source during or prior to the on-site visit. After the on-site visit, a document with recommendations, assumptions, and conversion quotes will be provided to the County.

An alternative to traditional data conversion would be Hexagon developing a custom interface to query the legacy RMS or CAD databases.

Hexagon is willing to further discuss data conversion requirements and requests for alternate approaches with the County in order to propose an option that both meets the County’s requirements and stays in the County’s budget.

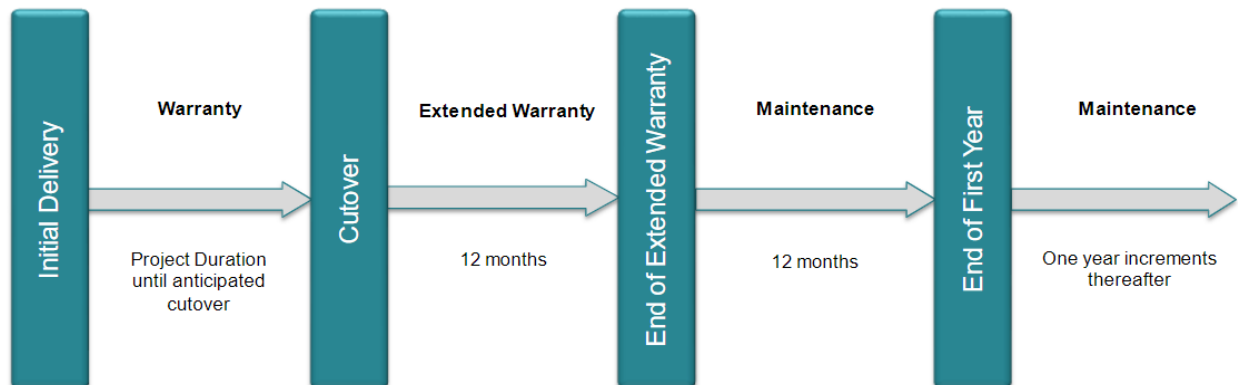
Support and warranty information

Hexagon develops and markets world-class solutions for Public Safety agencies by combining Hexagon-developed software; third-party products, as required; and alliances with quality subcontractors. Hexagon realizes the investment made in a Public Safety system and offers a value-add Warranty and Maintenance Program to protect the customer's investment. Hexagon provides full system support and warranty for the following:

- Hexagon-developed products
- Third-party products provided by Hexagon with pass-through warranties from the provider (these may require additional support costs)
- Hardware warranties, as provided by the hardware manufacturer, for Hexagon-procured hardware

Hexagon provides complete mission-critical system coverage by offering the following Programs:

- **Warranty** — Used through System Acceptance, which denotes the system is ready for cutover to live operations
- **Extended Warranty** — Provides 12 months of warranty beginning at system cutover
- **Maintenance** — Commences at the conclusion of Extended Warranty coverage and can be purchased in 12-month increments
- **Hardware Warranty** — Pass-through warranty from the manufacturer



Hexagon Customer Support Center

The Hexagon Customer Support Center is an integral part of Hexagon's Extended Warranty and Maintenance programs and is provided at no additional cost with the cost of the system (Extended Warranty) or with the purchase of Maintenance. The special support requirements for mission-critical Public Safety systems are met by providing the following:

- Toll-free access to Hexagon Customer Support Center resources

- In addition to telephone support, Hexagon offers electronic access to the Customer Support Center via the Hexagon Customer website.
- “Always-available” support during Extended Warranty and Maintenance
- Response times monitored by priority
- A central single point-of-contact for all problems
- First level of direct support for all products purchased from Hexagon, including Hexagon software applications, third-party software/hardware, operating system software, database management system, development tools, report writers, productivity tools, networking software, and external interface software
- Problem resolution based on priority level