



# ERIE COUNTY

## REQUEST FOR PROPOSAL (RFP)

### Software Replacement for Public Safety Services

**RFP #2023-002VF**

**June 6, 2023**

**Department of Central Police Services  
EDWARD A. RATH COUNTY OFFICE BUILDING  
95 FRANKLIN STREET  
BUFFALO, NEW YORK 14202**

Office: 45 Elm Street, Buffalo, NY 14203

**NOTICE OF INVITATION  
TO SUBMIT A PROPOSAL FOR  
PUBLIC SAFETY SOFTWARE**

Proposals are requested by the Erie County Department of Central Police Services for a complete replacement of its Public Safety Software Suite including, but not limited to, Computer Aided Dispatch (CAD), Record management (RMS), Mobile computing software, connectivity to New York State DCJS and Live Scan. The top-rated respondent will be selected to enter into an agreement with Erie County to provide the software, along with training, configuration and installation.

In accordance with Local Law No. 6, proposals are hereby invited for the project. Proposals are to be submitted in the exact format detailed in the request for proposals (RFP).

- Written questions for clarification will be due by 3:00 PM on **June 20th, 2023**.
- Erie County will respond to written requests on or before **June 30th, 2023**. **The questions and responses will be posted on the Erie County RFP website as an addendum to this RFP.**
- Proposals will be due by 3:00 PM on **July 20, 2023**.

This invitation does not commit Erie County, or its Department of Central Police Services to accept any priced proposal, nor does it obligate Erie County for any costs associated with preparing or submitting proposals.

By: James Jancewicz  
Commissioner  
Erie County Central Police Services

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**COUNTY OF ERIE, NEW YORK  
REQUEST FOR PROPOSALS (“RFP”)**

**TO PROVIDE integrated replacement Public Safety software for use by any and all Public Safety entities located within Erie County.**

**I. INTRODUCTION**

The County of Erie, New York (the “County”) is currently seeking Proposals from qualified firms interested in providing a full suite of integrated public safety software to replace the current software suite in use by public safety agencies in Erie County including Computer Aided Dispatch (CAD), Record management (RMS) and Mobile computing software, or a firm who can provide one or more major components (CAD, RMS, Mobiles, etc.) of the system. The software must interface with various entities encompassing connectivity to New York State DCJS, Live Scan, Axon Body Cameras, I Am Responding and others detailed in this document. Conversion of the data currently contained in Oracle databases is required.

Proposers interested in providing the software and services are invited to respond to this request, **RFP # 2023-002VF**.

The County of Erie has developed a suite of public safety software in-house that has been in use for over 30 years, with upgrades and enhancements added by staff and/or consultants as needed. The data is stored in Oracle databases. Currently, each participating agency has its own database or database user. In addition, a data warehouse containing countywide investigative data is maintained.

The Public Safety agencies using the software suite range from large agencies such as the City of Buffalo Police Department, the Erie County Sheriff’s Office, the Buffalo Fire Department and the police departments in the Towns of Amherst and Cheektowaga, to agencies such as Springville Fire Control and small village police departments. The disciplines include police, fire and EMS agencies. A complete list of the agencies and the modules they use are in Appendix 3.

Erie County is a metropolitan center located on the western border of New York State covering 1,058 square miles and consisting of three cities and 25 town governments. Buffalo serves as the county seat and is the second largest city in the State. The Region is home to nearly 955,000 people (2020). The County is bounded by Lake Erie to the west, Niagara County and Canada to the north, Genesee County and Wyoming County to the east, and Cattaraugus and Chautauqua Counties to the south.

Central Police Services 911 Communications Division personnel staff the E911 Center at the Erie County Public Safety Campus (PSC) located in Buffalo. Call takers process approximately 900,000 emergency and non-emergency calls per year.

It is the County's intent to select the best qualified Proposer for this work. The County reserves the right to amend this RFP, and to reject any or all of the proposals, or any part thereof, submitted in response to this RFP. The County also reserves the right to request additional information from any proposer or to waive formalities, if such action is deemed to be in the best interest of the County.

This RFP is not intended and shall not be construed to commit the County to pay any costs incurred in connection with any proposal or to procure or contract with any firm.

The County will only contract with firms that do not discriminate against employees or applicants for employment because of race, creed, color, national origin, sex, age, disability, marital status, sexual orientation, citizenship status or any other status protected by New York State and Federal laws.

## **II. PROPOSAL PROCEDURES**

### **A. ANTICIPATED SCHEDULE OF PROPOSAL**

The following schedule is for informational purpose only. The County reserves the right to amend this schedule at any time.

Issue RFP:	June 06, 2023
Written Requests for Clarification	June 20, 2023
Written Responses to Requests	June 30, 2023
Proposals Due:	July 20, 2023 - 3 pm
Contract Signed:	Following all necessary County approvals.

All firms wishing to participate in this process must register electronically by sending an email to [Brian.Speers@erie.gov](mailto:Brian.Speers@erie.gov) by June 20, 2023. Please include “**RFP 2023-002VF**” in the Subject line of the email. All further information and contact from Erie County will be sent electronically.

### **B. GENERAL REQUIREMENTS**

1. Each proposal shall be prepared simply and economically avoiding the use of elaborate promotional materials beyond what is sufficient to provide a complete, accurate and reliable presentation.
2. One (1) original and three (3) hard copies shall be submitted. A digital copy is also requested on a Flash Drive or CD/DVD. Proposals **MUST** be signed. Unsigned proposals will be rejected.
3. Submission of the proposals shall be directed to:

Brian Speers  
Erie County Central Police Services  
45 Elm Street  
Buffalo, New York 14203

**All proposals must be delivered to the above office on or before July 20, 2023, at 3:00 p.m. Proposals received after the above date and time will not be considered. The County is under no obligation to return proposals.**

4. Requests for clarification of this RFP must be written and submitted to Marlaine Hoffman at [Marlaine.Hoffman@erie.gov](mailto:Marlaine.Hoffman@erie.gov) and [Brian.Speers@erie.gov](mailto:Brian.Speers@erie.gov) no later than 3:00 p.m. June 20, 2023. Please include “**RFP 2023-002VF**” in the Subject line of the email. Formal written responses will be distributed by the County on or before June 30, 2023, by posting them as an addendum to this RFP on the Erie County website. No requests for oral interpretations via telephone will be accepted. A single response to all questions will be made as outlined in the schedule. **NO COMMUNICATIONS OF ANY KIND WILL BE BINDING AGAINST THE COUNTY, EXCEPT FOR THE FORMAL WRITTEN RESPONSES TO ANY REQUEST FOR CLARIFICATION**

5. Proposers may be required to give an oral presentation to the County to clarify or elaborate on the written proposal. Those proposers will be notified to arrange specific times if the County elects to use this tool.
6. No proposal will be accepted from, nor any agreement awarded to any proposer that is in arrears upon any debt or in default of any obligation owed to the County. Additionally, no agreement will be awarded to any proposer that has failed to satisfactorily perform pursuant to any prior agreement with the County.
7. In order to be considered for selection, proposers must submit a complete response to this RFP which includes **both** (1) completing all the tabs on the spreadsheet included labeled “Vendor Response” and (2) a Word document or PDF with more detailed responses where indicated. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the Section or paragraph number of the corresponding section of the RFP.
8. Information which the proposer desires to present that does not fall within any of the requirements of the RFP should be inserted at an appropriate place or be attached at the end of the proposal and designated as additional material.
9. As used in this RFP, the terms “must” or “shall” identify requirements whose absence will have a major negative impact on the suitability of the proposed solution. Items labeled “should” or “may” are highly desirable, although their absence will not have a large impact and would be useful but not mandatory. Depending on the overall response to the RFP, some individual “must” and “shall” items may not be fully satisfied, but it is the intent to satisfy most if not all of those requirements. The inability of the proposer to satisfy a “must” or “shall” requirement does not automatically remove the proposer from consideration; however, it may seriously affect the overall rating of the proposal offered.
10. The Proposer must detail its pricing and payment terms in line with the project deliverables and milestone dates. The proposal must provide a detailed breakdown of charges for each service, product, and license, whether offered directly or indirectly through a third party. An explanation of how cost overruns will be treated in the event of targets not being met must accompany this quotation. If applicable, the Offeror should provide for multiple pricing options (i.e. enterprise, concurrent users, named users, etc.) and detail each of the options.

### **III. SCOPE AND STATEMENT OF REQUIRED SERVICES AND SOFTWARE**

See Exhibit “A”

## **IV. STATEMENT OF RIGHTS**

### **UNDERSTANDINGS**

**Please take notice**, by submission of a proposal in response to this request for proposals, the proposer agrees to and understands:

- That any proposal, attachments, additional information, etc. submitted pursuant to this Request for Proposals constitute merely a suggestion to negotiate with the County of Erie and is not a bid under Section 103 of the New York State General Municipal Law;
- Submission of a proposal, attachments, and additional information shall not entitle the proposer to enter into an agreement with the County of Erie for the required services;
- By submitting a proposal, the proposer agrees and understands that the County of Erie is not obligated to respond to the proposal, nor is it legally bound in any manner whatsoever by submission of same;
- That any and all counter-proposals, negotiations or any communications received by a proposing entity, its officers, employees or agents from the County, its elected officials, officers, employees or agents, shall not be binding against the County of Erie, its elected officials, officers, employees or agents unless and until a formal written agreement for the services sought by this RFP is duly executed by both parties and approved by the Erie County Legislature, and the Office of the Erie County Attorney.

In addition to the foregoing, by submitting a proposal, the proposer also understands and agrees that the County of Erie reserves the right, and may at its sole discretion exercise, the following rights and options with respect to this Request for Proposals:

- To reject any or all proposals;
- To issue amendments to this RFP;
- To issue additional solicitations for proposals;
- To waive any irregularities in proposals received after notification to proposers affected;
- To select any proposal as the basis for negotiations of a contract, and to negotiate with one or more of the proposers for amendments or other modifications to their proposals;
- To conduct investigations with respect to the qualifications of each proposer;
- To exercise its discretion and apply its judgment with respect to any aspect of this RFP, the evaluation of proposals, and the negotiations and award of any contract;
- To select the proposal that best satisfies the interests of the County and not necessarily on the basis of price or any other single factor;
- To interview the proposer(s);
- To request or obtain additional information the County deems necessary to determine the ability of the proposer;
- To modify dates;
- All proposals prepared in response to this RFP are at the sole expense of the proposer, and with the express understanding that there will be no claim, whatsoever, for reimbursement from the County for the expenses of preparation. The County assumes no responsibility or liability of any kind for costs incurred in the preparation or submission of any proposal;
- While this is an RFP and not a bid, the County reserves the right to apply the case law under General Municipal Law § 103 regarding bidder responsibility in determining whether a proposer is a responsible vendor for the purpose of this RFP process;



- The County is not responsible for any internal or external delivery delays which may cause any proposal to arrive beyond the stated deadline. To be considered, proposals MUST arrive at the place specified herein and be time stamped prior to the deadline.

## **EVALUATION**

The following criteria, not necessarily listed in order of importance, will be used to review the proposals:

- Proposer’s demonstrated capability to provide the services;
- Evaluation of the professional qualifications, personal background and resume(s) of individuals involved in providing services;
- Proposer’s experience to perform the proposed services;
- Proposer’s financial ability to provide the services;
- A determination that the proposer has submitted a complete and responsive proposal as required by this RFP;
- An evaluation of the proposer’s projected approach and plans to meet the requirements of this RFP;
- Proposers MUST sign the Proposal Certification attached hereto as Exhibit “B”. Unsigned proposals will be rejected;
- Proposers may be required to give an oral presentation to the County to clarify or elaborate on the written proposal;
- No proposal will be accepted from nor any agreement awarded to any proposer that is in arrears upon any debt or in default of any obligation owed to the County. Additionally, no agreement will be awarded to any proposer that has failed to satisfactorily perform pursuant to any prior agreement with the County.

## **CONTRACT**

After selection of the successful proposer, a formal written agreement will be prepared by the County of Erie and will not be binding until signed by both parties and, if necessary, approved by the Erie County Legislature and the Office of the County Attorney. **NO RIGHTS SHALL ACCRUE TO ANY PROPOSER BY THE FACT THAT A PROPOSAL HAS BEEN SELECTED BY THE COUNTY FOR SUBMISSION TO THE ERIE COUNTY LEGISLATURE FOR APPROVAL. THE APPROVAL OF SAID LEGISLATURE MAY BE NECESSARY BEFORE A VALID AND BINDING CONTRACT MAY BE EXECUTED BY THE COUNTY.**

## **INDEMNIFICATION AND INSURANCE**

The proposer accepts and agrees that language in substantially the following form will be included in the contract between the proposer and the County:

In addition to, and not in limitation of the insurance requirements contained herein:

The Consultant agrees that except for the amount, if any, of damage contributed to, caused by, or resulting from the negligence of the County, the Consultant shall defend, indemnify and hold harmless the County, its officers, employees, and agents from and against the Consultant’s proportional share of liability, damage, claim, demand, cost, judgment, fee, attorneys’ fees, or loss which the County may sustain, be subject to, or be caused to incur

because of or as a result of (a) any wrongful act, error, or omission of the Consultant or third-parties under the direction or control of the Consultant; or (b) any willful misconduct of the Consultant or third parties under the direction or control of the Consultant; or (c) any infringement of any claimed copyright or patent right of designs, plans, drawings, or specifications furnished by the Consultant or its sub-consultant. Nothing contained herein shall create or give to third parties any claim or right of action against the County or the Consultant beyond such as may legally exist without regard to this provision.

Upon execution of any contract between the proposer and the County, the proposer will be required to provide proof of the insurance coverage described in Schedule “B” .

Insurance coverage in amount and form shall not be deemed acceptable until approved by the County Attorney.

### **INTELLECTUAL PROPERTY RIGHTS**

The proposer accepts and agrees that language in substantially the following form will be included in the contract between the proposer and the County:

All deliverables created under this Agreement by the Consultant are to be considered “works made for hire”. If any of the deliverables do not qualify as “works made for hire”, the Consultant hereby assigns to the County all right, title and interest (including ownership of copyright) in such deliverables and such assignment allows the County to obtain in its name copyrights, registrations and similar protections which may be available. The Consultant agrees to assist the County, if required, in perfecting these rights. The Consultant shall provide the County with at least one copy of each deliverable.

The Consultant agrees to indemnify and hold harmless the County for all damages, liabilities, losses and expenses arising out of any claim that a deliverable infringes upon an intellectual property right of a third party. If such a claim is made, or appears likely to be made, the Consultant agrees to enable the County’s continued use of the deliverable, or to modify or replace it. If the County determines that none of these alternatives is reasonably available, the deliverable will be returned.

All records compiled by the Consultant in completing the work described in this Agreement, including but not limited to written reports, source codes, studies, drawings, blueprints, negatives of photographs, computer printouts, graphs, charts, plans, specifications and all other similar recorded data, shall become and remain the property of the County. The Consultant may retain copies of such records for its own use.

### **NON-COLLUSION**

The proposer, by signing the proposal, does hereby warrant and represent that any ensuing agreement has not been solicited, secured or prepared directly or indirectly, in a manner contrary to the laws of the State of New York and the County of Erie, and that said laws have not been violated and shall not be violated as they relate to the procurement or the performance of the agreement by any conduct, including the paying or the giving of any fee, commission, compensation, gift, gratuity or consideration of any kind, directly or indirectly, to any County employee, officer or official.

## **CONFLICT OF INTEREST**

All proposers must disclose with their proposals the name of any officer, director or agent who is also an employee of the County of Erie. Further, all proposers must disclose the name of any County employee who owns, directly or indirectly, an interest of ten percent or more in the firm or any of its subsidiaries or affiliates.

There shall be no conflicts in existence during the term of any contract with the County. The existence of a conflict shall be grounds for termination of a contract.

## **COMPLIANCE WITH LAWS**

By submitting a proposal, the proposer represents and warrants that it is familiar with all applicable federal, state and local laws and regulations and will conform to said laws and regulations. The preparation of proposals, selection of proposers and the award of contracts are subject to provisions of all Federal, State and County laws, rules and regulations.

## **CONTENTS OF PROPOSAL**

The New York State Freedom of Information Law as set forth in Public Officers Law, Article 6, Sections 84 et seq., mandates public access to government records. However, proposals submitted in response to this RFP may contain technical, financial background or other data, public disclosure of which could cause substantial injury to the proposer's competitive position or constitute a trade secret. Proposers who have a good faith belief that information submitted in their proposals is protected from disclosure under the New York Freedom of Information Law shall:

- a) insert the following notice in the front of its proposal:

### **NOTICE**

**The data on pages \_\_\_ of this proposal identified by an asterisk (\*) contains technical or financial information constituting trade secrets or information the disclosure of which would result in substantial injury to the proposer's competitive position.**

**The proposer requests that such information be used only for the evaluation of the proposal but understands that any disclosure will be limited to the extent that the County considers proper under the law. If the County enters into an agreement with this proposer, the County shall have the right to use or disclose such information as provided in the agreement, unless otherwise obligated by law.**

- b) clearly identify the pages of the proposals containing such information by typing in bold face on the top of each page "**\* THE PROPOSER BELIEVES THAT THIS INFORMATION IS PROTECTED FROM DISCLOSURE UNDER THE STATE FREEDOM OF INFORMATION LAW.**"

The County assumes no liability for disclosure of information so identified, provided that the County has made a good faith legal determination that the information is not protected from disclosure under applicable law or where disclosure is required to comply with an order or judgment of a court of competent jurisdiction.

The contents of the proposal which is accepted by the County, except portions "Protected from Disclosure", may become part of any agreement resulting from this RFP.

**EFFECTIVE PERIOD OF PROPOSALS**

All proposals must state the period for which the proposal shall remain in effect (i.e. how much time does the County have to accept or reject the proposal under the terms proposed). Such period shall not be less than 365 days from the proposal date.

**EXHIBIT "B"**  
**PROPOSER CERTIFICATION**

The undersigned agrees and understands that this proposal and all attachments, additional information, etc. submitted herewith constitute merely an offer to negotiate with the County of Erie and is NOT A BID. Submission of this proposal, attachments, and additional information shall not obligate or entitle the proposing entity to enter into a service agreement with the County of Erie for the required services. The undersigned agrees and understands that the County of Erie is not obligated to respond to this proposal nor is it legally bound in any manner whatsoever by the submission of same. Further, the undersigned agrees and understands that any and all proposals and negotiations shall not be binding or valid against the County of Erie, its directors, officers, employees or agents unless an agreement is signed by a duly authorized officer of the County of Erie and, if necessary, approved by the Erie County Legislature and Erie County Fiscal Stability Authority and the Office of the County Attorney.

It is understood and agreed that the County of Erie reserves the right to reject consideration of any and all proposals including, but not limited to, proposals which are conditional or incomplete. It is further understood and agreed that the County of Erie reserves all rights specified in the Request for Proposals.

It is represented and warranted by those submitting this proposal that except as disclosed in the proposal, no officer or employee of the County of Erie is directly or indirectly a party to or in any other manner interested in this proposal or any subsequent service agreement that may be entered into.

\_\_\_\_\_  
*Proposer Name*

By: \_\_\_\_\_  
*Name and Title*



**INSTRUCTIONS FOR COUNTY OF ERIE STANDARD INSURANCE CERTIFICATE**

- I. Insurance shall be procured and certificates delivered before commencement of work or delivery of merchandise or equipment.
- II. CERTIFICATES OF INSURANCE
  - A. Shall be made to the "County of Erie, 95 Franklin St, Buffalo NY, 14202"
  - B. Coverage must comply with all specifications of the contract.
  - C. Must be executed by an insurance company, agency or broker, which is licensed by the Insurance Department of the State of New York. If executed by a broker, notarized copy of authorization to bind or certify coverage must be attached.
- III. Forward the completed certificate to: County of Erie, (Department or Division) responsible for entering into the agreement for construction, purchase, lease or service.
- IV. Minimum coverage with limits are as follows:

Vendor Classification	A Construction and Maintenance	B Purchase or Lease of Merchandise or Equipment	C Professional Services	D Property Leased To Others Or Use Of Facilities Or Grounds	E Concessionaires Services	F Livery Services	G All Purposes Public Entity Contracts
Commercial Gen. Liab.	\$1,000,000 per occ.	\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000	\$1,000,000 CSL	\$1,000,000	\$1,000,000 CSL
General Aggregate	\$2,000,000	\$2,000,000	\$2,000,000	\$2,000,000	\$2,000,000	\$2,000,000	\$2,000,000
Products Completed Operations Liability	\$2,000,000	\$2,000,000	\$2,000,000	\$2,000,000	\$2,000,000	\$2,000,000	\$2,000,000
Blanket Broad Form Contractual Liability	INCLUDE						
Contractual Liability		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
Broad Form P.D.	INCLUDE						
X.C.U. (explosion, collapse, Underground)	INCLUDE						
Liquor Law				INCLUDE	INCLUDE		
Auto Liab.	\$1,000,000 CSL		\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000 CSL
Owned	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
Hired	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
Non-Owned	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
Excess/Umbrella Liab.	\$5,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$5,000,000	\$1,000,000
Worker's Compensation & Employer's Liability	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY
Disability Benefits	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY
Professional Liability			\$5,000,000				
Erie County, To Be Named Add'l Insd.	Gen. Liab., Auto Liab., & Excess	Broad Form Vendors May Be Required	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess

- V. Construction contracts require excess Umbrella Liability limits of \$5,000,000.
- VI. Coverage must be provided on a primary-non contributory bases.
- VII. Designated Construction Project General Aggregate Limit Per Project Endorsement CG 25 03 is required.  
In the event the concessionaire is required to have a N.Y.S. license to dispense alcoholic beverages an endorsement for liquor liability is VIII. required.
- IX. Waiver of Subrogation: Required on all lines unless noted
- X. Transportation of people in buses, vans or station wagons requires \$5,000,000 excess liability.
- XI. Workers Compensation: State Workers' Compensation / Disability Benefits Law  
Use Applicable Certificates Below:

**Workers Compensation Forms**

CE-200	Exemption
C105.2	Commercial Insurer
SI-12	Self Insurer
GSI-105.2	Group Self Insured
U-26.3	New York State Insurance Fund

**DBL (Disability Benefits Law) Forms**

CE-200	Exemption
DB-120.1	Insurers
DB-155	Self Insured

- XII. The "ACORD" form certificate may be used in place of the County of Erie Standard Insurance Certificate, provided that all of the above referenced requirements are incorporated into the "ACORD" form certificate.

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## EXHIBIT A

### SCOPE AND STATEMENT REQUIRED SERVICES AND SOFTWARE

#### **A. Project Overview:**

The County, on behalf of the public safety agencies in Erie County, is procuring an integrated public safety system that shall be able to support its multi-jurisdictional and multi-disciplinary functional needs. The agencies have different application software configurations, with varying levels of usage. The system shall meet the security needs, application laws, standards, and policies of each agency.

The final system should include Computer Aided Dispatch (CAD), Record Management (RMS), a Mobile application (both CAD and RMS) and interfaces to existing software listed in Appendix 1. Any vendor proposing less than a full suite of software must identify the methodology of interfacing and receiving/sending data to the other modules.

Given the importance of the system integration to the County, the proposers are encouraged to submit proposals that include all systems as part of a unified solution, either from a single vendor or as a subcontracted solution. If two or more proposers are partnering to provide a joint solution, the County strongly prefers to work with a single proposer serving as the prime proposer. However, the County reserves the right to select all, some, or none of a proposer's solution.

A poll of the current users would prefer a tightly integrated system with one application handling CAD, RMS, Mobiles and connectivity to New York State Department of Criminal Justice Services. However, as of this writing, the City of Buffalo is considering executing a contract with Axon for an RMS solution. As such, any CAD proposals must include the ability to interface with Axon RMS, even if the vendor is proposing a complete integrated solution of its own.

To clarify: even if Buffalo PD independently purchases Axon as its RMS, the remaining agencies will need an RMS provider which the County intends to supply under this RFP.

Given the importance of serving the unique needs of the County, proposers shall evidence their understanding and ability to deliver solutions to multiple similar communities which must include multiple Public Safety Answering Points, multiple Dispatch Centers (some of which serve one agency with one discipline, and some of which dispatch for multiple agencies, municipalities and disciplines).

#### **B. System Requirements:**

The County expects the proposer to provide all the software necessary for the system to be fully functioning and integrated at the completion of the integration. Proposers are responsible for providing a system with sufficient capacity and performance capabilities to support the requested licenses and volumes noted in Appendix 3. The proposed system shall be sized to meet the performance standards for the projected volumes plus a margin for unexpected volume growth. The selected vendor will assume any costs associated with increasing the system capacity as necessary to support the specified volume requirements within a 5-year period after acceptance.

The proposer will clearly identify what hardware, if any, the County will supply with full and detailed recommended specifications. The Proposer will identify what hardware, if any, the Proposer will supply with full and detailed information regarding costs, specifications, heating and cooling requirements, weight of



equipment (due to raised floor), electrical requirements and warranty/maintenance information. The County is open to a “Cloud” solution, On-Premise solution or hybrid. It is expected that the architecture be thoroughly detailed in the Proposer’s response.

While the County does not expect custom interfaces to be operational and demonstratable, it does expect the proposer to show experience developing and implementing a similar interface.

The County is committed to ensuring the security of its network and its data. Security requirements are listed in Section C of Appendix A.

The County expects the system to assign a unique number to each Call for Service. This number should follow the event through the entire system. For example, an Incident Report should carry the same number as was assigned at the Call For Service. An arrest will also reference the Call For Service number. Any record generated that can be referenced to the Call For Service number should be referenced by the Call For Service number.

The following sections describe the modules and features that shall be included in the proposer’s solution:

### **C. System Security**

The Offeror must supply a system or systems which meet modern information security standards and requirements which must include an extensive range of ISO-, HIPAA-, SOC 1/2/3, CJIS, and FedRAMP-certified services that provide end-to-end protection for 9-1-1 data infrastructure and applications. Proprietary security methods or solutions with limited compliance to standards may be disqualified if it is determined the solution(s) will not immediately address security and data integrity. Offeror shall describe standards-based security functions and configurations and reveal any use of proprietary standards, or protocols.

It is MANDATORY that the system & Software **MUST** be able to meet all requirements set in **NIST 800-53** including but not limited to:

1. End-to-End Data Encryption
2. Data at Rest Encryption
3. Multi-Factor Authentication
4. Mobile Devices must be managed by Mobile Device Management
5. Each User must have an individual account.
6. OS and Application patching capabilities

### **D. The Entire System Must Include:**

1. The system must include robust standard reports, detailed and summary reports and the ability to build custom ad-hoc reports as needed.
2. The system must be capable of exporting reports and/or data into several file formats including but not limited to PDF, MS Excel and MS Word.
3. View Access to database fields to allow County programmers the ability to create more complicated reports and interfaces.
4. 24 hour, US-based dedicated customer support.

**E. Each Module Must Include:**

1. GIS/Geo File Address Verification
2. A Training Module that allows all functionality of all aspects of the program but does not affect live operations.
3. Full end-user documentation.

**F. All Modules Should Include:**

1. A method for end users to query data and create custom reports, pulling data from any field within the database. The system should allow for those queries and reports to be saved for individual users as well as other users.

**G. Discovery:** To comply with the NYS Discovery Legislation which requires the District Attorney's Office to submit all documents and data related to an arrest in a timely manner, Erie County requires a method to streamline the gathering and submitting of this information. The current system locates all the reports, saves them to PDF files and transfers them to the DA's Office for review. Information gathered in CAD, RMS, Mobiles, Chat and any other module must be included.

1. Any report containing the Call For Service number associated **with the Arrest** must be reproduced and saved as a PDF labeled with identifying information including the Agency, the Call For Service Number, the Date the DA received the copy and the nature of the report.
2. If a report is modified or added after the DA's Office has received a copy of the report(s), a notice will be sent to the DA's Office. The DA would then be able to retrieve the latest copy.

## H. Computer Aided Dispatch (CAD)

The County requires a reliable CAD system that supports law enforcement, paid fire departments, dispatch of volunteer fire departments, rescue, and EMS that is integrated with other modules and meets the functional, security and performance requirements identified in this RFP. The CAD application must include real-time mapping, Automated Vehicle Location (AVL) and the ability to propose “Closest Car” solutions for agencies that opt into that functionality. The County supports a centralized ESRI map solution which it prefers to use as a base layer in the mapping solution. The county would prefer to maintain geofile layers in a current release of ESRI’s products. If the vendor’s offering does not support using the county ESRI maps directly, the county requests the ability to import geofile updates from its ESRI map to the vendor’s mapping system using standard ESRI tools or vendor supplied models or scripts (*see Section Z - Mapping/AVL/Geocoding/Address File*).

### 1. **All CAD modules Must Include:**

- 1.1 Ability to perform functions with minimal keystrokes.
- 1.2 Permission-based ability to edit comments/remarks.
- 1.3 Ability for Dispatchers to add addresses “on the fly” based on permissions set by each agency. Ability for Administrators to review and correct those address additions.
- 1.4 Ability for Warnings/Hazards to be associated with addresses. Dispatchers must be alerted in any warning at the address or surrounding addresses.
- 1.5 Ability to easily view a list of the history of calls at address being dispatched. Ability to choose any call and see entire detail.
- 1.6 Ability to generate a Call for Service in another agency within the County system.
  - 1.6.1 The two Calls should be “linked” so remarks added to one Call for Service are displayed in real time in the linked Call.
  - 1.6.2 Each Call for Service will have a remark/note containing the Call for Service number of the linked Call in the other agency including which agency generated that CFS.
- 1.7 Robust Associated Person functionality across **all agencies** including:
  - 1.7.1 Ability to add/edit Associated Persons from a Master Name file shared by the RMS.
  - 1.7.2 Audit trail of these changes.
  - 1.7.3 Ability to search for past incidents involving the Associated Person by double-clicking or right clicking on the name.
  - 1.7.4 Ability to add a “person warning” on any Associated Person. The warning will be visible by all agencies.
  - 1.7.5 Whenever an Associated Person is entered or searched for, the name is cross referenced (optional based on agency preference) with the Warrant files, Order of Protections, Weapon permits, etc.
- 1.8 911 (ALI/ANI) call information is used to automatically populate the incident screen. Incident location should be easily overwritten by the dispatcher.
- 1.9 Closest Car:
  - 1.9.1 Allow agency to “opt” into Closest Car function.
  - 1.9.2 For participating agencies, present the closest units to an event as unit suggestions to the dispatcher.
  - 1.9.3 Allow the dispatcher to override the closest car suggestion.
  - 1.9.4 Provide a full audit trail of what was presented to the dispatcher and what the dispatcher ultimately chose.
- 1.10 All actions are tracked in a log, including putting units on a call, moving the units to another call, clearing the units, etc. Full log file/audit trail of user, date, time, etc. of any action including but not limited to time call received, entered, each unit dispatched, arrived, cleared and call closed.

- 1.11 The log mentioned above will be an optional item to print as part of the CAD record.
- 1.12 Codes such as Call Types, Unit Responses, etc. must be modifiable based on Permissions or Roles. Codes should be customizable for each agency.
- 1.13 Ability to clone calls.
- 1.14 Display Location information such as Street side (N, S, etc.) and what cross streets the incident address falls between.
- 1.15 The ability to reactivate cleared/archived calls and allow additional activity/dispatching of units to the original incident number.
- 1.16 Multiple dispatchers must be able to work on the same call simultaneously.
- 1.17 Ability to default screen location and size based on user preference.
- 1.18 Ability to exchange one unit with another, automatically recording in history that the first unit was initially dispatched and the switched with the second unit.
- 1.19 Automatically alert the dispatcher of a possible duplicate call when two or more calls provide addresses that are in close proximity to each other. The radius must be able to be defined by each agency.
- 1.20 Incident status timers / alerts (unit response delay, non-dispatched incidents, duplicate call notification, etc.) The software must provide agency-defined check-in times for officers to increase safety, when an officer exceeds the allotted times, the software must visually and audibly display a warning alerting the dispatcher. The reminder must provide an override/reset features.
- 1.21 Ability to transfer assigned call back to pending/queue if unit is assigned to another call.
- 1.22 Ability to reverse a unit that has been inadvertently marked on scene (i.e. Unit marked on location, have the ability to move that unit back to responding)
- 1.23 Radio log.
- 1.24 Ability to add incidents/calls for service by Address or Business name.
- 1.25 Ability to monitor real-time unit status separate from incident entry and dispatch functions.
- 1.26 Ability to filter calls and Units Available displayed to dispatcher by various parameters such as:
  - 1.26.1 District (some dispatchers only dispatch certain districts)
  - 1.26.2 Call Type (Police vs. Fire /EMS)
- 1.27 Ability to change the display sort of the Pending Calls, Active Calls, and Unit Status independently for each dispatcher.
- 1.28 Display Time Elapsed for both the Pending and Active Calls.
- 1.29 A Phone Directory that has countywide shared entries, along with agency-specific entries.
- 1.30 The ability to “share” Complaint Events between agencies in real time. Each agency must have its own individual complaint card, but be able to link it to the same event in another agency’s CAD, with the remarks/notes shared between them.
- 1.31 Automatic Generation of records of False Alarms by address. Note: not every dispatch center participates in False Alarm Billing. Among the participating agencies, each has specific Local Laws that dictate which calls and how many calls to an address trigger the False Alarm Billing Process (see more details of False Alarm Module under RMS section) .
- 1.32 Ability, configurable by agency, to set a timed alert on Active Calls by Call Type to remind the Dispatcher to do a status/radio check. This function would prompt the dispatcher to acknowledge the check was done and record this action to the remark or log section of the complaint record so that both the dispatch center and the unit(s) assigned to the call can track the Status Check.
- 1.33 Ability, configurable by agency, to set a timed alert to specific Unit Statuses to remind the Dispatcher to do a status/radio check. An example would be when a unit status is set to Unavailable for an excessive amount of time. This function would prompt the dispatcher to acknowledge the check was done and record this action to the remark or log section of the complaint record.
- 1.34 Ability to add Run Card data with prodigious details.
- 1.35 The ability to seamlessly integrate with Axon RMS, or any standard RMS.

2. **All CAD Modules Should Include:**

- 2.1 Ability to use colors and audible tones to help users process information and alert users of pending calls and track call status. However, the colors and tones should be configurable by each Agency, and each agency should have the ability to opt out of the audible tones.
- 2.2 Quick incident data entry with macros that minimize keystrokes.
- 2.3 Ability to click a location on the map and generate a call for service.
- 2.4 Ability to click on a unit to start a call assigned to that unit. Optionally use unit's location as the address of the call (ex: the patrol comes upon an event, premise check, suspicious vehicle, etc.)
- 2.5 Provided, maintained and continually updated phone prompts (call reference cards or interface with PowerPhone or Pro QA) based on call type, with turn on/off feature. Ability for agency to configure their own prompts/responses.
- 2.6 When an Associated Person has a warning associated with the person, also link this warning to the person's most current address so that when that address is entered or queried, the Person Warning is noted.
- 2.7 Date-based Bulletin Board that allows individual agencies to post time-sensitive information with expiration date/time.
- 2.8 Robust reporting capabilities for both in-house reports and Freedom of Information reports with ability to redact sensitive information.
- 2.9 Ability to easily modify design of an agency incident/response report.
- 2.10 Drag and drop functionality.
- 2.11 The ability to schedule calls for future dispatch (i.e., parades, funerals, fairs etc.,) and optionally assign to a specific unit. Must be able to display the future calls to edit or print.
- 2.12 Allow a call to be cancelled prior to dispatching it, recording the activity in a log file.
- 2.13 Ability to toggle or "hot key" to any screen, table or application within CAD.
- 2.14 Digital Bulletin Board displaying date sensitive information for each agency.
- 2.15 Ability to "Call Out" staff for overtime or extra shifts customizable by each agency or call out group within the agency. Due to differing union contracts and protocols within each agency, this functionality must be customizable. The Call Out list should allow a dispatcher to choose the group or category that needs to be called out, then present the list of candidates with contact information, in an order prescribed by union rules or protocols for that group.

3. **Law Enforcement CAD Must Include:**

- 3.1 Ability for each agency to add/modify unit names, designators, shifts. These names will not be unique across dispatch centers (ex: multiple agencies may have Patrol Car #101, SRO 1, Chief, etc.) but must be unique within a center.
- 3.2 **Towing Module** including:
  - 3.2.1 Ability for an agency to customize by towing type and/or geographic area.
  - 3.2.2 Ability to rotate towing companies by last used.
  - 3.2.3 Ability to issue and print receipts for claimed, junked or auctioned vehicles.
  - 3.2.4 Towing Module must handle vehicle impounds.
  - 3.2.5 Each agency must have the ability to add/edit their own Tow companies.
  - 3.2.6 Should include the following information:
    - 3.2.6.1 Who towed the vehicle
    - 3.2.6.2 Where the vehicle is being held
    - 3.2.6.3 The Registered Owner of the vehicle

- 3.2.6.4 The Person who claimed the vehicle
- 3.2.6.5 Basic vehicle information (make, model, VIN, plate #)
- 3.3 Call Stacking (configurable by agency).
- 3.4 Traffic Stop functionality including ability to automatically run the license plate through NYS and record the returned information into the call.
- 3.5 Ability to search previous Traffic Stops based on Plate Number.
- 3.6 Ability to transfer data obtained from NYS DMV (registration/DL) and/or NCIC into CAD record.
- 3.7 Ability to easily add Overdose information (a pre-defined form) as needed by the Erie County Health Department. An example of this form is in Appendix 4

#### 4. **Fire CAD must include**

- 4.1 It is understood that the needs of a large, paid Fire Department are different than the needs of a suburban Fire Control Dispatch Center and are different than a Police Department that provides dispatch of volunteer fire and EMS Units. It is also recognized that each dispatch center would like customizable items to conform with individual needs.
- 4.2 For Police or Fire Control Agencies that dispatch Volunteer Fire Departments, CAD must include:
  - 4.2.1 The ability to allow each agency to choose one of the options below:
    - 4.2.1.1 Assign a Call For Service Number to each Fire Department that is dispatched to the call.
    - 4.2.1.2 Assign multiple Fire Responders to one Complaint Number
  - 4.2.2 The ability to indicate which Fire Units are In Service/Out of Service.
- 4.3 For Buffalo Fire, CAD must include:
  - 4.3.1 Mapping / AVL (Incidents and Vehicles) – will utilize GPS from existing DataRadio (Calamp) Radio Modems to get location of all units and automatically display them on a map. This should be able to show units on a selected call or all units.
  - 4.3.2 System must have Hot Standby or fault tolerant/redundant system as per National Fire Protection Association (NFPA) 1710.
  - 4.3.3 Units must be recommended for dispatch based on Department Call Type protocols, availability, and proximity (road miles) to the incident.
  - 4.3.4 Call Types have the number of units of each type required to fill the response for an incident.
  - 4.3.5 Units can also be selected by Special Capabilities i.e.: HAZMAT, Jaws of Life, Water Rescue, etc.
  - 4.3.6 Mapping system must be able to display additional information and layers including resources such as nearest fire stations, available units, fire hydrant locations and sizes, camera locations, etc...
  - 4.3.7 Fire "rip & run" printouts for each unit, should include all information entered by the dispatcher, including any premise information gathered from the last 3 calls to the location.
  - 4.3.8 Location by Box Number (the building and/or address in which the alarm came in), as well as common place names are required.
  - 4.3.9 Status window providing the status of all companies and showing move upped companies and the station they have been moved to.
  - 4.3.10 Command window that provides quick and easy function execution.
  - 4.3.11 Integration with other agencies such as AMR, ADI/MERS (County Medical dispatch), Buffalo PD CAD

**5. EMS CAD must include:**

- 5.1 Response Plans must be displayed.
- 5.2 Interface to Pro QA
- 5.3 Ability to Send a call back to Pending if assigned unit is dispatched to another call. (The opposite of Call Stacking)
- 5.4 Ability for the agency to add/modify unit names.
- 5.5 Ability to add and display the following for Activated Units:
  - 5.5.1 Multiple personnel
  - 5.5.2 Shift start/end time.
  - 5.5.3 Beginning/ending mileage
  - 5.5.4 Special equipment (equipment list can be managed by each agency)
- 5.6 Ability to add specific information relating to Transports:
  - 5.6.1 Referring location (where to pick up patient) and Receiving location (where patient is going, including room or suite number)
  - 5.6.2 Patient Name, address, phone number, DOB, social security number, health insurance information (Carrier, Policy Group number)
- 5.7 Ability to add multiple units to an incident each with a unique complaint or trip number, still tying all units to the same Call For Service (required for EMS pre-hospital documentation).

## **I. Mobile Application**

### **1. All Mobile Modules Must Include:**

- 1.1 Ability to perform functions with minimal keystrokes.
- 1.2 Permission based ability for unit to start its own Call for Service.
- 1.3 Ability to edit a Call for Service including adding remarks/notes.
- 1.4 Ability to view any notes/remarks added by dispatcher or other units.
- 1.5 Must have single button unit status updates to CAD.
- 1.6 Ability for mobile user to activate his unit and assign themselves to a unit, shift district and/or sector based on each agency's mandatory items.
- 1.7 Ability for User to add addresses "on the fly" – permissioned based. Ability for Administrators to review and correct those address additions.
- 1.8 Ability to access Warnings/Hazards to be associated with addresses. Users must be alerted in any warning at the address or surrounding addresses.
- 1.9 Ability to easily view a list of the history of calls at address being dispatched. Ability to choose any call and see entire detail.
- 1.10 Full Map functionality including ability to open files/image associated with an address i.e. floor layouts or private street layouts with numbering.
- 1.11 Permission based ability by agency for unit to mark itself responding, on location, transporting to (including destination) and clearing call with disposition.
- 1.12 Ability to access/add/edit Associated Persons to a Call for Service
- 1.13 Ability to access/add/edit Person Warnings/Hazards.
- 1.14 Permission based ability to limit calls viewable based on call type, priority, unit assignment and/or geographic location.

### **2 Law Enforcement Mobile Module Must Include (CAD module):**

- 2.1 Traffic Stop button that will automatically generate a call for service based on Geographic Location.
- 2.2 Ability for unit to start a call for service which will automatically put the unit into an On Scene status.
- 2.3 Ability, configurable by each agency, to allow unit to close the call as long as all mandatory fields are completed.
- 2.4 Ability to produce Parking Tags in vehicle.
- 2.5 Ability to search existing Parking Tags to determine if Vehicle has outstanding parking violations.
- 2.6 Ability to create and print Traffic Stop Receipts.
- 2.7 Ability to produce and print Mental Health Forms in the vehicle (for details see section AA. Mental Health Forms).
- 2.8 Ability to create and print NYS domestic Violence Reports in the vehicle.

### **3 Law Enforcement Mobile Module Must Include (RMS module):**

- 3.1 Ability to query CAD reports.
- 3.2 Ability to begin and/or edit Incident Reports generated from CAD reports.
- 3.3 Ability print Incident Reports in vehicle.
- 3.4 Full IBR edits



**4 Buffalo City Fire Mobile Module Must Include:**

- 4.1 Network Traffic should be able to use DataRadio (CalAmp) Modems.
- 4.2 Must use existing CF-31 mobile computers.
- 4.3 Display map with vehicle, incident, and hydrant locations.
- 4.4 Hydrant main size and status should be included on the map.
- 4.5 Chiefs' units should have the ability to add themselves to a call.

## **J. Master Name:**

It is the County's desire to have a countywide Master name file that links any contacts with an individual and public safety. The Master Name Functionality must include:

1. All modules (CAD, RMS, Mobiles, etc.) must be able to add or edit Associated Persons that are stored in a central Master Name module.
2. The Master Name module must include names, aliases, current and past addresses, email addresses and phone numbers.
3. The Vehicle and Property systems must link to the Master Name module.
4. There must be an Audit Trail of any of these additions or changes.
5. The ability to add a "person warning" or notes to any name. These warnings should be date/time stamped and the author of the warning should be displayed.
6. Whenever an Associated Person is entered or searched for, the name is cross referenced with the Warrant Files, Order of Protections, Weapon Permits, etc.
7. The ability to "merge" names when it is ascertained that two Master Name records exist for a single person.
8. The ability to print all contacts (both a summary and a detail report) for any Associated Person.
9. The ability to add a name to the Master Name file without generating a Call For Service (a miscellaneous contact).

## **K. Chat/Instant Messaging Functionality:** to enable silent communicate between:

1. Any CAD/Mobile/RMS user and any other staff in the agency.
2. Any CAD/Mobile/RMS user to the entire agency including Mobile Units.
3. Any CAD/Mobile/RMS user and any other user in any agency.
4. Any CAD/Mobile/RMS user and a user-created group of users.
5. Any CAD/Mobile/RMS user and all Law Enforcement. (BOLO's, etc.)
6. Any CAD/Mobile/RMS user and Preset Groups such as Ambulance companies and NITTEC (Niagara International Transportation Technology Coalition). Note: Non-Law Enforcement groups must NOT receive All Law Enforcement messages such as BOLOs.
7. Chat functionality must include the ability to recall/review all Countywide messages for preset times (ex: all countywide messages from 2 hours ago, 8 hours ago, 24 hours ago, 72 hours ago, etc.) .
8. The ability to attach a picture to the Chat message.
9. Chat/Instant Messaging must include a full audit trail detailing who sent the message, who received the message and the contents of the message.
10. Chat/Instant Messaging must have a way of tying the Chat messages to a Call for Service when applicable for use in Discovery (Arrests).

## **L. Law Enforcement Record Management System (RMS)**

1. Incident Reports should prefill pertinent information from the CAD Call for Service.
2. Incident Report Module Must Include:
  - 2.1 IBR validations and submissions by each agency to New York State Department of Criminal Justice Services.
  - 2.2 Compatibility with New York State DCJS requirements and FBI requirements for IBR.
3. The ability for each agency to employ an optional Incident/Police Report Review by Supervisors.
4. The Incident/Police Report Review will allow a supervisor to list all the reports that have been submitted for review, then access each report.
  - 4.1 Reports that are satisfactory will be marked as Reviewed with identifying information on who reviewed it and the date/time.
  - 4.2 Reports that have been reviewed cannot be modified except by those who have higher level permissions. Any previously reviewed report that has been modified should be resent back to the Supervisor for review of the changes.
5. Ability to add photos, PDFs, etc. to individual incident reports with detailed descriptions.
6. Ability to limit the viewing of confidential reports to specific groups of individuals (ex. Narcotics, Professional Standards, etc.)
7. Must have the ability to create the New York State Domestic Incident Report (DIR) when necessary.
  - 7.1 Information contained in the Incident Report must be prefilled in the DIR.
  - 7.2 Must have the ability to print the DIR and the Victim's Rights Report and any other NYS form associated with the DIR.

## **M. Citizen Portal – Online Incidents/Police Reports (RMS):**

1. The ability to allow citizens to file Incident Reports online for limited, pre-defined events. Each agency must be able to define these events.
2. The online reports must be reviewed by each agency and assigned a Call For Service number if the report rises to the level acceptable to each reviewing agency.
3. The system must email the reporting citizen a copy of the resulting Incident Report.

## **N. Case Management (RMS):**

1. Must have the ability to create a "Case" using one or more Incident Reports as the base for a case for use by investigative personnel.
2. Must have the ability to add related Incidents to the Case when it is determined that the incidents are related.
3. Case Management access must be permission-based.
4. Case Management records must be searchable by Call for Service Number, Officers assigned, Type of crime, date of crime, etc.
5. Must have the ability to add/modify investigators to each case including a Lead Investigator.
6. Must have the ability to allow supervisors to assign tasks and track case work.
7. Must have the ability to transfer information from a Case to the original Incident Reports.
8. Should have the ability to save photo arrays used for the case.

## **O. False Alarm Billing Module (RMS):**

1. Local laws regarding chargeable False Alarms vary from municipality-to-municipality. Some allow billing after 2 alarms, some after 4. Some distinguish between Police Alarms and Fire Alarms. Each sets its own fine schedule and time frame. As such the system must be able to generate False Alarm records based on municipality, with the flexibility to set the parameters.
2. The system should prepare letters, customizable by agency, to invoice occupants or businesses for the False Alarms that detail the date and time of the False Alarm.
3. The system will allow the agency to close the record by entering the date, time and amount that was paid, or to exceptionally close the record with an explanation.

## **P. Summons Module (RMS):**

1. Agencies must be able to accept summons from both the NYS version of TraCS and through manual entries either in mobile client or the RMS.
2. The summons, whether entered via TraCS or manually, must contain a summons number, the name of the offender, his or her address, registration information, the location of the infraction, the violation information, if speeding, the speed that he or she was going, if a DWI, the BAC results, and the officer who administered the test.
3. There must be the ability for the agency to add similar summons (one person receiving multiple summons) by selecting a button.
4. Agency must list the court, date, and time.
5. The agency must have the ability to generate and print a court calendar.
6. The agency must have the capability of generating a report with agency defined parameters such as date range, law violated, the municipality the violation occurred, etc. This report must be able to be printed.
7. Agencies must be able to enter dispositions with basic information such as judge, date, fine, etc. receipts must be printable.
8. There MUST be an audit trail.

## **Q. Parking Tag with Billing (RMS):**

1. Agencies must have the capability to enter parking tags through the mobile client or through the RMS.
2. When the Parking Tag is generated in the mobile client, the user must be able to print the tag in the vehicle.
3. Agencies must be able to enter the tag number, vin number, date and time of the violation, location of the violation, officer, and at least 1 violation.
4. Agencies must have the ability to enter owner information of the vehicle, if known.
5. Agencies must have the means to add a disposition, the application should generate the receipt number, date and time of the receipt and allow for free text entry of reason.
6. Each agency must have the ability to generate notices and to construct the message that is to be sent.
7. Each agency must have the option of generating 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, or 4<sup>th</sup> notices with a fine structure as dictated by the local municipality's law.
8. When generating a report there must be an option to select a date range, status (issued, paid, unpaid, or void), with the ability to select the sort.
9. There must be an audit trail.

## **R. Accident System (RMS):**

1. Agencies must be able to accept Accident information from both TraCS and through manual entries in the RMS.
2. The Accident System should contain all the information on the standard NYS DMV-104A form.
3. The system must be searchable by name, address, intersection, date range, etc.

## **S. Buffalo City Fire RMS Module Must Include:**

1. Must have all aspects of the following NFIRS 5.0 Reporting:
  - 1.1 Fire Incident
  - 1.2 Civilian casualty
  - 1.3 Fire Service casualty
  - 1.4 Emergency Medical Service
  - 1.5 Hazardous Materials
  - 1.6 Arson Investigation
  - 1.7 Personnel Tracking
  - 1.8 Equipment, Apparatus & Inventory
  - 1.9 Station & Unit Maintenance
  - 1.10 Fire Pre-planning
2. Must be capable of generating NFIRS 5 data export for NYS annual reporting.
3. Must have comprehensive reporting of:
  - 3.1 Daily Manpower roster
  - 3.2 Injuries
  - 3.3 Sick & medical records tracking
  - 3.4 Member work assignments & Bidding process

## **T. Pawn Shop:**

Erie County has a Local Law regarding the registration for Pawn Shops operating within the county. The system should record the information gathered on the registration form and produce letters and correspondence needed to maintain the Pawn Shop system. Details regarding the Erie County Law can be found at: <https://www4.erie.gov/sheriff/erie-county-pawn-shop-law-facts-and-forms> .

## **U. Property System with Bar Codes must have:**

1. The ability for each agency to create and maintain locations and areas within the locations where Property will be stored such as buildings, rooms, lockers, shelves, safes, etc.
2. The ability to use produce a scannable Bar code label to place on the Property.
3. The ability to scan Property Barcodes when conducting inventory, querying data, or moving/transferring the property.
4. A Chain of Custody record must be generated when property is moved or transferred or taken to court that includes date, time, new location, person who signed the property out, and person who returned the property if applicable.
5. The ability to import Property that has previously been entered into an Incident Report.
6. The ability to print a Property Receipt.

7. The ability to query Property data and produce reports.

## **V. Quartermaster:**

1. Must have the ability to create and maintain lists, customizable by agency, of equipment both issued to officers and in storage.
2. Must have the ability to mark as Active/Inactive.
3. Must have the ability to search and to print reports by officer or by equipment type.

## **W. Personnel (RMS):**

1. Each agency should be able to enter all Personnel it employs both civilian or sworn.
2. Information gathered should include, but not be limited to Name, Pedigree information, Emergency Contacts, Start date.
3. Ability to enter a Badge/Shield number and an Employee Number
4. Ability to change the Status of an employee (Active, On Leave, Retired, Resigned, etc.)
5. Ability to record what division or area to which an employee is assigned.
6. Promotion:
  - 6.1 Ability to enter date and promotion information including new Title.
  - 6.2 Ability to note historical information regarding previous title/rank, awards or commendations and disciplines.
  - 6.3 Ability to change Badge/Shield number upon promotion.
7. Training Section:
  - 7.1 Ability to record any training each officer participates in.
  - 7.2 Ability to generate lists of any upcoming certifications that are expiring for officers.
  - 7.3 Ability to record classes attended by groups (ex: 15 officers all attend the same training; no need to update each officer's training record).
  - 7.4 Ability to print each officer's training record.
  - 7.5 Ability to print a course roster.
  - 7.6 Should have the ability to list any equipment assigned to an officer (for those agencies that do not wish to use the full Quarter master module) including date issued and date returned.
8. Basic recording of time (Vacation, Sick, Personal Leave).

## **X. Warrant Processing (RMS):**

1. Users must be able to enter and maintain Warrant records, including Local Only Warrants. Warrants not eligible based on offense type or extradition should be considered Local Warrants.
2. Users must be able to produce an Information Complaint to present to court.
3. Status of warrants can be Application Filed, Issued, Withdrawn or Served.
4. Users must be able to send eligible warrants and pedigree information to New York State and/or NCIC.
5. Messages returned from New York State must be displayed.
6. User must be able to track the warrant (attempt to serve).
7. The file must be searched automatically whenever a name is entered in any module (CAD, RMS or Mobiles) for potential matches. The user will receive a message regarding the possible match.

## **Y. Arrest Processing (RMS):**

Erie County currently uses a New York State Certified Booking System with LiveScan to record data, take prints, palms, mugshots and signature of arrestees and to send the data to NYS Department of Criminal Justice Services. Information on this system (emBooking) is included in Appendix 5 and in the Interfaces section (Appendix 1).

1. Related information must be transferred from the CAD and/or RMS systems into the associated arrest in RMS. Information must include associated person information, date/time of occurrence, address of occurrence, etc.
2. System must check against the external Booking System for previous arrests.
3. System must include any warrant data associated with the arrest.
4. System must be able to produce Information Complaints, Supporting Depositions, and Rap Sheets (local arrests only)
5. System must allow the user to enter dispositions including Sealed charges and Sealed Arrests.
6. System must provide method to keep the Law File in sync with the New York State Law file provided by NYS DCJS. It must allow for entry of Local Laws.
7. System must interface with the external LiveScan system, allowing modifications to be made in either system, but keeping both in sync.
8. For DWI arrests, additional information must be provided:
  - 8.1 Type of test (Breathalyzer, Blood test, etc.)
  - 8.2 Where the test was administered.
  - 8.3 Who administered the test.

## **Z. Mapping/AVL/Geocoding/Address File:**

1. Map Data should use the NENA CLDXF Standard.
2. Must allow web-services to be queried easily by users, and present data quickly and completely.
3. Data to be maintained by the County or use data services provided by New York State.
4. The Map should be able to accept web-services updated by the County.
5. Address data must include information on “back address” i.e. the home or structure behind the address.
6. Map must Display Call for Service location.
7. Map must display location of 911 Calls available from data feed from Intrado telephony system.
8. Map must display vehicle (police, fire & EMS) provided through GPS data.
9. Map must allow users to choose which agencies’ vehicles and Calls for Service are displayed.
10. Address data must include SBL information to allow look ups into the Real Property Tax System.
11. Hydrant main size and status should be included on the map.
12. The AVL system must allow for certain cars to be “cloaked” and only visible to users with elevated rights.
13. The AVL system must have an audit trail allowing users to trace the history of where the unit has travelled.

## **AA. Mental Health Reports:**

1. Allow users to create a Mental Health report from a Call for Service from a desktop or from a Mobile Module in vehicles. Transfer data from the Call for Service to form such as date, time, address, officer responding, person information, etc.(no need to retype information).
2. Allow for mandatory fields based on form type.
3. Produce the NYS 9.41 form with the ability to print or save the document to PDF.
4. Produce the NYS 22.09 form with the ability to print or save the document to PDF.

5. Produce the local Erie County Mental Health form with the ability to print or save the document to PDF. A copy of this form is included in Appendix 4.
6. Users should be able to choose most information from pre-defined dropdowns such as Hospital Transferred to, ambulance company, disposition, offense, weapons, injuries pre & post intervention, signs of withdrawal, etc.
7. Ability to add free form notes.

## **BB. Interfaces:**

The County currently has numerous interfaces, many of which were custom written to perform a very specific function. Some “interfaces” are merely views into the database that we have opened up to various outside agencies to allow them to retrieve needed data. Others are standard interfaces to commonly used Public Safety Software. A list of the interfaces is contained in **Appendix 1**.

## **CC. Centralized Data Repository for Investigative Purposes:**

The County provides a centralized Data Warehouse available to any public safety organization within Erie County, not limited to users of its CAD and RMS software.

1. The data warehouse contains all records in the CAD and RMS with the exception of reports marked as “confidential” by the originating agency.
2. An audit trail of all queries and reports run must be maintained.
3. The data warehouse query software allows users to print most reports found in the CAD & RMS for any and all participating agencies.
4. The Data Warehouse tables must be available for Ad Hoc queries.
5. The Data Warehouse tables must be accessible by SAP Crystal reports or a similar report writing engine.

## **DD. Jail Management System:**

The County currently uses the Black Creek Jail Management System. Although at this time the County is not planning on replacing Black Creek, if the vendor would like to describe a JMS, it may be considered as an optional add-on.

## **EE. Deployment Plan and Equipment:**

Proposer must include a comprehensive and detailed deployment plan, including all tasks involved, over a proposed period of time.

Proposer must describe the project methodology that will be employed.

Proposer must provide an estimate of the timeline involved.

The proposer must provide an estimate of what resources the County must provide, along with its participating public safety agencies. This should include personnel, equipment, networking and any other item expected to be provided by Erie County.



**FF. Data Conversion Plan:**

The proposer must describe the plan to convert the current data held in Oracle databases housed at Erie County.

**GG. Maintenance:**

The proposer must supply 5 years maintenance for the system.

## **APPENDIX 1 INTERFACES**

In addition to the integration of the proposed system components, the County requires the Proposer to provide interfaces to the external systems described in this section. The interfaces must be maintained for the usable life of the system. During the implementation of the interface, the Proposer must provide coordination with the third-party vendor to include project management and technical point of contact. Any interface that requires connection to database, must not degrade the performance of the CAD system.

All interfaces must comply with accepted industry standards including all security standards.

### **A.INTERFACES FOR ALL MODULES:**

1. **Network Time Protocol (NTP):** The County utilizes Spectracom NetClock for clock synchronization across 911, radio and Active Directory systems. The proposed system must incorporate this NTP.
2. **DMV/DCJS/NCIC:** The County requires an interface to New York State Department of Criminal Justice Services and NYS DMV, along with NCIC. The interface must allow:
  - a. The ability to enter Warrants and Missing Persons directly from the RMS, incorporating the Master name functionality.
  - b. The ability to query NYS DMV records including Driver Photo pictures.
  - c. The ability to automatically run DMV information upon execution of selected commands (e.g., run license plates upon entering a Traffic Stop).
  - d. The ability to query out-of-state DMV information.
  - e. The ability to query Canadian DMV and Person records.
3. **Public Facing Open Portal Websites:** Several municipalities, in the interest of Open Government, must provide data to the general public via open portal websites. The system must allow for views into the database to share information such as traffic stop locations, accident locations, CAD response times, crime location data and Buffalo Fire calls.
4. **NYDEx/N-DEx:** Erie County participates in the New York State and FBI data sharing platform N-DEx (National Data Exchange). The proposed system must have the ability to automatically send data to N-DEx on a set schedule.
5. **Pistol Permits:** The Erie County Clerk allows the County to access limited data regarding persons who have Pistol Permits. Currently, any time a user enters name into the system, a search of Pistol Permits is conducted and if a permit is found, that data is presented to the user as a potential name match.
6. **Warrant Data:** Currently, any time a user enters name into the system, a search of Pistol Permits is conducted and if a permit is found, that data is presented to the user as a potential name match.

## B.CAD MODULE INTERFACES:

7. **CAD Calls for Service Client API:** The County requires a two-way interface/API to allow creation, modification, and tracking of Calls for Service from an external system. This API should allow one or more external systems or clients to perform basic AD operations, including but not limited to call creation, comment entry and monitoring, and unit monitoring.
8. **IamResponding:** The County provides local police and fire departments with access to the IamResponding alerting and tracking system. CAD must:
  - a. Present predefined groups and individuals customized by agency with the ability to choose one or more recipients of the Alert message.
  - b. Track the alert and to which groups it was sent within the CAD record.
  - c. <https://www.iamresponding.com/about-us/>
9. **Priority Dispatch ProQA:** The County requires a real-time interface between ProQA call taking software and the CAD system. Each agency is responsible for the purchase and licensing of Priority Dispatch software. As a result, not all agencies use ProQA. Currently, only the EMD package is used in any dispatch centers.
  - a. The interface must support Emergency Medical Dispatch (EMD) protocols.
  - b. The interface must have the ability to launch ProQA based on Dispatch Call Type.
  - c. The Call taker must have the ability to manually launch ProQA as needed.
  - d. Must have the option to update/change ProQA from the Call for Service and relaunch ProQA to update.
  - e. Determinate, case entry and key questions must be sent from ProQA to CAD.
  - f. Address and phone number must be sent from CAD to ProQA case entry when launched.
  - g. <https://prioritydispatch.net/about/>
10. **Zoll emsCharts:** The Emergency Services' Division of the county uses emsCharts and requires a one-way interface from CAD to Zoll emsCharts.
  - a. <https://www.zolldata.com/ems-software/epcr>
11. **Zoll CAD:** Buffalo Fire Department and the EMS Dispatch Center must have a two way interface to the local ambulance provider, AMR. AMR uses Zoll Data Systems' CAD.
  - a. <https://www.zolldata.com/ems-software/dispatch>
12. **Alpine Red Alert (RedNMX):** This record keeping system is used by some local volunteer fire departments. CAD must be able to send/share specific information such as date, time, locations, units responding, etc. to Red Alert. Currently, the County uses a database view that is accessed by Alpine.
  - a. <https://www.alpinesoftware.com/>

- 13. Generic Fire Interface:** Several local fire departments gather data from CAD using database views similar to Alpine Red Alert. This functionality must be available.
- 14. Body Cameras:** CAD data must be shared with various Body Camera Systems:
- AXON Body Cameras: <https://www.axon.com/industries/law-enforcement>
  - Utility Body Worn Cameras: <https://www.utility.com/our-solutions/>
  - WatchGuard Body Cameras: [https://www.motorolasolutions.com/en\\_us/video-security-access-control/body-worn-cameras/vista-wifi.htm](https://www.motorolasolutions.com/en_us/video-security-access-control/body-worn-cameras/vista-wifi.htm)
- 15. Intrado Viper 911 Call Handling Equipment:** The county requires a one-way interface between the Intrado Viper E9-1-1 ALI information and CAD. The ALI information should prefill the CAD Call for Service including the address. The interface should be Phase II compliant, include the ability to receive location data (cellular sector, X- Y- and Z- coordinates) from wireless carriers, and be able to parse and insert the data correctly into the CAD application.
- 16. CryWolf:** The City of Buffalo requires a two-way interface between CryWolf and the CAD application to support False Alarm Billing.
- 17. RapidSOS:** The County requires a two-way interface between RapidSOS and the CAD application. The interface must:
- Automatically query the RapidSOS Clearinghouse with eh ALI/ANI supplied phone number and return the location information.
  - The interface must provide the ability to manually query for updates or additional numbers.
  - <https://rapidsos.com/>
- 18. ASAP:** (Automated Secure Alarm Protocol) The County would like to have the option to use ASAP, which would require a two-way interface between CAD and ASAP.
- 19. NITTEC:** The County requires an interface with the Niagara International Transportation Technology Coalition to send traffic and road obstruction data to NITTEC.
- <https://www.nittec.org/>
  - Currently we create a json file and send it to the NITTEC cloud service.
- 20. Axon RMS:** If an agency would prefer to use Axon's RMS, the CAD module must be able to interface with Axon's RMS offering.
- 21. PowerEngage (formerly CueHit):** currently an XML file is created and sent to Power Engage. It is a one-way interface used to email citizens to ask for feedback regarding police contact.
- <https://www.powerdms.com/power-engage>

## C.RMS INTERFACES:

22. **TraCS:** New York State provides TraCS software to the county, storing the data in a SQL database. The county must have:
- The ability to automatically transfer the TraCS Summons into the RMS Summons system for each agency.
  - The ability to automatically transfer TraCS Accident data into the RMS Accident module for each agency. If a Call for Service number is provided in the TraCS accident form, that information must be transferred into the RMS.
23. **emBooking LiveScan:** The County employs a New York State Certified system, emBooking, to capture booking information, mug shots, fingerprints, palm prints and signatures which are sent to NYS DCJS. The Arrest module of the RMS must:
- Allow the user to begin the arrest in the RMS module and transfer the data to the Booking system via shared database tables.
  - Accept data returned from NYS DCJS through the Booking system.
  - Accept data modified in the Booking System such as New/modified charge, aliases and seals.
  - <https://www.em-sys.net/>
24. **Car Fax:** an interface to Car Fax for Accident Information is required.
25. **LexisNexis Vehicle History:** an interface to LexisNexis for Accident Information is required.
26. **BEAST (Bar coded Evidence Analysis Statistical and Tracking):** the County uses the BEAST system by Porter Lee for property and evidence management in its Centralized Forensic Lab. Law Enforcement personnel should:
- Be able to transfer Property Information from the RMS Property Module into the county BEAST system.
  - Case disposition information entered in the RMS should update the BEAST Property files.
  - <https://www.porterlee.com/contactus.html>
27. **Crisis Services:** Participating agencies in the county share limited calls (based on call type) with Crisis Services. Both the agency and Crisis Services can update the call for service as the event progresses.
28. **Black Creek SallyPort Jail Management System:** The County currently sends data from the Booking System to SallyPort to avoid double entry at the Jail. In addition, the County would like to be able to query into the JMS to check if a person is currently incarcerated.
- <https://www.blackcreekisc.com/aja/>



AGENCY	CAD											RMS							
	I Am Responding	AVI/GPS from vehicles	Red Alert by Alpine (Fire Dispatch)	In-house Fire Dispatch	PRO QA (EMS)	Live Scan (IDEMA)	MITTEC (Traffic)	Or Wolf	AMR Ambulance (Zoll Data)	Body cam interface - Bodyworn by Utility	Lancaster Volunteer Ambulance	Body cam interface - AXON	Crisis Services incl. Rowchart w/questions	Coast Guard (email)	District Attorney (Discovery)	Black Creek LMS	Metro Rail Fire System	Courtland / or Stop DWI	TRACS
AMHERST FIRE CONTROL	X																		
AKRON VILLAGE PD																			X
AMHERST PD DEPARTMENT	X				X	X		X						X				X	X
BLASDELL VILLAGE PD					X									X				X	X
BRANT					X									X				X	X
BSC UNIVERSITY PD					X									X				X	X
BUFFALO PD DEPARTMENT	X				X		X				X		X	X				X	X
BUFFALO FIRE	X																		
CANISIUS COLLEGE																		X	
CHEEKTOWAGA PD DEPARTMENT	X			X	X	X	X			X								X	X
CENTRAL POLICE SERVICES (Call takers)																			
CITY OF TONAWANDA PD	X				X									X	X			X	X
DEPEW PD DEPARTMENT	X				X									X				X	X
EAST AURORA / TN AURORA PD	X				X									X				X	X
ERIE COMMUNITY COLLEGE														X				X	
ERIE COUNTY SHERIFF'S DEPT	X				X						X		X	X	X			X	X
EDEN PD DEPARTMENT	X				X									X				X	X
ECMC														X				X	
EVANS PD	X						X							X				X	X
GRAND ISLAND TOWN PD														X				X	X
GOWANDA														X				X	X
KENMORE PD	X				X									X				X	X
LACKAWANNA PD	X				X									X				X	X
LACKAWANNA FIRE																			
MERS	X								X										
NIAGARA FRONTIER TRANS					X									X			X	X	X
NEW YORK STATE POLICE TROOP A																			
ROSWELL PARK																			
SCPA SERVING ERIE COUNTY																			
SPRINGVILLE PD					X									X				X	X
HAMBURG (TOWN) PD	X		X		X	X		X					X	X				X	X
TOWN OF LANCASTER PD	X			X	X			X		X				X				X	X
ORCHARD PARK PD	X		X		X	X		X						X				X	X
TOWN OF TONAWANDA PD	X				X	X		X					X	X				X	X
University at Buffalo					X									X				X	X
VILLAGE OF HAMBURG PD					X									X				X	X
VILLAGE OF NORTH COLLINS														X				X	X
WEST SENECA PD	X		X	X	X	X		X	X					X				X	X
SPRINGVILLE FIRE CONTROL	X								X										

**Please note: due to the limitations of importing this chart into this document, we are providing a separate attachment (Attachment 1) with this chart in a more readable form.**

## **APPENDIX 2**

### **DEFINITIONS, COMMON SYNONYMS AND CLARIFICATION OF TERMS USED**

**ACTIVE CALLS:** Calls for Service that have been assigned to a unit.

**AGENCY:** A distinct public safety department. It may be a police department, a fire department or fire control center or an agency that specializes in EMS services.

**ARCHIVED CALLS:** Calls for Service that have been cleared and closed with a disposition.

**ASSOCIATED PERSON:** Any person linked with or related to a Call for Service or Incident. Examples include the caller, witnesses, offender, suspects, relatives and victims.

**AVL:** Automatic Vehicle Location

**CAD:** Computer Aided Dispatch

**CALL FOR SERVICE:** The information gathered at the time the CAD event originates by a 911 call, non-emergency call, on view of an officer, citizen complaint, etc. May also be referred to as a “Complaint”, “CD”, or an “Event”.

**CALL FOR SERVICE NUMBER:** The number assigned to the Call For Service that is used to track the related records through the life of the event. May also be called a “CD Number” or “Blotter”. The County desires the number assigned in CAD follow the event through the Record management System.

**CALL OUT:** the act of contacting staff to fill a shift or work overtime.

**CALL TYPE:** the nature of the event/call for service in CAD. Should be part of a larger group. For example, an Injury Accident, a PDO and a Hit and Run are all part of a larger category of Accidents/Crashes. Should be definable by each agency.

**DCJS:** New York State Department of Criminal Justice Services.

**DISPATCH CENTER:** One agency may dispatch for itself, or for multiple entities such as other police departments, volunteer fire departments or EMS Services or a combination of those.

**ESRI:** GIS vendor. <https://www.esri.com/en-us/home>

**GIS:** Geographic Information System(s).

**IBR:** Incident -based reporting as defined by New York State Department of Criminal Justice Services.

**INCIDENT REPORT:** May also be referred to as a Police Report. It includes the initial report and any supplemental reports as needed.

**PENDING CALLS:** Calls for Service that have not yet been dispatched.

**PSAP:** Public Safety Answering Point.



**RMS:** Record Management System.

**STATUS CHECK:** the act of contacting a unit or staff member to ascertain condition or location.

**UNIT:** a vehicle or first responder.

**UNIT STATUS:** the state a unit is in such as Available, Unavailable, At Lunch, Assigned to a Call, etc.

**APPENDIX 3**

**Agency Information:**

DEPT	AGENCY	Sworn Officers	Mobile Units (vehicles)	Dispatchers		PSAP (P/S)	Dispatching Police, Fire, EMS	# Churns Install	# LiveScan scanners	# of Live Scan locations	CAD	RMS	MOBILE	NYS DEC	DATA WAREHOUSE	OAT
				FT	PT											
AFC	AMHERST FIRE CONTROL		0	13	0	S**	F	1	0	0	***					X
AKR	AKRON VILLAGE PD	18	2				P	3	1	1	X	X	X	X	X	X
AMH	AMHERST PD DEPARTMENT	159	25	26	13	P	P	100	1	1	X	X	X	X	X	X
AMR	AMR Ambulance Corp						E									X
BLA	BLASDELL VILLAGE PD	1	2				P	4	1	1	X	X	X	X	X	X
BPC	NYS OMH BUFFALO PSYCH CTR	16	3				P	1			X	X	X	X	X	X
BRN	BRANT	17	5				P	5	1	1	X	X	X	X	X	X
BSC	BSC UNIVERSITY PD	22	8				P	15	1	1	X	X	X	X	X	X
BUF	BUFFALO PD DEPARTMENT	850	200	20	3	P*	P	80	4	1	X	X	X	X	X	X
BFD	BUFFALO FIRE	600	60	16	0	S	F	20			X	X	X			
CBP	US BORDER PATROL		0					0							X	X
CCO	CANISIUS COLLEGE	17	3				P	3			X	X	X	X	X	X
CHE	CHEEKTOWAGA PD DEPARTMENT	129	25	26	0	P	P/F/E	100	1	1	X	X	X	X	X	X
CPS	CENTRAL POLICE SERVICES	0	2	36	0	P		30	1	1	X	X	X	X	X	X
CSX	CSX RAILROAD		2					0						X	X	X
CTO	CITY OF TONAWANDA PD	28	5	5	0	P	P	13	1	1	X	X	X	X	X	X
DEA	DEA- DRUG ENFORCEMENT (NYS)		0					0						X	X	
DEC	NYS DEC Region 9		0					0						X	X	
DEP	DEPEW PD DEPARTMENT	30	6	5	1	P	P/F/E	22	1	1	X	X	X	X	X	X
DEV	CPS SOFTWARE DEVELOPMENT	0	0					10			X	X	X	X	X	X
DSS	DEPT OF SOCIAL SERV CPS	0	0					2							X	
EAU	EAST AURORA / TN AURORA PD	18	5	4	6	P	P/F/E	6	1	1	X	X	X	X	X	X
ECC	ERIE COMMUNITY COLLEGE	54	0				P	8	1	1	X	X	X	X	X	X
ECF	ERIE COUNTY CORRECTIONS FAC		0					2	2	2				X	X	X
ECS	ERIE COUNTY SHERIFF'S DEPT	175	124	19	0	P*	P	75	6	6	X	X	X	X	X	X
EDA	ERIE COUNTY DISTRICT ATTORNEY		0					0	1	1				X	X	
EDN	EDEN PD DEPARTMENT	16	3				P	5	1	1	X	X	X	X	X	X
EMC	ECMC	35	15				P	5			X	X	X	X	X	X
EMR	EMERGENCY SERVICES		5					0				X	X	X	X	X
EPR	ERIE CO PARK RANGERS	5	3				P	3			X	X	X		X	X
ESU	EMERGENCY SERVICES UNIT		5				P	0			X		X			X
EVN	EVANS PD	22	16	7	10	P	P/F/E	13	1	1	X	X	X	X	X	X
FBI	FBI		0					0								X
FPS	FED PROTECTIVE SERVICE		0					0								X
GIF	GRAND ISLAND FIRE DEPT		0	3	12	P	F	2			***					X
GIS	GRAND ISLAND TOWN PD	22	4				P	3			X	X	X	X	X	X
GOW	GOWANDA		2				P	3	1	1	X	X	X	X	X	X
ICE	US ICE OFF OF ENFRMNT & REMOV		0					0						X	X	X
IMM	IMMIGRATION & NATURALIZATION		0					0						X	X	
KEN	KENMORE PD	25	6	4	9	P	P	12	1	1	X	X	X	X	X	X
LAK	LACKAWANNA PD		20	6	0	P	P	9	1	1	X	X	X	X	X	X
	LACKAWANNA FIRE		0	?	?	S	F	0			X					X
MER	MERS		0	15	0	S*	E	5			X	X				X
NCS	NIAGARA COUNTY SHERIFF		0					0							X	X
NFT	NIAGARA FRONTIER TRANS	85	30				P	45			X	X	X	X	X	X
NHN	NYS DEPT OF HEALTH NARCOTICS		0					0						X	X	
NIA	NYS PARK POLICE NIAGARA		0					0						X	X	X
NIT	NITTEC		0					0								X
NSR	NORFOLK-SOUTHERN RAILROAD		2					0						X	X	X
NTN	NORTH TONAWANDA PD		0					0							X	X
NYA	NEW YORK STATE POLICE TROOP A		45				P	20			X	X	X	X	X	X
NYH	NEW YORK STATE POLICE TROOP H		0					0						X	X	X
NYT	NEW YORK STATE POLICE TROOP T		0					0					X	X	X	X
OAG	NYS OFFICE OF ATTY GENERAL		0					0								X

DEPT	AGENCY	Sworn Officers	Mobile Units (vehicles)	Dispatchers		PSAP (P/S)	Dispatching Radio, Fire, EMS	# of Charms/Installs	# of User scanners	# of User Scan Locations	COP	CME	COT/CDR	C/RO/UM	DATA REPORT VIEW	DMS
				PT	PT											
PRB	ERIE COUNTY PROBATION		0					0			X			X	X	
PRT	PRE-TRIAL SERV		0					0						X	X	
RPI	ROSWELL PARK INSTITUTE		0				P	0			X	X	X	X	X	X
SCP	SCPA SERVING ERIE COUNTY	5	2					0						X	X	X
SHC	ERIE COUNTY SHERIFF HOLDING CE		0					6			X	X		X	X	X
SPR	SPRINGVILLE PD	12	2				P	3			X	X	X	X	X	X
TAX	NYS DEPT OF TAX & FINANCE		0					0			X	X	X	X	X	X
THM	HAMBURG (TOWN) PD	63	17	16	3	P	P/T/E	34	1	1					X	
TLN	TOWN OF LANCASTER PD	51	22	11	0	P	P/T/E	20	1	1	X	X	X	X	X	X
TCA	TWIN CITY AMBULANCE															X
TOP	ORCHARD PARK PD	35	19	10	4	P	P/T/E	20	1	1	X	X	X	X	X	X
TTO	TOWN OF TONAWANDA PD	99	15	17	19	P	P/T/E	70	1	1	X	X	X	X	X	X
UCS	UNIFIED COURT SYSTEM		0				P	2			X	X	X	X	X	X
UNY	NYS University at Bflo	50	20				P	35	1	1	X	X	X	X	X	X
USA	US ATTORNEY'S OFC Western Dist		0					0							X	
USC	US CUSTOMS PEACE BRIDGE		0					0						X	X	X
USG	US COAST GUARD		0					0						X	X	
USH	US ICE HSI-SAC 130 Delaware Av		0					0							X	
USM	US MARSHALLS		0					0							X	
USS	US Secret Service		0					0							X	
USP	US Probation & PreTrial Serv		0					0							X	
VHM	VILLAGE OF HAMBURG PD	13	6				P	8	1	1	X	X	X	X	X	X
VNC	VILLAGE OF NORTH COLLINS	8	2				P	2			X	X	X	X	X	X
WSE	WEST SENECA PD	66	15	8	10	P	P/T/E	55	1	1	X	X	X	X	X	X
SPF	SPRINGVILLE FIRE CONTROL		0	8	5	S	F	2			X					X
Totals		2755	753	275	95			882	36	33	46	42	42	55	69	59

370

Volunteer Fire Depts	94
Paid Fire Depts	3
- Buffalo	
- Lackawanna	
- City of Tonawanda (doesn't use our system)	

- \* co-located at Central Police Services
- \*\* co-located at Ambient PD
- \*\*\* Use another CAD

RMS users -> approximately 3,000	
Mobile users -> approximately 3,000	
Police Reports 2022	87,155
PR's 2021	83,958
PR's 2020	77,435
PR's 2019	90,274
AVERAGE:	84,706

**Please note: due to the limitations of importing this chart into this document, we are providing a separate attachment (Attachment 1) with this chart in a more readable form.**

## APPENDIX 4

### Mental Health Forms

Erie County Mental Health – Crisis Intervention Report	Pg 45
22.09 Report	Pg 47
9.41 Report	Pg 48

**Please note: due to the limitations of importing forms into this document, we are providing a separate attachment (Attachment 1) with these forms in a more readable format.**

## Mental Health - Crisis Intervention Report

**Incident Information:**

Date: 11/20/2022 10:18:46 AM

Reporting Officer: [REDACTED] AMD W - 169274

CIT-trained?  Yes

Incident #: 22-333026

District: 'D' District

Subject's Name: [REDACTED]

DOB: 10/31/1986

Age: 27

Subject's Address: [REDACTED]

BUFFALO, NY [REDACTED]

<p><b>Call Received From:</b></p> <p><input type="checkbox"/> Subject</p> <p><input type="checkbox"/> Spouse/Partner</p> <p><input type="checkbox"/> Friend</p> <p><input type="checkbox"/> Business</p> <p><input type="checkbox"/> Medical Provider</p> <p><input type="checkbox"/> Unknown</p> <p><input checked="" type="checkbox"/> Other: _____</p> <p><b>Call Type:</b></p> <p><input checked="" type="checkbox"/> Patrol Requested</p> <p><input type="checkbox"/> Primary Car</p> <p><input type="checkbox"/> Follow Up</p> <p><input type="checkbox"/> Self-Initiated</p> <p><input type="checkbox"/> Other: _____</p>	<p><b>Race/Ethnicity:</b></p> <p><input type="checkbox"/> American Indian/Alaska Native</p> <p><input type="checkbox"/> Asian</p> <p><input type="checkbox"/> Black/African American</p> <p><input type="checkbox"/> Native Hawaiian/Pacific Islander</p> <p><input checked="" type="checkbox"/> Caucasian</p> <p><input type="checkbox"/> Latino/Hispanic</p> <p><input type="checkbox"/> Other: _____</p>	<p><b>Gender:</b></p> <p><input type="checkbox"/> Male</p> <p><input checked="" type="checkbox"/> Female</p> <p><input type="checkbox"/> Other: _____</p> <p><b>Special Considerations:</b></p> <p><input type="checkbox"/> Veteran</p> <p><input type="checkbox"/> Homeless</p> <p><b>Previous Interactions:</b></p> <p><input type="checkbox"/> Yes # of times: _____</p> <p><input checked="" type="checkbox"/> No</p>																														
<p><b>Nature of Incident:</b></p> <p><input type="checkbox"/> Suicide</p> <p style="padding-left: 20px;"><input type="checkbox"/> Attempt</p> <p style="padding-left: 20px;"><input type="checkbox"/> Threat</p> <p><input checked="" type="checkbox"/> Mental Health Crisis</p> <p><input type="checkbox"/> Trespassing</p> <p><input type="checkbox"/> Intoxication</p> <p><input type="checkbox"/> Other</p> <p><input type="checkbox"/> Drug Offense</p> <p><input type="checkbox"/> Disturbance</p> <p><input type="checkbox"/> Assault</p>	<p><b>Actions and Behaviors Observed:</b></p> <table style="width: 100%; border: none;"> <tr> <td style="width: 33%; vertical-align: top; padding: 5px;"> <input checked="" type="checkbox"/> Places Self in Danger</td> <td style="width: 33%; vertical-align: top; padding: 5px;"> <input checked="" type="checkbox"/> Talk of Hurting/Killing Self</td> </tr> <tr> <td style="vertical-align: top; padding: 5px;"> <input type="checkbox"/> Talk of Hurting/Killing Others</td> <td style="vertical-align: top; padding: 5px;"> <input type="checkbox"/> Unable to Care for Self</td> </tr> <tr> <td style="vertical-align: top; padding: 5px;"> <input checked="" type="checkbox"/> Attempting to Hurt/Kill Self</td> <td style="vertical-align: top; padding: 5px;"> <input type="checkbox"/> Attempting to Hurt/Kill Others</td> </tr> <tr> <td style="vertical-align: top; padding: 5px;"> <input type="checkbox"/> Threat/Use of Weapon to Harm</td> <td style="vertical-align: top; padding: 5px;"> <input checked="" type="checkbox"/> Plans/Means/Access</td> </tr> <tr> <td style="vertical-align: top; padding: 5px;"> <input type="checkbox"/> Verbal Threats</td> <td style="vertical-align: top; padding: 5px;"> <input type="checkbox"/> Physical Threats</td> </tr> <tr> <td style="vertical-align: top; padding: 5px;"> <input type="checkbox"/> Refusal to Respond</td> <td style="vertical-align: top; padding: 5px;"> <input type="checkbox"/> Dress Indicates Lack of Awareness</td> </tr> <tr> <td style="vertical-align: top; padding: 5px;"> <input type="checkbox"/> Talking to Self</td> <td style="vertical-align: top; padding: 5px;"> <input checked="" type="checkbox"/> Confused/Discouraged</td> </tr> <tr> <td style="vertical-align: top; padding: 5px;"> <input type="checkbox"/> Impaired Speech</td> <td style="vertical-align: top; padding: 5px;"> <input checked="" type="checkbox"/> Sad/Crying/Depression</td> </tr> <tr> <td style="vertical-align: top; padding: 5px;"> <input checked="" type="checkbox"/> Hearing Voices</td> <td style="vertical-align: top; padding: 5px;"> <input type="checkbox"/> Presence of Feces/Urine</td> </tr> <tr> <td style="vertical-align: top; padding: 5px;"> <input checked="" type="checkbox"/> Irrational Speech/Thoughts</td> <td style="vertical-align: top; padding: 5px;"> <input type="checkbox"/> Exhibits Extraordinary Strength</td> </tr> <tr> <td style="vertical-align: top; padding: 5px;"> <input checked="" type="checkbox"/> Hostile/Argumentative/Aggravated/Loud</td> <td style="vertical-align: top; padding: 5px;"> <input type="checkbox"/> Extremely Rapid Heart Rate/Respiration</td> </tr> <tr> <td style="vertical-align: top; padding: 5px;"> <input type="checkbox"/> Inflated Self Importance</td> <td style="vertical-align: top; padding: 5px;"> <input type="checkbox"/> Poor Hygiene/Living Environment</td> </tr> <tr> <td style="vertical-align: top; padding: 5px;"> <input checked="" type="checkbox"/> Focused on Single Subject</td> <td style="vertical-align: top; padding: 5px;"> <input type="checkbox"/> Under the Influence</td> </tr> <tr> <td style="vertical-align: top; padding: 5px;"> <input checked="" type="checkbox"/> Paranoid/Suspiciousness</td> <td style="vertical-align: top; padding: 5px;"> <input type="checkbox"/> Hyperactivity/Psychomotor Agitation</td> </tr> <tr> <td style="vertical-align: top; padding: 5px;"> <input type="checkbox"/> Other: _____</td> <td></td> </tr> </table>		<input checked="" type="checkbox"/> Places Self in Danger	<input checked="" type="checkbox"/> Talk of Hurting/Killing Self	<input type="checkbox"/> Talk of Hurting/Killing Others	<input type="checkbox"/> Unable to Care for Self	<input checked="" type="checkbox"/> Attempting to Hurt/Kill Self	<input type="checkbox"/> Attempting to Hurt/Kill Others	<input type="checkbox"/> Threat/Use of Weapon to Harm	<input checked="" type="checkbox"/> Plans/Means/Access	<input type="checkbox"/> Verbal Threats	<input type="checkbox"/> Physical Threats	<input type="checkbox"/> Refusal to Respond	<input type="checkbox"/> Dress Indicates Lack of Awareness	<input type="checkbox"/> Talking to Self	<input checked="" type="checkbox"/> Confused/Discouraged	<input type="checkbox"/> Impaired Speech	<input checked="" type="checkbox"/> Sad/Crying/Depression	<input checked="" type="checkbox"/> Hearing Voices	<input type="checkbox"/> Presence of Feces/Urine	<input checked="" type="checkbox"/> Irrational Speech/Thoughts	<input type="checkbox"/> Exhibits Extraordinary Strength	<input checked="" type="checkbox"/> Hostile/Argumentative/Aggravated/Loud	<input type="checkbox"/> Extremely Rapid Heart Rate/Respiration	<input type="checkbox"/> Inflated Self Importance	<input type="checkbox"/> Poor Hygiene/Living Environment	<input checked="" type="checkbox"/> Focused on Single Subject	<input type="checkbox"/> Under the Influence	<input checked="" type="checkbox"/> Paranoid/Suspiciousness	<input type="checkbox"/> Hyperactivity/Psychomotor Agitation	<input type="checkbox"/> Other: _____	
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<input checked="" type="checkbox"/> Paranoid/Suspiciousness	<input type="checkbox"/> Hyperactivity/Psychomotor Agitation																															
<input type="checkbox"/> Other: _____																																
<p><b>Violent Towards:</b></p> <p><input checked="" type="checkbox"/> Self</p> <p><input type="checkbox"/> Others</p>	<p><b>Weapons:</b></p> <p><input type="checkbox"/> Weapons Present</p> <hr/> <p><b>Weapons Involved:</b></p> <p><input type="checkbox"/> Knife      <input type="checkbox"/> Firearms      <input checked="" type="checkbox"/> None</p> <p><input type="checkbox"/> Other: _____</p>																															

<b>Injuries Pre-CIT Intervention:</b> <input type="checkbox"/> To Victim <input type="checkbox"/> By Self <input type="checkbox"/> By Officer <input type="checkbox"/> To Other <input type="checkbox"/> By Victim <input type="checkbox"/> By Officer <input type="checkbox"/> By Other  <input type="checkbox"/> To Officer <input type="checkbox"/> By Victim <input type="checkbox"/> By Other	<b>Injuries Post-CIT Intervention:</b> <input type="checkbox"/> To Victim <input type="checkbox"/> By Self <input type="checkbox"/> By Officer <input type="checkbox"/> To Other <input type="checkbox"/> By Victim <input type="checkbox"/> By Officer <input type="checkbox"/> By Other  <input type="checkbox"/> To Officer <input type="checkbox"/> By Victim <input type="checkbox"/> By Other	<b>Drug/Substance Use:</b> <input type="checkbox"/> Alcohol <input type="checkbox"/> Heroin <input type="checkbox"/> Marijuana <input type="checkbox"/> Methamphetamine <input type="checkbox"/> Prescribed Meds <input checked="" type="checkbox"/> Unknown <input type="checkbox"/> None <input type="checkbox"/> Other: _____
<b>Use of Force:</b> <input checked="" type="checkbox"/> None <input type="checkbox"/> By Officer <input type="checkbox"/> Lethal <input type="checkbox"/> Non-Lethal <input type="checkbox"/> By Victim <input type="checkbox"/> Lethal <input type="checkbox"/> Non-Lethal	<b>Mental Health History:</b> <input type="checkbox"/> Alcohol/Substance Abuse <input type="checkbox"/> Past CIT Involvement <input type="checkbox"/> Inpatient Treatment <input checked="" type="checkbox"/> Outpatient Treatment <input type="checkbox"/> Suicide Threat/Attempt <input checked="" type="checkbox"/> Current Mental Health Treatment <input type="checkbox"/> Last Doctor's Name & Agency	<b>Disposition:</b> <input type="checkbox"/> MHL 9.41 <input type="checkbox"/> Voluntary Transfer to ECMC <input type="checkbox"/> Diversion Center  <input type="checkbox"/> Criminal Offense <input type="checkbox"/> Arrested <input type="checkbox"/> Felony <input type="checkbox"/> Misdemeanor <input type="checkbox"/> Notified Someone <input type="checkbox"/> No Action Possible <input type="checkbox"/> Information/Referral
<b>Narrative</b>		
<p>Patrol requested. APS was on location to investigate a complaint. [REDACTED] had made that she was sexually assaulted. APS called patrol. BHT was informed that [REDACTED] had previously reported a sexual assault but could not provide any details other than it happens in her sleep. Staff reports that [REDACTED] has not been med compliant and has been decomping for 2 weeks now. Staff states Jenna has been to CPEP a couple times in the past month but she is discharged. BHT engaged with [REDACTED] where she stated she wants to kill herself and has attempted to cut herself so she can bleed out. Jenna states she hears voices that tell her to kill herself. BHT transported to CPEP for further eval. Patrol did incident report for the sexual assault and made [REDACTED] aware.</p>		

**REQUEST FOR EXAMINATION OF PERSON UNDER SECTION 22.09 OF THE NYS MENTAL HYGIENE LAW**

**POLICE AGENCY/DISTRICT:** \_\_\_\_\_

**COMPLAINT#:** \_\_\_\_\_

**INCIDENT LOCATION:** \_\_\_\_\_

**DATE:** \_\_\_\_\_ **TIME OF TRANSPORT:** \_\_\_\_\_

**AMB. CO.:** \_\_\_\_\_ **AMB:#:** \_\_\_\_\_

**HOSPITAL TRANSPORTED TO:** \_\_\_\_\_

WEAPONS CHECK PRIOR TO TRANSPORT			
Searched?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
Found?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	
If found, disposition: _____			

Name (L, F, MI)	DOB	AGE	SEX
Address (No. and St, Apt, City, State, Zip)			

Has this individual served in the military/reserves:  Yes  No  Unknown

Describe incident that resulted in police involvement: \_\_\_\_\_

**Suspected/known use of:**

Alcohol  Opiates (cocaine; heroin; pain meds)  Sedatives (valium; xanax)  Other/unknown: \_\_\_\_\_

Any known mental health history and/or diagnosis: \_\_\_\_\_

Reporter of information:  Self  Other: \_\_\_\_\_

**What behaviors or actions indicate that the individual is incapacitated as a result of alcohol or substance use?**

- Placing self in dangerous situation(s)
- Talk of hurting/killing: \_\_\_\_\_ Self \_\_\_\_\_ Others
- Unable to care for self
- Attempt to hurt/kill: \_\_\_\_\_ Self \_\_\_\_\_ Others
- Other: \_\_\_\_\_

Additional information supporting the need to enact 22.09, if any: \_\_\_\_\_

Check here if continuation page is attached.

**Check observed and/or reported behaviors or actions that indicate that the individual is incapacitated:**

**Signs of intoxication:**

- Smell of alcohol
- Slurred speech
- Staggering gait
- Incontinence
- Flushed face
- Red eyes or pinpoint pupils
- Vomiting
- Positive BAC (level, if known): \_\_\_\_\_
- Lack of inhibitions and/or judgment
- Complains of itching or scratching
- Drowsy
- Sedated
- Drooling
- Erratic/irrational behavior and/or speech

**Signs of withdrawal:**

- Clammy skin
- Irritability
- Enlarged pupils
- Sweating
- Seizures
- Confusion
- Hallucinations
- Depression
- Anxiety
- Restless
- Dilated pupils
- Gooseflesh
- Yawning/fatigue
- Cramps
- Hand/body tremors
- Muscle aches
- Memory impairment

Has a criminal charge been placed?  Yes  No If yes, charges: \_\_\_\_\_

Appearance ticket issued?  Yes  No Order of protection in force?  Yes  No

Officer's Name (please print): \_\_\_\_\_ Date: \_\_\_\_\_

**HOSPITAL DISPOSITION: To be completed by Examining Physician/Emergency Room (check appropriate box)**

- Patient admitted to this facility
- Medical Admission
- Psychiatric Admission
- Patient transferred to another facility
- Patient not admitted
- Patient absconded

Officer's Name (please print): \_\_\_\_\_ Date: \_\_\_\_\_

**REQUEST FOR EXAMINATION OF PERSON UNDER SECTION 9.41 OF THE NYS MENTAL HYGIENE LAW**

To: **Erle County Medical Center - CPEP**  
462 Gilder Street, Buffalo, NY 14215

To: **Lakeshore Health Care Center**  
845 Routes 5 & 20, Irving, NY 14081

POLICE AGENCY/DISTRICT: \_\_\_\_\_

COMPLAINT #: \_\_\_\_\_

INCIDENT LOCATION: \_\_\_\_\_

DATE: \_\_\_\_\_ TIME OF TRANSPORT: \_\_\_\_\_

AMB CD: \_\_\_\_\_ AMB #: \_\_\_\_\_

Is responding officer CIT-trained?  Yes  No

Does individual have active CIT Crisis Plan?  Yes  No

Name (L, F, MI):	DOB	Age	Sex
Address (Number Street, City, State, Zip)			

Has this individual served in the military/reserves?  Yes  No  Unknown

Known mental health history and/or diagnosis: \_\_\_\_\_

What was reported to the police about this individual? \_\_\_\_\_

Name source of information: \_\_\_\_\_ Relationship to individual: \_\_\_\_\_ Phone: \_\_\_\_\_

Any known linkages to treatment/significant others: \_\_\_\_\_

Justification for transport - describe any known history of violence to self or others, current violent behavior, and harmful or neglectful behavior to self or others, including documentation of any plans, means and access for suicide/harm to others:

What behaviors or actions indicate that the individual might be a danger to self/others?  Check here if a continuation page is attached.

- Places self in dangerous situations
- Unable to care for self
- Threat/use of weapon to harm self/others
- Verbal threats
- Other: \_\_\_\_\_
- Weapons present (describe) \_\_\_\_\_
- Talk of hurting/killing self/others
- Attempting to hurt/kill self/others
- Plan/means/access available
- Physical threats

<b>WEAPONS CHECK PRIOR TO TRANSPORT</b>	
Searched?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Found?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If found, disposition: _____	

What behaviors or actions indicate that the individual might be a danger to self/others?

O	R	Verbal and Behavioral	O	R	Appearance and Behavior
<input type="checkbox"/>	<input type="checkbox"/>	Refusal to respond to question	<input type="checkbox"/>	<input type="checkbox"/>	Paranoia/suspiciousness/feelings of persecution
<input type="checkbox"/>	<input type="checkbox"/>	Talking to self	<input type="checkbox"/>	<input type="checkbox"/>	Dress indicates lack of awareness of weather/setting
<input type="checkbox"/>	<input type="checkbox"/>	Impaired speech (slurred, slow, illogical/incoherent, fast)	<input type="checkbox"/>	<input type="checkbox"/>	Confused/disoriented
<input type="checkbox"/>	<input type="checkbox"/>	Reported hearing voices	<input type="checkbox"/>	<input type="checkbox"/>	Sad expression/crying/depressor
<input type="checkbox"/>	<input type="checkbox"/>	Irrational speech/thoughts	<input type="checkbox"/>	<input type="checkbox"/>	Presence of feces or urine
<input type="checkbox"/>	<input type="checkbox"/>	Hostile/argumentative/belligerent/loud/yelling	<input type="checkbox"/>	<input type="checkbox"/>	Exhibits extraordinary physical strength
<input type="checkbox"/>	<input type="checkbox"/>	Expresses ideas of inflated self-importance	<input type="checkbox"/>	<input type="checkbox"/>	Extremely rapid heart rate/respiration
<input type="checkbox"/>	<input type="checkbox"/>	Talks repeatedly about a single subject (death, religion, illness, government, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	Poor hygiene/living environment
			<input type="checkbox"/>	<input type="checkbox"/>	Under the influence
			<input type="checkbox"/>	<input type="checkbox"/>	Hypersactivity/psychomotor agitation

Has a criminal charge been placed?  Yes  No If yes, charges: \_\_\_\_\_

Appearance ticket issued?  Yes  No Order of protection in force?  Yes  No

Officer's Name (please print): \_\_\_\_\_ Date: \_\_\_\_\_

<b>HOSPITAL DISPOSITION:</b> To be completed by Examining Physician/Emergency Room (check appropriate boxes).		
<input type="checkbox"/> Patient admitted to this facility	<input type="checkbox"/> Medical admission	<input type="checkbox"/> Psychiatric admission
<input type="checkbox"/> Patient transferred to another facility	<input type="checkbox"/> Patient not admitted	<input type="checkbox"/> Patient absconded
Staff Signature: _____		Date: _____ Time: _____

FCSD 9.41 Form (Rev. 12-17)



## Appendix 5

### **Live Scan Interface Information (emBooking)**

#### **Overview of how Erie uses it today:**

Erie County's current RMS Arrest Module interfaces with emBooking. It is a two-way interface.

Initial information is entered into the RMS such as person demographics, incident information, charges, arresting officer, etc.

The information is imported into the emBooking program for processing. Mug shots, fingerprints, palm prints and signatures are gathered in emBooking, combined with the identifying arrest information and sent to New York State DCJS.

The RMS record and the emBooking records are linked. A change such as sealing a charge or sealing the arrest in either the RMS or the booking program will share the information into the other.

#### **From the Vendor (EM Systems):**

The emBooking Livescan System will utilize an interface to share data with external Records Management Systems. This interface can support 2 data transfer options:

1. Transfer through a set of XML files using ftp or written to a shared location.
2. Transfer of data through intermediate database tables.

The interface will allow for the transfer of demographic data and mugshots from the external Record Management Systems, and it will also export the demographic data and mugshots back to the Record Management Systems. The Interface can operate in both modes where the booking is started in the RMS or started in the booking system. If the process is started in the RMS, then the arrest record is imported into the booking system, completed and submitted to the State. The record is then exported back through the Interface to keep the record in the RMS in synch. If the record is started in the booking system, then the record is exported to the interface and processed by the RMS. Once the records between the RMS and the booking system are linked, then the interface operations will ensure that the records stay synchronized.