Twin Falls City Council
Agenda

Monday, May 13, 2019, 5:00 PM

City Council Chambers
203 Main Avenue East- Twin Falls, Idaho

Members: Shawn Barigar, Suzanne Hawkins, Nikki Boyd, Chris Talkington, Gregory Lanting, Christopher Reid, Ruth Pierce

1) CALL MEETING TO ORDER/CONFIRMATION OF QUORUM

2) PLEDGE OF ALLEGIANCE

3) PROCLAMATIONS

   a) Peace Officers Memorial Day and Police Week - Request made by the Twin Falls Police Department

4) GENERAL PUBLIC INPUT

5) CONSENT CALENDAR

   a) **ACTION ITEM:** Request to approve the May 6, 2019, City Council Minutes.

   By: Amy Luna, Finance Administrative Assistant

   b) **ACTION ITEM:** Request to approve the Accounts Payable for May 2 thru May 8, 2019.

   By: Amy Luna, Finance Administrative Assistant

   c) **ACTION ITEM:** Request to approve the 37th Annual Western Days and Western Days Parade Special Event Application.

   By: Sergeant Justin Dimond, Twin Falls Police Department

6) ITEMS OF CONSIDERATION

   a) **PRESENTATION:** Presentation of Road Scholar Level I and Road Master Level II awards to both Joby Tyree and AJ Schroeder.

   By: Mark Thomson, Senior Street Supervisor

   b) **ACTION ITEM:** Request to hold the Wings for Love World Cup BASE Jumping Competition on September 11 to 14, 2019.

   By: Sergeant Justin Dimond, Twin Falls Police Department

   c) **ACTION ITEM:** Request to spend 911 State grant monies awarded to the City of Twin Falls in the amount of $123,304.76.

   By: Tami Lauda, Communications Center Manager

   d) **ACTION ITEM:** Request to approve and adopt a resolution declaring a sole source supplier for GSB-Friction Seal.

   By: Jon Caton, Public Works Director

e) **ACTION ITEM:** Request to approve the Fleet Management Consulting Services to Mercury Associates, Inc.

By: Jon Caton, Public Works Director

f) **ACTION ITEM:** Request to use Street Reserves on the Shoshone Overlay & Re-Striping Project.

By: Jon Caton, Public Works Director

g) **ACTION ITEM:** Request to divert monies within the Street's existing budget to expand the support to the Sidewalk Grant Program.

By: Jon Caton, Public Works Director

h) **ACTION ITEM:** Request to move forward with publishing a Request For Proposals for a new Public Safety Software System (CAD/Mobile/Records Management)

By: Brian Pike, Deputy City Manager

7) GENERAL INPUT/ADVISORY BOARD REPORT/ANNOUNCEMENTS

8) PUBLIC HEARINGS

9) ADJOURNMENT

Any person(s) needing special accommodations to participate in the above-noticed meeting could contact Leila Sanchez (208) 735-7287 at least two working days before the meeting. Si desea esta información en español, llame Leila Sanchez (208) 735-7287.

Public Input Procedures

1. Individuals wishing to provide public input regarding matters relevant to the City of Twin Falls shall:
- Wait to be recognized by the Mayor or Chairman
- Approach the microphone/podium
- State their name, and whether they are a resident or property owner in the City of Twin Falls, and proceed with their input.

2. The Mayor or Chairman may limit input to no less than two (2) minutes. Individuals are not permitted to give their time to other speakers.

Public Hearing Procedures for Zoning Requests

1. Prior to opening the first Public Hearing of the session, the Mayor or Chairman shall review the public hearing procedures.

2. Individuals wishing to testify or speak before the City Council or Planning & Zoning Commission shall wait to be recognized by the Mayor or Chairman, approach the microphone/podium, state their name, and then proceed with their comments. Following their statements, they shall write their name and address on the record sheet(s) provided by the staff. The staff shall make an audio recording of the Public Hearing.

3. A City Staff Report shall summarize the application and history of the request.

4. The Applicant, or the spokesperson for the Applicant, will make a presentation on the application/request (request). No changes to the request may be made by the applicant after the publication of the Notice of Public Hearing. The presentation should include the following:
- A complete explanation and description of the request.
- Why the request is being made.
- Location of the Property.
- Impacts on the surrounding properties and efforts to mitigate those impacts.

5. Applicant is limited to 15 minutes, unless a written request for additional time is received, at least 72 hours prior to the hearing, and granted by the Mayor or Chairman.

6. The City Council or Planning & Zoning Commission may ask questions of staff or the applicant pertaining to the request.

7. The general public will then be given the opportunity to provide their testimony regarding the request. The Mayor or Chairman may limit public testimony to no less than two (2) minutes per person.
- Individuals are not permitted to give their time to other speakers.
- However, five (5) or more individuals that received written notice of the public hearing may appoint, by written petition, a spokesperson. The written petition must be received at least 72 hours prior to the hearing and must be granted by the Mayor or Chairman. The spokesperson shall be limited to 15 minutes.
- Written comments, including e-mail, received by 12:00 p.m. on the date of the hearing shall be either read into the record or displayed to the public on the overhead projector.

8. Following the Public Testimony, the applicant is permitted five (5) minutes to respond to Public Testimony.

9. Following the Public Testimony and Applicant's response, Council or Commission members, as recognized by the Mayor or Chairman, shall be allowed to question the Applicant, Staff or anyone who has testified. Responses shall be limited to answering the questions asked. The Mayor or Chairman may limit the time permitted for the answer.

10. The Mayor or Chairman shall close the Public Hearing. The City Council or Planning & Zoning Commission shall deliberate on the request. Deliberations and decisions shall be based upon the information and testimony provided during the Public Hearing. Once the Public Hearing is closed, additional testimony from the staff, applicant or public is not allowed. Legal or procedural questions may be directed to the City Attorney.

* Any person not conforming to the above rules may be prohibited from speaking. Persons refusing to comply with such prohibitions may be asked to leave the hearing and, thereafter removed from the room by order of the Mayor or Chairman.

Offices of
Twin Falls County and the City of Twin Falls

Proclamation

A PROCLAMATION by the County and City of Twin Falls, Idaho, declaring Sunday, May 12, through Saturday, May 18, 2019, as Police Week and Wednesday, May 15, 2019, as Peace Officers Memorial Day.

WHEREAS, the Congress and President of the United States have designated the week in which May 15th falls as National Police Week; and

WHEREAS, the members of the law enforcement agencies of the County and City of Twin Falls play an essential role in safeguarding the rights and freedoms of the residents of the County and City of Twin Falls; and

WHEREAS, it is important that all citizens know and understand the duties, responsibilities, hazards and sacrifices of their law enforcement agency and that members of our law enforcement agency recognize their duty to serve the people by safeguarding life and property, by protecting them against violence and disorder, and by protecting the innocent against deception and the weak against oppression; and

WHEREAS, the men and women of the law enforcement agencies of the County and the City of Twin Falls unceasingly provide a vital public service;

Now, therefore, we, call upon all citizens of the County and City of Twin Falls and upon all patriotic, civic and educational organizations to observe the week of May 12 through May 18, 2019, as Police Week with appropriate ceremonies and observances in which all of our people may join in commemorating law enforcement officers, past and present, who, by their faithful and loyal devotion to their responsibilities, have rendered a dedicated service to their communities and, in doing so, have established for themselves an enviable and enduring reputation for preserving the rights and security of all citizens.

Furthermore, we call upon all citizens to observe May 15, 2019, as Peace Officers Memorial Day in honor of those law enforcement officers who, through their courageous deeds, have made the ultimate sacrifice in service to their communities or have become disabled in the performance of duty, and let us recognize and pay respect to the survivors of our fallen heroes.

In witness whereof, we have hereunto set our hand and caused this seal to be affixed.

Shawn Barigar
Mayor of Twin Falls

Don Hall
Twin Falls County Commissioner

Date: May 6, 2019

Twin Falls City Council Minutes
Monday, May 6, 2019, 5:00 PM City Council Chambers
203 Main Avenue East- Twin Falls, Idaho

AMENDED AGENDA

1) CALL MEETING TO ORDER/CONFIRMATION OF QUORUM

Present:	Vice Mayor Nikki Boyd, Council Members Suzanne Hawkins, Chris Talkington, Greg Lanting, Christopher Reid & Ruth Pierce.
Absent:	Mayor Shawn Barigar
Staff Present:	City Manager Travis Rothweiler, Deputy City Manager Brian Pike, City Attorney Shayne Nope, Police Chief Kingsbury, Captain Matt Hicks, Sergeant Justin Dimond, Fire Chief Kenworthy, Building Official Jarrod Bordi, Assistant City Engineer Troy Vitek, Environmental Engineer Jason Brown, Public Information Officer Josh Palmer, Human Resource Director Gretchen Scott, Network Administrator Mike Plane, Finance Administrative Assistant Amy Luna.

Vice Mayor Boyd called the meeting to order at 05:00 PM. A quorum was present.

2) PLEDGE OF ALLEGIANCE

Vice Mayor Boyd invited all present, who wished, to recite the Pledge of Allegiance to the Flag.

3) PROCLAMATIONS: None

4) GENERAL PUBLIC INPUT: None

5) CONSENT CALENDAR

MOTION: Council Member Reid moved to approve the Consent Calendar as presented. **Council Member Pierce** seconded the motion. Roll call vote showed all members present voted in favor of the motion. 6 to 0.

a) **ACTION ITEM:** Request to approve the April 22, 2019, City Council Minutes.
b) **ACTION ITEM:** Request to approve the Accounts Payables for April 25 thru May 1,2019.
c) **ACTION ITEM:** Request to approve the April 29, 2019, City Council Minutes.
d) **ACTION ITEM:** Request to approve the First Federal Paper Rock Scissors Tournament to be held on May 17, 2019.
e) **ACTION ITEM:** Request to approve Findings of Fact and Conclusions of Law for Tres Gringos c/o EHM Engineers, Inc. (PZ19-0016)

6) ITEMS OF CONSIDERATION

a) **ACTION ITEM:** Request to rename the Twin Falls Police Department Operations Building to the "Craig T. Bracken Public Safety Operations Building."

Lieutenant Thueson made a request to rename the Twin Falls Police Department Operations Building to the "Craig T. Bracken Public Safety Operations Building".

Lieutenant Thueson presented a brief history of Officer Craig T. Bracken who lost his life in the line of duty in 1939 here in Twin Falls.

MOTION: Council Member Talkington moved to approve the request to rename the Twin Falls Police Department Operations Building to the "Craig T. Bracken Public Safety Operations Building", and to waive the 3 month waiting period. **Council Member Reid** seconded the motion. Roll call vote showed all members present voted in favor of the motion. 6 to 0.

b) **PRESENTATION:** Presentation of Idaho POST certifications and the formal promotion of Samir Smriko to the position of Corporal.

Police Chief Kingsbury made a presentation of the Idaho POST certifications and the formal promotion of **Samir Smriko** to the position of Corporal.

POST Certifications were presented to the following officers:
Officer Scott Jackson
Officer Kayla Schafer
Officer Austin James
Officer Nate Egan
Detective John Wilson

c) **PRESENTATION:** Presentation of a Certificate of Appreciation to Ben Lucas for his service as a member of the Youth Council.

Council Member Hawkins made a presentation of a Certificate of Appreciation to Ben Lucas for his service as a member of the Youth Council.

d) **ACTION ITEM:** Request to hold the Teen Suicide Awareness and Prevention Color Run on May 18, 2019.

Sergeant Dimond made a request to hold the Teen Suicide Awareness and Prevention Color Run on May 18, 2019.

Discussion ensued on the following:
Council Member Talkington: Will the press be notified? Do you see the problem getting better or worse?
Vice Mayor Boyd: Spoke in favor of having this problem out there and being talked about.
Council Member Hawkins: Recognized the 6 Youth Council Members that were in attendance and explained all that they have done for the Color Run.
Council Member Pierce: Thanked all for their hard work!

MOTION: Council Member Pierce moved to approve the request to hold the Teen Suicide Awareness and Prevention Color Run on May 18, 2019. **Council Member Hawkins** seconded the motion. Roll call vote showed all members present voted in favor of the motion. 6 to 0.

e) **ACTION ITEM:** Request from Ryan Bowman of the Twin Falls School District to waive the building permit fees associated with the TFSD Elementary School vestibule upgrades.

Building Official Bordi presented a request from Ryan Bowman of the Twin Falls School District to waive the building permit fee associated with the TFSD Elementary School vestibule upgrades in the amount of $10,888.00.

Discussion ensued on the following:
Council Member Hawkins: Asked about the impact fees in Idaho Code?
City Manager Rothweiler: Explained the impact fee rules for Idaho.
Council Member Lanting: Spoke in favor of this request.

MOTION: Council Member Lanting moved to approve the request from Ryan Bowman of the Twin Falls School District to waive the building permit fee associated with the TFSD Elementary School vestibule upgrades. **Council Member Pierce** seconded the motion. Roll call vote showed all members present voted in favor of the motion. 6 to 0.

f) **ACTION ITEM:** Request to approve an amended purchase and sale agreement between the City of Twin Falls and Katherine B. Breckenridge.

Assistant City Engineer Vitek made a request to approve an amended purchase and sale agreement between the City of Twin Falls and Katherine B Breckenridge.

Discussion ensued on the following: None

MOTION: Council Member Hawkins moved to approve the request to approve an amended purchase and sale agreement between the City of Twin Falls and Katherine B Breckenridge. **Council Member Talkington** seconded the motion. Roll call vote showed all members present voted in favor of the motion. 6 to 0.

g) **ACTION ITEM:** Request to replace and construct a new primary clarifier launder box at the wastewater treatment plant.

Environmental Engineer Brown made a request to replace and construct a new primary clarifier launder box at the wastewater treatment plant.

Discussion ensued on the following:
Council Member Talkington: Is the leak bad enough to for us to be in violation of state or federal regulations?
Council Member Hawkins: Asked for clarification of the balance in the waste water reserve funds.

MOTION: Council Member Reid moved to approve the request to replace and construct a new primary clarifier launder box at the wastewater treatment plant, in the amount of $79,486.58 coming from waste water reserves. **Council Member Pierce** seconded the motion. Roll call vote showed all members present voted in favor of the motion. 6 to 0.

7) PUBLIC HEARINGS: None

8) GENERAL INPUT/ADVISORY BOARD REPORT/ANNOUNCEMENTS

Council Member Hawkins: Spoke about Citizens using public property to conduct business.
Council Member Lanting: Asked if they are interfering with the fees assessed by the City.
Vice Mayor Boyd: Asked how this effects the other P&R properties.
City Attorney Nope: Explained that he has been looking into what other cities are doing about this type of issue.
Council Member Reid: Asked if this is related to the Pool only or other areas of the City.
Council Member Lanting: Asked about the Golf Course. Would like to see what the options are.
Council Member Pierce: Is in favor of looking into this issue.

Council Member Talkington: Asked about the landscaping in the islands between Shoshone & Main St.
City Manager Rothweiler: Explained that the URA is working on this project.

9) ADJOURNMENT

The meeting adjourned at 06:03 PM

Amy Luna, Administrative Assistant Finance

Date: Monday, May 13, 2019

To: Honorable Mayor and City Council

From: Sergeant Justin Dimond, Twin Falls Police Department

ACTION ITEM

Request:

Request to approve the 37th Annual Western Days and Western Days Parade Special Event Application.

Time Estimate:

Staff requests that this item be placed on the Consent Calendar.

Background:

The opening ceremonies for the 37th Annual Twin Falls Western Days Event are scheduled for Friday, May 31, 2019, at 5:00 p.m. in the City Park. The Western Days Committee has requested the following:

- **Friday, May 31, 2019** - 12:00 p.m. (noon) to 9:00 p.m. - Opening ceremonies at the City Park at 5:00 p.m.; amplified sound in the form of pre-recorded music and also live bands; food and craft vendors; carnival and amusement rides provided in the park until 10:00 p.m. There will be a beer garden open until 9:00 p.m.
- **Saturday, June 1, 2019** - 9:00 a.m. to 10:00 p.m. - Parade to start at 9:00 a.m. and conclude by 1:00 p.m.; live music from 1:00 p.m. to 10:00 p.m.; 4th Avenue East closure between Shoshone Street and Hansen Street and Hansen Street between 4th Avenue East and 5th Avenue East to allow for a car show; carnival and amusement rides provided in the park until 10:00 p.m. There will be a beer garden open until 9:00 p.m.
- **Sunday, June 2, 2019** - 10:00 a.m. to 7:00 p.m. - Food and craft vendors from 10:00 a.m. to 7:00 p.m.; live music from 12:30 p.m. to 7:00 p.m.; carnival and amusement rides provided in the park from 12:00 p.m. to 7:00 p.m. There will be a beer garden open until 6:00 p.m.

The Western Days Parade will be held on Saturday, June 1, 2019, and will begin promptly at 9:00 a.m. The staging area for the parade will be on Falls Avenue, from Blue Lakes Boulevard North to Frontier Road. Additionally, Fillmore Street between Caswell Avenue and Falls Avenue will be closed as a staging area for parade participants. The Western Days Committee has also made arrangements with Fred Meyer to utilize the parking lot on the west side of their store for staging. The area of Falls Avenue will be closed to traffic from Harrison Street to Blue Lakes Boulevard North. All road closures will take place at 7:00 a.m.

The parade route will start at the intersection of Falls Avenue and Blue Lakes Boulevard North. The parade will travel from that intersection, south on Blue Lakes Boulevard North to the intersection of Shoshone Street East/North where it will travel down Shoshone Street to the intersection of 2nd Avenue West/South, the ending point of the parade. Those participating in the parade will disperse in the 100 Block of 2nd Avenue South.

The Western Days Committee is requesting to host the Rainier Amusements LLC carnival company from Portland, Oregon, for the 2019 Western Days Event. There will be several amusement rides contained within the boundaries of the Twin Falls City Park, located primarily on the north side of the park.

The Western Days Committee is requesting to serve beer in the beer garden during the event. Koto Brewing Company has obtained the alcohol catering permit for the event. The proposed beer garden schedule is as follows:

Friday, May 31, 2019	5:00 p.m. to 9:00 p.m.
Saturday, June 1, 2019	11:00 a.m. to 9:00 p.m.
Sunday, June 2, 2019	12:00 p.m. to 6:00 p.m.

Identification bracelets will be issued and required to be worn in order to be served at the designated beer garden. Those purchasing and consuming beer will have to remain in the designated beer garden boundaries and will not be allowed to possess or consume alcohol outside of the designated boundary. The boundary will be constructed of fencing, which will be marked as the designated beer garden. This area will be approximately 70 feet by 70 feet.

All event activities in the park will cease by 10:00 p.m. on Friday and Saturday and 8:00 p.m. on Sunday. During the after-hours time frame of the Western Days Event, the Western Days Committee must have someone stay on site at the beer garden while beer is left at the park. The beer at the beer garden cannot be left unattended at any time.

Event organizers are required to arrange for all trash to be picked up after each day's activities.

After a review of last year's event, the Twin Falls Police Department's Administrative Staff has decided that Twin Falls Police Officers will provide security in the park for these events. The Officers will be scheduled to begin providing security when the beer garden opens and will continue until one (1) hour after the beer garden closes each day.

The schedule for Officers will be as follows:

Friday, May 31, 2019	**5:00 p.m. to 10:00 p.m.**	**Six (6) Police Officers**
Saturday, June 1, 2019	**12:00 p.m. to 10:00 p.m.**	**Eight (8) Police Officers**
Sunday, June 2, 2019	**1:00 p.m. to 7:00 p.m.**	**Four (4) Police Officers**

Officer deployment is being kept the same as the previous five years for each day of the event. The Western Days Committee has requested a street closure for the event to accommodate a car show in the 100 Block of 4th Avenue East and the 400 Block of Hansen Street East.

Our evaluation of this event considered the following factors:

1) History: 2018 Western Days Event

The 2018 Western Days Event included 8 calls for Police services. Each call required a minimum two-Officer response due to the crowd size.

Friday, June 1, 2018 - 6:00 p.m. to 9:00 p.m.
1 call for service:
1 burglary

Saturday, June 2, 2018 - 11:00 a.m. to 9:00 p.m.
4 calls for service:
1 burglary
1 drug call
1 medical emergency
1 information call

Sunday, June 3, 2018 - 12:00 p.m. to 7:00 p.m.
3 calls for service:
1 theft
1 animal problem
1 intoxicated pedestrian

2) Expected Crowd Size

Based on previous years' estimates, 30,000 to 40,000 people will be attending the three-day event, to include spectators watching the parade.

3) Traffic Concerns

The parade requires the closure of numerous intersections and coordination between various City Departments and the Idaho Transportation Department.

The Twin Falls Police Department has assisted the applicants with the traffic control plan and the manpower issues this event will create. In my opinion, there is an effective plan in place which addresses these issues.

4) Beer Sales/Live Amplified Music

Alcohol will be sold in conjunction with the live bands playing amplified music for several hours during each day of the event. Those purchasing and consuming alcohol will be required to stay within the designated boundaries of the beer garden.

5) Electrical Concerns

The Twin Falls Building Department requires that an electrical permit be purchased by the Western Days Committee in the event any electrical powered rides or entertainment are provided for the public, excluding the use of the band shell. The power source and equipment must pass an electrical inspection by the Twin Falls City Electrical Inspector.

6) **Insurance Security Bond**

The Western Days Committee has provided the required comprehensive general liability insurance policy in the amount of One Million Dollars ($1,000,000) per incident, with the City of Twin Falls named as the certificate holder, written by a company authorized to write insurance policies within the State of Idaho and filed with the Chief of Police or his/her designee. Applicants must also execute indemnification and hold harmless provisions contained within the application.

7) **Interest to City of Twin Falls**

The Twin Falls Police Department and the City of Twin Falls feel the necessity to make this a safe event for the citizens of our community. The Twin Falls Police required security is an effort to ensure the safety of all participants.

Approval Process:

Staff requests that the City Council take into consideration the recommendations provided below when approving the Special Event Application submitted by the Western Days Committee.

Budget Impact:

The Council's approval of this request will impact the City budget as follows:

In order to make the Western Days Parade successful each year, we have approximately 50 people from various volunteer groups and different law enforcement agencies assisting with this parade event. Without their assistance, we could not host a special event of this size.

In addition to the volunteers, the Twin Falls Police Department has required 24 of our employees to staff this event to cover the parade route and road closures. Special events of this kind require a briefing of personnel, sufficient time to block intersections and allow traffic to become accustomed to the change, the event itself, and the breakdown of traffic control devices. I anticipate this event to take approximately six (6) hours; therefore, the approximate overtime cost to the City would be an estimated $8,683.20 if all 24 Department members are utilized.

Historically, costs associated with this special event were included in the Police Department's overtime budget. An alternately developed plan would utilize employees from Road Work Ahead to augment volunteers and necessary Twin Falls Police employees. I believe we can reduce the total number of Police Department employees to 12 and contract with Road Work Ahead to provide 12 employees. The cost of Road Work Ahead employees is $36.25 per hour, per employee. This would result in the total cost of the parade coverage to be $6,951.60 with $4,341.60 coming from the overtime budget of the

Twin Falls Police Department and $2,610.00 being paid to Road Work Ahead. This plan allows for adequate Police coverage and customer service, while also utilizing resources more efficiently.

The Twin Falls City Street Department will also have two employees available for four (4) hours each to assist with cones and barricades at a total overtime cost of $500.00.

The total overtime hours for sworn Officers to provide security for all three (3) days in the park is 134 hours; therefore, the total cost of overtime is $8,080.20 if all security is provided by the Twin Falls Police Department. The Western Days Committee has requested to use Twin Falls County Sheriff's Deputies for a portion of the security in the park. The costs for security if manpower is divided between the Twin Falls Police Department and the Twin Falls County Deputies will be approximately $5,306.40 for the City of Twin Falls and approximately $2,116.00 for the County Deputies. This reduces the total security cost to $7,422.40.

It should be noted the hourly rate for County Deputies varies depending on the rank and salary of the individual deputy. The estimated amount for the County Deputies may therefore be more or less than the quoted amount.

Representatives from the Western Days Committee were advised that they will be responsible for the overtime costs associated with security. These have been included in the recommendations to Council. The Western Days Committee will be responsible for additional security costs if more Officers are required to respond to the City Park during this event. Any additional costs incurred by the Western Days Committee or their vendors, such as electrical company call outs for the City Park or other incidents which incur a billing, will be paid by the Western Days Committee. The Western Days Committee will be required to make payment in full to the City of Twin Falls within (sixty) 60 days of the conclusion of the event for the total cost of security and any additional costs incurred.

Regulatory Impact:

N/A

History:

N/A

Analysis:

N/A

Conclusion:

Several relevant City Staff members have reviewed and approved the Special Event Application submitted for the annual Twin Falls Western Days Parade and festivities to be held May 31 through June 2, 2019, based on the information provided above.

Twin Falls Police Staff recommends that the City Council approve the Special Event Application as presented.

Attachments:

None

Date: Monday, May 13, 2019

To: Honorable Mayor and City Council

From: Jon Caton, Public Works Director

PRESENTATION

Request:

PRESENTATION: Presentation of Road Scholar Level I and Road Master Level II awards to both Joby Tyree and AJ Schroeder.

Time Estimate:

5 Minutes

Background:

The Idaho Technology Transfer Center is the training and educational branch of the Idaho Transportation Dept. The T2 Center provides opportunities for various agencies across the State, like the Street Department to keep up-to-date on the newest technologies and skills required to construct, preserve and maintain various types of roadway systems.

Road Scholar Program

The cities, counties and highway districts are responsible for the majority of roads within the state of Idaho – over 32,000 miles of highways, roads, and streets. These highways, roads and streets are seeing an ever-increasing traffic demand. With the increased demand and new technologies comes the need for more diverse skills and knowledge necessary for maintenance and preservation activities on the roadways. The transportation professionals that are constructing and maintaining these roadways need to be recognized for their efforts at keeping up-to-date on the new technologies and skills required to construct and maintain effective highway systems. (Idaho Technology Transfer Center Brochure)

The Idaho Road Scholar and Road Master Program is a way for local road professionals in our state to be recognized for successfully completing a series of training courses. Level l- Road Scholar consists of seven core classes and four electives totaling 76 hours of training and exams scores of 80% or higher. Level ll- Road Master consists of five core classes and five electives totaling 84 hours of training and exam scores of 80% or higher. The program curriculum is designed to provide participants with the fundamentals of safety, management and advanced technologies, as well as exposure to a wide variety of other topics relevant to the transportation field. Through this program, the local agencies will also be provided an opportunity to develop the agencies' greatest asset - its employees.

This program provides consistent, standardized training on good roadway maintenance practices.

Thanks for T2 for continuing to provide good training and Street Department Supervisor, Mark Thomson, for setting up the courses, and a big thanks to the crew members who continually strive to do excellent, cost-efficient work and made the effort to augment good maintenance practices.

Approval Process:

N/A

Budget Impact:

N/A

Regulatory Impact:

N/A

History:

N/A

Analysis:

N/A

Conclusion:

N/A

Attachments:

None

Date: Monday, May 13, 2019

To: Honorable Mayor and City Council

From: Sergeant Justin Dimond, Twin Falls Police Department

ACTION ITEM

Request:

ACTION ITEM: Request to hold the Wings for Love World Cup BASE Jumping Competition on September 11 to 14, 2019.

Time Estimate:

The presentation of this event will take approximately five minutes, allowing time for comments.

Background:

Melissa Barry, representing Southern Idaho Tourism, has submitted a Special Event Application requesting to hold the Wings for Love World Cup BASE Jumping Competition from September 11, 2019, through September 14, 2019. This event will take place in the area of the Perrine Bridge from 9:00 a.m. to 9:00 p.m. each day.

Southern Idaho Tourism has requested to hold the Wings for Love World Cup BASE Jumping Competition which will be open to the public. This event will feature base jumpers from around the world demonstrating their BASE jumping skills. There will be professional BASE jumpers competing for a cash prize. The jumpers will be judged on their skill and accuracy until only 16 finalists remain. The remaining 16 jumpers will compete in the finals for cash and title prizes.

There will be bleachers placed on the south side of the Snake River Canyon to allow for elevated seating for optimal viewing of the event. There will also be live footage of the landing zone broadcast for spectators. There will be additional public viewing areas near the Twin Falls Visitor's Center. Areas will be designated for event officials and for competitors.

There will be food and drink available for purchase from local vendors. Alcohol will not be served at this event.

Organizers of the event will staff a booth for lost children where emergency medical services will also be stationed. There will be two (2) Twin Falls Police Department Officers on location during the event, as well as a four-man rope rescue team from the Twin Falls Fire Department. The organizers have agreed to pay for the expense of city services.

Approval Process:

A majority vote of the Council is needed to approve the event.

Budget Impact:

There will be two (2) Officers from the Twin Falls Police Department and four Firefighters from the Twin Falls Fire Department on location for the duration of the event. The cost for these city services is estimated to be $8,460. This estimated amount may vary as this is the first year of this event and services may be adjusted by need. The event organizers have agreed to pay for these services; therefore, there is no budget impact on the city.

Regulatory Impact:

N/A

History:

N/A

Analysis:

N/A

Conclusion:

Staff recommends that the City Council approve the Special Event Application submitted for the Wings for Love World Cup BASE Jumping Competition based on the information provided.

Attachments:

None

Date: Monday, May 13, 2019

To: Honorable Mayor and City Council

From: Tami Lauda, Communications Center Manager

ACTION ITEM

Request:

ACTION ITEM: Request to spend 911 State grant monies awarded to the City of Twin Falls in the amount of $123,304.76.

Time Estimate:

Five minutes.

Background:

We have had mapping issues with our current computer aided dispatch system. It has been terribly unreliable for the emergency communications officers, first responders and the citizens we serve. This grant gives us the ability to accurately map call locations in a way that meets national standards and is a step closer to Next Generation 911 compliance. The grant also gives us the ability to bring text to 911 into our phone system, which gives me analysis and evidentiary abilities that I didn't have before. As it is directly connected to phone services, it is also very reliable. The system we've had in place is not reliable and forces the dispatcher to have yet another browser open in their already very busy screens.

Approval Process:

A majority vote of the Council is needed to approve this request.

Budget Impact:

Regulatory Impact:

N/A

History:

N/A

Analysis:

N/A

Conclusion:

Approval to spend the 911 State grant monies awarded to the City of Twin Falls in the amount of $123,304.76.

Attachments:

None

Date: Monday, May 13, 2019

To: Honorable Mayor and City Council

From: Jon Caton, Public Works Director, Mark Thomson, Street Senior Supervisor

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ACTION ITEM

Request:

ACTION ITEM: Request to approve and adopt a resolution declaring a sole source supplier for GSB-Friction Seal.

Time Estimate:

10-15 Minutes to present, plus time for Council questions.

Background:

The Street Department invests approximately $1,000,000 annually in some form of surface treatment for city streets. Historically, the types of treatments have been Chip seal, Slurry Seal and Fog Seal. Chip seal is the most robust treatment used and has also received the most customer complaints from the biking community. Public Works is committed to supporting a multi-modal transportation system and the Street Department continually looks for new and innovative maintenance solutions.

GSB-Friction seal is a registered trademarked product of Asphalt Systems, Inc. developed to be used as a robust seal coat that is "smoother" and more compatible with bicycles than traditional chip seal.

In accordance with Idaho Code: 67-2808(2) Sole Source expenditures. (ii) Where the compatibility of equipment, components, accessories, computer software, replacement parts or service is the paramount consideration; and (v) The purchase of public works construction, services or personal property for which it is determined there is no functional equivalent;

Because this product is proprietary, and because it is for a specific service delivery, Staff is requesting Council approval for a Sole Source Resolution for Friction seal.

Approval Process:

Requires Council Approval

Budget Impact:

This resolution will allow Staff to use budgeted funds as part of the Annual Zone Maintenance Seal Coat.

Regulatory Impact:

N/A

History:

N/A

Analysis:

N/A

Conclusion:

Staff recommends Council approve a Sole Source Resolution for GSB-Friction Seal ®.

Attachments:

1. Resolution Declaring Sole Source for GSB-Friction Seal

RESOLUTION NO. _____

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF TWIN FALLS, IDAHO, DECLARING A SOLE SOURCE SUPPLIER FOR GSB-FRICTIONSEAL® EMULSION/AGGREGATE PAVEMENT PRESERVATION MATERIAL.

WHEREAS, Idaho Code 44-1001 requires that public works projects must employ 95% bona fide Idaho residents as employees on such projects except for procurement of sole source expenditures authorized in Idaho Code 67-2808(2); and,

WHEREAS, Idaho Code §67-2808(2)(a)(ii) permits sole source expenditures where the compatibility of equipment, components, or service is the paramount consideration; and,

WHEREAS, Idaho Code §67-2808(2)(a)(v) permits sole source expenditures where there is no functionally equivalent source for the acquisition of services and personal property reasonably available; and,

WHEREAS, (This is where justification for this specific product and service would go.

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND COUNCIL OF THE CITY OF TWIN FALLS, IDAHO:

Section 1: The Twin Falls City Council hereby declares that Asphalt Systems, Inc. (ASI) shall be the sole source of the 2019 friction seal project.

Section 2: That notice of sole source procurement shall be published in the Times-News at least fourteen (14) calendar days prior to the award of the contract.

PASSED BY THE CITY COUNCIL , 2019.
SIGNED BY THE MAYOR , 2019.

_____
MAYOR

ATTEST:

_____
DEPUTY CITY CLERK

Date: Monday, May 13, 2019

To: Honorable Mayor and City Council

From: Jon Caton, Public Works Director, Norm Hatke, Shop Supervisor

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ACTION ITEM

Request:

ACTION ITEM: Request to approve the Fleet Management Consulting Services to Mercury Associates, Inc.

Time Estimate:

5-10 Minutes plus time for Council Questions.

Background:

FY19 Budget includes $100,000 for a Fleet Master Plan and early this year, Staff put together an RFQ to solicit proposals. Two firms responded, Mercury Associates, Inc. and Matrix Consulting Group. Staff reviewed the proposals and Mercury Associates, Inc. was ranked by Staff as the #1 candidate.

The consulting services is an in-depth review of our Fleet Maintenance Program and will take approximately 6-8 months to complete.

The components of the study include:

1. Fleet Management Practices Review
2. Fleet "Rightsizing" study
3. Fleet Replacement Study

The study will be used to support the Strategic Plan, assist Department Leaders in making fleet maintenance/replacement decisions, and will optimize fleet utilization and the dollars invested in Fleet Management.

The contract is $80,336.00 Optional additional services such as: Implementation Plan, Alternative Fuel Vehicles, and Optimal Asset replacement Cycles will be considered at a later time for additional cost.

Approval Process:

Requires Council Approval

Budget Impact:

This Contract is a planned and budgeted expenditure.

Regulatory Impact:

NA

History:

N/A

Analysis:

N/A

Conclusion:

Staff recommends awarding the Fleet Services contract to Mercury Associates, Inc. for $80,336.00.

Attachments:

1. Twin Falls-Mercury Associates, Inc. Professional Services Agreement signed by MAI

PROFESSIONAL CONSULTING SERVICES AGREEMENT

This Professional Consulting Services Agreement (the "Agreement") is made this ____ day of May 2019 by and between the CITY OF TWIN FALLS (hereinafter referred to as "Client"), with an address of P.O. Box 1907, Twin Falls, ID 83303-1907 and MERCURY ASSOCIATES, INC., a Maryland corporation (hereinafter referred to as "Consultant"), with an address of 7361 Calhoun Place, Suite 640, Rockville, MD 20855.

In consideration of the mutual promises contained herein, the parties agree as follows.

1. **SERVICES**: Consultant shall perform the services ("Services") described in Exhibit A. Consultant shall perform the Services in a professional and expeditious manner at least consistent with the generally accepted standards of performance of similar fleet management consulting services provided by others in the United States, and in compliance with the requirements and specifications of this Agreement, or as otherwise agreed by Client and Consultant in writing.

2. **TERM**: Consultant shall commence Services on or about May 1, 2019. This Agreement shall remain in effect until such time as the Services described in Exhibit A and any amendments thereto are completed in accordance with the specifications and descriptions set forth in Exhibit A to the reasonable satisfaction of the Client.

3. **COMPENSATION AND PAYMENT**: In consideration of Consultant's performance of Services hereunder, Client shall pay to Consultant the fees ("Fees") detailed in Exhibit A, which include all professional services and travel expenses.

Unless otherwise specified in Exhibit A, Consultant shall invoice for Services on a monthly basis, identifying the percentage of each work plan task described in Exhibit A completed in the prior month, and Client shall pay all invoices within thirty (30) days of its receipt of these invoices.

4. **PERSONNEL**: Consultant represents that it has, or will secure at its own expense, all personnel necessary to perform the Services required under this Agreement. All of

the Services required hereunder shall be performed by Consultant or under its supervision, and all personnel engaged in performing the services shall be qualified to do so. Consultant reserves the right to subcontract for Services hereunder. The personnel scheduled to perform Services hereunder are listed in the Proposal.

5. **INDEPENDENT CONTRACTOR.** Client and Consultant are, and intend to remain, independent contractors and this Agreement shall not be construed to create any joint venture, partnership, business organization or employer-employee relationship. Under no circumstances shall Consultant or any of its employees or subcontractors be deemed an employee of Client. Except as specifically authorized by Client in writing, Consultant shall have no authority to act on behalf of or to bind Client.

6. **CONSULTANT COVENANTS.**

6.1 Services Warranty. Consultant warrants that all Services to be performed hereunder shall be performed in accordance with the professional standards in the automotive fleet management consulting field in the United States. Consultant warrants and represents that Consultant owns or has a license to any intellectual property included in any deliverables or work product produced hereunder and has all rights necessary to deliver and license such materials to Client. Consultant shall comply with all applicable laws, ordinances, rules, regulations and statutes or any governmental agency bearing on its performance of Services hereunder. EXCEPT FOR THE FOREGOING WARRANTIES, CONSULTANT MAKES NO WARRANTIES OF ANY KIND, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

6.2 Insurance. Consultant has general liability, professional liability, automotive liability, and workers' compensation insurance which cover the Services to be provided hereunder. Upon Client's request, Consultant shall provide a certificate of insurance evidencing such coverage, and naming the Client as an additional insured, prior to the commencement of the Services.

7. **CLIENT COVENANTS.**

7.1 Cooperation. Client shall cooperate with Consultant in Consultant's performance of Services, and shall provide timely and expeditious access to Client's facilities, personnel and information and data as may be reasonably necessary for Consultant to complete the Services hereunder.

7.2 Information. Client represents and warrants that all information and data provided by Client to Consultant hereunder is accurate, timely and complete and shall indemnify and hold harmless Consultant from any liability for any breach of this representation and warranty.

8. **OWNERSHIP OF DELIVERABLES.** Consultant shall deliver to the Client all deliverables required to be submitted consistent with the Services described in Exhibit A. All deliverables shall be the property of Client, except to the extent such deliverables contain any "Consultant Intellectual Property" as defined in Section 9 below, which Consultant Intellectual Property shall remain the exclusive property of Consultant and shall be licensed to the Client for Client's authorized use, but not for resale or transfer to third parties without Consultant's prior written consent. All working papers shall remain the property of Consultant. Consultant shall maintain its working papers for a period of three (3) years from the date of execution of this Agreement.

9. **CONFIDENTIALITY; PROPRIETARY INFORMATION.** The parties acknowledge that it will be necessary for each of them to disclose or make available to the other information and material that is confidential, proprietary and/or a trade secret of such party ("Confidential Information"). Confidential Information shall include, but not be limited to, a party's products, software, financial information, business and marketing plans, customers and prospects, business methods and methodologies. Both during and after the Term of this Agreement, each of the parties agrees to use its best efforts to protect the Confidential Information of the other from unauthorized use or disclosure and to use and reproduce the Confidential Information of the other only as permitted under this

Agreement and only as needed to perform its duties hereunder. Each party further covenants and agrees that neither it nor its employees, subcontractors or agents will, directly or indirectly, use any of the other's Confidential Information for its or their own use or the use by any third party. Further, Client acknowledges that Consultant has developed and created its software, business methods and methodologies, business expertise, industry research and client and supplier lists (collectively, "Consultant Intellectual Property"). To the extent Consultant incorporates any of its Consultant Intellectual Property in any deliverables or otherwise discloses any of its Consultant Intellectual Property to Client, such Consultant Intellectual Property shall remain the exclusive property of Consultant and Consultant shall grant a non-exclusive, paid-up right and license to Client for the specific use contemplated hereunder and not for resale or transfer to any third party without Consultant's prior written consent. Each party acknowledges that any breach of their respective obligations and duties under this Section 9 will cause the other party irreparable harm for which monetary damages alone are not sufficient and the non-breaching party shall be entitled to seek all of its remedies at law and in equity, including injunctive relief without the necessity of posting a bond or other security.

10. **INDEMNIFICATION**: Each party shall be responsible for its own acts and will be responsible for all damages, costs, fees and expenses which arise out of the performance of this Agreement and which are due to that party's own negligence or willful misconduct and the negligence or willful misconduct of its respective agents, officers and employees. Further, Consultant shall indemnify and hold Client harmless from and against any claims, demands, actions, damages, liabilities, expenses and fees (including reasonable attorneys' fees and costs) arising from a claim that any deliverable or work product produced by Consultant hereunder infringes any United States patent or copyright. Except to the extent of Consultant's indemnity above, Client shall defend, indemnify and hold Consultant, its directors, officers, employees and agents, harmless from and against any claims, demands, actions, damages, liabilities, expenses and fees (including

reasonable attorneys' fees and costs) arising from or connected with any claim by third parties which are related in any way to the Client's use or implementation of Consultant's deliverables, recommendations and findings.

11. **LIMITATION OF LIABILITY.** Neither party shall be liable for any special, indirect, incidental or consequential damages arising from or related to this Agreement, including, without limitation, loss of use, loss of data, loss of revenues or profits, or failure to realize savings or other benefits, even if the party has been advised of the possibility of such damages.

12. **TERMINATION.** Either party may terminate this Agreement by written notice to the other party upon the breach of any material term or condition of this Agreement by the other party if the breaching party fails to substantially cure such breach within thirty (30) days of its receipt of written notice of such breach. In the event of such termination, Client shall pay the Consultant for all Services performed and tout-of-pocket expenses incurred through the effective date of termination. After such termination, Consultant shall provide a final invoice to Client and Client shall pay such invoice within thirty (30) days of its receipt.

13. **FORCE MAJEURE.** Neither party shall be in default of any of its obligations hereunder by reason of any delay in or failure of such party's performance under this Agreement if such delay or failure results, either directly or indirectly, from acts of God, fire, flood, earthquake, strike or labor unrest, acts of war, acts of governmental agencies or other causes beyond such party's reasonable control. In the event either party's performance is delayed by force majeure hereunder, such party shall be excused from such performance until the cause of the force majeure is removed and the affected party can perform its obligations hereunder.

14. **GENERAL.**

14.1 Assignment. Neither party may assign or delegate any of its rights, duties or obligations hereunder (except for permissible subcontract of specific Services by

Consultant) without the prior written consent of the other party; provided, however, that either party may assign, convey or transfer its interest, rights and duties in this Agreement to an affiliated or parent company which succeeds to substantially all of the business of such party.

14.2 Notices. All written notices, demands or requests of any kind which either party may be required or may desire to serve on the other in connection with this Agreement may be served (as an alternative to personal service) by registered or certified mail or air freight services that provide proof of delivery. Any such notice or demand so served by registered or certified mail shall be deposited in the United States mail with postage and fees thereon fully prepaid, and addressed to the parties so to be served as follows:

If to Consultant: Mercury Associates, Inc.
7361 Calhoun Place. Suite 640
Rockville, MD 20855
Attention: Paul Lauria, President

If to Client: City of Twin Falls
P.O. Box 1907
Twin Falls, ID 83303-1907
Attention: Norm Hatke

Service of any such notice or demand so made by mail shall be deemed complete on the day of actual delivery as shown by the addressee's registry or certification receipt. Either party hereto may from time to time, by notice in writing served upon the other as aforesaid, designate a different mailing address, or (a) different or additional person(s) to which or to whom all such notices or demands are thereafter to be addressed. Persons named to receive copies of notices are listed for accommodation only and are not required to be served to comply with service of notice on a party (are required to be served to comply with service of notice).

14.3 Severability. If any term or provision of this Agreement shall be held invalid or unenforceable, they are, to that extent deemed omitted. The rest of this Agreement shall remain in full force and effect.

14.4 Waiver. The waiver of either Consultant or Client of a breach of any provision of this Agreement shall not operate or be construed as a waiver of any subsequent breach by either Consultant or Client.

14.5 Third Parties. The Client and the Consultant are the only parties to this Agreement and are the only parties entitled to enforce its terms. Nothing in this Agreement gives, is intended to give, or shall be construed to give or provide, any right or benefit, whether directly or indirectly or otherwise, to third persons.

14.6 Governing Law; Remedies. This Agreement shall be construed and interpreted pursuant to the laws, but not the rules related to choice of law, of the State of Idaho. No remedy provided hereunder is intended to be exclusive of any other remedy, and every remedy shall be cumulative and shall be in addition to every other remedy existing at law or in equity.

14.7 Costs of Enforcement. The prevailing party in any legal proceedings brought by or against the other party to enforce any provision or term of this Agreement shall be entitled to recover against the non-prevailing party the reasonable attorneys' fees, court costs, and other expenses incurred by the prevailing party.

14.8 Entire Agreement. This Agreement, including any Exhibits referenced herein and attached hereto, is the complete and exclusive agreement of the parties with respect to the subject matter hereof, and supersedes all prior and contemporaneous agreements, promises, proposals, representations and warranties, oral or written with respect to the same subject matter. Any change, alteration or modification to this Agreement must be in writing and signed by both the Client and the Consultant.

IN WITNESS WHEREOF, each of the parties has executed this Agreement as of the respective dates set forth below.

CONSULTANT:	**CLIENT:**
MERCURY ASSOCIATES, INC.	CITY OF TWIN FALLS
By:	By: _____
Paul T. Lauria, President	Shawn Barigar, Mayor
Date: 5/8/2019	Date: _____

EXHIBIT A

SCOPE OF SERVICES

TASK 1: CONDUCT A FLEET MANAGEMENT PRACTICES REVIEW

In this component of the project, we will review, evaluate, and identify opportunities to improve MS' (and, as appropriate, other City agencies') business practices in roughly 40 specific areas of fleet management. The ultimate goal of this review will be to identify where and how the City can improve the performance (e.g., availability, reliability, safety, sustainability, etc.) and reduce the costs of its fleet itself and of its management.

In conducting this study, we will utilize information collection and analysis techniques that fall into two broad categories: quantitative performance measurement and benchmarking, and business process mapping and gap analysis. Having conducted consulting projects for more than 600 organizations, our consultants understand both the importance of, and the best techniques for, collecting information efficiently and with minimal disruption to day-to-day work activities. The primary techniques we use in a fleet management practices review like this one to collect information on, and evaluate strengths and weaknesses in, current business practices are the following.

Written Information Request. We begin by providing detailed checklists specifying the types of documentary material (e.g., organization charts, position descriptions, policy and procedure statements, etc.) and quantitative data (e.g., work order and fuel transaction data, meter readings, etc.) we would like to review. This request will serve not only as a guide for the City to follow in assembling information for our review, enabling our project team to "hit the ground running" once we come on site, but actually constitutes the start of the evaluation process itself. This is because the availability or lack thereof of key information on the fleet and fleet management business processes provides us with initial insights into the soundness of those processes. For instance, the existence of formally documented standard operating procedures indicates that an organization has been proactive in defining how key fleet management activities are to be performed, while the lack of such SOPs may indicate a lack of sufficient structure, clarity, and accountability in some areas of fleet management.

Interviews and Focus Group Sessions. Face-to-face interviews and focus group discussions are staples of this type of evaluation. We typically interview an array of officials and employees involved in both the management and the operation/utilization of the fleet in order to gain insights into current perceptions of and levels of satisfaction with both the provision and consumption of fleet resources. We also frequently interview officials in organizational units whose activities affect fleet management practices only indirectly, such as those involved in budgeting and financial management, procurement, risk management, human resources management, and information technology administration and support.

Site Visits. No amount of second-hand information can substitute for first-hand inspection of facilities and vehicles, and observation of day-to-day work activities.

Simply walking through a maintenance facility and yard and observing the number, condition, and appearance of vehicles waiting for service and/or waiting to be picked up by customers; the layout, age, condition, orderliness, and cleanliness of the facility; and the general level of employee activity all provide clues about the performance of a fleet management organization that give direction to our interviews, process mapping, and data analysis efforts.

Performance Measurement and Benchmarking. Data availability permitting, we employ quantitative performance measurement techniques in every management review we conduct, interpreting the resulting performance statistics using suitable internal and industry (if available and relevant) benchmarks. In addition to serving as a valuable diagnostic tool that helps us home in on potential problem areas and avoid devoting unnecessary time and attention to areas in which current practices are strong, performance measurement adds objectivity and consistency to our evaluation, and hence, credibility to our findings and conclusions.

Business Process Mapping and Gap Analysis. The other key method we use to evaluate fleet management practices and identify opportunities to improve quality and lower costs is process mapping and gap analysis. This involves ascertaining 1) if and how specific management and operating processes are formally *defined*; 2) the soundness of their *design* – e.g., their logic, thoroughness, compliance with applicable regulations, responsibility and authority for execution, and so forth; 3) their *consistency* with industry best practices; and 4) the nature of their actual *execution*, which is a function of how they are communicated (e.g., through a policy and procedure manual) and how employees are held accountable for following them.

We gain these insights primarily from the review of documentary material such as policy and procedure statements and the conduct of interviews and focus group sessions. In order to ensure that we cover each functional area of fleet management thoroughly, we employ a detailed *Business Process Evaluation Guide* that allows us to gauge the soundness of current practices in each area of endeavor. This typically is the most labor-intensive, but also the most revealing, aspect of any best management practices assessment.

Based on the results of our evaluation, we recommend improvements that typically have both strategic and tactical dimensions. While the majority of these usually relate to the reengineering of existing in-house business processes, we also may recommend changes to the current mix of in house-performed and outsourced services, organization structures and staffing levels, fleet-related infrastructure and management information systems, and other conditions that affect overall fleet performance and costs, such as fleet size, composition, and age.

Our approach to conducting the evaluation of the City's fleet management practices will be *inclusive*, *interactive*, and *results oriented*. Our ultimate goal as management consultants is for our clients to improve their fleet management practices by taking action on our recommendations. This requires that the recommendations be practical and appropriate to the challenges and opportunities facing a specific organization at a specific point in time. It also requires that stakeholders not only understand the analytical methods, findings, and conclusions on which such recommendations are based, but

actually take *ownership* of proposed organizational, business process, and other changes. This requires, in turn, that we continuously interact with and secure the cooperation and confidence of an array of stakeholders both within the Maintenance Shop and in other organizational units. We will accomplish this through a combination of regularly scheduled progress meetings in which we brief appropriate City officials on project progress and preliminary findings, conclusions, and recommendations, and brief written progress reports.

Task 1.1: Initiate and Manage the Project

This task applies to all three components of the project, not just Task 1. We will start the project with a formal kick-off meeting whose primary objectives will be to introduce the key members of the City and Mercury Associates project teams to one another and to confirm both parties' understanding of key study parameters including but not necessarily limited to project goals and objectives, scope, timeline, critical success factors, and deliverables. We also will discuss logistical procedures such as key points of contact and work location when members of our project team are on site in Twin Falls.

A key ingredient of an effective project management approach is periodic written progress reports. We want to ensure that the City is afforded regular opportunities to discuss the status of the project with us and to raise any questions or concerns relating to our progress toward achieving its expected outcomes. To this end, we will submit a brief progress report on a monthly basis, recapping the work accomplished to date. The written progress reports will be integrated with our monthly invoices. We also can conduct periodic conference calls, if desired, with appropriate City officials to discuss such things as obstacles to study progress or desired outcomes encountered, and preliminary findings and recommendations being considered.

Task 1.2: Collect and Review Information

Prior to kicking off the review, we will provide MS with two written information requests. The first of these will be an MS *Word*-based checklist which identifies the documentary material that we would like to obtain to conduct the review. The checklist will be organized by functional area of fleet management to be reviewed, as outlined in Task 1.4 below. We will request that MS return a completed checklist with available documentary materials. This way, we will have a clear record of what types of information were – or were not – available for our use in conducting the study. If necessary, we can set up a cloud-based SharePoint portal to facilitate the City's transmission of materials to our project team.

Examples of the materials we will request include:

- Pertinent sections of fleet management-related operating budgets and associated actual expenditures for the last two fiscal years;
- Organization charts and personnel rosters;
- Position descriptions;

- Policy and procedure statements;
- Commonly used recordkeeping forms and management reports;
- Previously prepared consulting and/or audit reports; and
- Sample bid/proposal solicitation specifications, contracts and purchase order, and supplier vendor invoices.

Our second information request will be in the form of an MS *Excel* spreadsheet that specifies certain pieces of information we would like to obtain for each asset in the City's fleet for a recently completed 12-month period. Examples of the quantitative data we will request for each asset include year, make, model, serial number (VIN), City ID number, class code and description, user agency name, in-service date, original purchase price, life-to-date maintenance and repair cost, recent current meter reading and meter reading date, utilization during the 12-month period, maintenance and repair costs during the same period (broken out by in-house labor hours and costs, in-house parts costs, and outside vendor charges), and gallons of fuel consumed during the same period.

Please note that our proposed level of effort for this task assumes that the City will be able to furnish these data to us in either *Excel* or flat files capable of being imported to *Excel* in the format specified in the abovementioned *Excel*-based data collection template. It also assumes that these data will be substantially accurate and complete, requiring minimal data cleansing or normalization by our project team. While we do not anticipate that this will be a problem, we do have consultants who can assist City personnel in writing queries, extracting data, and cleansing data prior to analysis, if necessary, *for an additional fee*.

We will review all of the material and data provided in order to develop a preliminary understanding of strengths and weaknesses in current fleet conditions and management and operating practices, as well as in mapping and evaluating fleet management policies, procedures, and practices in a later task.

Task 1.3: Analyze Data and Benchmark Conditions and Performance

We will use the quantitative data collected in the previous task to begin the process of analyzing current fleet-related conditions, costs, and performance levels in the City. Analysis results will help us flag specific fleet management activities in which opportunities for cost reduction and/or performance improvement appear to exist, which we can then scrutinize during the process mapping and evaluation task of this study component.

Subject to the availability of accurate and detailed data, we will calculate statistics for current fleet management activities and the fleet for several key performance indicators – quantitative measures of efficiency and effectiveness. We will interpret these statistics by comparing them against established industry standards, benchmarks, and/or peer survey results, where available, or against internal benchmarks such as averages by vehicle, vehicle class, employee, facility, job site, and organizational unit. We will

incorporate the results of our data analyses in the development of findings and recommendations in specific areas of fleet management practice in the next task.

Task 1.4: Evaluate Fleet Management Business Practices

We will review current conditions, resources, and business practices in several dozen functional areas of fleet management and operation. The results of this evaluation will serve as the foundation for developing specific recommendations for reengineering or upgrading current organizational structures, staffing levels, infrastructure, and/or business processes so as to reduce the costs and/or improve the quality and effectiveness of both fleet management activities and the vehicles and equipment themselves that comprise the City's fleet.

As discussed earlier, we will evaluate current practices using standard business process mapping and gap analysis techniques aimed at first defining and then identifying strengths and weaknesses in specific functional areas. We will utilize a detailed business process evaluation checklist that we have developed and refined over more than 30 years of conducting best management practices reviews to ensure the thoroughness of our review.

We will determine *how* processes currently are performed through a combination of documentation review, employee interviews, focus group meetings, and site visits. In doing this, we fully understand that the way City employees are *supposed* to perform certain activities and the way they *actually* do so are not necessarily same. Thus, we will assess the adequacy of both the *definition*, as expressed in regulations, rules, policies, procedures, forms, etc. and the *execution* of fleet management processes in accordance with these requirements and guidelines.
We will determine *how well* business processes are defined and executed by assessing:

1. Their *intrinsic soundness* (e.g., the clarity and logic with which they are documented, the way they are communicated to employees, and the manner in which they are enforced);
2. Their *consistency with industry best practices* which we have observed, and in many cases defined, through our project team's combined decades of professional fleet management, consulting, public speaking, writing, and training experience; and
3. Their *results*, as reflected in the quantitative measurement of costs and performance levels in the previous task, and in the satisfaction levels of management officials, fleet management employees, and fleet users.

In evaluating the strengths and weaknesses of current fleet management practices, our ultimate objective will be to advise the City as to how these practices can be improved. Consequently, our evaluation approach will not seek to merely differentiate good practices from bad, but to identify the factors unique to Twin Falls – whether political, organizational, managerial, operational, administrative, fiscal, technological, educational, or other – that explain why some practices are strong and others weak. This will allow us

to develop recommendations for improvement that are not generic or academic in nature, but of *direct applicability* to the needs, objectives, conditions, and capabilities of the City.

The fleet management business practices we will evaluate in this task, subject to modification in consultation with the City, if necessary, during contract negotiation, include the following:

Asset Allocation and Utilization Management

1. Asset requirements definition
2. Acquisition alternatives analysis (e.g., rent v. own) and decision making
3. Asset utilization measurement and exception management

Asset Acquisition and Disposal

4. Purchase specifications development, bid solicitation, and asset/supplier selection
5. Purchase/lease/rental contract establishment and management
6. Asset commissioning (including upfitting)
7. Asset decommissioning and remarketing/disposal

Driver/Operator Management

8. Operator qualifications and licensing management (MVR checks, substance abuse testing, etc.)
9. Operator training and discipline
10. Vehicle safety management
11. Accident management

In-House Asset Maintenance and Repair

12. Pre-/post-trip inspection and defect reporting
13. Preventive maintenance program design and execution
14. Work planning and scheduling
15. Service writing and job assignment
16. Technician supervision and work quality assurance
17. Warranty, recall, and campaign management

In-House Maintenance and Repair Parts Management

18. Insourcing versus outsourcing determination
19. Supplier selection, contract establishment, and performance management

20. Inventory and ad hoc parts procurement
21. Parts requisitioning and disbursement
22. Inventory management and control

Outsourced Maintenance and Repair Management

23. Insourcing versus outsourcing determination
24. Contractor/vendor selection, contract establishment, and performance management
25. Service requisition and authorization and transaction administration

Fleet Fueling

26. Supplier selection and contract establishment
27. Bulk fuel procurement
28. Bulk fuel inventory management and control
29. Fueling facility operation and maintenance
30. Commercial fuel transaction/credit card program management (if applicable)

Fleet Management Resources Management

31. Maintenance Shop organization structure and staffing
32. Employee training and professional development
33. Maintenance and fueling facility location, design, construction, and utilization management
34. Facility housekeeping, maintenance, and regulatory compliance
35. Safety management

Fleet Management Information Management

36. Management information system functionality, configuration, deployment, and maintenance
37. Management reporting and ad hoc management analysis

Fleet Cost and Financial Management

38. Budgeting
39. Cost charge-back rate development and customer billing

Fleet Service Delivery Management

40. Transaction-based communication

41. Operator/customer agency satisfaction measurement
42. Customer agency relationship management

Our evaluation of conditions and/or practices in each of the above areas will focus on identifying opportunities to improve management and operating effectiveness and/or reduce costs, as appropriate.

Task 1.5: Present Findings and Recommendations

We will document our findings and recommendations in a written report. This document will recap how we conducted the best practices review, what we found in terms of strengths and weaknesses of current fleet management conditions and practices (this section will be organized by functional area based on the content of the above checklist), and what we recommend the City do to improve fleet performance, reduce fleet costs, and improve fleet management program efficiency and effectiveness.

We will submit this report to MS in draft form for review and comment and make revisions, as necessary, based on written feedback received. We will provide the City with a reasonable number of bound copies of the final report (if desired), along with one camera-ready copy in electronic form.

In addition to documenting study results in a final report, we will conduct one formal presentation of our findings, conclusions, and recommendations to MS, fleet user organization, and other appropriate City officials. We will develop an MS *PowerPoint* presentation for this purpose.

At the City's option, we also can conduct a formal presentation of this and other project component results to the City Council for an additional fee.

TASK 2. CONDUCT A FLEET RIGHTSIZING ANALYSIS

The goal of this component of the project is to ensure that City agencies have the right types and quantities of vehicles and equipment to meet their current operating and service delivery needs.

Task 2.1: Collect Data

We will begin by identifying any types of assets that the City wishes to exclude from the rightsizing study. This typically includes marked law enforcement vehicles, other emergency response/public safety vehicles such as ambulances and fire trucks, and one-of-a-kind units that are vital to City operations and cannot be rented commercially on an as-needed basis.

We will then provide the City with a Microsoft *Excel*-based template to assist it in assembling data we will require to analyze the utilization of and business need for the remainder of the units in the fleet. These data include, by asset, VIN, license tag or other

unique City identification number, year, make, model, vehicle type, original purchase price, in-service date, meter type (odometer or hour meter), recent meter reading, meter reading date, usage (in miles or hours), maintenance and repair costs, and gallons of fuel consumed in each of the *two* most recent calendar or fiscal years.[1] Our proposed level of effort and fees for this subtask are based on the assumption that these data are readily available from the City's fleet management information system and will be provided to us in a single *Excel* file in the format specified in the data collection template.

Task 2.2: Identify Potentially Underutilized Assets

We will perform statistical analyses of asset utilization data assembled in the previous task. The purpose of these analyses will be to identify those assets in the City's fleet that, based on available usage data, should be investigated for possible reassignment to an existing or newly created motor pool, eventual replacement with a different type of asset, or removal from the fleet either immediately or at the end of the service life of the current asset. We will stratify the assets in the fleet inventory by user agency, asset class or type, and, data availability permitting, asset domicile or primary parking location. We will calculate various statistics on usage levels by asset class and, based on the findings of these analyses, we will recommend the annual usage level for each group which should serve as a threshold for separating assets that clearly should be retained in the fleet from those that require more detailed investigation and possible elimination.

For instance, if we find that the mean annual usage of a particular type of vehicle is 5,000 miles per year and that the standard deviation from the mean is 5,000 miles, this would suggest that the use of this type of vehicle is highly variable. This would argue in favor of performing more detailed investigations of a smaller percentage of the vehicles in this group – say, all vehicles whose annual usage is 50 percent or less of the mean annual usage (i.e., 2,500 miles or less per year) – than if the standard deviation were small – in which case we might recommend studying in greater detail a larger percentage of the vehicles in the group – say, all vehicles whose mean annual usage is 75 percent of the mean (or about 4,000 miles per year). We will submit our recommendations regarding the thresholds that should be used for each vehicle and user agency to the City for discussion and approval before proceeding.

Task 2.3: Survey Users of Potentially Underutilized Assets

In order to decide whether individual assets whose usage falls below the pertinent threshold should be retained as is, reassigned to a shared pool, or removed from the fleet, we will develop additional information on their use and the business need for them using a Web-based questionnaire. The types of information we will develop for each asset in this survey group include the following:

[1] To the extent that these data are secured in Task 1.2 of the Fleet Management Practices Review, we will not ask for them again here.

Frequency and timing of the asset's use

- Typical times of use, including evening and weekend hours
- Seasonality of use
- Ability to predict and manage when the asset is used

General requirements for the asset's use

- Typical number of passengers
- Types of passengers (e.g., City employees, VIPs, arrestees/inmates, etc.)
- Criticality to the user's job performance of the asset's reliability

Special characteristics of the asset's usage requirements

- Need to respond to emergency calls and frequency and timing of such calls
- Vehicle appearance (e.g., presence of City decals and other markings)
- Need for auxiliary equipment (e.g., light bar, radio, mobile data terminal, ladder rack, tool box, storage bins/cabinets, security cage, etc.)
- Security of asset and its contents
- Need to transport materials, tools, and/or equipment that are not easily removed from the asset so that someone else can use it

Location of the asset's use

- Proximity of the asset user to other City employees with whom the asset might be shared
- Proximity of the user to potential motor pool locations or a commercial vehicle/equipment rental facility
- Variability in the user's work place locations and travel destinations (i.e., predictability as to where and when the asset will be available for use by others)
- Viability of alternative transportation options such as alternative fuel use, alternative propulsion systems, and future transportation options.

User's rating of the asset's importance to his/her/the organization's job performance

We will draft the questionnaire and submit it to appropriate City officials for review and approval and make changes where necessary based on feedback received. We will post the survey on-line for approximately three weeks and provide periodic updates on its status so that follow-up calls can be made to departments whose completion of questionnaires for their particular assets is lagging. In order to ensure a high response rate, we recommend that MS arrange to have each of its customer agencies that is asked to complete a questionnaire for one or more of the assets assigned to it to designate a single point of contact (POC) to be responsible for ensuring that the users of those vehicles log on to and complete the on-line survey form by an agreed-upon deadline. We will provide MS with regular status reports on the completion of the survey to assist it in following up with the POCs of any agencies whose completion of their questionnaires is lagging.

Task 2.4: Earmark Assets for Reassignment or Removal from the Fleet

Once user agencies have completed the on-line survey, we will review the data for each surveyed asset for completeness (following up where necessary with agency points of contact to obtain missing data) and then analyze the data in order to identify specific assets that we believe should be reassigned to one or more shared (agency-specific or City-wide) pools or removed from the fleet. We also will identify assets included in the survey that we believe could be replaced with a more suitable or economical type of asset.

Upon completing these analyses, we will confer in face-to-face meetings or by teleconference with all City agencies to review and solicit feedback on our findings and recommendations regarding the disposition of specific assets in their possession. The objective of these meetings will be to review and discuss the reasonableness and acceptability of our survey findings and recommendations in light of considerations such as the following:

- Any special operating practices or circumstances that account for the low usage of the assets earmarked for reassignment or disposal; and
- Recent and/or anticipated changes in the organization's size, mission, work methods, staffing levels, or other operating needs and parameters that might mitigate some of recommended reductions to their fleet.

On the basis of these discussions, we will finalize our recommendations regarding changes in asset assignments that will adjust the size and composition of the fleet to a more cost-effective configuration.

Task 2.5: Quantify Cost Savings

To the extent that available data permit, we will quantify the immediate and recurring cost savings associated with implementing our recommended changes to current vehicle and equipment assignments and overall fleet size and composition.

Task 2.6: Present Findings and Recommendations

We will document our findings and recommendations in a formal written report. This document will recap how we conducted the study and what we found in terms of specific fleet rightsizing and asset right typing opportunities and associated cost savings.

We will submit this report in draft form for review and comment and make revisions, as necessary, based on written feedback received. We will provide the City with a reasonable number of hard copies of the final report (if desired), along with one camera-ready copy in electronic form.

In addition to documenting the results of this component in a final report, we will conduct one informal presentation of our findings, conclusions, and recommendations to MS, fleet user organizations, and other appropriate City officials. We will develop a Microsoft

PowerPoint presentation for this purpose.

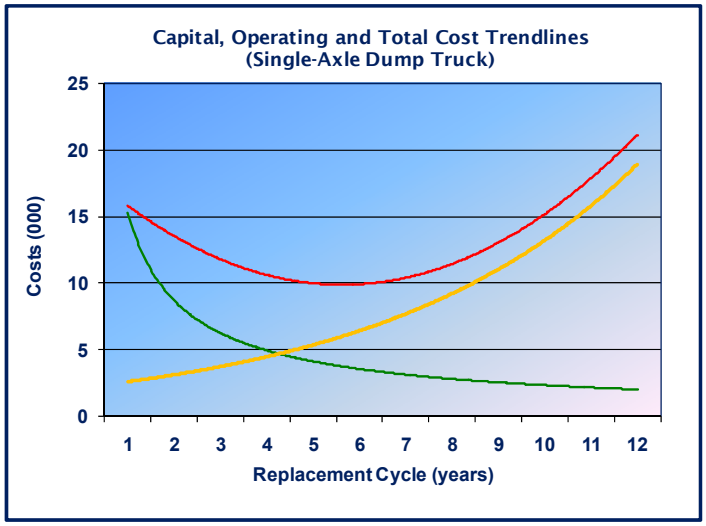
At the City's option, we also can conduct a formal presentation of this and other project component results to the City Council for an additional fee.

TASK 3. CONDUCT A FLEET REPLACEMENT ANALYSIS

In our experience, one of the most important things a fleet owner can do to promote the cost-effective performance of its fleet is to have an effective fleet replacement program. This requires, in turn, an effective capital financing program since different financing approaches have different impacts on an organization's budget and the use of some financing methods actually discourages organizations from replacing their fleet assets in a timely manner. In this component of the project we will review the City's current replacement practices and identify opportunities for improvement. This includes an optional task of identifying the optimal replacement cycle for key types of assets in the fleet.

The central task of this component is the development of a multi-year replacement plan for the City's fleet which identifies the future replacement dates and costs of *every* individual asset in the fleet. We will develop this plan using a proprietary computer program called *CARCAP*™ (*Capital Asset Replacement Cost Analysis Program*™). This plan will provide the foundation for 1) assessing the appropriateness of the current age of the fleet and the adequacy of current and recent replacement funding/spending levels; and 2) quantifying the costs and fiscal impacts of alternative methods that the City could use to finance the replacement of the fleet, such as outright cash purchases and a lease-purchase (i.e., debt financing) program, in the future. The work of this task will incorporate the findings and recommendations regarding fleet rightsizing developed in Component 2 of the project if the City elects to have us perform that component.

A widely held principle of fleet management is that vehicle replacement practices have a significant impact on fleet costs and performance. These impacts result from the fact that the total cost of ownership (TCO) of any type of vehicle or piece of equipment does not remain constant over time. Rather, it is high when a vehicle is new, diminishes steadily for some period of time until it reaches a minimum, and then increase steadily thereafter. Graphically speaking, the total cost of ownership of a vehicle takes the shape of a "U". This is illustrated in the graph at right, taken from a lifecycle cost analysis that Mercury Associates performed of a particular type of truck in the public works fleet of a mid-sized US city.



The implication of this principle is that organizations that keep vehicles and equipment in their fleet beyond the point at which their TCO is at or near a minimum – that is, near the bottom of the U-shaped curve – incur higher than necessary costs. Accordingly, increasing the frequency of vehicle replacements and reducing average vehicle age lowers vehicle and fleet costs – assuming that vehicles are not already being replaced at or near the point at which their TCO is at a minimum.

Mercury Associates professionals has been conducting vehicle and fleet replacement studies since the 1980s (i.e., at other consulting firms, long before Mercury was founded). We have conducted such studies for many of the largest cities and counties in the US, along with countless other public and private-sector organizations. These studies have consistently found that the average age at which vehicle TCO is minimized in a local government fleet – taking into account the wide variety of asset types, from mowing equipment to passenger cars to police patrol vehicles to refuse collection and fire trucks, that comprise such fleets – is approximately 8 to 9 years. This means that, at any given time, the average age of all the assets in such a fleet should be approximately half the average replacement cycle, or 4 to 4.5 years.

A significant disparity between the amount that the City should be and may actually be spending on fleet replacement would beg a question: If there is a large gap, how does the fleet continue to function? The graph shown above provides the answer. Many cities trade low fleet capital costs for high fleet operating – maintenance, repair, and fuel – costs, including high *indirect* costs resulting from increased vehicle downtime, reduced vehicle reliability and safety, and reduced employee productivity. In addition, these entities usually have more vehicles in their fleets than are necessary to meet their business needs, since more spare vehicles are needed in an old fleet than a young one to ensure a given level of vehicle availability. Consequently, modernizing a fleet not only reduces direct fleet operating costs but permit an organization to reduce the size of its fleet as a result of improvements in vehicle reliability and reductions in vehicle downtime. These types of costs – and cost savings – may be difficult to pinpoint in specific departments' line-item budgets, but they are real costs to taxpayers nonetheless.

Our experience performing many fleet replacement studies over the last 30 years suggests that the sum of the *incremental* capital and operating costs of an old fleet (to say nothing of the indirect operating costs) usually far exceeds the costs that the owner of that fleet avoids by replacing its fleet assets too infrequently. This means that increasing fleet replacement spending usually will more than pay for itself by reducing fleet operating expenses.

Given this premise, we will perform the following tasks in this component of the project:

1. The determination of the optimal replacement cycles for selected types of vehicles in the City's fleet (optional);
2. The development of a multi-year fleet modernization plan that predicts future asset replacement dates and costs by year, by vehicle, by agency, and for the fleet as a whole; and

3. The determination of fleet replacement funding (budgetary) requirements under selected capital financing approaches, including a replacement reserve fund, outright cash purchase, and tax-exempt lease purchasing (debt financing).

Task 3.1: Determine Optimal Vehicle Replacement Cycles (optional)

The economic principles of vehicle lifecycle costs which should underpin any organization's replacement planning, financing, and funding practices were discussed above. Historically, many organizations developed replacement guidelines loosely based on these principles; that is, in an informal manner based on such things as past practices, input from fleet maintenance and repair personnel and vehicle operators, a comparison of replacement practices with peer organizations, and the amount of funds typically available for vehicle replacement purchases from year to year.

However, best-practice fleet management organizations develop replacement cycle guidelines empirically using lifecycle cost analysis (LCA) techniques. These involve modeling the stream of costs associated with acquiring, operating, and disposing of a particular type of vehicle over a range of possible replacement cycles, and identifying the cycle that will result in the lowest total cost of ownership. While it usually is impractical to perform such analyses for every type of vehicle in a fleet, it is not uncommon to do so for selected types of assets. Such analytical results obviously improve the precision of forecasts of future fleet replacement costs, especially when they are done for types of vehicles of which there are many in a fleet. However, their primary value is in quantifying potential cost savings and thus providing the "business" rationale for implementing an effective fleet replacement program that lies at the heart of controlling a fleet's total cost of ownership.

In this *optional* task, we would identify optimal replacement cycles for certain key types of vehicles in the City's fleet, selected in consultation with the MS and other appropriate officials such as representatives of its key customer agencies.

Once the types of assets to be analyzed have been selected, we would provide MS with an information request. Most of the information we require would be vehicle-specific information for *each* of the vehicles in the fleet of the types selected by the City to be analyzed. This includes vehicle identification information and up to *three* years' worth of utilization, fuel consumption (gallons or gallon equivalents and cost), and maintenance and repair cost data. We will provide MS with a Microsoft *Excel*®-based data request to facilitate the assembly of this information for our use. Please note that our proposed level of effort and cost for this task assumes that the Shop would deliver all requested data to us in *Excel* files.

Once we have received the requested data, we would perform various statistical analyses to "scrub" (as necessary) and normalize them. This includes things like removing obvious outliers and adjusting historical costs for inflation and changes in MS internal maintenance technician labor rates. We would then use these data as the basis for estimating changes in each type of asset's capital and operating costs as a function of changes in its age and accumulated usage.

The costs we would include in the optimal replacement cycle analysis for each type of asset are the principal direct costs associated with owning and operating any type of vehicle or piece of equipment: capital (purchase and upfitting), maintenance and repair, and fuel costs. If they are believed to be material to the analysis, we also can include other costs such as those associated with downtime, decommissioning, and/or remarketing.

We would estimate asset capital costs based on projections we develop of the fair market value of the vehicle at the end of each year (i.e., alternative replacement cycle) included in our analysis, taking into account both age and accumulated usage. These are estimates of true capital cost, not straight-line or accelerated depreciation such as organizations compute for financial reporting or income tax liability determination purposes. The basis for our estimates would be regression equations we develop for each type of vehicle using information gleaned from several possible sources including used vehicle sale results for City vehicles (if available); used vehicle value estimates, sales prices, and auction results published in a variety of industry sources such as ALG, Black Book, Manheim Market Reports, and Ritchie Brothers; and the results of similar analyses we have conducted for several other city and county government fleets.

We would estimate asset maintenance and repair (M&R) costs using multiple regression equations derived from the City's historical utilization and maintenance and repair cost data for these types of assets. We would estimate vehicle fuel costs based on the fuel efficiency rates of the types of vehicles being analyzed (again, using actual City fuel cost data, if available) and the City's current average cost per gallon of fuel (unleaded regular gasoline or diesel, as appropriate). We also would include an annual fuel efficiency degradation factor to reflect the fact that vehicles become somewhat less fuel efficient as they age and the fact that keeping assets in a fleet for a long time deprives the City of gains in fuel efficiency made possible by advances in vehicle design and construction.

We would utilize the data provided by MS along with information on vehicle residual values gleaned from appropriate industry sources to perform equivalent annual cost analyses for each vehicle type and identify the replacement cycle that results in the minimum total cost of ownership. We perform these analyses using Mercury's proprietary program developed for this purpose, *ORCA*™ (*Optimal Replacement Cycle Analyzer*™). A sample optimal replacement cycle analysis for the type of dump truck whose costs were shown graphically earlier in this proposal can be seen in the table on the following page. The results of this analysis indicate that this type of vehicle's total cost of ownership is at a minimum under a replacement cycle of 8 years. In contrast, if these vehicles are replaced every 12 years (which was the organization's *de facto* replacement cycle for this type of truck at the time of our study), the increase in average annual operating cost, before adjusting for inflation, would be more than $8,000 per vehicle per year. This table on the next page illustrates the type of analysis we would perform for the selected types of vehicles in Twin Falls fleet. The costs of performing optimal replacement cycle analyses generally range from $5,000 to $8,000 per asset type, and our clients who exercise the option of having us perform them typically select three to five key types of assets in their fleets for analysis.

Sample Optimal Replacement Cycle Analysis
(Single-Axle Dump Truck)

Replacement Cycle in Years:	1	2	3	4	5	6	7	8	9	10	11	12
Accumulated mileage at replacement	3,865	7,730	11,595	15,460	19,325	23,190	27,055	30,920	34,785	38,650	42,515	46,380
CAPITAL COST												
Projected Residual Value	$ 71,187	$ 58,625	$ 50,250	$ 46,062	$ 41,875	$ 39,362	$ 36,850	$ 34,337	$ 31,825	$ 29,312	$ 26,800	$ 24,287
Annual Depreciation	$ 12,562	$ 12,562	$ 8,375	$ 4,187	$ 4,187	$ 2,512	$ 2,512	$ 2,512	$ 2,512	$ 2,512	$ 2,512	$ 2,512
Total Annual Capital Cost	$ 12,562	$ 12,562	$ 8,375	$ 4,187	$ 4,187	$ 2,512	$ 2,512	$ 2,512	$ 2,512	$ 2,512	$ 2,512	$ 2,512
OPERATING COST												
Annual Maintenance and Repair Cost	$ 171	$ 551	$ 1,106	$ 1,828	$ 2,718	$ 3,778	$ 5,015	$ 6,434	$ 8,044	$ 9,853	$ 11,871	$ 14,109
Annual Fuel Cost	$ 2,380	$ 2,476	$ 2,576	$ 2,679	$ 2,787	$ 2,900	$ 3,017	$ 3,138	$ 3,265	$ 3,396	$ 3,533	$ 3,675
Total Annual Operating Cost	$ 2,551	$ 3,027	$ 3,681	$ 4,507	$ 5,505	$ 6,678	$ 8,031	$ 9,572	$ 11,308	$ 13,249	$ 15,404	$ 17,784
TOTAL ASSET COST												
Annual Total Cost	$ 15,113	$ 15,589	$ 12,056	$ 8,695	$ 9,692	$ 9,190	$ 10,544	$ 12,084	$ 13,821	$ 15,761	$ 17,916	$ 20,297
NPV of Cumulative Annual Total Cost	$ 14,258	$ 28,132	$ 38,255	$ 45,142	$ 52,384	$ 58,863	$ 65,875	$ 73,457	$ 81,638	$ 90,439	$ 99,877	$ 109,964
Equivalent Annual Cost	$ 14,686	$ 14,702	$ 13,524	$ 12,144	$ 11,438	$ 10,866	$ 10,573	$ 10,464	$ 10,485	$ 10,602	$ 10,794	$ 11,047

Task 3.2: Determine Fleet Replacement Costs and Funding Requirements

In this task, we will quantify and compare the future costs of Twin Falls acquiring replacement vehicles under several alternative capital methods. Our proposed approach to performing this analysis begins with the development of a multi-year fleet modernization and ongoing replacement plan – i.e., a projection of future vehicle replacement costs based on appropriate replacement cycle guidelines (including those identified in Task 3.1 if the City elects to have us perform it). Once these costs have been determined, we will then quantify the fiscal impacts (i.e., net cash funding requirements) associated with financing them under alternative capital financing approaches such as a replacement reserve fund versus a tax-exempt lease-purchase program versus outright cash purchase.

We will perform this analysis using Mercury's fleet replacement planning and cost analysis program *CARCAP*™ (*Capital Asset Replacement Cost Analysis Program*™). This program employs specific parameters or assumptions and regression equations for specific types or classes of assets in a fleet to project future replacement dates, purchase prices, residual values, capital (depreciation) costs, maintenance and repair costs, and other pieces of information for each *individual* asset in a fleet over a 20-year period. Thus, our determination of future fleet replacement costs and analysis of alternative capital financing approaches will not be based on, say, the average purchase/upfitting cost and replacement cycle of an "average" vehicle in the City's fleet, but on parameters that are established for the specific types of vehicles in the fleet and on a complete inventory of the assets that currently comprise this fleet. In conducting fleet replacement cost and alternative financing studies, we frequently establish such parameters for as many as 150 different types of fleet assets.

In addition to ensuring the relevance of our analysis results to the specific conditions (e.g., contract purchase prices, annual utilization levels, operating environment, etc.) that pertain to a specific fleet owner such as Twin Falls, this parameter-based analysis approach enables us to perform a wide array of sensitivity analyses of our findings. For instance, we can quantify the immediate and ongoing impact on a particular agency's and/or the entire City's fleet replacement costs resulting from changing a given type of vehicle's recommended replacement cycle from, say, seven to eight years; replacing one type of vehicle that currently is used to meet a particular business need with a different type of vehicle; or introducing alternative fuel or electric vehicles into the fleet as part of a fleet sustainability improvement initiative.

We will begin this task by developing and submitting to MS a data request that specifies the types of information needed to develop the replacement plan and alternative financing analysis. Next, we will work with appropriate Fleet officials to develop the analysis parameters needed by *CARCAP* to project future vehicle replacement dates and purchase prices. These parameters include, by vehicle type or class, recommended replacement cycles in terms of age (months) and/or usage (miles or hours); current purchase price, including upfitting costs (if any); and purchase price inflation rate.
We will begin developing the parameters by examining the vehicle classification scheme currently employed by MS to determine its suitability for replacement cost analysis

purposes. In our experience, some organizations employ class definitions that are too broad for this purpose. For instance, a classification such as “Full-Size Pickup Truck” or “Service Van” may be adequate for the purpose of describing the composition of a fleet in general terms, but generally not for accurately projecting the future replacement dates and costs of specific vehicles in specific City agencies. This could be the case if the range of purchase prices and annual utilization levels associated with the vehicles that fit into such categories is quite broad. At the same time, like types of vehicles with similar purchase prices might need to be classified differently due to significant differences in the way they are used. For example, a backhoe-loader assigned to a parks and recreation department generally is used far less and thus should have a longer planned replacement cycle than the same type of asset in a water utility department fleet.

Where appropriate, we will use MS’ existing asset class definitions as the point of departure for identifying the class codes to be used in this project. This may require performing statistical analyses of original vehicle purchase prices and recent annual usage levels to determine the suitability of the current class codes – to the extent that such data are available. Where the class codes currently used are clearly too broad (or do not exist), we will classify the vehicles in the fleet inventory using class codes we have developed in performing previous fleet replacement studies. Once we have completed the validation/refinement of existing vehicle class codes and/or the development of new vehicle class codes, we will submit a complete class code list to Fleet for review, finalization, and approval. This list also will include recommended replacement cycles; either those currently used by the City and confirmed for reasonableness by Mercury based on our experience performing fleet replacement studies and vehicle replacement cycle analyses for other clients, or the optimal replacement cycles identified in Task 3.1 (if applicable).

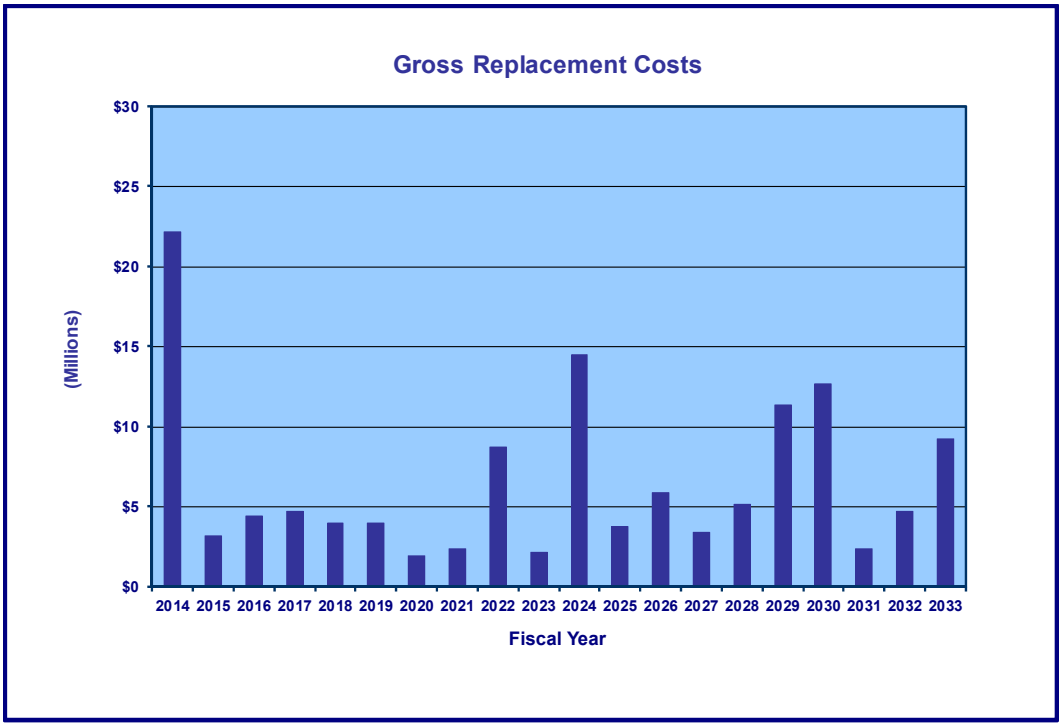
The finalization of the planning parameters will entail identifying the estimated current purchase price for each type of vehicle for which a separate class code has been established. Our proposed level of effort for this task presumes that MS personnel will provide this information to us based on current vehicle purchase contracts and other suitable information sources. If necessary, we can perform statistical analyses of historical vehicle acquisition cost data to develop these parameters, but there would be an additional cost for us to do this.

A screen shot from a small section of *CARCAP’s* Planning Parameter table illustrating some of the key parameters to be developed in this task is shown below.

Asset Class Code	Asset Class Description	Replacement Cycle in Months	Replacement Cycle in Miles or Hours	Purchase Price (today's dollars
1100	SEDAN, SUBCOMPACT	72	65,000	$ 7,300
1150	WAGON, SUBCOMPACT	72	65,000	$ 7,800
1200	SEDAN, COMPACT	72	65,000	$ 12,800
1250	WAGON, COMPACT	72	65,000	$ 11,300
1300	SEDAN, INTERMEDIATE	96	85,000	$ 18,010
1325	SEDAN, INTERMEDIATE, LX	96	85,000	$ 15,000
1350	CROSS OVER VEHICLE	96	85,000	$ 24,500
1355	SEDAN, HYBRID	96	85,000	$ 22,500
1400	SEDAN, FULL-SIZE	96	85,000	$ 17,050
1425	SEDAN, FULL-SIZE, LX	96	85,000	$ 21,500
1450	WAGON, FULL-SIZE	96	85,000	$ 16,550
1500	SEDAN, 4X4	96	85,000	$ 13,800
1550	WAGON, 4X4	96	85,000	$ 14,800
2000	TRUCK, COMPACT CREW-CAB 4X4 (EXTREME USAGE PARK PATROL	36	100,000	$ 23,224
2010	TRUCK, COMPACT, PICKUP	96	85,000	$ 15,435
2020	TRUCK, COMPACT, PU W/EXT CAB	96	85,000	$ 17,565
2021	TRUCK, COMPACT, PU W/EXT CAB (Unit Resale)	24	85,000	$ 17,165
2025	TRUCK, COMPACT, PU W/EXT CAB (EXTREME USAGE BLDG. DEPT.)	72	85,000	$ 17,565

Next, we will use the fleet inventory and replacement cost analysis parameters to develop a preliminary or *baseline* replacement plan for the entire City fleet. This plan will project the replacement date and cost of each individual vehicle in the fleet each time it meets the recommended criteria for replacement over the next 20 years. A sample baseline replacement plan for a 900-vehicle municipally owned water utility fleet is shown in the following exhibit.

Sample *Baseline* Replacement Plan



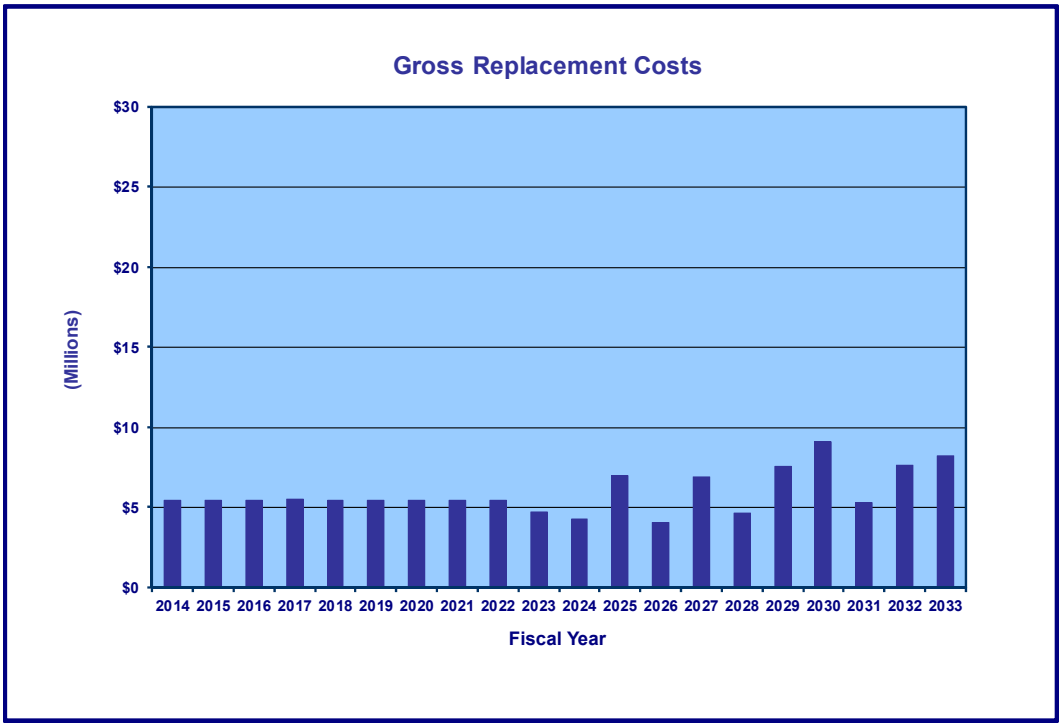
This exhibit is merely a graphical representation of the replacement plan, with each column showing the total annual cost of replacing all assets that meet or exceed their recommended replacement cycle in that year. The graph is based on a detailed spreadsheet which shows the projected replacement cost for each individual vehicle each time it meets the user-defined criteria for replacement during the 20-year planning period. All cost amounts shown are in nominal dollars.

As this graph suggests, we almost always find peaks and valleys in future spending requirements when we develop a baseline fleet replacement plan for an organization. Even in the most homogeneous of fleets (and the City's fleet is far from homogenous), the confluence of replacement dates of vehicles with different rates of utilization and replacement costs rarely results in an equal number of vehicles meeting established criteria for replacement each year. Such factors often result in significant fluctuations in annual replacement costs. Moreover, backlogs of replacement needs, signified by the above-average projected fleet replacement cost in the first year of the plan shown above, are an obvious result of an organization spending considerably less than necessary on fleet replacement for a sustained period of time.

For these reasons, we almost never recommend that a client implement a baseline replacement plan. Such a plan really should be viewed more as a benchmarking tool that indicates how well an organization has managed the replacement of its fleet assets in the past and how much it should expect to spend in the future if it wants to replace these assets in a timely manner. Consequently, the next step in this task will be to fine-tune the baseline plan in order to produce a realistic, "implementable" plan that would eliminate any replacement backlog that may currently exist over a reasonable period of time and provide for the timely replacement of all the assets in the fleet thereafter.

We will develop this plan by making a series of adjustments to the timing of the initial replacement of individual assets in the fleet to reduce to a manageable level any backlog of replacement spending needs that we find, resulting in a final, "smoothed" replacement plan. *CARCAP* has functionality for doing this, including a replacement prioritization scoring system and a replacement plan "smoothing" algorithm that allows the user to systematically adjust planned replacement dates for individual assets in the fleet to accommodate near and long-term budget realities. A smoothed version of the baseline replacement plan shown above can be seen in the following exhibit.

Sample *Smoothed* Replacement Plan

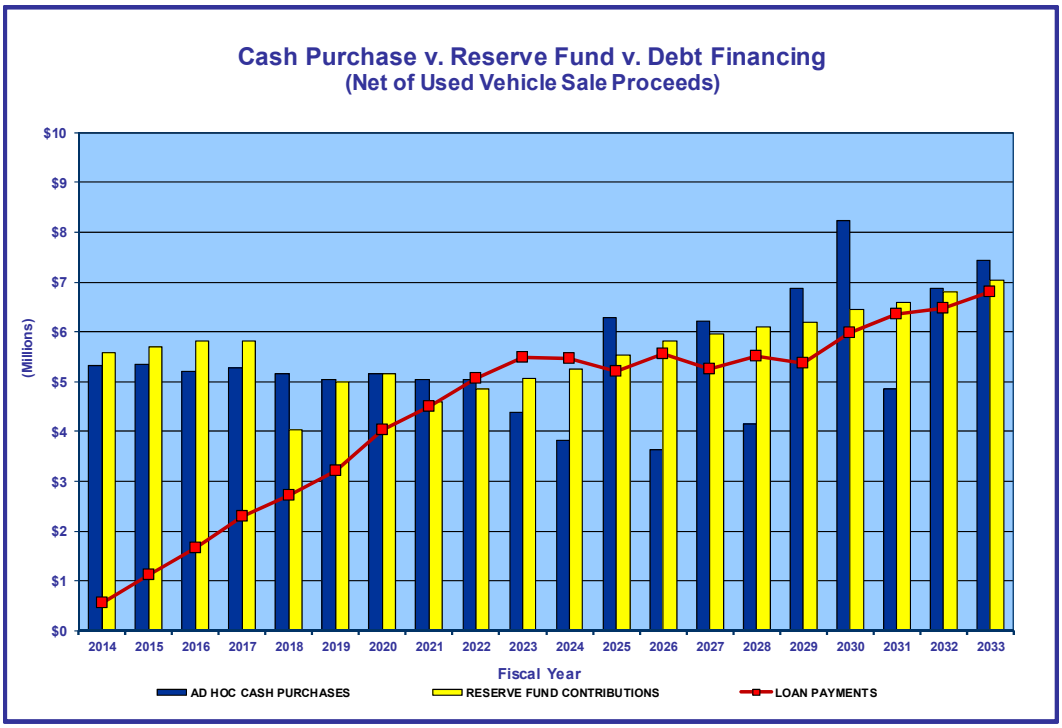


Once we have finalized the plan for modernizing the City's fleet, we will use it as the foundation for quantifying and comparing the funding (i.e., budgetary) requirements under several alternative capital financing approaches. Our replacement planning program *CARCAP* is designed to calculate funding requirements, by vehicle and by year for each year of a 20-year analysis period, under each of several financing approaches: outright cash purchase; a replacement reserve fund and charge-back system; various types of debt financing; and off-balance-sheet operating leases. Specifically, the program can calculate replacement reserve fund rates, loan payments, debt-service costs, and lease payments, based on user-defined parameters such as loan and lease terms (durations) and interest rates, by vehicle by year for the entire 20-year analysis period.

We will quantify and compare the net fleet replacement funding (i.e., cash) requirements under three alternative capital financing approaches (outright purchase, a replacement reserve fund, and a tax-exempt master lease program) against one another and identify the financing approach that we believe would be most beneficial to Twin Falls from a fiscal (i.e., cash budget) perspective and an economic (i.e., present value cost) perspective.

The graph and table below illustrate some of the additional outputs of this task. The first exhibit shows net fleet replacement funding requirements for the same 900-vehicle fleet whose baseline and smoothed replacement plans are shown above. The second exhibit is a side-by-side comparison from a cash – as opposed to an economic – perspective of the future replacement cost of the fleet under three alternative capital financing methods.

Sample Side-by-Side Comparison of Replacement Funding Requirements under Alternative Capital Financing Approaches



Sample Comparison of Fleet Replacement Funding Requirements under Alternative Capital Financing Approaches

	Fiscal Year										
Capital Financing Approach	**2014**	**2015**	**2016**	**2017**	**2018**	**2019**	**2020**	**2021**	**2022**	**2023**	**Total**
Outright Purchase	$5.4	$5.4	$5.4	$5.3	$5.3	$5.1	$5.2	$5.1	$5.1	$5.0	**$52.4**
Reserve Fund	$5.6	$5.8	$5.8	$5.9	$4.1	$5.1	$5.4	$4.7	$5.0	$5.2	**$52.7**
TE Lease Purchase	$0.6	$1.1	$1.7	$2.3	$2.8	$3.3	$4.1	$4.6	$5.4	$5.7	**$31.5**
	Fiscal Year										
Capital Financing Approach	**2024**	**2025**	**2026**	**2027**	**2028**	**2029**	**2030**	**2031**	**2032**	**2033**	**Total**
Outright Purchase	$3.4	$5.9	$5.0	$6.0	$3.6	$8.7	$8.6	$7.0	$6.2	$7.2	**$61.7**
Reserve Fund	$5.3	$5.7	$5.9	$6.2	$6.3	$6.5	$6.8	$6.9	$7.2	$7.3	**$64.1**
TE Lease Purchase	$5.7	$5.6	$5.4	$5.5	$5.5	$5.6	$5.6	$6.5	$6.8	$7.0	**$59.3**

Expressing the comparative costs of these three financing approaches in economic (i.e., present value cost) terms is a simple matter of selecting a suitable rate for discounting future cash outlays under each approach.

Task 3.3: Determine Marginal Costs and Environmental Impacts of Adding AFVs/EVs to the Fleet (optional)

In this *optional* task, we will draw on our recent experience conducting alternative fuel vehicle (AFV) feasibility studies for such clients as the cities Medford, OR; Tacoma, WA, Phoenix and San Antonio and the states of California and Alaska to estimate the marginal capital costs and environmental impacts of integrating more AFVs into the City's fleet.

We will do this by modifying the smoothed replacement plan developed in the previous task to provide for the replacement of selected types of conventionally fueled vehicles with suitable alternative fuel variants. We will identify the types of vehicles currently in the fleet that are candidates for replacement with an AFV in consultation with MS and other appropriate City officials.

Once these vehicle types have been agreed upon, we will work with MS to identify the parameters needed for *CARCAP* to develop a new plan that includes the costs of AFVs. For types of AFVs not currently in the City's fleet, we will research appropriate industry sources to identify purchase prices. All other parameters (e.g., replacement cycles) will be the same as those used in the previous task for conventionally fueled vehicles.

The two smoothed replacement plans, the one developed in this task and the one developed in Task 3.2, will provide us with the capital costs of replacing the vehicles in the City's fleet in the future if some of them are and are not replaced with AFVs. The difference between the future replacement costs of the fleets under the two scenarios will be the marginal vehicle capital costs of adding more AFVs to the fleet.

In addition, these replacement plans will provide the basis for us to estimate greenhouse gas (GHG) emission reductions that the City would realize for those conventionally fueled vehicles that we recommend be replaced with some type of AFV.

Task 3.4: Present Findings and Recommendations

We will document our findings, conclusions, and recommendations in a formal written report. This document will recap how we conducted the fleet replacement management review, what we found in terms of replacement guideline, planning, funding, and financing improvement opportunities, and what we recommend the City do to improve these practices. We will submit this report in draft form for review and comment and make revisions, as necessary, based on written feedback received. We will provide the City with a reasonable number of bound copies of the final report (if desired), along with one camera-ready copy in electronic form.

In addition to documenting study results in a final report, we will conduct one presentation of our findings, conclusions, and recommendations to MS, fleet user organization, and other appropriate City, officials. We will develop a Microsoft *PowerPoint* presentation(s) for this purpose.

At the City's option, we also can conduct a formal presentation of this and other project component results to the City Council for an additional fee.

Finally, we will provide all detailed analytical results from this project component to MS in an MS *Excel* workbook.

TASK 4: DEVELOP AN IMPLEMENTATION PLAN (optional)

At the City's option, we will develop a plan for implementing key strategic improvements recommended in Task 1. This plan will be in *addition* to the immediate and near-term recommended action items identified by functional area (i.e., in the 40-plus functional areas of fleet management covered in Task 1.4) in our final report. The implementation plan will focus on a limited number of strategic improvement initiatives that we recommend the City undertake within the next two to three years.

In developing this plan, we will employ considerations such as the following to prioritize recommended improvement initiatives (not necessarily in order of importance):

- The expected impact on fleet costs of a potential improvement;
- The expected impact on Maintenance Shop costs of an improvement;
- The expected benefits of an improvement;
- The absolute complexity – operational, technological, etc. – of an improvement; and
- The consistency with broad MS and City of Twin Falls goals and objectives (e.g., increased business process efficiency, workforce productivity, environmental sustainability, etc.) of an improvement.

For each improvement initiative, we will draft a brief problem and goal statement, a high-level description of the anticipated outcome of the improvement, and a discussion of the rationale for the improvement. We also will develop an action plan that identifies the key tasks to be performed, estimated levels of effort by City personnel and/or outside subject matter experts (if applicable), and suggested timelines for completion. We will submit the implementation plan to the City in draft form for review and comment and make revisions, as necessary, based on written feedback received.

PROJECT SCHEDULE

We estimate that all three components of the project will take approximately 24 weeks to complete from the date of the project kick-off meeting. Adherence to this timeline is contingent upon the activities not only of the Mercury project team but of the City as well, including the timely delivery of requested data and documentary material; scheduling of site visits, interviews, and presentations; completion of the Web-based survey of users of potentially underutilized fleet assets; and receipt of written feedback on draft final reports. A Gantt chart for the project can be found below.

PROJECT SCHEDULE

Task	Subtask	Description	Week 1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
		Conduct Best Management Practices Study																									
1	1.1	Initiate and manage the project*	K				P				P				P				P				P				
	1.2	Collect and review information																									
	1.3	Analyze data and benchmark conditions and performance																									
	1.4	Evaluate fleet management business practices																									
	1.5	Present findings and recommendations																D						F			
		Conduct Fleet Rightsizing Study																									
2	2.1	Collect data																									
	2.2	Identify potentially underutilized assets																									
	2.3	Survey users of potentially underutilized assets																									
	2.4	Earmark assets for reassignment or removal																									
	2.5	Quantify cost savings																									
	2.6	Present findings and recommendations																D						F			
		Conduct Fleet Replacement Study																									
3	3.1	Determine optimal asset replacement cycles (optional)																									
	3.2	Determine fleet replacement costs and funding requirements																									
	3.3	Determine costs and environmental impacts of adding AFVs (optional)																									
	3.4	Present findings and recommendations																D									
4		**Develop Implementation Plan (optional)**																						D			F

K - project kick-off meeting
P - project progress report and/or invoice
D - draft report or other written deliverable
F - final report or other deliverable

COMPENSATION

The total fee for this project is $80,336. A breakdown of this amount by work plan task and project team member is shown on the following page.

DETAILED FEE BREAKDOWN

Task	Subtask	Description	Lauria		Yankovich		Bammer				Nalven		Burns/Rood		Total	
			Hours	Fees	Hours	Fees	Hours	Fees	Hours	Fees	Hours	Fees	Hours	Fees	Hours	Fees
		Conduct Fleet Management Practices Review														
	1.1	Initiate and manage the project	8	$2,000	4	$ 900	12	$ 2,400		$ -		$ -		$ -	**24**	**$ 5,300**
	1.2	Collect and review information		$ -		$ -		$ -		$ -	4	$ 800	8	$ 1,160	**12**	**$ 1,960**
1	1.3	Analyze data and benchmark conditions and performance		$ -		$ -	4	$ 800		$ -		$ -	24	$ 3,480	**28**	**$ 4,280**
	1.4	Evaluate fleet management business practices		$ -	8	$ 1,800	40	$ 8,000		$ -		$ -	64	$ 9,280	**112**	**$ 19,080**
	1.5	Present findings and recommendations	8	$2,000	12	$ 2,700	24	$ 4,800		$ -		$ -	32	$ 4,640	**76**	**$ 14,140**
		Subtotal	**16**	**$4,000**	**24**	**$ 5,400**	**80**	**$16,000**	**0**	**$ -**	**4**	**$ 800**	**128**	**$18,560**	**252**	**$ 44,760**
		Conduct Fleet Rightsizing Study														
	2.1	Collect data		$ -		$ -		$ -		$ -		$ -	4	$ 580	**4**	**$ 580**
	2.2	Identify potentially underutilized assets		$ -		$ -		$ -		$ -	4	$ 800	16	$ 2,320	**20**	**$ 3,120**
2	2.3	Survey users of potentially underutilized assets		$ -		$ -		$ -		$ -	4	$ 800	24	$ 3,480	**28**	**$ 4,280**
	2.4	Earmark assets for reassignment or removal		$ -		$ -	24	$ 4,800		$ -	8	$ 1,600	56	$ 8,120	**88**	**$ 14,520**
	2.5	Quantify cost savings		$ -		$ -		$ -		$ -	4	$ 800	8	$ 1,160	**12**	**$ 1,960**
	2.6	Present findings and recommendations	4	$1,000	8	$ 1,800		$ -		$ -	8	$ 1,600	16	$ 2,320	**36**	**$ 6,720**
		Subtotal	**4**	**$1,000**	**8**	**$ 1,800**	**24**	**$ 4,800**	**0**	**$ -**	**28**	**$ 5,600**	**124**	**$17,980**	**188**	**$ 31,180**
		Conduct Fleet Replacement Study														
	3.1	Determine optimal asset replacement cycles (optional)	TBD	$ -	TBD	$ -	TBD	$ -		$ -	TBD	$ -	TBD	$ -	TBD	**$ -**
3	3.2	Determine fleet replacement costs and funding requirements		$ -		$ -		$ -		$ -	24	$ 4,800	64	$ 9,280	**88**	**$ 14,080**
	3.3	Determine costs and environmental impacts of adding AFVs (optional)	TBD	$ -	TBD	$ -	TBD	$ -		$ -	TBD	$ -	TBD	$ -	TBD	**$ -**
	3.4	Present findings and recommendations	8	$2,000	16	$ 3,600		$ -		$ -	24	$ 4,800		$ -	**48**	**$ 10,400**
		Subtotal	**8**	**$2,000**	**16**	**$ 3,600**	**0**	**$ -**	**0**	**$ -**	**48**	**$ 9,600**	**64**	**$ 9,280**	**136**	**$ 24,480**
4		**Develop Implementation Plan**	**TBD**	**$ -**	**TBD**	**$ -**	**TBD**	**$ -**		**$ -**	**TBD**	**$ -**	**TBD**	**$ -**	**TBD**	**$ -**
		Grand Total	**28**	**$7,000**	**48**	**$10,800**	**104**	**$20,800**	**0**	**$ -**	**80**	**$16,000**	**316**	**$45,820**	**576**	**$100,420**
		Grand Total with 20-Percent Discount	**22**	**$5,600**	**38**	**$ 8,640**	**83**	**$16,640**	**0**	**$ -**	**64**	**$12,800**	**253**	**$36,656**	**461**	**$ 80,336**

Date: Monday, May 13, 2019

To: Honorable Mayor and City Council

From: Jon Caton, Public Works Director

ACTION ITEM

Request:

ACTION ITEM: Request to use Street Reserves on the Shoshone Overlay & Re-Striping Project.

Time Estimate:

5 Minutes plus time for Council questions.

Background:

On April 8, 2019, Council approved Staff's request to use$160,000 of Street Reserves to:

-mill/overlay Shoshone
-eliminate parking along Shoshone and Re-stripe as a 5 lane section

Staff committed to performing the work as quickly as possible and with the goal to complete the project prior to Western Days Parade, May 31st.

After Council approval, Staff learned that US Bank was planning to construct a large sidewalk project along Shoshone sometime in June. After understanding the scope of US Bank's plan, Staff decided that it made sense to coordinate both projects. The upside is a better finished product and the downside is that the project will not be completed prior to Western Days Parade and will cost more than $160,000. Additional work is estimated to be $70,000 and includes: Tree Removal and extension of the overlay (2nd Ave. past 6th and half-way to 7th Ave.)

The proposed schedule:
-Complete Tree removal and curb/gutter replacement along Shoshone by May 30th
-Mill/overlay would construct after Western Days Parade with the goal of completing prior to July 4th, but will be subject to contractor availability

Approval Process:

Requires Council approval

Budget Impact:

This was an unanticipated project and therefore not budgeted. Council approved $160,000 of Street Reserves and Staff is requesting an additional $70,000 for additional scope of work.

Regulatory Impact:

N/A

History:

N/A

Analysis:

N/A

Conclusion:

Staff recommends coordinating the project in concert with US Bank's project and is requesting Council approval to use another $70,000 of Street Reserves in addition to the $160,000 previously approved.

Attachments:

None

Date: Monday, May 13, 2019

To: Honorable Mayor and City Council

From: Jon Caton, Public Works Director

ACTION ITEM

Request:

ACTION ITEM: Request to divert monies within the Street's existing budget to expand the support to the Sidewalk Grant Program.

Time Estimate:

10-15 Minutes plus time for Council Questions.

Background:

The City's Sidewalk Repair Grant Program is in it's third year and has finally hit its stride. In the first two year, very few applications were submitted and most of the $50,000 budgeted went unrealized. Because of this, the City Council made significant expansion to the grant program by improving the financial incentive for residential properties and also by allowing commercial properties to apply.

Key changes to the program include:

-Eligible **residential** properties may qualify for a grant that will pay **75% of their sidewalk improvement up to $3,000**.

-Eligible **commercial** properties may qualify for a grant that will pay **50% of their sidewalk improvement up to $3,000**.

-Grant funds are also available for the removal of trees that may be causing sidewalk damage. Eligible trees must be in the Public Right-of-Way, not on private property.

These changes have proven to be extremely effective. As of May we have 22 applications submitted and more than 90% of the Sidewalk Budget has been committed. In response to the demand, Staff would like to recommend diverting existing budget funds from the Street Department to continue to support Sidewalk Grant Applications for the remainder of the year. Street Department can divert an additional $100,000 from "Sidewalk Construction Projects" toward the Sidewalk Grant Program. If there is money left over, it would then be diverted back to the Sidewalk Construction Projects to be put to beneficial use.

Approval Process:

Requires Council Approval

Budget Impact:

Regulatory Impact:

NA

History:

N/A

Analysis:

N/A

Conclusion:

Staff recommends diverting $100,000 within Street's existing budget to expand the support to the Sidewalk Grant Program from $50,000 up to $150,000.

Attachments:

None

Date: Monday, May 13, 2019

To: Honorable Mayor and City Council

From: Brian Pike, Deputy City Manager

ACTION ITEM

Request:

ACTION ITEM: Request to move forward with publishing a Request For Proposals for a new Public Safety Software System (CAD/Mobile/Records Management)

Time Estimate:

Approximately 15 minutes.

Background:

The City of Twin Falls has a long history in the area of emergency dispatch. Prior to the late-1990s, the City of Twin Falls, like most public entities, dispatched its police, fire and emergency medical services. In the 1990s, the City of Twin Falls jointed many other public entities in Southern Idaho, specifically the Magic Valley, and created the Southern Idaho Regional Communications Center. During the SIRCOMM era, we maintained a non-emergency city communications center for our citizens. That relationship ended in 2003.

After severing our contractual relationship with SIRCOMM, the City of Twin Falls re-entered into the emergency dispatch business.

The City of Twin Falls purchased our current public safety software in December 2000. This software system includes Computer Aided Dispatch, Police and Fire/EMS Records Management software, and Mobile Applications that serve our first responders in the field. Our current software provider is no longer able to keep pace with our technological needs nor are they able to adequately maintain our system. Over the last several years, we have worked diligently to keep this system functional; however, we have reached a point where we are no longer able to provide our first responders with the software platform they need to perform their core job functions.

There are several features and limitations that our current system cannot overcome. Some of the limitations include:

- Geolocation
- Timely Mapping updates
- Advance and basic life support functions
- Access to live data to make informed decisions
- Interface with our community's communication needs (text, video, etc.)
- Live CAD Interface with SIRCOMM

We have been building to this place for several years. We have the physical infrastructure in place to support and maintain the new system. We have discussed this item in Long Term Planning for years and

are now in a position to move forward.

Below is the timeline for the project.

Date	Time	Activity
May 16, 2019		RFP Distribution
May 30, 2019	5:00 p.m. (MT)	Intent to Respond to RFP
June 14, 2019	5:00 p.m. (MT)	RFP Questions Due
July, 5, 2019		Response to RFP Questions Issued
July 26, 2019	5:00 p.m. (MT)	Proposal Due Date
August 12th-16th, 2019		Oral Presentation and Demonstrations (if necessary)
September 13, 2019		Vendor Selection
October 1, 2019		Contract Awarded/Signed

As we move through the RFP process, we will keep the Council updated and ultimately, request their approve to enter into a contract with the recommended vendor.

Approval Process:

Majority vote of the Twin Falls City Council.

Budget Impact:

Regulatory Impact:

N/A

History:

N/A

Analysis:

N/A

Conclusion:

Staff would recommend that Council allow them to move forward with the Request For Proposal.

Attachments:

1. RFQ Public Safety Software
2. RFQ Appendix A

City of Twin Falls
Public Safety Software System
(CAD/Mobile/Records Management)

Request for Proposal (RFP)

Twin Falls, Idaho

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GENERAL INFORMATION AND BACKGROUND

Introduction

The City of Twin Falls hereby request that vendors submit proposals for a public safety software system. These proposals shall provide all of the material requested herein, including detailed cost proposals for the necessary hardware, software, and services. A vendor's failure to follow any of the provided instructions may result in rejection of the vendor's proposal.

The City of Twin Falls reserves the right to overlook any errors or omissions on the part of the vendor during the Request for Proposal process.

Contacts

All communication regarding the RFP shall be directed to:

Kathy Markus
Information Communication Technology Manager
P.O. Box 1907
Twin Falls, Idaho 83303-1907
kmarkus@tfid.org
1.208.735.7222

No vendor, employee, or consultant shall contact anyone else at the City of Twin Falls for purposes of soliciting information about this RFP, the evaluation of the proposals, or the selection process until such time as the City of Twin Falls announces its intent to award the contract or otherwise completes the RFP process.

Background

The City of Twin Falls is seeking to replace its existing computer aided dispatch system, public safety records management system, fire records management system, code enforcement software and all mobile platforms associated with its public safety software platform. The City of Twin Falls is looking for a contemporary, completely integrated solution that is one application, with one database (**Microsoft SQL on premise**), provided by one vendor. The City of Twin Falls reserves the right to deviate from the one application/one vendor in the area of fire records management. The fire records management solution, if chosen as a stand-a-lone solution, must interface with our database and CAD solution.

Profile

The City of Twin Falls is located in south-central Idaho along the scenic Snake River canyon. With a population of approximately 49,202 residents, Twin Falls is the eighth largest city in Idaho and encompasses 18.16 square miles. It is located in Twin Falls County, which covers approximately 1,928 square miles of mostly irrigated agriculture land and has a total population of 83,513.

Twin Falls is the urban center of the Magic Valley, which consists of Blaine, Camas, Cassia, Gooding, Jerome, Lincoln, Minidoka and Twin Falls counties. The City serves as the retail, educational, medical and employment center for this eight-county area that has a total population of over 260,000 residents. As a result, the daytime population in Twin Falls swells by an estimated 30,000 people.

Departments

The City of Twin Falls operates the following emergency/non-emergency services.

Emergency Communications Center: The Twin Falls Emergency Communications Center is responsible for providing 9-11 emergency and non-emergency radio/telephone communication services. The Center is staff with one (1) Director and twelve (12) full-time Communication Specialists. In 2018, they handled 44,706 9-11 calls, 94,716 non-emergency calls, 11,638 outbound calls and 3,604 Alarm calls.

Code Enforcement Department: Code Enforcement is responsible for enforcing City Codes pertaining to zoning, Health, Sanitation Conditions, Public Nuisances, Animal Permitted Zones, Weed Abatement and Water Conservation. They also handle all animal control calls. Code Enforcement is staffed with one (1) Coordinator and four (4) officers. In 2018, they responded to 4,478 code enforcement calls and 3,618 animal control calls.

Police Department: Twin Falls Police Department is responsible for providing effective police services to the community. The Police Department is staffed with seventy-seven (77) sworn officers and twenty (20) professional staff. They responded to 54,828 calls for service in 2017.

Fire Department: The Twin Falls Fire Department (TFFD) is responsible for providing Fire Suppression, Technical Rescue (confined space/high angle), Aircraft Rescue Firefighting, Emergency Medical Response and Hazardous Material services. TFFD consists of four (4) stations and 47 full-time employees. They responded to 5,413 calls for service in 2017.

Description of Current Service, Applications and Hardware

The City of Twin Falls uses EIS (Executive Information Services). This system has been in place for approximately eighteen (18) years. EIS is used as the main CAD system for Communications, Police and Fire as well as the main RMS for Police. In addition, EIS is utilized for all mobile applications for police and fire.

The City of Twin Falls utilizes the following applications and interfaces:
CAD Interfaces:

- Advanced CAD2CAD with Southern Idaho Regional Communications (they are utilizing Zuercher)
- Powerphone EMD
- Vesta ANI-ALI with Text-to-911
- Paging
- Higher Ground logging recorder
- AvTec Radio Console
- Station Alerting/Toning
- ZOLL Fire RMS and EMS Charts
- Suppression Systems
- ESRI

RMS Interfaces:

- SPIDR Tech – Victim Notification
- eImpact – State software for crashes. Need collisions in RMS sent to the State
- APS Citations – Import Citations into RMS

- Odyssey Courts – Status, Warrants and Citations
- Laserfiche – Document Storage
- Fusion – Dictation
- Evidence.com-Axon (Auto Tag w/ RMS)
- State Lab
- ESRI
- NIBRS/IBR/ILETS

FIRE RMS Interfaces:
- ZOLL Fire RMS
- EMS Charts

The City of Twin Falls utilizes the following hardware:
- 48 Police MDCs
- 5 Fire MDCs
- 5 Live CAD Positions in the office with Radio Interface
- 3 CAD Positions – two (3) in the Records Department and one (1) for Emergency Communications Manager

Scope of Services

It is the intention of these specifications that the selected vendor furnish to the City of Twin Falls a mature public safety software system that will enable the effective and efficient operation of all public safety departments using the system. Please note the following:

- The City of Twin Falls is open to new technology and would like to obtain as much information as possible about the software requirements and recommendations for the new system from the respective vendor(s).
- The City of Twin Falls is interested in a Suite style system that encompasses all aspects of use for our various departments; however, the City of Twin Falls reserves the right to deviate from the one application/one vendor in the area of fire records management. The fire records management solution, if chosen as a stand-a-lone solution, must interface with our database and CAD solution.
- The system must be scalable and must be able to integrate with existing applications/interfaces outlined, as well as future applications/interfaces the City of Twin Falls may implement.
- The system shall allow the City of Twin Falls to efficiently organize, track and access the vast amount of information that flows through the system with real-time access.
- The system must be easy to use, searchable and intuitive.
- The system must have the ability to provide robust analytical abilities with advanced live crime reporting, crime reports, officer statistics and publishing.
- The system must provide full State reporting (NIBRS, Accidents, EMS).
- **The system must have the ability to provide a live CAD interface with Southern Idaho Regional Communications Center (using Zuercher CAD/RMS)**.
- The system must be GIS centric.
- The system must be configurable with user-defined fields.
- The system must have an evidence module with barcoding.
- The system must allow for the configuration of custom reports for all data in the system.
- The system must be able to provide Case Management tools.

- The system must interface with our current and future software applications.
- The City of Twin Falls prefers an on premise, AD Integrated and Microsoft SQL based solution.
- The selected vendor needs to provide all services including, but not limited to, installation, implementation, data conversion, training, monitoring, technical support, and ongoing maintenance.

RFP INSTRUCTIONS

Vendor Qualifications

In order to ensure that any responding vendor is qualified to deliver the product and services contemplated in the RFP, the City of Twin Falls reserves the right to inspect vendor's physical site prior to award. The City of Twin Falls further reserves the right to perform site visits and/or interview other agencies currently using the vendor's products.

Project Timetable

The following schedule details key dates related to this RFP. The City of Twin Falls reserves the right to revise this timetable as necessary.

Date	Time	Activity
May 16, 2019		RFP Distribution
May 30, 2019	5:00 p.m. (MT)	Intent to Respond to RFP
June 14, 2019	5:00 p.m. (MT)	RFP Questions Due
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July 26, 2019	5:00 p.m. (MT)	Proposal Due Date
August 12th-16th, 2019		Oral Presentation and Demonstrations (if necessary)
September 13, 2019		Vendor Selection
October 1, 2019		Contract Awarded/Signed

Letter of Intent to Respond to RFP

Vendors should send a letter expressing their intent to respond, by the date designated in the Project Timetable above to:

Kathy Markus
Information Communication Technology Manager
kmarkus@tfid.org

The letter of intent to respond should include Vendor's primary point of contact information for the purposes of this RFP. Only vendors submitting a letter of intent will receive updates, clarifications, etc., for this RFP.

RFP Questions

Any questions regarding the RFP should be submitted by the date stated in the Project Timetable via email to:

Kathy Markus
Information Communication Technology Manager
kmarkus@tfid.org

Oral Presentation and Demonstration

The City of Twin Falls may choose to make a shortlist of vendors and invite selected vendors for an oral presentation and product demonstration to ensure that the proposed solution meets the City of Twin Falls' requirements. The vendor will be responsible for all incurred costs associated with the Oral Presentation and Demonstration.

Evaluation Criteria

The City of Twin Falls intends to select a vendor that demonstrates the best perceived overall solution, regardless of the cost of that proposal relative to other proposals received. Submissions will be evaluated on a variety of quantitative and qualitative criteria and in accordance with Idaho Code 67-2806A. The following evaluation criteria will be used to assess the responses to this RFP.

Criteria	Percentage
Innovative Solutions and Unique Product Features	25%
Price	5%
Future Product Maintenance and Product Warranties	15%
Vendor Experience in the Market	25%
Ability to Meet Product Specifications	30%

RFP RESPONSE SUBMISSION

One original proposal document, six (6) hard copies (a total of seven (7)) and one (1) electronic copy on a flash drive of the complete proposal must be received on or before the time and date stated in the Project Timetable, at which time all proposals will be opened and reviewed.

The original and all copies must be submitted in a sealed envelope/container delivered to:

Kathy Markus
Information Communication Technology Manager
P.O. Box 1907
203 Main Avenue East
Twin Falls, Idaho 83303-1907
kmarkus@tfid.org
1.208.735.7222

Vendors are responsible for all delivery requirements. Any response received after the date and time stated in the Project Timetable will not be considered.

General Guidelines

Proposals will be evaluated in accordance with their adherence to project objectives as well as accuracy and completeness. The following general rules and comments are provided to the vendors responding to this RFP:

- Proposals may be ranked without requests for further clarification; vendors are encouraged to submit comprehensive proposals without expectation of follow up activities.
- It should not be assumed that vendors may be invited for interviews to present their proposals in more detail and to answer any questions the evaluation panel may have.
- All provided specification pages must be completed and returned with the vendor's proposal.
- Any information that may have been released by the City of Twin Falls, either verbally or in writing, prior to issuing this RFP is hereby superseded by the contents of this RFP. Vendors can submit requests for clarifications to the contact identified in the RFP Questions section.
- Any such clarification will be made in writing and made available to all vendors indicating their intent to submit a proposal.
- Any expenses for proposal development are entirely the responsibility of the vendor and will not be reimbursed in any manner.
- All design drawings, plans and proposals submitted in response to the RFP will be retained by the City of Twin Falls and will not be returned.
- The evaluation panel reserves the right to reject any or all proposals should they be deemed unsatisfactory, or to conclude that there are no satisfactory proposals and discontinue evaluations. The City of Twin Falls reserves the right to waive any formalities and make the award in any manner deemed in the best interest of the City of Twin Falls.

RFP Response Format

To ensure consistency in proposal presentation and allow the evaluation team to compare competitive proposals, each proposal must follow the format described in this section. If desired, the vendor may attach additional sections or appendices to substantiate their proposal claims. These attachments must be cross-referenced within the proposal as appropriate. The vendor may also include brochures or other sales collateral as attachments to the proposal. All optionally requested items should be included and clearly identified as options, otherwise, the vendor may be required to provide the item(s) as part of the base proposal.

If confidential or proprietary information is included in the proposal, each page containing such information should be marked "Proprietary and Confidential."

Pages are to be numbered. Additional header or footer information (such as company or section title) may also be included.

Vendors may follow their standard proposal format concerning line length, spacing, indentations, etc. Hard copies should be double-sided.

Each copy, complete with appendices and/or attachments, should be bound separately.

Proposals must include the following materials in the following identified order:

LETTER OF TRANSMITTAL

The response should include a letter of transmittal with the following information:

- RFP title (and number, if applicable)
- Vendor company name
- Vendor primary contact information, including name, title, and telephone number
- Proposal validity period
- Include the original signed letter of transmittal with the original proposal and a copy of the letter of transmittal with each copy of the proposal

TABLE OF CONTENTS

The response should include a table of contents that reflects the sections identified.

SECTION 1 – EXECUTIVE SUMMARY

Include an overall description of the proposed solution, including a brief overview of each of the products proposed.

SECTION 2 – CORPORATE AND COMPANY INFORMATION

Provide introductory information about Vendor's company, history, clients and industry involvement, including:

1. Company name, address, telephone number, and website

2. Information on the company history

3. Executive team biographical summaries

4. A description of the company's role and participation in industry forums such as NENA, APCO, and IJIS. Further, any employee participation on committees or boards within these organizations, as well as any certifications held from these organizations.

5. A description of the company's qualifications to assume responsibility for the success of this project.

SECTION 3 – REFERENCES

This section should establish the vendor's ability to perform the required work by describing the vendor's experience with similar projects and include reference information from current customers.

Vendor must have successfully implemented five or more operational public safety systems, which included applications similar to those required in this RFP. Provide a brief summary for at least five such projects, including:

- Client name
- Client address
- Contact name
- Contact title
- Contact telephone number

- Contact email address
- Software provided by Vendor
- Number of licensed users for each major software product
- Installation date for each major software product

SECTION 4 – RESPONSE TO REQUIREMENTS

This section should include the completed responses to the requirements. All responses must be completed on the provided forms. Any vendor failing to include these forms may be disqualified. Any specification without a response will be recorded as "NC – Proposed software does not meet the specification and cannot be modified." All vendors are required to use the following response codes for each specification:

VENDOR COMPLIANCE RESPONSE CODE KEY	
C	Compliant. Current proposed software meets specification without modification. The function is fully developed and can be demonstrated in the proposed software package.
PC	Partially Compliant. Proposed software meets part of the specification
NC	Non-Compliant. Proposed software does not meet the specification and cannot be modified.
F	The specification will be met by a future release of the software. Please provide an expected timeframe (quarter and year).
A	The specification can be met by an alternative method (provide a description of the alternative method in the comment column)
M	The proposed software will be modified to meet the specification.

For each "M" response, Vendor must include an explanation of the modification required, a timeframe for when the feature will be available, and identify any costs associated with the modification in the cost proposal.

Vendor must provide clear explanations of all modifications proposed; failure to clearly explain any deviation from the specifications identified in this RFP may be grounds for rejection of the proposal.

Use the forms provided in Appendix A.

SECTION 5 – PRODUCT FEATURES

This section should include detailed product information that will help reviewers evaluate each of Vendor's products. Include detailed descriptions of the base product(s) as well as any optional modules.

SECTION 6 – IMPLEMENTATION

This section should include information pertaining to implementation, including project management methodologies, implementation methodology, and a preliminary project schedule.

Vendor must assign a Project Manager to oversee implementation of the vendor's solution. The Project Manager must have at least five years project management experience (ideally, in a public safety environment) and must hold a Project Management Professional (PMP) certification from the Project Management Institute (PMI).

In this section, Vendors are expected to:

1. Provide a high-level overview of the vendor's Project Management function and Implementation Methodologies.

2. Provide sample resumes illustrating the vendor's project management expertise available to support this project.

3. Describe the vendor's recommended approach for cutover of the proposed application software products and related interfaces, i.e., single go-live, phased roll-out, etc.

4. Provide a preliminary Project Schedule.

5. Provide a sample Statement of Work that defines the scope of the project, the key tasks required to complete the project, and the responsibilities of both parties.

6. Describe the processes and practices employed to minimize risk and control the scope and schedule of the project.

7. Describe the processes and practices used by the vendor to evaluate the client's current operational practices and workflow and on how that information will be used in the setup of the proposed system.

8. Describe the processes and practices used by the vendor to build the code tables necessary to ensure full and proper operation of the planned application software products and interfaces.

9. Describe the processes and practices used by the vendor to validate (with the client) the setup and workflow of the proposed system.

SECTION 7 – ACCEPTANCE TESTING

This section should include information describing the vendor's proposed methodologies for administering an Acceptance Testing Process that allows the City of Twin Falls to verify that all application software and interface deliverables comply with the resulting contract between the vendor and City of Twin Falls.

In this section vendors are expected to:

1. Describe the vendor's proposed methodologies for verifying the function of each delivered application software product and interface.

2. Describe the vendor's proposed methodologies for verifying the integration between each delivered application software product and interface.

3. Describe the vendor's proposed methodologies for verifying the reliability (availability) of each delivered application software product.

SECTION 8 – TRAINING

The City of Twin Falls would need the following users trained on each identified application. The City of Twin Falls reserves the right to modify the number of users in each group; however, would not place undue demand on the vendor. The users would include:

- System Administrators – 4 users
- CAD system – 15 users
- Police RMS - 161
- Fire RMS – 35 users
- Code Enforcement – 5 users

The vendor's training program shall be designed and conducted to provide complete familiarization with the proposed system(s), including functional training for user personnel and system administration training for select City of Twin Falls' management, administrative, and/or technical personnel. The City of Twin Falls will provide a suitable environment for training. This section shall include training information, training plans, and sample course descriptions and recommendations from the vendor regarding the most cost effective approach (i.e., Train-the-Trainer, User Training, etc.) to achieve full and productive utilization and self-sufficient administration of the planned systems.

At a minimum, the descriptions for each proposed training course should include:

- Description of the Class
- Quantity of this class proposed
- Recommended number of participants
- Prerequisites
- Location/Methodology of training
- Personnel expected to attend
- Class duration (hours)

SECTION 9 – WARRANTY/MAINTENANCE SUPPORT

The City of Twin Falls requires, starting at go-live, ongoing maintenance support that ensure the continuous productive use of the planned applications software products and interfaces. The proposed maintenance plan should provide coverage 24 hours per day, 7 days per week for the CAD and Message Switch server software applications and all CAD workstation software. The proposed maintenance plan should provide coverage for 8 hours per day, 5 days per week for all Records Management Systems and Mobile units deployed under the system.

This section shall include support information, including procedures for reporting problems, as well as covered and non-covered maintenance, and software upgrade information. Include information on remote problem diagnosis, resolution, and response times.

In this section, vendors are expected to:

1. Describe the vendor's warranty support that is proposed with each application software product and related interface.

2. Describe the support hours that are available and proposed for each application software product and related interface.

3. Describe the support/facilities that are available to the City of Twin Falls via the vendor's toll free (800) number.

4. Describe the support/facilities that are available to the City of Twin Falls via the vendor's web-based online reporting/tracking facilities.

5. Explain the software upgrade/update provisions that are available as part of the vendor's proposed maintenance support program and the incremental costs (if any) that may be associated with upgrades/updates to the proposed application software products.

6. The City of Twin Falls requires that all Priority 1 – Critical Calls for support be responded to immediately during business hours (within 30 minutes during non-business hours), with resolution of the reported problem within 12 hours of the call. The City of Twin Falls requires that all Priority 2 – Urgent Calls for support be responded to immediately during business hours (within 60 minutes during non-business hours), with resolution of the reported problem within 36 hours of the call. Describe vendor's compliancy with this type of Service Level Agreement, the priorities used by the vendor to classify all client support requests, and the response time commitments for each that the vendor will commit to contractually in any resulting maintenance support agreement with the City of Twin Falls.

7. Describe the vendor's proposed responsibilities for the ongoing maintenance support of all hardware, system software, and other third-party components proposed by the vendor as part of this planned system.

8. Vendors shall include a copy of their proposed Maintenance Support Agreement in Section 9 of their RFP response.

SECTION 10 – HARDWARE/SYSTEM SOFTWARE

Vendor shall provide the Agency with minimum recommended configuration requirements for the workstation-based computer equipment and network communications infrastructure needed to support proposed application software products and related interfaces while providing the level of availability and performance specified in this RFP.

As the application software provider and systems integrator, Vendor is expected to assume the following responsibilities for all third-party products and services through final system acceptance:

- Negotiate/administer contracts with all third-party subcontractors.
- Provide a single point of contact for vendor and all third-party subcontractors.
- Coordinate assignments/deliverables of vendor and all third-party subcontractors.
- Create/administer a Statement of Work for vendor and all third-party subcontractors.
- Create/manage overall project schedule for vendor and all third-party subcontractors.
- Manage all communications between City of Twin Falls, vendor, and third-party subcontractors.

- Assume the risk for accuracy, completeness, and quality of all third-party subcontract deliverables.
- Resolve inconsistencies in third-party deliverables and contractual requirements.
- Ensure that all vendor and third-party deliverables are delivered completely, as defined in the resulting agreement between City of Twin Falls and vendor.
- Assume the risk for the faithful performance of all third-party subcontractors.

This section of the proposal shall include:

1. A thorough overview of how the vendor will comply with the Systems Integration requirements defined above.

2. A thorough overview of the proposed hardware/system software solution.

3. An Architectural Drawing of the proposed solution, with all servers, interfaces and workstation types clearly identified.

4. A complete listing of all hardware, system software and related third-party elements included in the proposed price.

5. Provide a complete description of each server proposed and workstation recommended to support the proposed solution.

6. The warranty included with each proposed component.

7. A complete list of all assumptions being made by the vendor regarding the expectations of City of Twin Falls with respect to the computer equipment, system software, and network infrastructure required to support the proposed solution.

SECTION 11 – SAMPLE LICENSE AGREEMENTS/CONTRACTS

This section should include all applicable sample license agreements and maintenance support agreements for the proposed application software products and interfaces.

SECTION 12 – EXCEPTIONS

This section should include any exceptions to the RFP terms and conditions. Please provide your exceptions by indicating the RFP section or subsection number, the specific item that is the focus of the exception, and an explanation for the exception, with alternative(s) where applicable.

SECTION 13 – ADDITIONAL INFORMATION

This section should include any additional information Vendor deems necessary.

SECTION 14 – PRICING

This section should include a Fixed Price Quotation for the proposed public safety software, services, travel, and third-party deliverables, with an itemized list of all components.

All products and services shall be itemized with quantities clearly noted. Vendor shall provide maintenance quotes for five (5) years following warranty expiration for all proposed application software products and interfaces.

Vendor shall provide maintenance quotes for three (3) years following warranty expiration for all proposed computer hardware and system components.

Any proposed modifications must be included in the price proposal in an itemized format.

Vendor shall include all travel expenses associated with the project. Travel shall be presented as a fixed price to the Agency.

Vendor shall list any and all assumptions made in formulating the proposed price.

Vendor shall identify pricing for all upgrades and product enhancements with hourly rates for those services.

Vendor shall provide the City of Twin Falls with Annual User Conference pricing.

If confidential or proprietary information is included in the proposal, each page containing such information should be marked “Proprietary and Confidential.”

Computer Aided Dispatch (CAD) Specifications			Vendor Compliance (Use Code Key)	Vendor Comment
General Requirements				
1	The system performs multiple services in a single CAD instance, for example: Police, Fire, and EMS			
2	The system performs combined Fire and EMS discipline resource dispatching.			
3	The system performs resource dispatching for a minimum of 10 disciplines concurrently from one or multiple workstations.			
4	The User Interface is configurable by system administrators			
5	The User Interface can be altered by authorized front end users			
6	The User Interface consists of moveable and sizable windows			
7	The command line provides a smart–sense syntax guide to facilitate learning of new commands and guide the user through required parameters of entry.			
8	A command description is presented to the user in the client's chosen plain-English text, providing further guidance and easing the learning curve for new users.			
9	The CAD system offers multiple command lines			
10	The command line offers a buffer to see or reuse previously executed commands			
11	CAD proactively monitors system health factors and provides automatic notifications to specified CAD users when those factors vary from pre-set measures.			
12	Interactive user interface consists of configurable queues for incidents and units			
13	Flexible and configurable queues give system administrators full control over colors to delineate information for easy viewing at the agency level			
14	Color-coding can be configured for different unit status as well as incident priorities to easily visually distinguish information.			
15	Configurable queues include over 30 columns of display options.			
16	Administrators will set the system default screen layouts including:			
	a.	queue columns to display		
	b.	location of windows		
	c.	queue sorting		

	d.	queue filtering		
	e.	required columns to always display		
	f.	Map views and layers displayed		
17	Authorized end users may configure their screen layouts without removing mandatory columns determined by system administrators.			
18	End users save their layout preferences and be presented with their individual layout at log on			
19	Authorized end user configurations include:			
	a.	Window placement		
	b.	Additional "custom" queues		
	c.	Adding or removing columns of information		
	d.	Queue sorting		
	e.	Queue filtering		
	f.	User defined columns		
	g.	Column display order		
	h.	Column sizing		
	i.	Tabbed or side-by-side queue display		
	j.	Floating or "docked" queues		
	k.	Map views and layers displayed		
	l.	Multiple map views		
	Interactive alerts and notifications			
20	Groups of individuals and units outside of the communication center can be paged automatically based on the problem type or location of the incident, and other granular triggers such as alarm level, priority, location type (e.g., Elementary School), and more.			
21	CAD system includes a broad set of configurable alerts and notifications			
22	Alerts and notifications are displayed in a consolidated viewing area.			
23	Alerts and notifications can present the user with a single action associated to an alert (such as a high priority new incident alert can be configured with a single action to open the incident, or recommendation screen)			
24	Each configurable alert provides system administrators the ability to configure:			
	a.	Notifications types (such as timers or Geo Fence warning)		
	b.	Trigger Rules		
	c.	Text displayed		
	d.	Action or command offered for alert action		

	e.	Name of alert		
	f.	Category of alert		
	g.	Priority of alert		
	h.	Sound file associated with alert		
	i.	Repeat intervals and repeat count of alerts		
	j	Duration alert is displayed		
	k.	Destination of alert including: role, user, functionality group, workstation, person, people, or any combination.		
25	Alerts provide direct visual access in a consolidated notification area without restricting access to other tasks.			
26	Configurable alerts can include but are not limited to:			
	a.	Proactive and immediate notification of issues allowing pre-emptive measures to be taken or be aware of such as downed interfaces or backend issues		
	b.	Unit timers		
	c.	Incident timers		
	d.	Configured keywords in incident comments		
	e.	Status changes from mobile		
	f.	High priority incident created		
	g.	Unit enters or exits a geofenced area		
	h.	Incident created in geofenced area		
	i.	Hot return received for records check (includes return information)		
	j.	Hot return received by mobile unit for records check (includes return information)		
	k.	Unit Swap recommended		
	l.	Alternate response location recommended		
	m.	Unit AVL disconnect and reconnect		
	n.	Unit Mobile disconnect and reconnect		
	o.	Unit AVL location does not match the unit’s proximity to the assigned incident		
	p.	Unit current status does not match their AVL activity		
	q.	Changes made to an incident, such as priority change		
	Security			
27	CAD security provides multiple layers including:			
	a.	Modular level security		

	b.	Functional level security		
	c.	Inter-Agency security		
GIS Supportability				
28	Create and maintain fast, informative and beautiful looking maps for Dispatchers and Field users using industry leading GIS editing software such as ArcMap and ArcMap Pro by Esri.			
29	Lower response times and automate your street network connectivity by using the industry leading Esri routing engine (Network Analyst) to assure the most accurate response and routing recommendations.			
30	Account for the most accurate unit recommendations and driving directions to an incident with support for turn restrictions/turn tables which can be used for specified intersections.			
31	Support for all Esri supported projections, data sources, symbology etc. as the CAD and Mobile products imbed native Esri mapping engines allowing the CAD and Mobile products to read native Esri data.			
32	No down time when updating GIS data in the CAD or Mobile system.			
33	Fast GIS updates to CAD and Mobile by updating only the differences and not the entire dataset.			
34	Automated shapefile creation of the GIS changes made by approved users to quickly validate prior to upload to the CAD and or Mobile system.			
35	Full control over what is seen on the map at different zoom levels (dynamic labeling and presentation of layers) as well as information shown when selecting the information tool within the map.			
36	Quickly change an entire map theme during a critical incident such as a pursuit, active shooter or vegetation fire to eliminate distractions and only see the most important map attributes for the specific mission with the press of one button.			
37	Includes an Esri imbedded interactive map allowing full user control and view of units, incidents and agency defined GIS data.			
38	Quickly navigate to any file or location from the map using hyperlinks			
39	Ability for users to place map markers on the map			
40	Quickly change an entire map theme during a critical incident such as a pursuit, active shooter or vegetation fire to eliminate distractions and only see the most important map attributes for the specific mission with the press of one button.			
41	Support for dynamic layers such as plume models or real time weather			

42	Interactive Map includes display of:			
	a.	Premises		
	b.	Hydrants		
	c.	Incidents		
	d.	Real time unit location when using AVL		
43	Ability to initiate a call for service from a click on the map			
44	Ability to create a geofence from the CAD application			
45	Geofence abilities include:			
	a.	Real time notification to CAD users when a location aware unit enters or exits a geofenced area.		
	b.	Real time notification to CAD users when an incident is created in a geofenced area.		
46	Location of AVL equipped unit can be configured to automatically change a unit status, such as when a unit is leaving a station, CAD recognizes this and places the unit enroute.			
47	Ability to alert CAD users when AVL data does not match CAD information. For example, a unit shows on scene, but the AVL shows a unit moving away from the scene.			
Call Taking/Call Entry				
48	Ability for each agency to manipulate, modify, add, and delete fields of data; as well as determine button placement, field tab order and mandatory fields on the call taking screen.			
49	Minimum call information needed to initiate a call for service is type of call and location of the call for service (including an overwritten address)			
50	Call Taking screen can be manually opened by a user, or automatically opened when a trunked line is answered (with an 9-1-1 interface)			
51	The system allows any user to be configured with Call Taker only rights regardless of terminal.			
52	The system allows any user to be configured with Dispatcher only rights regardless of terminal.			
53	The system allows any user to be configured with both Call Taking and Dispatching rights, regardless of terminal.			
54	Ability to automatically create multiple calls for service across agencies with a single call for service entry.			

55	Ability to send an SMS to a caller directly from CAD to obtain coordinates for actual location and accept back into CAD address field.			
56	Automatic launch of procedures and guidelines such as ProQA, PowerPhone™, or APCO Meds to verify, analyze, classify, and prioritize the call based on call type.			
57	Ability for system administrators to build and deploy a set of questions and answers, or Q&A trees, call-takers can use to walk a caller through an emergency or crisis situation.			
58	Ability to manually invoke or automatically display an index of SOP documents and provide visual indications and links to call takers and dispatchers based on agency, jurisdiction, division identification, and problem nature triggers.			
59	Users can perform call taking, geo-validation, unit recommendation, and dispatch of units from a single screen			
60	Supports multiple call taking screens			
61	Duplicate call detection is configurable by an agency defined radius			
62	Duplicate call detection includes recently closed calls			
63	Duplicate call detection can be configured to run the detection twice, at address validation and at "send to queue" or call entry.			
64	Duplicate call detection includes checking against caller phone number			
65	Duplicate detection allows users to:			
	a.	Create a new non-related incident		
	b.	Create a new and linked incident to another incident		
	c.	Append information in the call taking screen into an already active incident, close current call taking screen, and automatically open the existing incident to add further information.		
66	Ability to automatically send a call for service to pending as soon as mandatory fields are completed.			
67	Ability for multiple users to add information to a call for service simultaneously.			
68	Ability to automatically send a call for service to pending as soon as mandatory fields are completed.			
Geovalidation				
69	The Geovalidation Algorithm supports address validation using:			
	a.	Partial or Complete Address		
	b.	Multiple word street names		

	c.	Intersection		
	d.	Intersection Alias		
	e.	Street with Directional		
	f.	Street Alias		
	g.	GPS Coordinates		
	h.	Custom Lookup		
	i.	Premise Codes for Master and Sub Locations		
	j.	Wildcard		
	k.	Location Name		
	l.	Address Points		
70	Geovalidation uses Intellisense, allowing fields to be auto-completed once a user starts to enter text or numbers			
71	Geovalidation can use internet integration, allowing users to use an outside search engine to help locate places that would not normally be stored in a CAD geofile database, or to input things that would be impossible to maintain such as "gas station downtown".			
72	Receive addressing information through ALI interface with 9-1-1			
73	Validate a direct hit on an unique address, no further verification is needed.			
74	The CAD geovalidation assists the user with additional matches when there is not a direct match			
75	The CAD geovalidation assists the user with additional matches when an address is entered for which there is more than one city location.			
76	The CAD geovalidation assists the user with additional matches when a partial address is entered because of the use of wild cards, shortcuts or abbreviated addressing and includes:			
	a.	The display of high and low cross streets on address selections		
	b.	The display of block range, city, state, and the ability to change the filtering by these aspects		
	c.	The display of the segment identifier		
	d.	Destination if the geo-candidate choices are a premise/commonplace, alias or intersection		
	e.	Depiction of other alias names the street or intersection may use		
	f.	Support and display of street prefix and suffix direction (N, S, NE, SW, etc.)		

	g.	The ability to strip the block range out of the search parameters (used for new sub-divisions/addresses not in current GIS data		
	h.	The ability to invoke Microsoft's implementation of Soundex as needed		
	i.	The ability to induce a manual address parse		
	j.	Ability to instantly plot a location tag on the map for any geo-validation candidate		
	k.	The ability to view response areas associated to address selection choices		
77	The ability to select a point on the map and send that point to the Incident form as a geo-validated address			
78	Upon address verification, the integrated CAD map centers on the location and adds a tag to the map for easy visualization.			
79	Upon address verification, the users are alerted to:			
	a.	Caution notes		
	b.	Premise History		
80	Premise Information including:			
	a.	Contact Information		
	b.	Building details		
	c.	Pre-Plans		
	d.	Alarm Information		
	e.	Unique response plans		
	f.	Hazardous materials at location		
	g.	Attachments		
Location Information				
81	Premise history, Premise Information, Caution Notes and Permits are automatically and immediately distributed to any and all authorized CAD and Mobile users.			
82	Caution notes and Permits can be associated to the following:			
	a.	Phone numbers		
	b.	Addresses		
	c.	Premises		
	d.	Streets		
	e.	Block Ranges		
	f.	Geographic areas		

83	System administrators may configure specific call types to perform a caution note and permit radius search.		
84	High priority caution notes can be automatically added to the comments of the incident.		
85	Caution Notes can include attachments		
86	Premise History displays a system administrator configurable "x" amount of previous incidents at a location.		
87	Users are presented with a list of previous incidents, with the ability to drill down with a single click.		
88	The system displays a configurable number of closest premises to the incident location based upon premise type and incident type. The information is written into the incident and shared with mobile. For example, on an injury call, the 5 closest hospitals with distance are displayed.		
89	Closest premise results contain:		
	a. Premise Name		
	b. Address		
	c. Estimated drive time		
Dispatch Support			
90	Automatically route the call to the correct user based on the call type and location		
91	Display available resources based upon unit status, including “unassigned” and “assigned but available”		
92	Dispatcher can recommend units and work incident while call takers continue to add information.		
93	Users can dispatch units without system recommendation by command line or drag-and-drop action		
	Unit Recommendations		
94	Automatically recommend resources for the selected call for service based upon preset criteria for the response area, call for service type and priority.		
95	Allows optional configuration to replace the manual actions of selecting and assigning incidents from the Pending Incidents Queue by configuring CAD to perform dispatch actions automatically based on jurisdiction and call type.		
96	Allows configurations to send recommend units to a primary location and a secondary location based on street data characteristics within CAD, such as a bi-directional freeway.		

97	Configurable Unit recommendations include and account for unit/apparatus capabilities		
98	Configurable unit recommendations include and account for personnel capabilities.		
99	Dynamically recommend the fastest appropriate resource for a call for service based on unit drive time, taking into account road speeds		
100	Ability to configure a “respond with” resources or capabilities if the base resource needed has an extended response time.		
101	Ability to configure a substitute to respond in place of the apparatus or capability when there is a set time savings.		
102	CAD constantly monitors all units to evaluate if a unit which becomes available from an incident assignment will arrive to a call faster than the currently assigned unit and suggest a swap of units to the dispatcher.		
103	Ability to recommend units currently assigned to lower priority calls to higher priority calls, based on assigned unit status and configuration.		
104	User can accept, override, or modify the recommended resources		
105	Ability to configure multiple capabilities to a single resource (extrication tools, spike strip, Spanish speaker). CAD recommendations recognize when a unit meets the requirement for more than one capability.		
106	Ability to configure eligibility of unit for recommendations based on unit status		
107	Provides alternating Unit Recommendations functionality		