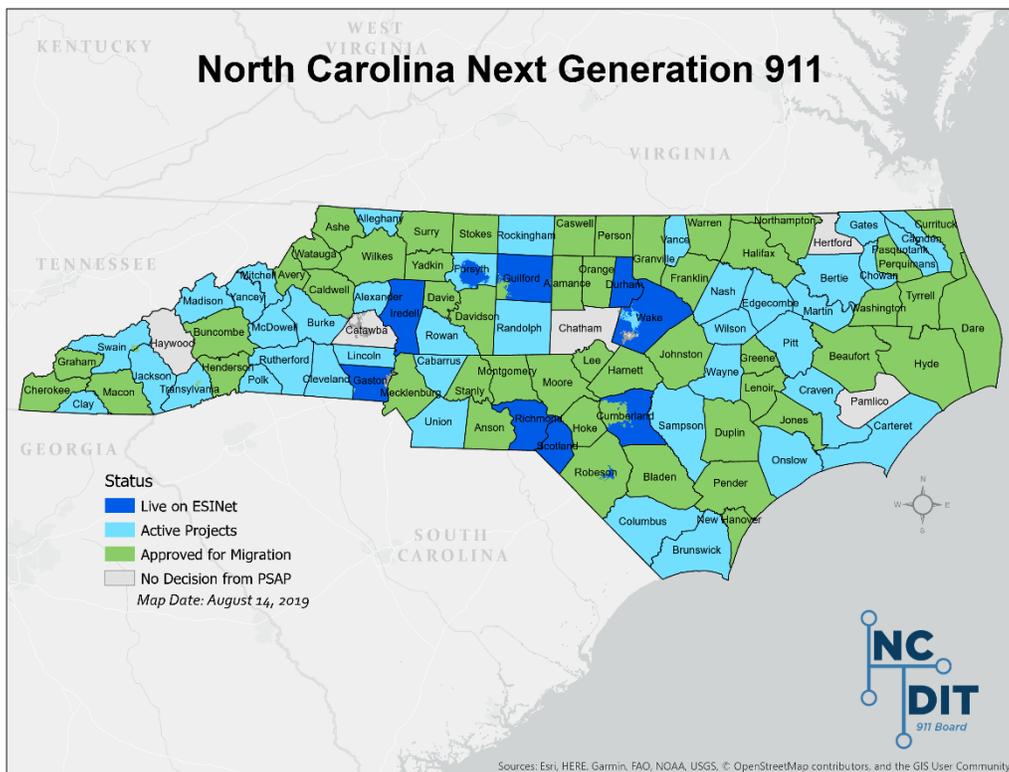




NORTH CAROLINA 911 BOARD MEETING
Friday, August 23, 2019
3514 Bush Street, Raleigh, NC
10:00 AM – 12:00 PM



#NexGen911isNowGen911inNC

Call to Order (1 Minute)

Donna Wright

Roll Call (2 Minutes)

Pokey Harris

Tab 1 (2 Minutes)

Vice Chair's Opening Remarks

Donna Wright

Tab 2 (2 Minutes)

Ethics Awareness/Conflict of Interest Statement

Donna Wright

In accordance with G.S. 138A-15, It is the duty of every Board member to avoid both conflicts of interest and potential conflicts of interest. Does any Board member have any known conflict of interest or potential conflict of interest with respect to any matters coming before the Board today? If so, please identify the actual or potential conflict and refrain from any undue participation in the particular matter involved.

Tab 3 (3 Minutes)

Public Comment

Donna Wright

The NC 911 Board welcomes comments from state and local government officials, first responders, finance directors, 911 directors, citizens and interested parties about any 911 issue(s) or concern(s). Your opinions are valued in terms of providing input to the NC 911 Board members. When addressing the Board, please state your name and organization for the record and speak clearly into the microphone.

Tab 4 (10 Minutes)

Board Member Status

4 a)

**Swearing in of New Board
Member(s)**

Pokey Harris

Tab 5 (5 Minutes)

Consent Agenda

Pokey Harris

(Consent Vote Required)

5 a)

**Minutes of Meeting – July 26, 2019 and
August 14, 2019**

5b – e)

b) NG 911 Fund

July 2019 Fund Balance	\$45,537,790
July 2019 Disbursement	-\$ 21,085

c) CMRS Fund

July 2019 Fund Balance	\$ 7,684,995
July 2019 Disbursement	-\$ 137,613

d) PSAP Fund

July 2019 Fund Balance	\$21,909,367
July 2019 Disbursement	-\$ 4,353,457

e) Grant Fund

July 2019 Fund Balance	\$23,038,414
July 2019 Encumbered	-\$20,335,650

5 f)

Grant Project Updates per Reports

North Carolina 911 Board Meeting
MINUTES
3514 Bush Street, Raleigh NC
Friday, July 26, 2019
10:00 AM – 12:30 PM

<u>Members Present</u>	<u>Staff Present</u>	<u>Guests</u>
David Bone, (NCACC) Martin County Manager	Richard Bradford, (DOJ) NC 911 Board Legal Counsel	Randy Beeman, DECC <i>via phone</i>
Secretary Eric Boyette, (NC CIO) Board Chair	Ronnie Cashwell, NC DIT/NC 911 Board Staff	Gene Booth, CCES <i>via phone</i>
Bo Ferguson, (NCLM) City of Durham <i>via phone</i>	Tina Gardner, DIT/NC 911 Board Staff	Josh Briggs, AT&T
Greg Foster, (NC Association of Rescue EMS) Alexander County Director of Communications	Pokey Harris, DIT/NC 911 Board Staff	Donna Carter, NCSHP
Chuck Greene, (LEC) AT&T	Gerry Means, NC DIT/NC 911 Board Staff	Stephanie Conner, Surry Co 911
J.D. Hartman, (NC Sheriff's Association) Davie County <i>via phone</i>	Stanley Meeks, NC DIT/NC 911 Board Staff	Allen Cress, Rowan Co 911 Director <i>via phone</i>
Jeff Ledford, (NCACP) City of Shelby PD <i>via phone</i>	Don Rice, NC DIT/NC 911 Board Contract Staff	Michael Hodgson, NCSHP
Buddy Martinette, (NCSFA) Fire Chief, Wilmington <i>via phone</i>	Marsha Tapler, NC DIT/NC 911 Board Staff	Tracy Jackson, CCES
John Moore, (VoIP) Spectrum Communications	Angie Turbeville, NC DIT/NC 911 Board Staff	Adam Johnson, CCES
Jude O'Sullivan, (CMRS) Carolina West <i>via phone</i>		Daniel Little, Cornelius PD
Mike Reitz, (APCO) Chatham Co 911	<u>Staff Absent</u>	James McGuinn, Polk Co 911 <i>via phone</i>
Jeff Shipp, (LEC) Star Telephone	Jesus Lopez, NC DIT/NC 911 Board PM	Dominik Nutter, Wake Co 911
Donna Wright, (NENA) Richmond Co Emergency Services		Phillip Penny, MCP
		Christie Shearin, Franklin Co 911 <i>via phone</i>
<u>Members Absent</u>		Brian Smith, AT&T
Amy Ward, (LEC) CenturyLink		Jason Stewart, Martin Co 911
		Jennifer Thompson, Cornelius PD
		Michael Warren, NCSHP
		Renee Wright, Martin Co 911
		Tobin Wright, Martin Co 911
		Mr. & Mrs. Wright, Martin Co 911

*Not all guests that called in identified themselves or could clearly be understood when announcing name, and thus were not included as attendees.

Call to order — Vice-Chair Wright called the meeting to order at 10:00 AM, advising that Chairman Boyette had been detained regarding a cybersecurity matter but was in route to the meeting. She proceeded to advise Ms. Harris to conduct the roll call.

1. Chair's Opening Remarks

a) General Opening Comments – Vice Chair Wright welcomed everyone to the meeting and thanked them for attending.

b) Board Member Status – Ms. Harris advised of the status of new Board members. Stacey Gonyer of Guilford County is appointed to the 911 Board for a term expiring on December 31, 2022, to fill the unexpired term of Heather Campbell. Earl W. Struble of Wake County is appointed to the 911 Board for a term expiring on December 31, 2020, to fill the unexpired term of Niraj G. Patel. Gregory S. Coltrain of Beaufort County is appointed to the 911 Board for a term expiring on December 31, 2020, to fill the unexpired term of Eric S. Cramer. Ms. Harris has been in touch with Ms. Gonyer and Mr. Coltrain who advised they have yet to receive their appointment letters or to complete their ethics training. Both were extended invitations to today's meeting but due to prior obligations are unable to join. Ms. Harris reached out to Mr. Struble but learned he is away on vacation until July 29.

2. Ethics Awareness/Conflict of Interest Statement — Vice Chair Wright read the Ethics Awareness/Conflict of Interest statement printed in the agenda. Both Mr. Greene and Sheriff Hartman advised they had a conflict with agenda item 11a. Mr. Greene recused himself from the matter regarding the State Highway Patrol grant request. Sheriff Hartman recused himself from the matter of the grant request for Davie County. Mr. Reitz recused himself from item 11a regarding the grant request for Chatham County and also from agenda item 15 regarding the Chatham County eligible expenditures appeal.

3. Public Comment — Vice Chair Wright read the invitation to public comment printed in the agenda. No one had pre-registered to speak. No one present or on the phone asked to provide comment.

4. Telecommunicator Recognition — Tobin Wright, Martin County 911 – On January 27th Telecommunicator Tobin Wright answered a 911 call from a resident in the Robersonville Community of Martin County. The caller advised that her 8-week-old son was not breathing. While EMS was sent to the scene by the other Telecommunicator working, Telecommunicator Wright kept the caller calm and guided her on infant CPR for her son. He continued for several minutes until EMS arrived on scene and took over. The child, at last contact, was in good health. Ms. Gardner, Ms. Harris, and Vice Chair Wright presented a plaque to Mr. Wright, which was followed by a round of applause. Chairman Boyette arrived in time to thank Tobin Wright on behalf of the 911 Board. It was a pleasure to also have Mr. Wright's wife and parents present today for this recognition.

5. Consent Agenda — Chairman Boyette asked Ms. Harris to proceed with the consent agenda.

a) Minutes of Previous Meeting – June 28, 2019

b) NG 911 Fund

June 2019 Fund Balance	\$44,749,222
June 2019 Disbursement	-\$21,114

c) CMRS Fund

June 2019 Fund Balance	\$ 7,170,087
June 2019 Disbursement	-\$614,512

d) PSAP Fund

June 2019 Fund Balance	\$20,324,987
June 2019 Disbursement	-\$4,948,582

e) Grant Fund

June 2019 Fund Balance	\$23,414,561
June Grant Funds Encumbered	-\$20,722,754

f) Grant Project Updates per Reports

Vice Chair Wright put forward the motion to accept the consent agenda as presented, with the motion being seconded by Mr. Greene and passing unanimously.

6. Executive Director Report

a) NextGen 911 Migration Status – Live Status Map – Ms. Harris shared the live status map of PSAPs that have migrated to the ESInet, those in active status, those having committed to migration, and those remaining to make a decision. Chairman Boyette mentioned that as Secretary/Treasurer of NASCIO he recently attended a meeting in Texas where there was interest among the CIOs in our progress towards NextGen 911 for the entire state. He thanked everyone involved with the process.

b) Iredell County 911 ESInet Migration, July 17, 2019 – As of July 17th all three PSAPs in Iredell County were successfully cutover to the AT&T managed service ESInet and NC hosted Vesta call handling solution. Iredell is the Primary PSAP, with Mooresville PD and Statesville PD serving as approved Secondary PSAPs. These are the first PSAPs live on the NC hosted Vesta platform. Appreciation was offered to the entire project team from AT&T, NC 911 Board Staff, Iredell County 911, Mooresville PD, and Statesville PD for adapting and overcoming many unforeseeable challenges in keeping this project on track. As of this migration, the total number of PSAPs on the ESInet in North Carolina is 11 agencies and 19 physical PSAPs.

c) Staffing Update – Ms. Harris reported interviews occurred for the Financial Review Specialist (FRS) positions. She and Ms. Tapler are currently reviewing the applicants. A contract employee is currently assisting with review of the revenue expenditure reports. Ms. Harris continues to work with DIT HR for position numbers for two new Regional Coordinator positions and anticipates authorization to move forward very soon. She also has plans for an admin position.

d) Federal 911 Grant Program Status – Ms. Harris said notification has yet to be received.

e) Legislative Update – Mr. Bradford reported House Bill 217 is still in conference committee due to changes. Once completed it will go back to both chambers to be voted on. Other bills of note include House Bill 100 which covered required training for police telecommunicators, that has been merged into House Bill 217. Mr. Bradford also mentioned Senate Bill 5, the School Safety bill, which includes cooperation between the 911 Board and state entities relative to school safety. Mike Reitz had questions about the implementation of parts of Senate Bill 5 and Chairman Boyette said they could discuss it in more detail later if he would like to do so.

7. Executive Committee Report – Vice Chair Wright said the Executive Committee had met via conference call several times over the past month to discuss House Bill 217 and to work on the language pertaining to training for telecommunicators. Chairman Boyette said a final signature was needed, then the agency Bill could go forward for a vote in both chambers. He also thanked everyone for making themselves available to take calls to discuss the subject.

8. Education Committee Report – Mr. Reitz advised the committee had not meet this past month, thus there was no report.

9. Funding Committee Report – David Bone reported the committee did not meet this month, however a funding reconsideration for Raleigh-Wake Emergency Communications (a primary PSAP) is pending. The request is expected to come back to the Funding Committee in August. A Funding Reconsideration for a secondary PSAP, Mooresville PD, is also pending. The Funding Committee did not approve a funding reconsideration for Charlotte Medic in June. Charlotte Medic has submitted an appeal to the Board, which will be heard at a future Board meeting. The Committee reviewed a seat count increase request from Iredell County. This request was denied by the Funding Committee. Iredell County requested to increase their base seat count by three (3). Additional information is being requested from the County for subsequent staff review and consideration by the Funding Committee. The Committee will review a cap on the base mobile message switch serve software license at the August Meeting. Discussion about a seat count overflow policy continues. Staff is working on additional reconsideration requests. Staff also continues to work on funding recommendations for implemental functions and CAD servers. Committee discussion about PSAP funding model is ongoing.

10. Finance Team Report — Ms. Tapler attended the Grant Committee meetings and assisted with the grants. She also has meetings scheduled with AT&T and with PSAPs to discuss their financials. She plans to meet with Scotland County to discuss their billing as it relates to the ESInet. Recently she, Mr. Bradford and Ms. Harris met with the Local Government Commission to further the Commission's understanding of how funding works for PSAPs. She also participated in the Technology Committee's meeting with Martin County about their grant, and assisted Durham County in completing their FY18/19 report. She traveled to Ashe County to assist them with completing their FY18/19 report and reconsideration, which will be brought to Funding Committee in August. In the coming weeks Ms. Tapler will travel to the central, southeast and western regions to meet with twelve PSAPs about their FY18/19 report.

11. Grant Committee Report

a) 2020 Grant Program Committee Recommendations – The NC 911 Board Grant Committee met on July 9th for Grant Presentation day. Eight (8) grant applicants appeared at separately scheduled times and presented their projects: Chatham County, Cumberland County, Currituck County, Davie County, Franklin County, North Carolina State Highway Patrol, Pender County, and Surry County. On July 11th the Grant Committee reconvened to review and score each grant submitted during this competitive grant cycle. The Committee also convened a call on July 16th for final review.

The Committee recommends funding grantees' applications receiving a matrix score of 100 or above at 100% of the funding amount as determined by the Committee. The Committee recommends funding grantees' applications receiving a matrix score below 100 at 50% of the funding amount as determined by the Committee. The Committee also recommends funding one grantee's application as a statewide grant. The total recommended grant award dollar amount is \$10,515,096. The recommended grant awards also present the potential of approximately \$1.5M in PSAP reconsideration requests.

- 1) Chatham County – The committee brought forth a motion to recommend funding for the Chatham County Radio System Upgrade grant project in the amount of \$2,339,608. Requested funding for eight (8) shelters and associated equipment, and tower site preparation was removed from consideration. Requested funding for microwave equipment was reduced to match the projected cost as entered in the grant application. The motion passed with Mr. Reitz recusing himself from the matter.
- 2) Davie County – The committee brought forth a motion to recommend funding for the Davie County CAD System Replacement grant project in the amount of \$232,767, contingent upon final review of identified components in which eligibility must be determined. The motion passed, with Sheriff Hartman recusing himself from this matter.
- 3) Surry County – The committee brought forth a motion to reject the Surry County Radio Replacement grant project as the submission was incomplete, lacking a quote from the vendor to provide an accurate dollar amount for consideration. No vote was taken for award of this grant application.
- 4) Cumberland County – The committee brought forth a motion to recommend funding for the Cumberland County 911 Center Relocation grant project in the amount of \$2,251,387, representing 4,004 square feet (22% of the total project building) that will house the PSAP and ancillary space, to be described in the grant agreement. The motion passed unanimously.
- 5) Currituck County – The committee brought forth a motion to recommend funding for the Currituck County Public Safety Building Construction grant project in the amount of \$583,655, representing only the square footage that will house the PSAP and ancillary space, and to be described in the grant agreement. The motion passed unanimously.
- 6) Franklin County – The committee brought forth a motion to recommend funding for the Franklin County New PSAP grant project in the amount of \$3,958,873. The motion passed unanimously.
- 7) Pender County – The committee brought forth a motion to recommend funding for the Pender County CAD Upgrade grant project in the amount of \$45,873. The motion passed unanimously.
- 8) NC State Highway Patrol – The committee brought forth a motion to recommend funding for the North Carolina Highway Patrol NG911/ESInet grant project as a statewide grant in the amount of \$1,102,933. The application and presenter expressed a need and desire to migrate to the statewide ESInet and hosted call handling solution. The application also identifies future

goals that were not presented for funding including implementation of an interoperable CAD solution. This NG911 project will benefit every citizen of North Carolina and measurably enhance operations at the PSAP level. The motion passed with Mr. Greene recusing himself from the matter.

b) General Report – No general report.

12. Standards Committee Report — Vice Chair Wright said the committee is waiting for House Bill 217 to pass, which will direct standards changes for them to consider. Peer Reviews are still on-going.

13. Technology Committee Report – Mr. Shipp reported the committee met via conference call earlier in the week. Staff and PSAPs have been busy with ESInet implementations over the past weeks. Mr. Means said the acceptance rate of NextGen 911 is at around 94%, encompassing 119 out of 127 PSAPs. Outreach continues outliers who have not yet committed in hopes to reach 100% by the end of this year. Currently there are 45 active projects, the goal had been 40 live by the end of the year and he expects to reach that number. There are 14 scheduled for completion in the third calendar quarter and 25 by the end of the fourth quarter. There are four CenturyLink sites scheduled for August. He mentioned that Iredell was their most complex migration so far, where they switched the secondary PSAPs first and then the primary PSAP in addition to moving to a new facility. He commended AT&T for their work there. Mr. Means spoke about the annual meeting with AT&T about their planning horizon for new capabilities that ESInet will afford PSAPs such as the ability to take hosted cloud perspective on ancillary applications and make moving between the two platforms easier. They are also interested in the analytics associated with this traffic on an IP network in terms of what vendors can plug in to provide more graphically-oriented dashboard type output that PSAP managers would find useful. He hopes to schedule those meetings twice a year instead of annually.

Mr. Means reported the NMAC build out is complete. All the contracts have been awarded. The consoles are in and the video wall request is going through approvals in Procurement. They have interviewed potential hires for the Tier 2 positions and there are active requisitions out for those positions. The draft of the Operations Policy has been completed and has been reviewed by the Committee along with a detailed procedures document, both of which are under review with AT&T to sync their terminology, processes and procedures to what they outlined in their NMAC Operational Guide. Progress continues with the CRM integration. Mr. Meeks is working on the first phase currently and test tickets are being created. Phase II should start soon. The goal is for the NMAC to be live in August.

Gerry Means thanked Randy Cress, a new member of the Technology Committee, who has worked hard on cybersecurity. They recently met with State Chief Risk Officer Maria Thompson to work on the 918 Contract to decide what the SOW (Statement of Work) should look like. The Committee agreed to redo the SOW, and to resubmit to see who was available for services and how that would work with assets in the Fusion Center. The NMAC Operational Guide will assist with knowing what can be plugged in and what is not allowed. Ms. Harris said staff plans to have regional meetings as rollout begin on cybersecurity assessments.

The regional meetings for GIS had nearly 300 attendees across the state. Mr. Means said they were very pleased with Geocomm as a vendor, noting their resources and communication level have been excellent. Vice Chair Wright has been working with them and they are targeting mid-September to cut to i3. This is the template to move from RFAI to i3. The goal is to have i3 as a migration option for those in the late 2019/2020 range to save both money and time. Twenty-four jurisdictions have uploaded their data and they have begun the process of refining it to find anomalies in the data.

14. 911 Regional Coordinator Reports — Ms. Gardner reported she had made several visits to PSAPs over the last month to discuss ESInet and GIS, traveling between Chowan and Cherokee. She spoke of Graham County who received a grant and now have a new PSAP with room to grow. PSAP manager Misty Hembree expressed her thanks to the 911 Board for the grant and offered to host a meeting for Staff and the Board in their new facility. Ms. Turbeville also has been travelling the state visiting with eight PSAPs to discuss ESInet and the new position policy. She spent time with the new director in Davidson County to discuss issues with their backup center. She attended PAT (PSAP Assistance Team) meetings

with Ms. Tapler to learn more about PSAP expense reports. Over the next few weeks she will visit six PSAPs, work with NENA and APCO on the state conference, and help with the GIS Roadshow for PSAPs transitioning to ESInet in the next 6-8 months and those ready to upload their data. Ms. Gardner and Ms. Turbeville will be scheduling additional regional meetings to discuss GIS. The CRM project is collecting data so PSAPs already on ESInet can have access to the ticketing system. There is also a Peer Review scheduled on August 6 for Ashe County.

15. Chatham County Eligible Expenditures Appeal — Chatham County submitted an Eligible Expenditure appeal to the Board, presented by Mike Reitz. Mr. Bradford clarified the rules, stating the appeal had been submitted in a timely manner, within 30 days of the decision. He also stated that during the presentation questions by the Board are allowed, and additional information can be requested from either Staff or Mr. Reitz. The Board has 120 days from receiving the information to make a determination and can choose to wait until a later date to conduct its deliberations in a closed meeting.

Mike Reitz stated Chatham County requests the Board reconsider the decision that two line items on their expenditure report were ineligible, or eligible at a lower rate than requested. Based on the explanation and documents provided in their appeal they contend that both of the line items should have been approved and their FY2018 expenditure report closed.

Please accept this as Chatham County's appeal and request for a hearing on the decision by the NC 911 Board staff regarding our eligible expenses during the FY2018 expenditure report review (Attachment 1). Marsha Tapler of the Board staff determined two (2) line items on our report were ineligible, or eligible at a lower rate than requested by Chatham County (Attachment 2). Based on the explanation and documentation provided in this appeal we contend that both of these line items should have been approved and the FY2018 expenditure report closed.

Please see line item 47 on Attachment 2. This request was for Motorola Solutions hardware maintenance in the amount of \$49,292.76 for our radio consoles, which has been an approved item in the past. We believe Ms. Tapler was incorrect in determining that only the amount of \$866.96 per approved seat is eligible. This implies it is for the A911 network expenses and not maintenance. Attached is a copy of the invoice for this radio maintenance (Attachment 3). We request that this expense be marked as approved.

Next, line item 20 (Attachment 2) in the amount of \$72,121.75, is the charge Motorola made for the A911 network in Chatham County (Attachment 4). Ms. Tapler states that only the amount of \$866.96 per seat, per month, is eligible. We believe this is incorrect, both with regard to Board policy on A911 networks, and the application of the per seat cost to network charges.

Please see pages 35 – 114 of the Board Agenda Book for additional information and attachments. Richard Bradford stated that in the lead-up to reviewing the appeal during discussions at staff level it, was determined by staff that issue #1 should have been fully funded. Ms. Tapler had a statement to that effect that she prepared to present to the Board today. Any Board member with questions should proceed at that time. Mr. Reitz mentioned that county staff had reviewed the appeal and it has the full backing of the County Manager, County Attorney, and other staff with the county. Chairman Boyette requested to clarify what had been approved on the appeal. Ms. Tapler stated that during conversations with Ms. Harris and Mr. Reitz it was noted that nomenclature on the radio quote and the Intrado quote are the same, which may have caused confusion. Ms. Tapler added that she had not heard from Chatham County in advance of the appeal that they had issues with their expenditure report eligibility. She stated further the cost was not the same as the prior year, being around an additional \$3,700 and did not have an itemized list of expenditures so that it was unclear what the invoice included.

Mr. Ship made a motion to have a closed session to discuss this appeal as a Board, the motion was seconded by Mr. Bone. The motion passed, with Mr. Reitz recusing himself from the matter. Chairman Boyette asked Board members to make note of any questions they have and provide them to Ms. Harris who would relay them to Mr. Reitz. Ms. Tapler requested Mr. Reitz provide her with an itemized invoice for the additional \$3,700.

16. Other — The Grant Committee needs to schedule a conference call in the coming weeks to make a recommendation of the grant transfer amount.

The next Board Meeting will be held on August 23 at 3514 Bush Street, Raleigh.

Adjourn — Chairman Boyette adjourned the meeting at 11:38 AM.

DRAFT



MINUTES

NORTH CAROLINA 911 BOARD MEETING

Wednesday, August 14, 2019

Teleconference (Special Called)

6:00 PM – 6:30 PM

Members Present via Teleconference

Bone, David
Boyette, Eric
Foster, Greg
Greene, Chuck
Hartman, J.D.
Ledford, Jeff
Martinette, Buddy
Moore, John
O'Sullivan, Jude
Reitz, Mike
Shipp, Jeff
Wright, Donna

Staff Present via Teleconference

Bradford, Richard
Cashwell, Ronnie
Harris, Pokey
Gardner, Tina
Means, Gerry
Meeks, Stanley
Tapler, Marsha
Turbeville, Angie

Others Present via Teleconference

Leigh Jackson, DIT Legislative Staff

Members Absent

Ferguson, Bo
Ward, Amy

- I. Call to Order – Chairman Boyette called the meeting to order at 6:00 PM.
- II. Roll Call – Ms. Harris conducted roll call.
- III. Senate Bill 600 - Chairman Boyette opened with discussion about recent activity related to Senate Bill 600 and the concern over the proposed language that had been introduced regarding PSAPs for military installations. He asked Mr. Bradford to share further information about the proposed language and to then discuss the amendment to the proposed language.

Mr. Greene made the motion to approve the amended proposed language as presented, with the motion being seconded by Donna Wright and passing unanimously.
- IV. Adjourn – The meeting was adjourned at 6:18 PM.



NG 911 FUND

FY2020 beginning Fund Balance:	\$44,749,221.82				
	July 2019	August 2019	September 2019	October 2019	
Revenue 10%	\$75,178.79				
Interest allocation	\$734,474.29				
Grant Fund Transfer					
NG 911 Disbursement	-\$21,085.01				
NG 911 Fund Balance	\$45,537,789.89				

CMRS FUND

FY2020 beginning Fund Balance:	\$7,170,087.41				
	July 2019	August 2019	September 2019	October 2019	
CMRS Revenue 15%	\$640,474.96				
Interest allocation	\$12,045.76				
Grant Fund Transfer					
CMRS Disbursement	-\$137,613.04				
CMRS Fund Balance	\$7,684,995.09				

PSAP FUND

FY2020 beginning Fund Balance:	\$20,324,987.06				
	July 2019	August 2019	September 2019	October 2019	
PSAP Revenue 85%	\$3,629,358.02				
Wireline Revenue	\$651,001.04				
VOIP Revenue	\$456,928.78				
Prepaid Wireless Revenue	\$1,166,402.91				
Interest allocation	\$34,146.02				
Subtotal	\$5,937,836.77	\$0.00	\$0.00	\$0.00	
Grant Fund Transfer Out					
PSAP Distribution	-\$4,353,456.68				
PSAP Fund Balance	\$21,909,367.15				

July 2019 Certified by OSC

Cash Basis

PSAP Grant-Statewide 911 Projects Fund

		Total Disbursed		Remaining
		YTD	Jul-19	Expenditures
			\$23,414,561.43	Grant Balance
FY2016	Award Amount			
Graham County G2016-01	3,401,528.00	-2,619,530.85		781,997.15
FY2017	Award Amount			
Lincoln G2017-6	2,000,000.00	-819,353.02		1,180,646.98
Martin G2017-7	5,196,315.00	-3,621,771.07		1,574,543.93
Mitchell G2017-9	3,163,000.00	-2,480,935.37		682,064.63
Pasquotank G2017-11	1,010,779.00	-856,567.83	-73,210.00	81,001.17
FY2018	Award Amount			
Franklin G2018B-4	1,204,482.00	-1,026,749.90		177,732.10
Iredell G2018B-3	2,361,230.00	-1,937,280.49		423,949.51
FY2019	Award Amount			
Pender G2019-02	361,760.00	0.00		361,760.00
Greene G2019-03	841,964.00	0.00		841,964.00
Wayne G2019-04	1,530,693.00	0.00		1,530,693.00
Rutherford G2019-05	1,161,548.00	0.00		1,161,548.00
Halifax G2019-06	4,067,780.00	0.00		4,067,780.00
STATEWIDE PROJECTS:	Award Amount			
E-CATS II	1,458,380.00	-252,120.00	-252,120.00	954,140.00
Interpretive Services	785,646.00	-487,106.06	-19,619.25	278,920.69
Ortho Project III Image 19	3,273,555.00	-1,298,460.82	-49,355.40	1,925,738.78
Ortho Project III Image 20	4,108,739.00	0.00		4,108,739.00
CRM Statewide One-time Development	250,000.00	-26,390.00	-21,178.34	202,431.66
	Approved Transfer from PSAP Fund & Transfer Out to NG 911			
	Interest		39,336.51	
	Total Ending			
	Fund Balance	\$ 23,414,561.43	\$23,038,414.95	

\$ 20,335,650.60

\$2,702,764.35

CASH BASIS REPORTING
UNCERTIFIED Report



Emergency Communications



287 T-Kemp Road
Louisburg, NC 27549

Phone: 919.496.2511
Fax: 919.496.5370

www.franklincountync.us

August 6, 2019

L.V. Pokey Harris, MPA, ENP
Executive Director
North Carolina 911 Board
NC Department of Information Technology

Franklin County 2018B Grant Update – August 2019

Ms. Harris,

TUSA Consulting performed final site inspections July 23, 2019 through July 25, 2019. Minor items were found during these inspections. A Punch List of remaining open items has been created. These items are being corrected by the vendor.

The Punch List consists of mostly minor items with the exception of audio issues that still remain. While significant progress has been made to address the audio issues, additional testing and adjustments are being completed to resolve the audio issues. The audio issues include dropped audio, missed audio, and some garbled audio that still occurs. All issues are expected to be resolved by August 23, 2019.

Respectfully,

Christy B. Shearin
Director

Greene County, NC

911 Facility Relocation
 Monthly Progress Report – July, 2019

MCP Project Number 18-128

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> Internal discussions with engineering on potential options Continued review of design team proposal 	<ul style="list-style-type: none"> Finalize path forward for design team Begin programming efforts
2. Permits	<ul style="list-style-type: none"> None in this period 	<ul style="list-style-type: none"> None expected in this period
3. Construction	<ul style="list-style-type: none"> None in this period 	<ul style="list-style-type: none"> None expected in this period
4. Communications Systems	<ul style="list-style-type: none"> None expected in this period 	<ul style="list-style-type: none"> None expected in this period
5. Other Activity	<ul style="list-style-type: none"> Held routine project status meetings with Mission Critical Partners 	<ul style="list-style-type: none"> Continue to participate in routine project planning and working meetings to facilitate the next steps of the project.



Halifax County, NC Grant Report – July 2019

Activities – July 2019

- Submitted revised project timeline to NC 911 Board
- Requested to enter into contract with architect at July Commissioners' meeting (no action taken due to absence of two Commissioners)
- Spoke with Dominion Energy regarding possible tower partnership
- Provided site and latitude/longitude information to Dominion Energy

Anticipated Activities – August 2019

- Enter into contract for architectural and engineering services
- Conduct programming meeting with architect
- Begin design process
- Track project budget expenditures (on-going)
- Communicate regularly with project team (on-going)

Iredell County PSAP Enhancement and Regional Backup Initiative

PSAP Grant Project

MCP Project Number 16-114

Monthly Progress Report – July, 2019

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> • No actions required 	<ul style="list-style-type: none"> • No actions expected
2. Permits	<ul style="list-style-type: none"> • No actions required 	<ul style="list-style-type: none"> • No actions expected
3. Construction	<ul style="list-style-type: none"> • No action required 	<ul style="list-style-type: none"> • No actions expected
4. Communications Systems	<ul style="list-style-type: none"> • Iredell County cutover to the new PSAP on July 17, 2019 • Continued biweekly meetings with AT&T – call handling • Completed user training on call handling equipment • Finalized installation of VHF radio system and antennas on the tower • Finished migration planning for radio console system • Completed two weeks of computer-aided dispatch migration and cutover to the new CAD system • Continued installation of audio-visual system • Internal coordination meetings on technology procurement and installation • Finalized fiber testing • Completed Recording System installation • Completed the installation and testing of all technology 	<ul style="list-style-type: none"> • Continue biweekly meetings with AT&T on call handling • Work through technology punch list • Validate all systems are tested and fully compliant with specifications • Finalize Audio-Visual system • Finalize computer-aided dispatch interfaces

Activity	This Period	Next Period
	<p>systems, either before, during or following the cutover depending on the nature of the turn-up</p>	
<p>5. Other Activity</p>	<ul style="list-style-type: none"> MCP continued biweekly project meetings with the client 	<ul style="list-style-type: none"> MCP will continue biweekly project meetings with the client

Lincoln County PSAP, NC

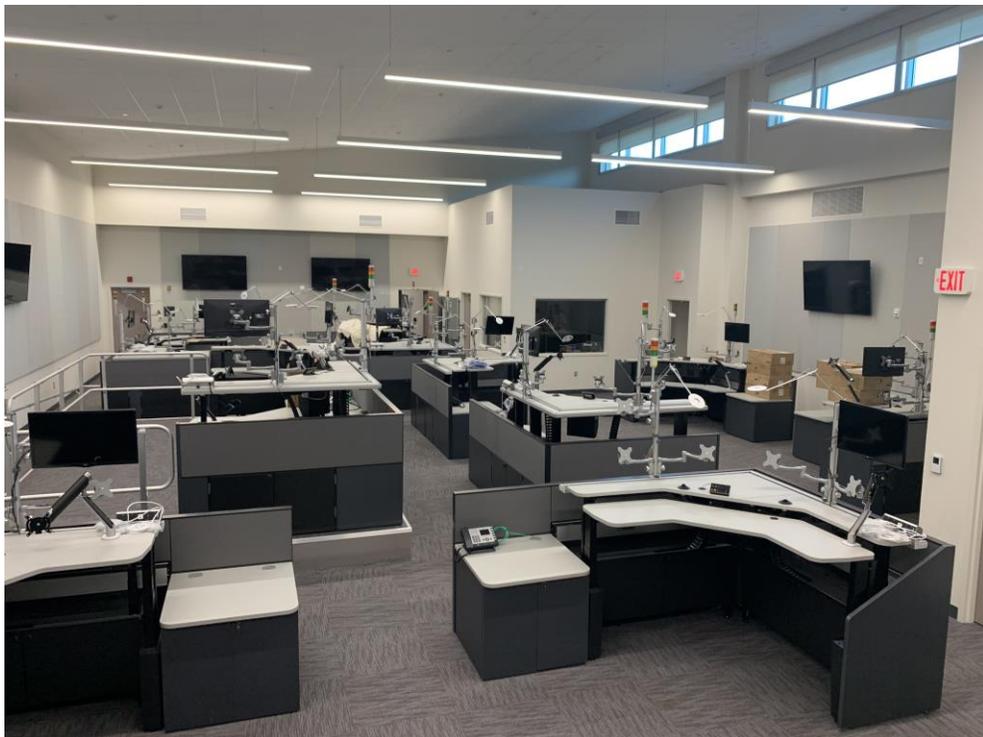
PSAP Grant Project

MCP Project Number 17-125

Monthly Progress Report – July, 2019

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> No actions required 	<ul style="list-style-type: none"> No actions expected
2. Permits	<ul style="list-style-type: none"> No actions required 	<ul style="list-style-type: none"> No actions expected
3. Construction	<ul style="list-style-type: none"> Continued painting Finished ceiling tile Finished casework Finished carpet Finished toilet fixtures & partitions Completed paving & striping Completed doors & hardware Completed final cleaning Obtained certificate of occupancy Fixed Sprinkler drain Fixed cracked condensate 	<ul style="list-style-type: none"> Complete painting Complete interior signage Complete final cleaning Obtain certificate of occupancy Complete punch list Begin close out documents
4. Communications Systems	<ul style="list-style-type: none"> Participated in AT&T project status calls Began installation of AT&T equipment Finished installation of exterior telecommunications cabling Finalized dispatch furniture Continued radio console migration planning Finalized quotes for facility signal amplifier Installed data center cabinets and power distribution units Aligned power overhead for data center cabinets Installed network equipment 	<ul style="list-style-type: none"> Continue to participate in biweekly AT&T project meetings Continue to work through plan for CAD system migration Align equipment for DukeNet Begin installation of radio equipment Begin installation of recording system Begin installation of monitors at dispatch workstations Begin migration planning Begin development of testing plans Continue technology planning and timeline meetings

Activity	This Period	Next Period
	<ul style="list-style-type: none"> • Finalized installation of access control and security • Continued technology planning and timeline meetings • Installed County servers / storage • Began ECats paperwork • Ordered / installed remote access data circuits • Installed CAD workstations • Kickoff Central Square project • Continued prep work for recording system install 	
5. Other Activity	<ul style="list-style-type: none"> • MCP held biweekly project meetings with the client • Lincoln County staff and MCP participated in monthly construction meeting 	<ul style="list-style-type: none"> • MCP will continue biweekly project meetings with the client • Lincoln County staff and MCP will participate in the monthly construction meeting



Martin County PSAP and Regional Backup Facility, NC

PSAP Consolidation Project – Phase II – Grant Project
 Monthly Progress Report – July 2019

MCP Project Number 16-184

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> No action required 	<ul style="list-style-type: none"> No action expected
2. Permits	<ul style="list-style-type: none"> No additional permits required 	<ul style="list-style-type: none"> No additional permits required
3. Construction	<ul style="list-style-type: none"> Finished painting Finalized cabling Finished raised floors Finished landscaping Continued datacenter including cable trays and racks Installed remaining tower parts Started punch list Obtained Temporary Certificate of Occupancy 	<ul style="list-style-type: none"> Finish datacenter including cable trays and racks Complete punch list Obtain Certificate of Occupancy
4. Communications Systems	<ul style="list-style-type: none"> Continued biweekly meetings with AT&T on hosted call handling AT&T installation of CHE equipment Procurement of recording system Procurement of audio visual system and displays Final procurement of technology needs Continued design of Bertie County technology needs Finalized dispatch furniture installation Began installing CAD workstations and monitors 	<ul style="list-style-type: none"> Continue biweekly coordination calls with AT&T Plan install of security cameras Continue coordination with Bertie and Pasquotank on facility / technology needs Issue remaining orders and begin scheduling installations Schedule install of cable TV service Verify 10-digit admin lines Begin installation of radio consoles and control stations Begin tower work / antenna installations Begin installation of CAD software Finalize fiber services for radio needs

Activity	This Period	Next Period
	<ul style="list-style-type: none"> • Began installation of networks, servers and storage environments • Installed fiber and other telecommunications cables for facility services 	
5. Other Activity	<ul style="list-style-type: none"> • MCP conducted periodic conference calls with the clients • Participated in on-site construction meeting 	<ul style="list-style-type: none"> • MCP will participate in project team meetings with the clients • Continued participation in construction meetings



Mitchell County, NC

PSAP Construction and Regional Backup
Monthly Progress Report – July 2019

MCP Project Number 16-173

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> No further activity
2. Permits	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> No further activity
3. Construction	<ul style="list-style-type: none"> Completed casework Completed security and access control Added recessed lighting in hallways Completed fencing Attended construction meeting Remediated drainage headwall Conducted civil engineering review Conducted site reviews Maintained photographic progress 	<ul style="list-style-type: none"> Complete site grading rework Complete drainage remediation Install tower foundation Conduct site review(s) (ongoing) Review contractor submittals Maintain photographic progress
4. Communications Systems	<ul style="list-style-type: none"> Entered into contract for radio consoles Conducted site visit for radio vendor Procured logging recorder Held technology review meeting Held call with AT&T regarding hosted solution 	<ul style="list-style-type: none"> Begin ancillary technology work Refine technology plan Continue to refine technology timelines Hold technology meetings
5. Other Activity	<ul style="list-style-type: none"> Continued to track grant spending Updated budget tracking spreadsheet Held status meeting 	<ul style="list-style-type: none"> Order office furniture Purchase ancillary items for facility Regular communications with project team, as needed Track grant budget (ongoing) Hold status meeting between County and MCP

Pasquotank County PSAP, NC

PSAP Consolidation Project
 Monthly Progress Report – July, 2019

MCP Project Number 16-185

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> Continued submittal review 	<ul style="list-style-type: none"> Finalize submittals
2. Permits	<ul style="list-style-type: none"> No action 	<ul style="list-style-type: none"> No action
3. Construction	<ul style="list-style-type: none"> Finished painting Finalized cabling Finished raised floors Finished landscaping Continued datacenter including cable trays and racks Installed remaining tower parts Started punch list Obtained Temporary Certificate of Occupancy 	<ul style="list-style-type: none"> Finish datacenter including cable trays and racks Complete punch list Obtain Certificate of Occupancy
4. Communications Systems	<ul style="list-style-type: none"> Continued biweekly meetings with AT&T on hosted call handling Continued coordination of data circuits Continued discussions on migration of equipment to new backup site Finalized tower structural work Began planning of system installation Prepared for radio paging upgrade 	<ul style="list-style-type: none"> Continue biweekly coordination calls with AT&T Continue to participate in equipment migration planning and documentation Participate in planning meetings with Martin County Begin the installation of the local paging system upgrade
5. Other Activity	<ul style="list-style-type: none"> MCP conducted periodic project communications with the stakeholders 	<ul style="list-style-type: none"> MCP will conduct periodic communications with the stakeholders

Pender County SO/Zuercher Project Status

Milestone	Owner	Start Date	End Date	Total Days	Signed Doc needed	Notes	% Complete February
Pender		1/24/2019	1/10/2020	352			
Kickoff Call	Zuercher/Pender County Sheriff's Office	3/4/2019	3/4/2019	1	Y	Kickoff Verification Doc	
Infrastructure (Server)	Zuercher/Pender County Sheriff's Office	1/24/2019	3/12/2019	48	Y	Server hardware, set up, installation and connectivity validation	50%
BPR Date	Zuercher/Pender County Sheriff's Office	4/16/2019	4/18/2019	3	Y	Business Practice Review Agenda will be provided, BPR to conduct demos and primary configurations	
Configuration	Zuercher/Pender County Sheriff's Office	4/16/2019	8/30/2019	137		Configuration Guide will be provided	
System Review	Zuercher/Pender County Sheriff's Office	8/31/2019	9/28/2019	29	Y	Full Review of Configuration done with the BA Team	
Data Conversion	Zuercher/Pender County Sheriff's Office	7/8/2019	8/16/2019	40		- VisionAIR CAD - VisionAIR RMS - VisionAIR JMS	
GIS	Zuercher/Pender County Sheriff's Office	8/26/2019	9/6/2019	12	Y	GIS kickoff, Data Received, GIS build & implementation	
Interface Implementation & Testing	Zuercher/Pender County Sheriff's Office	9/23/2019	11/22/2019	61		- OSSI P2P - Basic Paging - E911 (ANI/ALI) - Emergency Reporting - EMS Charts - EvenTide Voice Recorder - ProQA - Rip and Run - AVL - Commissary (Kimballs) - Inmate Phone (Securus) - M2Sys Fingerprint	
Peripheral Equipment (Zuercher Suite)	Zuercher/Pender County Sheriff's Office	9/23/2019	10/18/2019	26		- Inventory/Equipment Barcode Scanner and Printer Package - Mugshot Camera Package - Wristband Printer, Laminator & Scanner Package - Property & Evidence Barcode Scanner and Printer Package - iPad Package for Jail	
Training - Train the End User	Zuercher/Pender County Sheriff's Office	10/21/2019	11/22/2019	33	Y	Training Agenda will be provided	
Go Live	Zuercher/Pender County Sheriff's Office	12/4/2019	12/5/2019	2	Y	GO Live Schedule will be provided	
Post Go Live Follow up/Transition	Zuercher/Pender County Sheriff's Office	12/9/2019	1/7/2020	30			

Pender County SO/Zuercher Project Status

Milestone	Owner	Start Date	End Date	Total Days	Signed Doc needed	Notes	% Complete February	% Complete March
Pender		1/24/2019	1/10/2020	352				
Kickoff Call	Zuercher/Pender County Sheriff's Office	3/4/2019	3/4/2019	1	Y	Kickoff Verification Doc		
Infrastructure (Server)	Zuercher/Pender County Sheriff's Office	1/24/2019	3/12/2019	48	Y	Server hardware, set up, installation and connectivity validation	50%	70%
BPR Date	Zuercher/Pender County Sheriff's Office	4/16/2019	4/18/2019	3	Y	Business Practice Review Agenda will be provided, BPR to conduct demos and primary configurations		
Configuration	Zuercher/Pender County Sheriff's Office	4/16/2019	8/30/2019	137		Configuration Guide will be provided		
System Review	Zuercher/Pender County Sheriff's Office	8/31/2019	9/28/2019	29	Y	Full Review of Configuration done with the BA Team		
Data Conversion	Zuercher/Pender County Sheriff's Office	7/8/2019	8/16/2019	40		- VisionAIR CAD - VisionAIR RMS - VisionAIR JMS		
GIS	Zuercher/Pender County Sheriff's Office	8/26/2019	9/6/2019	12	Y	GIS kickoff, Data Received, GIS build & implementation		
Interface Implementation & Testing	Zuercher/Pender County Sheriff's Office	9/23/2019	11/22/2019	61		- OSSI P2P - Basic Paging - E911 (ANI/ALI) - Emergency Reporting - EMS Charts - EvenTide Voice Recorder - ProQA - Rip and Run - AVL - Commissary (Kimballs) - Inmate Phone (Securus) - M2Sys Fingerprint		
Peripheral Equipment (Zuercher Suite)	Zuercher/Pender County Sheriff's Office	9/23/2019	10/18/2019	26		- Inventory/Equipment Barcode Scanner and Printer Package - Mugshot Camera Package - Wristband Printer, Laminator & Scanner Package - Property & Evidence Barcode Scanner and Printer Package - iPad Package for Jail		
Training - Train the End User	Zuercher/Pender County Sheriff's Office	10/21/2019	11/22/2019	33	Y	Training Agenda will be provided		
Go Live	Zuercher/Pender County Sheriff's Office	12/4/2019	12/5/2019	2	Y	GO Live Schedule will be provided		
Post Go Live Follow up/Transition	Zuercher/Pender County Sheriff's Office	12/9/2019	1/7/2020	30				

Pender County SO/Zuercher Project Status

Milestone	Owner	Start Date	End Date	Total Days	Signed Doc needed	Notes	% Complete February	% Complete March	% Complete April
Pender		1/24/2019	1/10/2020	352					
Kickoff Call	Zuercher/Pender County Sheriff's Office	3/4/2019	3/4/2019	1	Y	Kickoff Verification Doc			
Infrastructure (Server)	Zuercher/Pender County Sheriff's Office	1/24/2019	3/12/2019	48	Y	Server hardware, set up, installation and connectivity validation	50%	70%	100%
BPR Date	Zuercher/Pender County Sheriff's Office	4/16/2019	4/18/2019	3	Y	Business Practice Review Agenda will be provided, BPR to conduct demos and primary configurations			100%
Configuration	Zuercher/Pender County Sheriff's Office	4/16/2019	8/30/2019	137		Configuration Guide will be provided			40%
System Review	Zuercher/Pender County Sheriff's Office	8/31/2019	9/28/2019	29	Y	Full Review of Configuration done with the BA Team			
Data Conversion	Zuercher/Pender County Sheriff's Office	7/8/2019	8/16/2019	40		- VisionAIR CAD - VisionAIR RMS - VisionAIR JMS			
GIS	Zuercher/Pender County Sheriff's Office	8/26/2019	9/6/2019	12	Y	GIS kickoff, Data Received, GIS build & implementation			
Interface Implementation & Testing	Zuercher/Pender County Sheriff's Office	9/23/2019	11/22/2019	61		- OSSI P2P - Basic Paging - E911 (ANI/ALI) - Emergency Reporting - EMS Charts - EvenTide Voice Recorder - ProQA - Rip and Run - AVL - Commissary (Kimballs) - Inmate Phone (Securus) - M2Sys Fingerprint			
Peripheral Equipment (Zuercher Suite)	Zuercher/Pender County Sheriff's Office	9/23/2019	10/18/2019	26		- Inventory/Equipment Barcode Scanner and Printer Package - Mugshot Camera Package - Wristband Printer, Laminator & Scanner Package - Property & Evidence Barcode Scanner and Printer Package - iPad Package for Jail			
Training - Train the End User	Zuercher/Pender County Sheriff's Office	10/21/2019	11/22/2019	33	Y	Training Agenda will be provided			
Go Live	Zuercher/Pender County Sheriff's Office	12/4/2019	12/5/2019	2	Y	GO Live Schedule will be provided			
Post Go Live Follow up/Transition	Zuercher/Pender County Sheriff's Office	12/9/2019	1/7/2020	30					

Pender County SO/Zuercher Project Status

Milestone	Owner	Start Date	End Date	Total Days	Signed Doc needed	Notes	% Complete February	% Complete March	% Complete April	% Complete May
Pender		1/24/2019	1/10/2020	352						
Kickoff Call	Zuercher/Pender County Sheriff's Office	3/4/2019	3/4/2019	1	Y	Kickoff Verification Doc				
Infrastructure (Server)	Zuercher/Pender County Sheriff's Office	1/24/2019	3/12/2019	48	Y	Server hardware, set up, installation and connectivity validation	50%	70%	100%	
BPR Date	Zuercher/Pender County Sheriff's Office	4/16/2019	4/18/2019	3	Y	Business Practice Review Agenda will be provided, BPR to conduct demos and primary configurations			100%	
Configuration	Zuercher/Pender County Sheriff's Office	4/16/2019	8/30/2019	137		Configuration Guide will be provided			40%	45%
System Review	Zuercher/Pender County Sheriff's Office	8/31/2019	9/28/2019	29	Y	Full Review of Configuration done with the BA Team				
Data Conversion	Zuercher/Pender County Sheriff's Office	7/8/2019	8/16/2019	40		- VisionAIR CAD - VisionAIR RMS - VisionAIR JMS				
GIS	Zuercher/Pender County Sheriff's Office	8/26/2019	9/6/2019	12	Y	GIS kickoff, Data Received, GIS build & implementation				
Interface Implementation & Testing	Zuercher/Pender County Sheriff's Office	9/23/2019	11/22/2019	61		- OSSI P2P - Basic Paging - E911 (ANI/ALI) - Emergency Reporting - EMS Charts - EvenTide Voice Recorder - ProQA - Rip and Run - AVL - Commissary (Kimballs) - Inmate Phone (Securus) - M2Sys Fingerprint				
Peripheral Equipment (Zuercher Suite)	Zuercher/Pender County Sheriff's Office	9/23/2019	10/18/2019	26		- Inventory/Equipment Barcode Scanner and Printer Package - Mugshot Camera Package - Wristband Printer, Laminator & Scanner Package - Property & Evidence Barcode Scanner and Printer Package - iPad Package for Jail				
Training - Train the End User	Zuercher/Pender County Sheriff's Office	10/21/2019	11/22/2019	33	Y	Training Agenda will be provided				
Go Live	Zuercher/Pender County Sheriff's Office	12/4/2019	12/5/2019	2	Y	GO Live Schedule will be provided				
Post Go Live Follow up/Transition	Zuercher/Pender County Sheriff's Office	12/9/2019	1/7/2020	30						

Pender County SO/Zuercher Project Status

Milestone	Owner	Start Date	End Date	Total Days	Signed Doc needed	Notes	% Complete February	% Complete March	% Complete April	% Complete May	% Complete June
Pender		1/24/2019	1/10/2020	352							
Kickoff Call	Zuercher/Pender County Sheriff's Office	3/4/2019	3/4/2019	1	Y	Kickoff Verification Doc					
Infrastructure (Server)	Zuercher/Pender County Sheriff's Office	1/24/2019	3/12/2019	48	Y	Server hardware, set up, installation and connectivity validation	50%	70%	100%		
BPR Date	Zuercher/Pender County Sheriff's Office	4/16/2019	4/18/2019	3	Y	Business Practice Review Agenda will be provided, BPR to conduct demos and primary configurations			100%		
Configuration	Zuercher/Pender County Sheriff's Office	4/16/2019	8/30/2019	137		Configuration Guide will be provided			40%	45%	50%
System Review	Zuercher/Pender County Sheriff's Office	8/31/2019	9/28/2019	29	Y	Full Review of Configuration done with the BA Team					
Data Conversion	Zuercher/Pender County Sheriff's Office	7/8/2019	8/16/2019	40		- VisionAIR CAD - VisionAIR RMS - VisionAIR JMS					
GIS	Zuercher/Pender County Sheriff's Office	8/26/2019	9/6/2019	12	Y	GIS kickoff, Data Received, GIS build & implementation					
Interface Implementation & Testing	Zuercher/Pender County Sheriff's Office	9/23/2019	11/22/2019	61		- OSSI P2P - Basic Paging - E911 (ANI/ALI) - Emergency Reporting - EMS Charts - EvenTide Voice Recorder - ProQA - Rip and Run - AVL - Commissary (Kimballs) - Inmate Phone (Securus) - M2Sys Fingerprint					
Peripheral Equipment (Zuercher Suite)	Zuercher/Pender County Sheriff's Office	9/23/2019	10/18/2019	26		- Inventory/Equipment Barcode Scanner and Printer Package - Mugshot Camera Package - Wristband Printer, Laminator & Scanner Package - Property & Evidence Barcode Scanner and Printer Package - iPad Package for Jail					
Training - Train the End User	Zuercher/Pender County Sheriff's Office	10/21/2019	11/22/2019	33	Y	Training Agenda will be provided					
Go Live	Zuercher/Pender County Sheriff's Office	12/4/2019	12/5/2019	2	Y	GO Live Schedule will be provided					
Post Go Live Follow up/Transition	Zuercher/Pender County Sheriff's Office	12/9/2019	1/7/2020	30							

Rutherford 911

Monthly Progress Report

Current Activity

August 2019

Rutherford PSAP Relocation / Enhancement

- Meetings continue with Brady Trakas Architects and *electrical engineer*.
- Regular meetings continue with Rutherford County I.T. - technology planning.
- Working with Mobile Communications - relocation of the Vesta911 system and radio equipment.
- Radio Tower needs assessment to commence this period.
- Architect continues work on construction documents and preparing for building inspection permit requirements.
- Plan to review final drawings from Architectural Engineer later this period.
- Reviewed *Budget Performance Report* format with Marsha Tapler. First reimbursement request will be submitted this period.

Next Month's Activity

September 2019

Rutherford PSAP Relocation / Enhancement

- Brady Trakas to present construction documents for county approval.
- Brady Trakas to provide cost estimates.
- Construction Bidding Process to begin.
- (Anticipate) Interviewing Contractors during this period.
- Maintain Budget Performance Report.

Wayne County, NC

911 New Facility

MCP Project Number 18-117

Monthly Progress Report – July 2019

Activity	This Period	Next Period
1. Design	<ul style="list-style-type: none"> Complete 	<ul style="list-style-type: none"> Complete
2. Permits	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> None expected
3. Construction	<ul style="list-style-type: none"> Continued site grading; rough grading complete for most of site Installed construction entrance Staked out building pad Completed initial proof roll Removed cut trees and material Prepared and submitted shop drawings 	<ul style="list-style-type: none"> Hold contractor meeting with County on August 7 Continue construction site work
4. Communications Systems	<ul style="list-style-type: none"> N/A 	<ul style="list-style-type: none"> None expected
5. Other Activity	<ul style="list-style-type: none"> Held monthly call with project team 	<ul style="list-style-type: none"> Continue routine project planning Communicate with project team as needed (on-going) Hold monthly meeting for report data (on-going) Track grant budget

Tab 6 (5 Minutes)

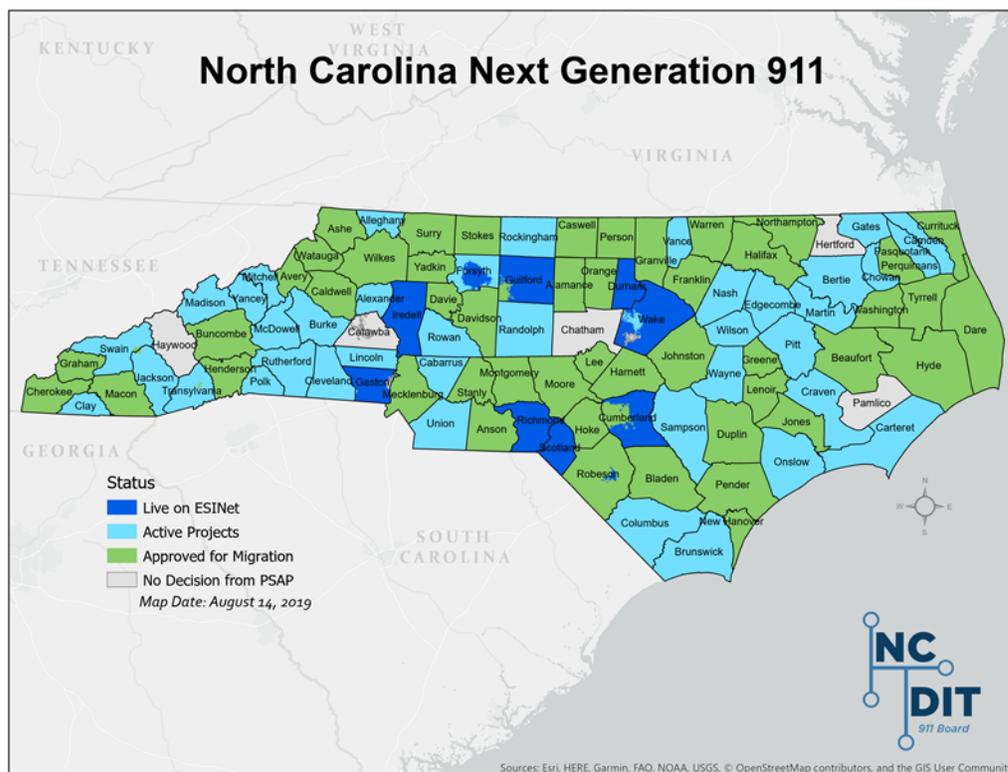
Executive Director Report

Pokey Harris

6 a)

NextGen 911 Migration Status

NC NG911 Migration Status

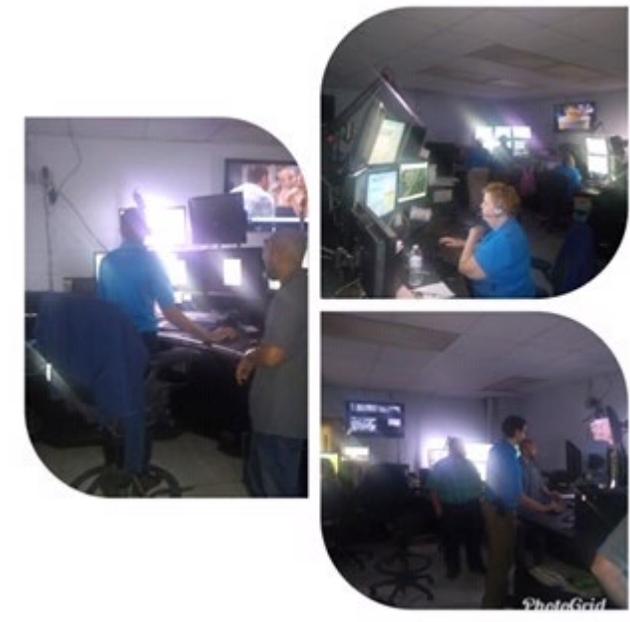


#NexGen911isNowGen911inNC

6 b) Cumberland County 911 ESInet Migration August 7, 2019

On August 7, 2019, Cumberland County 911 successfully cutover to the NC911 managed service AT&T ESInet and hosted Viper call handling solution, taking the first live 911 call at 1232 hours EST. This is the first Century Link PSAP to migrate to the AT&T ESInet in NC. This migration brought the total to 12 agencies and 20 physical PSAPs live on the ESInet.

Gene Booth, Director of Cumberland County Emergency Services, commented, *“I would like to express my gratitude for the Team of Champions that was sent from AT&T, NCDIT, and West to aid in today’s cutover. In my view the process was as smooth as it could be. Cumberland County Emergency Services is excited for the future of 9-1-1 for our community and the great partnerships that make calling 911 as efficient as possible.”*



CONGRATULATIONS TO GENE, STAFF, AND CUMBERLAND COUNTY!!!

6 c)

Wilson County 911

ESInet Migration

August 21, 2019

*Information and photo
not available prior
to publication
of agenda book.*

6 d)

Staffing Update

6 e)

**Federal 911 Grant Program
Status**



Pokey Harris
Executive Office State of NC, Information Technology Service
3700 Wake Forest Road
PO Box 17209
Raleigh, NC 27619

Dear Ms. Harris:

On behalf of the National Highway Traffic Safety Administration (NHTSA) and the National Telecommunications and Information Administration (NTIA), we are pleased to inform you that the State of North Carolina has qualified for a one-time grant under the 911 Grant Program as authorized by the Next Generation 911 (NG911) Advancement Act of 2012 (Middle Class Tax Relief and Job Creation Act of 2012, Pub. L. 112-96, Title VI, Subtitle E (codified at 47 U.S.C. § 942)) in the amount of \$3,941,384. The 911 Grant Program provides Federal funding to help 911 call centers nationwide upgrade equipment and operations so that citizens, first responders, and 911 call-takers can use digital, IP-based, broadband-enabled technologies to coordinate emergency responses.

Terms and conditions for the 911 Grant Program, including information about eligible and ineligible uses of funds, have been established in final regulations as well as in a Notice of Funding Opportunity (NOFO).¹ As specified by the NG911 Advancement Act, grant recipients must provide a 40 percent match for any grant award.² The period of performance for the grant is a maximum of three years, but ending no later than March 31, 2022.³ In addition, your grant award is subject to the conditions in the attachment to this letter.

As required by the NG911 Advancement Act, your application certifies that North Carolina has not diverted and will not divert any portion of designated 911 charges imposed by the State or any taxing jurisdiction in the State that will receive 911 grant funds for any purpose other than the purposes for which such charges are designated or presented from the time period 180 days preceding the date of the application and continuing through the time period during which grant funds are available.⁴ Your application further agreed, as a condition of receipt of a grant, that North Carolina will return all grant funds if the State or other taxing jurisdiction diverts any portion of designated 911 charges, eliminates such charges, or re-designates such charges for purposes other than the implementation or operation of 911 services, E-911 services, or NG911 services.⁵

¹ See 47 U.S.C. § 942(c)(2); 47 C.F.R. Part 400; NHTSA and NTIA, 911 Grant Program NOFO (Aug. 9, 2018), available at https://www.ntia.doc.gov/files/ntia/publications/911_grant_program_nofu_final.pdf.

² 47 U.S.C. § 942(b)(2).

³ See NHTSA and NTIA, 911 Grant Program Revision to the NOFO at 2 (Feb. 1, 2019), available at <https://www.grants.gov/web/grants/view-opportunity.html?oppld=307868> (document located under 'Related Documents' tab).

⁴ See 47 U.S.C. § 942(c)(2); 47 C.F.R. § 400.4, Appendices A and B; NOFO at 8, 12, 38-41.

⁵ See 47 U.S.C. § 942(c)(3); 47 C.F.R. Part 400, Appendices A and B; NOFO at 38-43.

Thank you for your interest in this grant program. We congratulate North Carolina on taking this life-saving step and appreciate all you have done to provide your citizens with efficient and effective 911 services. We are confident that North Carolina will utilize these grant funds successfully, helping 911 call centers and emergency responders increase their NG911 capabilities for the welfare of your citizens.

Sincerely yours,



Heidi R. King
Deputy Administrator
National Highway Traffic Safety Administration



Diane Rinaldo
Acting Assistant Secretary for Communications and
Information
National Telecommunications and Information
Administration

cc: The Honorable Roy Cooper
Governor of North Carolina

Enclosures:

1. Addendum: Financial Assistance Award
2. State-Specific Special Conditions

**911 Grant Program Award
Addendum: Financial Assistance Award
State of North Carolina**

Recipient Name	Executive Office State of NC, Information Technology Service
Recipient Unique Entity Identifier	8729041930000
Unique Federal Award Identification Number (FAIN)	69N37619300000911NC0
Federal Award Date	AUG 09 2019
Period of Performance Start Date	AUG 09 2019
Period of Performance End Date	March 31, 2022
Amount of Federal Funds Obligated by this Award	\$ 3,941,384
Total Amount of Federal Funds Obligated	\$ 3,941,384
Total Amount of Federal Award	\$ 6,568,973.33
Budget Approved by the Federal Awarding Agency	\$ 6,568,973.33
Total Approved Cost Sharing or Matching	\$ 2,627,589.33
Name of Federal Awarding Agency	NHTSA
CFDA Number and Name	20.615; 911 Grant Program
R&D	No
Indirect Cost for the Federal Award	0%
Contact Information for Awarding Official	Laurie Flaherty: (202) 366-2705 laurie.flaherty@dot.gov

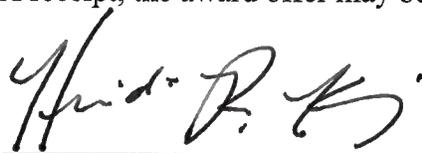
Federal Award Project Description The NG911 Advancement Act provides new funding for grants to be used for the implementation and operation of 911 services, E-911 services, E-911 services, migration to an IP-enabled emergency network, and adoption and operation of NG911 services and applications; the implementation of IP-enabled emergency services and applications enabled by Next Generation 911 services, including the establishment of IP backbone networks and the application layer software infrastructure needed to interconnect the multitude of emergency response organizations; and training public safety personnel, including call-takers, first responders, and other individuals and organizations who are part of the emergency response chain in 911 services.

This award document, signed by the Grants Officer, constitutes an obligation of Federal funding. By signing this document, the Recipient agrees to comply with the following Award provisions:

- For program-specific terms and conditions, consult
 - 47 CFR Part 400, 911 Grant Program
 - 911 Grant Program NOFO (Aug. 9, 2018) and the 911 Grant Program Revision to the NOFO (Feb. 1, 2019), available at <https://www.grants.gov/web/grants/view-opportunity.html?oppId=307868>
 - See also special conditions attached to award letter.
- 2 CFR Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements, including Appendix XII—Award Term and Condition for Recipient Integrity and Performance Matters
- 2 CFR Part 1201, Department of Transportation, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards
- 2 CFR Part 1327, Department of Commerce, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards
- 2 CFR Part 25, Financial Assistance Use of Universal Identifier and System for Award Management
- 2 CFR Part 170, Reporting Sub-award and Executive Compensation Information
- Whistleblower protections, including 10 U.S.C. 2409, 41 U.S.C. 4712, and 10 U.S.C. 2324, 41 U.S.C. 4304 and 4310
- Executive Order 13043, Increasing Seat Belt Use in the United States
- Executive Order 13513, Federal Leadership on Reducing Text Messaging While Driving

IMPORTANT: This document must be signed by an authorized representative of the Recipient and returned. If not signed and returned without modification by the Recipient within 30 business days of receipt, the award offer may be withdrawn and de-obligated.

Signature:



Heidi R. King
Deputy Administrator
National Highway Traffic Safety Administration

Signature:



Pokey Harris
Executive Office State of North Carolina, Information Technology Service

PLEASE EMAIL SIGNED FORM TO NHTSA.NATIONAL911@DOT.GOV

**911 Grant Program Award
Special Conditions
State of North Carolina**

90/10 Administrative Cap

The State or Tribal Organization must ensure that at least 90 percent of the grant funds are used for the direct benefit of Public Safety Answering Points (PSAPs), and not more than 10 percent of the grant funds will be used for the recipient's administrative expenses related to the 911 Grant Program. The Notice of Funding Opportunity further states that this 10 percent may include administrative expenses to perform an assessment of the recipient's current 911 system, using the "NG911 Readiness Scorecard" produced by the FCC's Task Force on Optimal PSAP Architecture, which includes the ongoing activities necessary to develop, modify, and improve the framework for State and Tribal Organization NG911 governance, strategic planning, and coordination.

NG911 Readiness Scorecard is available here:

https://transition.fcc.gov/pshs/911/TFOPA/TFOPA_WG2_Supplemental_Report-120216.pdf.

Included in the Planning and Administration costs are personnel, fringe, and contractual costs to provide oversight and administration of the grant as well as costs associated with planning for NG911 deployment.

6 f)

Legislative Update

Richard Bradford

Tab 7 (5 Minutes)

Executive Committee Report

Donna Wright

Tab 8 (5 Minutes)

Education Committee Report

Mike Reitz/Angie Turbeville

Tab 9 (15 Minutes)

Funding Committee Report

David Bone/Marsha Tapler

9 a)

Polk County 911 FY2019

Reconsideration in Amount of

\$401,286.50

(Vote Required)

Justification

In the past Polk County has been very frugal with the 911 funds available to us only replacing high cost equipment when required instead of on a replacement cycle. As a result we have failing radio consoles and voice logging Equipment now. We need a critical System UPS at our backup center for the new Hosted 911 Phones. We are going EFD/EPD this year and need MDIS (Mobile Data Information System). After meeting with Marsha Tapler at the end of July it was concluded that Polk Counties fund balance will be -\$64,353.43 if we spend everything budgeted this year. That would be without replacing the radio consoles; voice logging equipment, installing a critical system UPS at the backup center or purchasing MDIS.

By the time I was informed that we would not be getting our funding reconsideration last year it was too late to get a grant. The failing radio consoles are freezing up almost daily requiring a reboot. I am getting reports from EMDQ of parts of some 911 calls not being recorded. So waiting on the next grant cycle is not an option.

This additional funding will allow us to replace failing equipment, provide clean power to the hosted phone at our backup center and purchase MDIS to allow us to more efficiently get critical information to field units.

Complete timeline of completion for capital expenses

Carolina recording will have the new recording system installed and operational within 90 days of receiving the purchase order.

Kimball Communications Inc has agreed to have new radio consoles operational in both centers within 2 months of the funding being approved.

Camp Electric will have the Critical system operational at the backup center 3 months after the equipment arrives from the manufacturer.

5 Year Technology Plan

FY20

- Replace CAD workstations and monitors at Backup center
- Replace CAD printer backup
- Replace radio consoles for both Primary and Backup centers
- Replace voice logging recorder for Primary and Backup centers
- Replace keyboards and Mice
- Replacement Headsets

FY21 New Digital Trunked Radio System

- Replace Time synchronization device at Primary and Backup
- Replace keyboards and Mice

FY22

- Replace CAD workstations and monitors at Primary center
- Replace CAD printer Primary
- Replace GIS Server
- Replace keyboards and Mice
- Replacement Headsets

FY23

- Replace CAD workstations and monitors at Backup center
- Replace Core Switch Stack in Data Center
- Replace CAD printer backup center
- Replace CAD Servers at Backup Center
- Replace keyboards and Mice
- Replace voice logging recorder for Primary and Backup centers

FY24 New Primary Center

- Emergency Power Generator for 911 center
- Critical Systems UPS
- Replace Switch Stack at Backup center
- Servers for CAD, GPS, Dispatch Protocols at Primary Center
- Servers for CAD, GPS, Dispatch Protocols
- Radio consoles
- Replace keyboards and Mice
- Replacement Headsets

FY25

- Replace CAD workstations and monitors at primary center
- Replace Switch Stack at Primary Center
- Replace CAD printer primary
- Replace keyboards and Mice

FY26

- Replace CAD workstations and monitors at Backup center
- Replace CAD printer backup
- Replacement Headsets
- Replace keyboards and Mice

North Carolina 911 Board

PSAP Name: Polk County Communiations
 Contact Name: james McGuinn
 Contact Address: P. O. Box 308 (20 E Mills St.)
 City: Columbus
 Zip: 28722
 Contact Email: jmcguinn@polknc.org

Instructions: All requests for review of PSAP Distribution amount must use this form with each request. Please do not change block descriptors, formulas or formatting. *PLEASE SEE INSTRUCTIONS tab for further details*** All requests are due by Aug. 6, 2018. Email this form and all supporting documentation to marsha.tapler@nc.gov. If you have questions regarding this form or filing a request, please call Marsha Tapler at 919-754-6344 or email at marsha.tapler@nc.gov.**

June 30, 2019 Emergency Telephone System Fund Balance: \$189,800.70

	FY2020 Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2020 Requested Increase Amount Recurring MONTHLY Cost	FY2020 Requested Increase Amount Recurring ANNUAL Cost	Comments
SOFTWARE				
CAD (modules that are part of the call-taking process only)				
GIS (to create and display the base map showing street centerlines and address, address point layer)				
Computer Aided Dispatch (CAD) to Computer Aided Dispatch (CAD) interface software (sending CAD info to another PSAP for dispatch)	42,348.50			Southern Software MDIS
Automated digital voice dispatching software				
Software Maintenance				
TOTAL	\$42,348.50	\$0.00	\$0.00	

HARDWARE	FY2020 Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2020 Requested Increase Amount Recurring MONTHLY	FY2020 Requested Increase Amount Recurring ANNUAL	Comments
CAD server				
GIS server				
911 Phone server		9,405.04		
Voice logging server	113,445.00			Eventide recoding Equipment both centers
Radio Console Dispatch Workstations	217,277.88			Kimball Comm Inc Est. # 6623 attached
TOTAL	\$330,722.88	\$9,405.04	\$0.00	

List expenditures to be applied to fund balance and submit quotes or invoices for review.:

Expense Amount

Total remaining Fund balance:

\$0.00

Items below this cell are to be completed by 911 Board Staff

APPROVED FY2019 FUNDING	\$156,654.00
FY2019 Anticipated Capital Expenditures	\$373,071.38
FY2019 Anticipated Monthly Recurring	\$28,215.12
FY2019 Anticipated Annual Recurring	\$0.00

Requested FY2019 Funding

\$557,940.50

Maximum 20% carry forward amount:

\$57,048.00

10% allowable carryforward:

\$28,524.00

Recommendation to approve additional increase of funds: **\$401,286.50**

BUDGET WORKSHEET

60 FUND

ACCOUNT

60-3258-0000	NC 911 Funds	89,727
60-3991-0000	Fund Balance Appropriated	292,016
Totals For Type		381,743

ACCOUNT

60-4325-2600-0	Supplies and Materials	1,920
60-4325-3950-0	Employee Training	10,000
60-4325-4400-0	Contracted Services	298,501
	Edge One	4,223
	Southern Software	18,699
	E.S.R.I.	7,250
	Solutions Unlimited	62,501
	Priority Dispatch	79,199
	pangea	1,824
	AT&T	113,884
	Windstream	3,320
	GIS Associates	7,601
60-4325-4407-0	Contracted Labor	55,918
	IMPLEMENTAL FUNCTIONS	
60-4325-5000-0	Capital Outlay	15,404
Totals For Type		381,743

TEMPLATE

FY2020 Funding Reconsideration Worksheet:

PSAP Name:

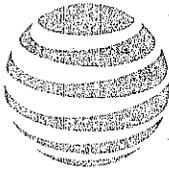
Polk Communicaton

FY2019 Ending Fund Balance	\$189,800.70
PSAP Funding Distribution for FY2020	\$156,654.00
Approved Budgeted Operational for fiscal year.	-\$279,474.00
Approved Budgeted Capital for fiscal year.	-\$67,700.00
Fund balance before carry forward:	<u>-\$719.30</u>

10% allowable carryforward: \$28,524.00
(figured by taking prior two years distribution, averaging and then multiplying by 10%) For FY2020 distribution, use FY2017 and FY2018.

Total Remaining Fund Balance for Use:	<u><u>-\$29,243.30</u></u>
---------------------------------------	----------------------------

If fund balance remains, apply funding reconsideration expenditure request against total to determine if additional funding is necessary.

**AT&T**POLK COUNTY E911
ATTN DIANNE RICKMAN
PO BOX 308
COLUMBUS NC 28722-0308Page 1 of 2
Account Number 828 M08-4847 001 3195
Billing Date Apr 1, 2019

Web Site att.com

Monthly Statement

P.O.# 20211
JBM**Bill-At-A-Glance**

Previous Bill	9,405.04
Payment Received 3-19 Thank You!	9,405.04CR
Adjustments	.00
Balance	.00
Current Charges	9,405.04
Total Amount Due	\$9,405.04
Amount Due in Full by	Apr 29, 2019

Plans and Services**Monthly Service - Apr 1 thru Apr 30**

	Quantity	
1. E911 Service Features	9	2,430.00
2. Enh 911 (E911) Net Svc Charge	1	226.00
3. Exchange Line Terminating at Public Safety Answering Point	6	78.00
4. POSITRON VIIPER SYS UPGRADE SOFTWARE	1	2,537.00
5. POSITRON VIPER SYS UPGRADE SOFTWR	1	168.00
6. MAINTENCE POSITRON SOFTWARE	1	86.00
7. MAINTENCE POSITRON CPE EQUIP	1	783.00
8. HELP DESK SUPPORT	1	180.00
9. SOFTWARE EVERGREEN	1	562.00
10. INSTALL TRAVEL SITE STAGING SHIPPING	1	740.00
11. (CHG VERBIAGE) TRAINING SVCS COURSE DELIVERY	1	196.00
12. Hardware Maintenance	1	354.00
13. Software Maintenance	1	64.00
14. Help Desk	1	12.00
15. SMA/Evergreen	1	44.00
16. ALI DB Enable PSAP to Query/Retrieve Wireless Caller Loc	2	380.00

Total Monthly Service 8,840.00**Government Fees and Taxes**

Item	No.	Description	Quantity	
	17.	NC - State/Local Tax		191.38
	18.	NC - Sales and Use Tax		373.66
Total Government Fees and Taxes				565.04

Total Plans and Services 9,405.04**Billing Summary**

Online: att.com/myatt	Page	
Plans and Services	1	9,405.04
1 877 438-0041		
PIN: 9245		
Repair Service:		
1 866 620-6900		
Total Current Charges		9,405.04

News You Can Use**PREVENT DISCONNECT**

Thank you for being a valued customer. Please be aware that all charges must be paid each month to keep your account current and prevent collection activities. We are required to inform you that certain charges **MUST** be paid in order to prevent interruption of basic local service. These charges are already included in the Total Amount Due and are \$9,405.04. Also, neglecting to pay for remaining charges may result in interruption or removal of these remaining services or further collection action.

News You Can Use Summary

- PREVENT DISCONNECT
 - COST ASSESSMENT CHRG
- See "News You Can Use" for additional information.

Local Services provided by AT&T North Carolina.



SOUTHERN SOFTWARE, INC.
an employee-owned company

Polk County 911, NC Proposals

August 12, 2019

Mobile Data Information System (MDIS)	\$53,626.00
MDIS Interface for NCIC & AVL	\$29,560.00
TOTAL	\$83,186.00

Contact information for Public Safety Representative:

Mike Moody
Southern Software
150 Perry Drive
Southern Pines, NC 28387

Business: 800.842.8190
Mobile: 910.603.3481
Fax: 910.695.0251
E-Mail: mmoody@southernsoftware.com



Agency: Polk County 911, NC
Contact: James McGuinn
Date: 8/12/2019

MOBILE DATA INFORMATION SYSTEM (MDIS)

Qty

MDIS Server Software (Note: Not Allowable Items are included in a separate Not Allowable Proposal)	1	50% eligible.	\$7,995.00 3,997.50
Mobile Computer Aided Dispatch Server Software for voiceless dispatch. Note: Does not include NCIC/DCI/AVL Mapping features.			
MDIS License (without NCIC/State Database Query)	40		\$34,000.00
Client software for voiceless dispatch function. Note: Does not include NCIC/DCI/AVL Mapping features . (Concurrent Licenses; Assumes 40 Installed)			

Total Software: \$41,995.00

PROJECT MANAGEMENT

Project Management Fee - including Installation, Training and Project Management

Total Project Management: \$4,351.00

YEARLY SUPPORT

MDIS Support	24/7 SUPPORT	1	
			
Total Support:			\$7,280.00

TOTAL INVESTMENT (STATE TAX AND SHIPPING NOT INCLUDED) \$53,626.00

NOTE: MICROSOFT® SQL SERVER 2008™ R2 OR HIGHER IS REQUIRED (2012 OR HIGHER IS PREFERRED).

Wireless modems ("Air Cards") are required for each mobile unit (providers include Southern Linc, Sprint, Nextel, Verizon, Alltel, US Cellular, etc.). Wireless service plans are required for each wireless modem and are provided by Agency. (\$35-75/month/user typical)

Cisco ASA 5505 Router may be required the State. (Approximate cost - \$ 500 - to be provided and configured by the Agency)

A VPN Router in addition to the Cisco ASA 5505 Router is required to secure access to the mobile units if RMS is being run in addition to MDIS (NetMotion preferred). (All connections and fees to Agency LAN including hardware provided by Agency. 100MB Ethernet LAN Required.)

Agency must configure all networking for mobile and CAD workstations to ping servers before installation begins. Use a static IP for private address.

Secure High Speed Internet Access (VPN, Remote Desktop, etc) to servers for support provided by Agency.

Proposal of software is valid for (60) days from date of proposal.

Proposal of hardware is valid for (30) days from date of proposal.

Software includes (30) days of free support, including all updates.

Management fees include training, installation, and project management.

Southern Software will install its software products only on computer configurations compatible with these products. Hardware specifications are available upon request.



SOUTHERN SOFTWARE, INC.
an employee-owned company

Agency: Polk County 911, NC

Contact: James McGuinn

Date: 8/12/2019

MOBILE DATA INFORMATION SYSTEM (MDIS)

Qty

MDIS Interface for NCIC

1

Transfer Licenses to Site - MDIS License (without NCIC)

SITE

Transfer Licenses to Site - MDIS License

SITE

AVL (with USB Connection)

1

GPS Units for AVL

40

Total Software:

\$23,250.00

PROJECT MANAGEMENT

Project Management Fee - including Installation, Training and Project Management

Total Project Management:

\$2,100.00

ADDITIONAL YEARLY SUPPORT

MDIS Interface for NCIC Support

24/7 SUPPORT

1

YEAR

AVL

24/7

1

YEAR

Total Support:

\$4,210.00

TOTAL INVESTMENT (STATE TAX AND SHIPPING NOT INCLUDED)

\$29,560.00

NOTE: MICROSOFT® SQL SERVER 2008™ R2 IS REQUIRED.

Wireless modems ("Air Cards") are required for each mobile unit (providers include Southern Linc, Sprint, Nextel, Verizon, Alltel, US Cellular, etc.). Wireless service plans are required for each wireless modem and are provided by Agency. (\$35-75/month/user typical)

Cisco ASA 5505 Router may be required the State. (Approximate cost - \$ 500 - to be provided and configured by the Agency)

A VPN Router in addition to the Cisco ASA 5505 Router is required to secure access to the mobile units if RMS is being run in addition to MDIS (NetMotion preferred). (All connections and fees to Agency LAN including hardware provided by Agency. 100MB Ethernet LAN Required.)

Agency must configure all networking for mobile and CAD workstations to ping servers before installation begins. Use a static IP for private address.

Secure High Speed Internet Access (VPN, Remote Desktop, etc) to servers for support provided by Agency.

Proposal of software is valid for (60) days from date of proposal.

Proposal of hardware is valid for (30) days from date of proposal.

Software includes (30) days of free support, including all updates.

Management fees include training, installation, and project management.

Southern Software will install its software products only on computer configurations compatible with these products. Hardware specifications are available upon request.



ESTIMATE

ESTIMATE #	DATE
6623	8/6/2019

CUSTOMER
Polk County Communications

CUSTOMER ID	VALID FOR
321	60 DAYS

ITEM/DESCRIPTION	QTY	UNIT PRICE	AMOUNT
905-0380 MAX STANDARD WORKSTATION PRO BUNDLE - INCLUDES PC, MEDIA DOCK, 2 SPEAKERS.	6	15,699.50	94,197.00
905-0330 DESKTOP MICROPHONE	6	720.00	4,320.00
950-9102 FOOTSWITCH	6	122.00	732.00
950-1077 HEADSET JACKBOX WITH DUAL KNOB TRHI INTERFACE	6	668.00	4,008.00
950-1221 WORKSTATION PC HARDWARE UPGRADE OPTION	6	245.00	1,470.00
901-9675 MAX RADIO GATEWAY	4	2,385.00	9,540.00
709-7977-10 MAX RADIO KENWOOD CABLE	8	110.00	880.00
901-9725 MAX DRG INTERFACE	5	2,385.00	11,925.00
930-0264 NEXEDGE TALKPATH SOFTWARE INTERFACE	10	530.00	5,300.00
901-9715 MAX CENTRAL	4	3,055.50	12,222.00
930-0231 Z-NODE MANAGER - ONE TIME	1	3,200.00	3,200.00
930-0221 10 RADIO CHANNEL LICENSE - ONE TIME	2	2,866.50	5,733.00
930-0237 IP VOICE LOGGER LICENSE 10 CHANNELS - ONE TIME	2	480.00	960.00
CISCO NETWORK SWITCH	2	2,671.00	5,342.00
NETWORK PATCH CABLE	1	525.00	525.00
24" TOUCH SCREEN MONITORS	6	325.00	1,950.00
LABOR ON INSTALLATION OF CONSOLE EQUIPMENT, STAGING, TRAINING	1	41,235.00	41,235.00

Thank you for your business!

SUBTOTAL	203,539.00
TAX RATE	6.750%
TAX	13,738.88
TOTAL	\$ 217,277.88

If you have any questions about this estimate, please contact

BRIAN

9 b)

**Iredell County Approved Seat
Count Increase Request
*(Vote Required)***



IREDELL COUNTY PUBLIC SAFETY EMERGENCY COMMUNICATIONS

CANDY STREZINSKI
DIRECTOR

NIKKI CARSWELL
ASSISTANT DIRECTOR

Angie Turbeville
911 Regional Coordinator
NC 911 Board

7/10/2019

Additional information to support request for position approval:

“A primary PSAP may request funding associated with changes in the number of positions. Factors for consideration of such requests include:

a) demonstration of staffing needs and the PSAP’s analysis of the staffing needs as shown by industry recognized methods (e.g. as published by APCO, NENA, etc.),

Iredell County paid Mission Critical Partners to complete an independent staffing analysis in 2016. We have provided a copy of the full report to the committee for support of additional approved position. In summary, this report recommended to Iredell County based on work load a staffing of 36-38 telecommunicators in 2016. The county has showed an continual increase in 911 calls for service since this time.

b) comparison of similar PSAPs’ staffing, operations, levels of service,

*Iredell County handles 911 calls for a population with approximately 182,424 and 11.9% increase in population between 2010-2018 making it the 14th fastest growing county in North Carolina. Iredell County PSAP handles Law Fire, Rescue and EMS 911 calls for service. We process 911 calls for dispatch to Troutman Police, ICSO, 19 Fire Departments, Rescue and EMS are dispatched. We answer and then transfer **law calls only** for Mooresville Police and Statesville Police Departments. The below information was not provided by individual counties but by census data and or NC911 Board excel dated 3/5/ 2019.*

- Iredell County – population 182,424 approved for 9 positions*
- Rowan County- population 141,262 approved for 13 positions*
- Davidson County- population 166,514 approved for 13 positions*
- Johnston County - population 196,000 approved 11 positions*
- HighPoint – population of 111,513 approved for 10 postions*
- Gaston County- population 208,00 - approved 15 positions*

ECOM

www.iredellcounty911.com

Tel 704-878-3047 • 704-878-5444

Location: 201 E Water Street • Statesville, NC 28687

Mailing Address: Post Office Box 788 • Statesville, NC 28687

c) only call taking duties shall be considered when determining positions,

We do not handle walk in's, jail work or records duties, all Telecommunicators within the Iredell County 911 center are dedicated to answering and processing Emergency and Non emergency 911 calls for citizens. Some of our emergency calls still come into the center on the old Sheriff's line that has been memorized by many of the aging citizens within the community.

d) PSAPs must demonstrate that staffing changes are necessary to meet the call taking rule; e.g. 09 NCAC 06C.020_ requires answering 90% of calls within ten seconds or less"

Iredell County Board of Commissioners has approved the attached positions which are currently filled for full time staffing allowing for up to 11 employees on duty. You can see from our ECATS reports that the current staffing does allow for this agency to meet the call taking rule 09 NCAC 06C.020.

Sincerely,



Candy Strezinski
911 Director
Iredell County Emergency Communications



IREDELL COUNTY PUBLIC SAFETY EMERGENCY COMMUNICATIONS

CANDY STREZINSKI
DIRECTOR

NIKKI CARSWELL
ASSISTANT DIRECTOR

Executive Director NC911 Board
c/o NC Office of Information Technology Services
PO Box 17209
Raleigh, NC 27619-7209

April 1, 2019

Executive Director Pokey Harris,

In letters dated April 4th 2018 and again June 11th, 2018; Iredell County Emergency Communications Center requested to the funding committee and NC911 Board, an acceptance to our allowable positions based on decisions adopted by the board March 31, 2017. The current approved eligible expense allowed for Iredell County is 9 consoles. At the time of this decision Iredell County were already working with 9 FTE in the room with no extra positions or overflow positions. NC911 Board Staff member David Corn came onsite to visit the PSAP and concluded that he agreed, and recommended back that we did in fact need the additional seats. We have added staff from 2017 to present to handle the increased workload. This was based on two factors, the third party consultant assessment conducted by Mission Critical Partners and the NENA staffing tool. In conclusion in 2017 we were recommended to employ 38-40 FTE in order to best process the 911 calls for Iredell County.

Since that time, Iredell County continues to grow and show an increase in call handling. We added four new telecommunicators approved by the Board of Commissioners, bringing the full time telecommunicator staff total to 38 positions. Adding these positions for peak hours increased our seat count needs for equipment. Iredell County Emergency Communications work a variety of overlapped schedules for full time peak hour coverage. Working 8 on day shift, 7 on night shift and 4 working peak hours, 2 each rotation. This is to provide the best service to our citizens when processing their 911 calls for service. On any given day between the hours of 10am and 10pm we operate with 10 FTE Telecommunicators in the communications center. All positions answer and process 911 calls for service. Iredell County is asking for our allowable positions to be increased from the approved 9 seat count to 12 seats.

Sincerely,

A handwritten signature in cursive script that reads "Candy Strezinski".

Candy Strezinski
911 Emergency Communications Director
Iredell County

ECOM

www.iredellcounty911.com

Tel 704-878-3047 • 704-878-5444

Location: 211 Constitution Drive Street • Statesville, NC 28677

Mailing Address: Post Office Box 788 • Statesville, NC 28687



IREDELL COUNTY PUBLIC SAFETY EMERGENCY COMMUNICATIONS

CANDY STREZINSKI
DIRECTOR

NIKKI CARSWELL
ASSISTANT DIRECTOR

NC911 Board

Angie Turbeville, NC911 Regional Coordinator
P. O. Box 17209
Raleigh, NC 27619-7209

We first requested 10 positions in 2016, realizing the need to lower stress and increase staff to handle the workloads during peak hours. We have hosted site visits for board staff and remained steady in our request to increase staffing over the last 3 years. Each year the County Commissioners have added seats to the Primary PSAP. We were told if we have the telecommunicators approved and in the center working, we needed to bring the appeal to the board for further consideration and would appreciate your consideration to the following facts:

- Our request for approval for the current staffing has already been approved by the local Iredell County Board of Commissioners. Iredell County is the 15th largest County in North Carolina, with a continual 2.3% increase in population which is predicted to continue to rise. Iredell County is unique in that we have the two major intersecting thoroughfares, Interstates I40 and I77 running north south and east west. We have one of the largest lakes in North Carolina, which brings with it continued tourism, summer vacations and added seasonal populations out on the lake. Iredell County Mooresville Troutman and Statesville are very short drive from Charlotte. Many of the residents live in Iredell that work in Mecklenburg County. Many of the race car shops are located in the Mooresville and many of the football players live along our lake borders that play at the Panther Stadium. The unique infrastructure of the roadways and the lake bring an influx of calls during peak hours, major accidents along both interstates mean an influx of cell calls for each accident reported. This pushes are peak hour needs higher than the average.
- The guidelines/rules for how to decide on the allowable seat count has changed twice since we first asked for these approved seats. While I do not believe you can compare counties as each have a unique dispatch set up I have provided counties similar. Based on county population Iredell County is approx. 189,000 , we also handle 911 calls for the Town of Mooresville population of 32,000 and City of Statesville, 27,000 .
 - Johnston County -196,000 approved 11 positions 2 more than Iredell Currently

ECOM

www.iredellcounty911.com

Tel 704-878-3047 • 704-878-5444

Location: 201 E Water Street • Statesville, NC 28687

Mailing Address: Post Office Box 788 • Statesville, NC 28687

- Gaston County Population 208,000 - approved 15 positions
 - New Hanover 209,000 approved 11 positions
 - Randolph County- 143,000 approved 9 – requesting 12
 - Burke County -90,000 approved 9 positions and are half the size of Iredell
- In 2016, we conducted an independent staffing study to determine based on the unique call load what would be needed to answer and process 911 calls. Mission Critical Partners completed that staffing analysis and made recommendations to increase staffing to 36-40 employees, please keep in mind this was in 2016. The County has worked each year to add staffing to bring this Primary PSAP up to minimal staffing levels. This study was provided to the board for consideration in 2016.
 - Iredell County works peak hour split shifts not simple 4 shifts to cover the 24/7 workday. Every Telecommunicator is APCO Call take Certified, EMD and State NCOEMS certified to answer and process calls for service. In addition to answering the phones they each work a different radio channel to dispatch the calls which is an important part of the 911 call processing. Having fire services on three different radio systems requires more than one position and increases the need for staff.
 - In 2017, Iredell County increased it's staffing request from 10-12 positions in order to accommodate increased staffing and our regional efforts for backup seats at the new Public Safety Center. We were told that we would be approved for 9 position in Feb of 2017. We add 4 additional positions and were working 10-11 people including the supervisor from 10am to 10pm every day. After discussions with several board members it was recommended that we appeal that decision to the NC911 Board to reconsider this request. The County has approved the positions and are requesting that the eligible equipment be allowed to be funded through 911 funds. We have requested additional positions to bring our totals up to 40 positions.
 - After speaking with the new Executive Director, she recommended that I submit the information to her for special consideration which was completed on of 7/2018 as there had been no response for the appeal letter submitted in April. This special consideration was taken to the funding committee, where it was tabled for further discussions and the AdHoc Committee was formed. A timeline is included below to show the needs have not changed for this agency.

<i>Timeline for Iredell County November 2016 911 Request for increased Seat Approval</i>	
Iredell County Staff	NC 911 Staff
11/7/2016 Emailed request to NC911 Board Representative David Corn requesting approval for 10 th position based on 3 rd party Consultant study numbers provided using NENA staffing tool (we had 27 full time in 2016)	11/8/2016 David Corn 911 Board Staff agreed to visit the Iredell Emergency Communications Center to evaluate the staffing/workload and discuss this request further; After sitting in the center for 15

	minutes during a busy time period Dave agreed and made a recommendation to staff to approve this request and took that recommendation back to the board staff.
11/10/2016- Emailed NC911 Board Staff at their request the MCP Staffing Assessment Report	
11/22/2016 911 Director Emailed NC911 Board Staff Marsha Tapler; Emailed Dave Corn at his recommendation to set up a time to take this request before the 911 board for approval since staff would not approve the funds.	11/23/2016 Discussions via email continued explaining the need for positions in the current location not the backup location.
12/2016-Emails about many discussions on the Reconsideration for Iredell, backup connectivity approval and PSAP Reviews; no decision or discussion on the request for approval of 10 positions.	
3/23/2017 responded to staff email about staffing (we had 29 full time) and had asked for 4 to be added in July	3/23/2017 Email from NC911 Staff Marsha Tapler requesting FY FTE
4/27/2017 requested on a conference call for Reconsideration if a decision had been made with the staffing increase request	4/27/2017 NC911 Board staff held a conference call to discuss and review Reconsideration
12/4/2017 Grant application submitted included the scope of the project to accommodate existing staff consoles to bring the agency up to recommended staffing levels of 38-40 Telecommunicators for processing 911 calls for service. Section 13 Regional Initiative and indicated Iredell scope for this facility would be installing 12 positions for the new facility to accommodate staffing levels in addition to providing space for Alexander to place 3 consoles as their backup. Since a decision has not been made on our request the Grant Committee approved only the current approved seat count for furniture not for the needed seat count.	
2/6/2018- Grant acceptance letter specified that Iredell County Emergency Communications now has 32 employees with peak hour coverage going from 7-9 employees in the room. This letter specified if a console becomes decommissioned we would not have a spare or overflow position.	2/8/2018 email grant recommendation from Richard Taylor indicated a breakdown of allowed expenses at 9 positions allowed to be funded.
4/4/2018 At the last PSAP Managers Meeting, Funding Committee member recommended that I submit another appeal in the form of a letter to Richard. A formal Letter sent to the NC911 Executive Director to appeal approved seat count and overflow position Policy adopted March 31, 2017 requesting 12 positions , 2 overflow positons	
6/11/2018 email to NC911 Board Pokey Harris and Marsha Tapler additional approved staffing adding 4 positions to FTE bringing total to 36 Telecommunicators and request for increase in allowable positions	6/12/2018 NC911 Board Staff advised only 9 positions allowable based on policy even though we staff 10 in the room.
7/20/2018 email to Executive Director Harris for special consideration to increase approved seat count for Iredell county as instructed by staff.	

Any assistance that you can provide us with this request would be appreciated.



ECOM Staffing and Configuration Summary

The Iredell County Emergency Communications Center (ECOM) is a vital link between residents, businesses, visitors, and public safety agencies. ECOM is the primary public safety answering point (PSAP) for Iredell County, with responsibility for the Sheriff's Office, Troutman Police, and all fire and emergency medical services (EMS) activity within the county. Requests for Mooresville Police and Statesville Police are transferred to the respective agency; both of which operate a secondary PSAP. In 2015, ECOM processed over 90,000 9-1-1 calls and over 200,000 10-digit incoming calls. Law enforcement, fire, and EMS incident volumes exceeded 131,000, with almost 56 percent attributed to law enforcement. EMS's call volume accounted for 24 percent, while fire accounted for 20 percent.

In 2015, ECOM had 26 full-time telecommunicators and supervisors (authorized strength is 28). ECOM operates four 12-hour shifts in a vertical dispatch configuration; that is, there is no division of responsibilities between the call take and dispatch functions. The staff handles a call from beginning to end, and at the same time is responsible for dispatching first responders and monitoring radio traffic. In a vertical configuration, the staff at times must determine which takes precedence—handling a call presenting a life-threatening situation or dispatching responders to an officer needing assistance. While it is helpful to be able to rely on other staff members, one may not be available to assist.

Four positions are generally staffed 24 hours a day, 7 days a week (24/7): two law enforcement, one fire position, and one EMS position. A convalescent coordination position is staffed during business hours Monday through Friday. A supervisor position generally assists with animal control incidents. The two law enforcement positions monitor the same talkgroups, with no clear delineation of responsibilities. Fire and EMS back the other up. The staff rotates between the law enforcement and fire/EMS positions every two weeks to maintain skill sets. There is no dedicated call taker assigned to a shift with responsibility only for handling incoming calls.

Mission Critical Partners' findings and recommendations are based on the needs of the responder agencies and the expected level of support. Mission Critical Partners recommends ECOM transition to a horizontal configuration with a division of responsibilities for call take and dispatch. Mission Critical Partners recommends **one call take position** is staffed 24/7. This position has primary responsibility for incoming calls and relieving for breaks. Mission Critical Partners recommends **two law enforcement dispatch positions** are staffed 24/7 with a clear delineation of responsibilities: one for the Sheriff's Office and one for Troutman Police and Animal Control. These positions should not be responsible to back up the other. Mission Critical Partners recommends **two fire positions**: one for dispatch and one tactical channel. National Fire Protection Association (NFPA) 1221, *Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems*, section 7.3.2 states, "When requested by the incident commander, a telecommunicator shall be dedicated to the incident and relieved of other duties within the communications center." Staffing a tactical position 24/7 ensures this standard can be met. When not actively engaged in fire operations, this position has secondary responsibility for call taking. Mission Critical Partners recommends **one EMS position** is staffed 24/7, with the convalescent position continued to be staffed Monday through Friday during business hours. Other staff should be trained in handling convalescent calls to assist when the convalescent position is not filled; the responsibility should not fall to the EMS dispatcher to schedule.



Consideration could be given to staffing the convalescent position 24/7 in the future; however, the incident volume does not warrant this action currently.

Appropriate and focused supervision of operational personnel is critical. NFPA 1221, section 7.3.4 states, “Supervision shall be provided when more than two telecommunicators are on duty.” Section 7.3.4.2 states, “The supervisor shall be allowed to provide short-term relief coverage for a telecommunicator, provided that the telecommunicator does not leave the communications center and is available for immediate recall ...” The Department of Homeland Security, coordinating with federal, state and local governments established the National Incident Management System (NIMS). ICS falls under the ‘Command and Management’ element of NIMS. ICS represents best practices and is the standard for emergency management across the country. ICS requires a supervisor when there are between three and seven persons performing similar functions. (The optimal span of control is five.) A manageable span of control allows supervisors to supervise and control their subordinates, while allowing for efficient communications between all parties. Mission Critical Partners recommends **one dedicated supervisor position** for each shift (four total). The supervisors should not have responsibility for dispatch, unless short-term, but could assist with call taking during extremely busy periods.

As such, Mission Critical Partners recommends that one call take and five dispatch positions (two law enforcement, two fire, and one EMS) are staffed 24/7. The convalescent coordination position should continue Monday through Friday during business hours. A supervisor position should be maintained on each shift, but if on leave, a tenured staff member could fill in.¹

Staffing recommendations are based on staffing one supervisor position and six call take/dispatch positions 24/7, and do not include the convalescent position, which belongs to Iredell County EMS. Mission Critical Partners uses a National Emergency Number Association (NENA) staffing tool, coupled with Erlang C calculations and experience in the industry, to project and analyze staffing requirements. The staffing tool, partially based on NENA Standard 54-501A, is a formalized system that takes into account call volume and other PSAP-specific data, such as incident volume and leave, to calculate staffing needs. Available work hours, utilization, and turnover rates are calculated and used with call and incident data to determine baseline staffing requirements. Mission Critical Partners then analyzes the data with the recommended configuration to project staffing. (The value of any resulting staff projections is dependent upon the accuracy of the data and statistics provided by a respective 9-1-1 center.)

Available work hours are the number of hours a telecommunicator (call takers and dispatchers) is available to work during the course of a year. There are many sub-factors to this calculation, including leave usage; i.e., any time that the employee is away from their assigned duties. This time includes

¹ Mission Critical Partners recommends ten console positions are planned for ECOM in the new facility: one supervisor, two law enforcement, two fire, two EMS (including convalescent), two call take, and one overflow/training/monitoring.



vacation, holiday, sick, and personal leave; training; military leave; and other activities. In 2015, ECOM telecommunicators used approximately 4,400 hours of leave; this averages approximately four weeks of leave per person. This does not imply that each person used four weeks of leave; some used less, some used more. Again, this is the average per person.

Utilization is a subjective number, but is designed to provide an estimate of the time per shift that a telecommunicator should be busy providing call handling and dispatching services. Breaks and meals are subtracted from the shift length, as is time spent doing other work-related activities, such as filing paperwork or de-stressing after a stressful incident. ECOM staff are allotted one hour for breaks and/or meals. ECOM's utilization rate is 86 percent.

Turnover is also calculated. Data is collected for three years and includes the highest number of employees for a given year and the number of staff that left voluntarily or involuntarily. The result is the attrition rate. ECOM's average attrition rate for full-time staff is 19.58 percent. In 2014 the attrition rate was almost 26 percent, but fell to 18.52 percent in 2015, which raises the three-year average.

Calculations for workload and position coverage must also take performance metrics into account. Performance metrics measure the operational efficiency of a PSAP against targeted goals and established standards. MCP uses performance metrics and national standards to ascertain how staff utilization may be positively or negatively impacting PSAP operations.

The most common metric involves the average time it takes a PSAP to answer its incoming emergency calls. PSAPs typically try to align their call answering goals to either NENA or NFPA standards. NENA recommends that "Ninety percent (90%) of all 9-1-1 calls arriving at the PSAP shall be answered within ten (10) seconds during the busy hour (the hour each day with the greatest call volume, as defined in the NENA Master Glossary 00-001). Ninety-five (95%) of all 9-1-1 calls should be answered within twenty (20) seconds."² ECOM has adopted the NENA call answering standards, and in 2015 answered 97.45 percent of all calls within 10 seconds.

NFPA 1221 focuses on emergency communications systems and PSAP operational best practices. NFPA 1221 section 7.4.1 states that "Ninety-five percent of alarms received on emergency lines shall be answered within 15 seconds, and 99 percent of alarms shall be answered within 40 seconds."³ ECOM also meets the NFPA standards, answering 99.63 percent of all calls within 40 seconds.

The average processing time (pick-up to disconnect) for 9-1-1 calls is 90 seconds and the estimated average processing time for non-emergency calls is 120 seconds.

² NENA Call Answering Standard/Model Recommendation, Document 56-005 Section 3.1 June 10, 2006

³ NFPA 1221 *Standard for the Installation, Maintenance, and Use of Emergency Services Communications Systems* (Edition 2013) Section 7.4.1.



Taking all factors into consideration, to staff the recommended configuration of the 9-1-1 center, and to continue to meet NENA and NFPA standards for call answering, a staff complement of 33–36 telecommunicators and 4 supervisors is needed. Based on the authorized strength of 28 full-time personnel, the center is understaffed⁴ by at least 9. If the attrition rate does not decline, ECOM will need a staff complement of 40 to effectively serve its responder agencies and account for vacancies and training of new staff. Mission Critical Partners recommends a **full-time staff complement of 36–38**, including supervisors.

ECOM does have an authorized strength of 20 part-time telecommunicators and the effective use of this staff pool could offset this shortage. If the number of authorized part-time personnel were *each* to work 20 hours a week, when specified by ECOM, this could equate to ten full-time staff. However, it is unlikely that the current part-time program can effectively support the equivalent of ten full-time staff, particularly since only four positions are filled. This indicates that the part-time program currently offers little benefit to ECOM and that part-time personnel should not be relied upon to fill long-term staffing shortages.

A staff increase of 29 percent will require long-term planning and budgeting. As such, Mission Critical Partners recommends Iredell County implement the recommended operational configuration and begin by increasing authorized strength by four telecommunicators initially, to a strength of 32. This allows a shift complement of eight, including a supervisor.

If authorized strength can only be increased by two full-time positions, MCP recommends a “power shift” from 10:00 a.m. to 10:00 p.m. each day. One power shift would work with one day/night rotation, while the second position would work with the opposite day/night rotation. This will provide coverage during the peak times. The power shift would have primary responsibility for answering incoming calls for service and/or relieving for breaks.

Mission Critical Partners recommends staffing needs be re-evaluated when actual full-time staffing reaches 34, an increase of six full-time personnel. ECOM may determine that operational efficiencies have been realized and a staff complement of 34 is sufficient to handle the workload and operational configuration.

It should be noted that this staffing recommendation only applies to telecommunicators and supervisors. Further analysis is being conducted on the administrative support staff, which will likely require an increase in staffing complements to meet industry best practices and to achieve departmental goals.

⁴ Understaffed means a center’s authorized strength is insufficient to effectively handle the workload or operational configuration.

ECOM

Part-Time

536003	3302	Maggie Wells	Part-Time Telecommunicator
536003	1241	Bob Cook	Part-Time Telecommunicator
536003		Geniey Yang	Part-Time Telecommunicator
536003		Joel Best	Part-Time Telecommunicator
536003		Christina Messick	Part-Time Telecommunicator
536003		Zachary Pearson	Part-Time Telecommunicator
536003	4302	Lori Tay	Part-Time Telecommunicator
536003		Vacant	Part-Time Telecommunicator
536003		Robbie Stamey	Part-Time Telecommunicator
536003	3778	Cameron Witherspoon	Part-Time Telecommunicator
536003	1762	Vacant	Part-Time Telecommunicator
536003		Vacant	Part-Time Telecommunicator
536003		Vacant	Part-Time Telecommunicator
536003	3779	Vacant	Part-Time Telecommunicator

Full-Time Permanent

536300	Nights	Tommy Nicholson	Telecommunications Shift Supervisor- C Shift
536301		1668 Lashareca Harrison	Telecommunicator II- B Shift
536302		3886 Jaden Archie	Telecommunicator II- C Shift
536303		2959 Almurray Connor	Telecommunications Assistant Shift Supervisor- D Shift
536304		218 Jimmy Pruitt	Telecommunications Assistant Shift Supervisor- B Shift
536306	Nights	3483 William Jeter	Telecommunications Shift Supervisor -A Shift
536307	Nights	225 Jason Rackley	Telecommunications Shift Supervisor- D Shift
536308	Nights	1760 Jeremiah Campbell	Telecommunications Assistant Shift Supervisor - A Shift
536309		Kristen Phelps	Telecommunicator II- A Shift
536310	Nights	1967 Direesh Freeman	Telecommunicator II- D Shift
536311	Nights	3908 William Harris	Telecommunicator II- C Shift
536312	Nights	Lynn Niblock Jr.	Telecommunications Assistant Shift Supervisor- C Shift
536313	Nights	4196 Amanda Nguyen	Telecommunicator II B Shift
536314		Demetrius McCurdy	Telecommunicator II- D Shift
536315	Nights	3081 Samuel Glover	Telecommunicator II- D Shift

536316	Nights	3777	Jason Proctor	Telecommunicator II- C Shift
536317		4019	Tera Stroud	Telecommunicator II- B Shift
536318		3656	Stephanie Josey	Telecommunicator II- A Shift
536319		209	Jody Sherrill	Telecommunications Shift Supervisor
536320		4297	Destiny Grubb	Telecommunicator II- B Shift
536321	Nights	4016	Danny Negron	Telecommunicator II- B Shift
536322		4018	Ashley Payne	Telecommunicator II- A Shift
536323		4210	Christopher Steele	Telecommunicator II- A Shift
536324	Peak 10-10	3291	Wanda Johnson	Telecommunicator II Shift E- Peak with B/C Shift
543370	M-F8/5	3303	Joy Mays	Telecommunicator II (Shift E 8-5 M-F)
536327	Nights	3538	Melissa French	Telecommunicator II- A Shift
536328		3540	Wyatt Gibson	Telecommunicator II- D Shift
536331			Lance Willis	Telecommunicator II- C Shift
536332	M-F8/5		Kimberly Minnick	Telecommunicator II (Shift E 8-5 M-F)
536335			Sara Wall	Telecommunicator II- D Shift
536336			Mariah Campbell	Telecommunicator II- C Shift
536337			Teruko Didomenico	Telecommunicator II- A Shift
536338			Rachel Dufault	Telecommunicator II Shift E- Peak with A/D A Shift
536339			Miranda Gragg	Telecommunicator II - B Shift
536340			Makayla Moulton	Telecommunicator II A Shift
536333	Peak 10-10		Cinthia Rios	TCI- E Shift - Peak A/D Shift
536334	Peak 10-10		Lora Joines	TCI- E Shift - Peak B/C Shift

37

Total Position Count

Total Requested Position Budget -4 (2 TCI, 2 TCII)

5

Total Administration Count

536329	207	David Summers	ECOM Training Officer
536330		Brandon Stamey	911 IT
536341		Starlene Wolfe	911 MSAG Specialist
536305	210	Nikki Carswell	ECOM/911 Assistant Director
536100	4161	CANDY STEZINSKY	ECOM - 911 DIRECTOR

<u>A Shift</u>	<u>B Shift</u>	<u>C Shift</u>	<u>D Shift</u>	<u>E Shift Peak Coverage</u>
William Jeter	Jody Sherrill	Lynn Nicholson	Jason Rackley	Rachel Dufault- 10-10 A/D Shift Rotation
Jeremiah Campbell	Marc Pruitt	Scott Niblock	Almurray Conner	Kimberly Minnick M-F 8-5 TCII
Ashley Payne	Jody Sherrill	Lance Willis	Wyatt Gibson	Joy Mays M-F 8-5 TCII
Christopher Steele	Destiny Grubb	Jason Proctor	Sara Wall	Wanda Johnson 10-10 TCII
Stephanie Josey	Danny Negron	Mariah Campbell	Demtruis McCurry	Cinthia Rios TCI 10-10 C/B Shift Rotation
Kristen Phelps	Miranda Gragg	Jaden Archie	Direesh Freeman	Lora Joins TCI 10-10 A/D Shift Rotation
Melissa French	Tera Dufault	William Harris	Samual Glover	
Makayla Moulton	Lashareca Harrison			
Teruko Didomenico				
E Shift -Rachel D 10-6 E Shift -Wanda J 10-6 E Shift -Rachel D 6-10 E Shift -Wanda J 6-10				
E Shift -Lora Joins D 1 E Shift -Cinthia Rios D 1 E Shift -Lora Joins D 6- E Shift -Cinthia Rios D 6-10				
E Shift- M-F Kim Minr E Shift- M-F Kim Minnick 8-5				
E Shift -M-F Joy Mays E Shift -M-F Joy Mays 8-5				

Call Summary		Report Date: 05/08/2019 08:22:02
Burke County ECC (BCECC)		Report Date From: 01/01/2018
650 Kirksey Street		Report Date To: 12/31/2018
Morganton, NC 28680	County: Burke	Period Group: Month
Year: 2018		Days Of Week: All
Agency Affiliation: Emergency Communications		Call Type: All
		Abandoned Filters: Include Abandoned
		NSI Filters: NSI Included in 911 Totals
		Agency Affiliation: All

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018	Total	County Average	
911	Inbound	3,266	3,037	3,335	3,375	3,673	3,797	3,679	3,633	3,446	3,476	3,511	3,398	41,626	20,813
	Abandoned	311	286	410	354	350	296	338	337	280	285	326	396	3,969	1,984
	Abandoned %	8.69%	8.61%	10.95%	9.49%	8.70%	7.23%	8.41%	8.49%	7.51%	7.58%	8.50%	10.44%	8.70%	8.70%
	Unparsed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	3,577	3,323	3,745	3,729	4,023	4,093	4,017	3,970	3,726	3,761	3,837	3,794	45,595	22,797
10-Digit Emerg	Inbound	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Abandoned	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Outbound	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Unparsed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Administrative	Inbound	9,602	8,317	9,394	9,339	9,679	9,437	9,293	8,811	8,322	8,247	7,908	8,071	106,420	53,210
	Abandoned	54	43	36	57	65	61	37	53	46	38	21	13	524	262
	Outbound	4,574	3,800	4,094	4,135	4,621	4,607	4,555	4,479	3,991	4,051	4,468	4,403	51,778	25,889
	Unparsed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	14,230	12,160	13,524	13,531	14,365	14,105	13,885	13,343	12,359	12,336	12,397	12,487	158,722	79,361
Avg Call Duration	115.9	125.7	110.9	115.7	114.5	112.7	115.9	115.6	114.9	114.9	107.9	113.5	114.8	114.8	
Total	17,807	15,483	17,269	17,260	18,388	18,198	17,902	17,313	16,085	16,097	16,234	16,281	204,317	102,158	

Call Summary		Report Date:	05/08/2019 08:22:02
Gaston County 911 Communications		Report Date From:	01/01/2018
615 N. Highland Street		Report Date To:	12/31/2018
Gastonia, NC 28053		Period Group:	Month
County: Gaston		Days Of Week:	All
Year:	2018	Call Type:	All
Agency Affiliation	Emergency Communications	Abandoned Filters:	Include Abandoned
		NSI Filters:	NSI Included in 911 Totals
		Agency Affiliation:	All

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018	Total	County Average	
911	Inbound	10,068	9,486	10,083	10,254	11,146	11,099	11,073	10,975	10,576	10,476	9,366	9,937	124,539	64,911
	Abandoned	709	730	692	761	839	843	825	784	706	741	744	815	9,189	4,758
	Abandoned %	6.58%	7.15%	6.42%	6.91%	7.00%	7.06%	6.93%	6.67%	6.26%	6.61%	7.36%	7.58%	6.87%	6.83%
	Unparsed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	10,777	10,216	10,775	11,015	11,985	11,942	11,898	11,759	11,282	11,217	10,110	10,752	133,728	69,669
10-Digit Emerg	Inbound	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Abandoned	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Outbound	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Unparsed	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	
Administrative	Inbound	15,338	14,030	15,560	15,000	16,960	16,223	16,311	16,751	15,685	16,160	14,648	14,432	187,098	102,093
	Abandoned	435	93	96	99	136	120	129	139	118	134	104	89	1,692	919
	Outbound	7,401	6,500	7,049	7,224	8,022	7,804	7,444	7,878	7,515	7,002	6,901	7,560	88,300	46,982
	Unparsed	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	23,174	20,623	22,705	22,323	25,118	24,147	23,884	24,768	23,318	23,296	21,653	22,081	277,090	149,994
Avg Call Duration	103.9	104.0	104.0	105.1	101.6	104.5	106.8	107.4	105.7	109.0	111.9	109.9	106.1	104.4	
Total	33,951	30,839	33,480	33,338	37,103	36,089	35,782	36,527	34,600	34,513	31,763	32,833	410,818	219,664	

Call Summary		Report Date: 05/08/2019 08:22:02
Iredell County Emergency Communications		Report Date From: 01/01/2018
A: 201 E. Water Street		Report Date To: 12/31/2018
Statesville, NC 28687	County: Iredell	Period Group: Month
Year: 2018		Days Of Week: All
Agency Affiliation: Emergency Communications		Call Type: All
		Abandoned Filters: Include Abandoned
		NSI Filters: NSI Included in 911 Totals
		Agency Affiliation: All

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018	Total	County Average	
911	Inbound	5,870	5,084	6,063	5,703	6,554	6,349	6,442	6,812	6,136	6,379	5,546	5,908	72,846	29,794
	Abandoned	492	460	521	500	568	548	499	569	510	574	546	520	6,307	2,417
	Abandoned %	7.73%	8.30%	7.91%	8.06%	7.98%	7.95%	7.19%	7.71%	7.67%	8.26%	8.96%	8.09%	7.97%	7.50%
	Unparsed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	6,362	5,544	6,584	6,203	7,122	6,897	6,941	7,381	6,646	6,953	6,092	6,428	79,153	32,211
10-Digit Emerg	Inbound	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Abandoned	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Outbound	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Unparsed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Administrative	Inbound	9,711	8,590	9,515	9,143	10,270	10,277	10,177	10,545	9,359	10,235	8,438	8,937	115,197	78,870
	Abandoned	52	64	61	103	67	51	47	49	34	60	33	27	648	654
	Outbound	5,922	4,884	5,759	5,430	6,176	5,944	5,874	6,591	6,027	6,681	5,634	5,670	70,592	28,334
	Unparsed	0	0	0	0	0	0	0	0	0	0	1	1	2	0
	Total	15,685	13,538	15,335	14,676	16,513	16,272	16,098	17,185	15,420	16,976	14,106	14,635	186,439	107,858
Avg Call Duration	97.5	97.0	93.3	94.3	96.0	96.3	95.9	93.4	94.9	94.0	95.8	93.4	95.1	89.6	
Total	22,047	19,082	21,919	20,879	23,635	23,169	23,039	24,566	22,066	23,929	20,198	21,063	265,592	140,070	

Call Summary		Report Date: 05/08/2019 08:22:02
Johnston County 911 Communications		Report Date From: 01/01/2018
120 S. Third Street		Report Date To: 12/31/2018
Smithfield, NC 27577	County: Johnston	Period Group: Month
Year: 2018		Days Of Week: All
Agency Affiliation: Emergency Communications		Call Type: All
		Abandoned Filters: Include Abandoned
		NSI Filters: NSI Included in 911 Totals
		Agency Affiliation: All

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018	Total	County Average	
911	Inbound	8,391	7,569	8,618	8,380	9,191	9,338	9,198	9,298	9,696	8,465	8,180	8,606	104,930	104,930
	Abandoned	1,057	952	1,052	935	1,184	1,121	1,035	1,137	1,078	1,370	1,048	1,092	13,061	13,061
	Abandoned %	11.19%	11.17%	10.88%	10.04%	11.41%	10.72%	10.11%	10.90%	10.01%	13.93%	11.36%	11.26%	11.07%	11.07%
	Unparsed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	9,448	8,521	9,670	9,315	10,375	10,459	10,233	10,435	10,774	9,835	9,228	9,698	117,991	117,991
10-Digit Emerg	Inbound	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Abandoned	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Outbound	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Unparsed	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	0	0	0	0	0	0								
Administrative	Inbound	16,508	13,837	14,744	14,400	16,094	15,915	15,136	15,261	15,173	14,357	13,564	14,163	179,152	179,152
	Abandoned	11,984	10,665	11,546	11,779	12,367	11,733	1,402	1,005	1,006	969	830	922	76,208	76,208
	Outbound	7,092	6,468	7,105	6,744	7,910	7,250	6,518	6,693	6,391	6,360	5,752	6,373	80,656	80,656
	Unparsed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	35,584	30,970	33,395	32,923	36,371	34,898	23,056	22,959	22,570	21,686	20,146	21,458	336,016	336,016
Avg Call Duration	66.4	70.9	67.3	68.1	66.5	135.0	87.1	154.3	89.3	84.7	88.6	87.2	87.7	87.7	
Total	45,032	39,491	43,065	42,238	46,746	45,357	33,289	33,394	33,344	31,521	29,374	31,156	454,007	454,007	

Call Summary		Report Date:	05/08/2019 08:22:02
New Hanover County Public Safety Comm Center		Report Date From:	01/01/2018
230 Government Center Dr, Suite 185		Report Date To:	12/31/2018
Wilmington, NC 28403	County: New Hanover	Period Group:	Month
Year:	2018	Days Of Week:	All
Agency Affiliation	Emergency Communications	Call Type:	All
		Abandoned Filters:	Include Abandoned
		NSI Filters:	NSI Included in 911 Totals
		Agency Affiliation:	All

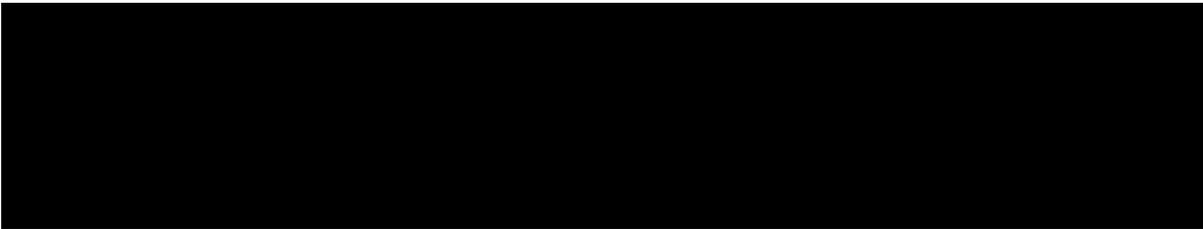
	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018	Total	County Average	
911	Inbound	11,414	10,307	11,467	12,531	13,149	13,631	13,725	13,759	14,831	13,714	12,113	12,242	152,883	152,883
	Abandoned	861	884	1,021	1,109	1,097	1,196	987	1,039	1,017	1,004	935	1,013	12,163	12,163
	Abandoned %	7.01%	7.90%	8.18%	8.13%	7.70%	8.07%	6.71%	7.02%	6.42%	6.82%	7.17%	7.64%	7.37%	7.37%
	Unparsed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	12,275	11,191	12,488	13,640	14,246	14,827	14,712	14,798	15,848	14,718	13,048	13,255	165,046	165,046
10-Digit Emerg	Inbound	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Abandoned	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Outbound	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Unparsed	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	0	0	0	0	0	0	0	0	0	0	0	0	0	
Administrative	Inbound	9,988	9,307	10,508	10,425	11,132	11,725	11,720	11,695	17,035	11,727	10,339	9,912	135,513	135,513
	Abandoned	15	38	107	74	162	85	83	109	670	27	17	135	1,522	1,522
	Outbound	9,539	8,113	8,969	9,735	10,509	11,048	10,704	11,505	12,545	10,140	8,929	9,435	121,171	121,171
	Unparsed	0	0	0	0	0	0	0	0	0	0	0	0	0	
	Total	19,542	17,458	19,584	20,234	21,803	22,858	22,507	23,309	30,250	21,894	19,285	19,482	258,206	258,206
Avg Call Duration	133.6	136.7	210.8	140.4	136.8	137.5	135.4	145.0	138.5	219.1	239.4	145.2	158.9	158.9	
Total	31,817	28,649	32,072	33,874	36,049	37,685	37,219	38,107	46,098	36,612	32,333	32,737	423,252	423,252	

Call Summary		Report Date: 05/08/2019 08:22:02
Randolph County 911		Report Date From: 01/01/2018
152 N. Fayetteville Street		Report Date To: 12/31/2018
Asheboro, NC 27203		Period Group: Month
County: Randolph		Days Of Week: All
Year: 2018		Call Type: All
Agency Affiliation: Emergency Communications		Abandoned Filters: Include Abandoned
		NSI Filters: NSI Included in 911 Totals
		Agency Affiliation: All

	January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	July 2018	August 2018	September 2018	October 2018	November 2018	December 2018	Total	County Average	
911	Inbound	7,833	6,706	7,110	7,158	7,822	7,581	7,602	7,770	8,045	8,073	6,834	7,312	89,846	89,846
	Abandoned	435	289	276	260	323	286	317	328	330	318	302	310	3,774	3,774
	Abandoned %	5.26%	4.13%	3.74%	3.50%	3.97%	3.64%	4.00%	4.05%	3.94%	3.79%	4.23%	4.07%	4.03%	4.03%
	Unparsed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	8,268	6,995	7,386	7,418	8,145	7,867	7,919	8,098	8,375	8,391	7,136	7,622	93,620	93,620
10-Digit Emerg	Inbound	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Abandoned	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Outbound	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Unparsed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	0	0	0	0	0	0	0							
Administrative	Inbound	7,844	6,710	7,440	6,787	7,636	7,265	7,363	7,193	7,564	7,318	6,632	7,223	86,975	86,975
	Abandoned	67	55	45	51	53	66	69	59	50	109	46	37	707	707
	Outbound	4,835	3,716	4,226	4,076	4,576	4,489	4,784	4,924	5,097	4,811	4,107	4,760	54,401	54,401
	Unparsed	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Total	12,746	10,481	11,711	10,914	12,265	11,820	12,216	12,176	12,711	12,238	10,785	12,020	142,083	142,083
Avg Call Duration	102.0	110.7	108.6	103.2	103.5	102.3	100.2	102.1	100.2	103.1	103.1	101.8	103.3	103.3	
Total	21,014	17,476	19,097	18,332	20,410	19,687	20,135	20,274	21,086	20,629	17,921	19,642	235,703	235,703	

9 c)

**Base Mobile Message Switch
Server Software License Cap**
(Vote Required)



MOBILE DATA INFORMATION SYSTEM (MDIS)

Qty

MDIS Server Software (Note: Not Allowable Items are included in a separate Not Allowable Proposal)	1	50% eligible.	\$7,995.00
Mobile Computer Aided Dispatch Server Software for voiceless dispatch. Note: Does not include NCIC/DCI/AVL Mapping features.			3,997.50
MDIS License (without NCIC/State Database Query)	40		\$34,000.00
Client software for voiceless dispatch function. Note: Does not include NCIC/DCI/AVL Mapping features . (Concurrent Licenses; Assumes 40 Installed)			

Total Software: \$41,995.00

PROJECT MANAGEMENT

Project Management Fee - including Installation, Training and Project Management

Total Project Management: \$4,351.00

YEARLY SUPPORT

MDIS Support	24/7 SUPPORT	1	
			
		Total Support:	\$7,280.00

TOTAL INVESTMENT (STATE TAX AND SHIPPING NOT INCLUDED)

\$53,626.00

NOTE: MICROSOFT® SQL SERVER 2008™ R2 OR HIGHER IS REQUIRED (2012 OR HIGHER IS PREFERRED).

Wireless modems ("Air Cards") are required for each mobile unit (providers include Southern Linc, Sprint, Nextel, Verizon, Alltel, US Cellular, etc.). Wireless service plans are required for each wireless modem and are provided by Agency. (\$35-75/month/user typical)

Cisco ASA 5505 Router may be required the State. (Approximate cost - \$ 500 - to be provided and configured by the Agency)

A VPN Router in addition to the Cisco ASA 5505 Router is required to secure access to the mobile units if RMS is being run in addition to MDIS (NetMotion preferred). (All connections and fees to Agency LAN including hardware provided by Agency. 100MB Ethernet LAN Required.)

Agency must configure all networking for mobile and CAD workstations to ping servers before installation begins. Use a static IP for private address.

Secure High Speed Internet Access (VPN, Remote Desktop, etc) to servers for support provided by Agency.

Proposal of software is valid for (60) days from date of proposal.

Proposal of hardware is valid for (30) days from date of proposal.

Software includes (30) days of free support, including all updates.

Management fees include training, installation, and project management.

 will install its software products only on computer configurations compatible with these products. Hardware specifications are available upon request.

MOBILE DATA INFORMATION SYSTEM (MDIS)	Qty	
MDIS Interface for NCIC	1	
Transfer Licenses to Site - MDIS License (without NCIC)	SITE	
Transfer Licenses to Site - MDIS License	SITE	
AVL (with USB Connection)	1	
GPS Units for AVL	40	
Total Software:		\$23,250.00

PROJECT MANAGEMENT

Project Management Fee - including Installation, Training and Project Management		
Total Project Management:		\$2,100.00

ADDITIONAL YEARLY SUPPORT

MDIS Interface for NCIC Support	24/7 SUPPORT	1 YEAR	
AVL	24/7	1 YEAR	
Total Support:			\$4,210.00

TOTAL INVESTMENT (STATE TAX AND SHIPPING NOT INCLUDED) \$29,560.00

NOTE: MICROSOFT® SQL SERVER 2008™ R2 IS REQUIRED.

Wireless modems ("Air Cards") are required for each mobile unit (providers include Southern Linc, Sprint, Nextel, Verizon, Alltel, US Cellular, etc.). Wireless service plans are required for each wireless modem and are provided by Agency. (\$35-75/month/user typical)

Cisco ASA 5505 Router may be required the State. (Approximate cost - \$ 500 - to be provided and configured by the Agency)

A VPN Router in addition to the Cisco ASA 5505 Router is required to secure access to the mobile units if RMS is being run in addition to MDIS (NetMotion preferred). (All connections and fees to Agency LAN including hardware provided by Agency. 100MB Ethernet LAN Required.)

Agency must configure all networking for mobile and CAD workstations to ping servers before installation begins. Use a static IP for private address.

Secure High Speed Internet Access (VPN, Remote Desktop, etc) to servers for support provided by Agency.

Proposal of software is valid for (60) days from date of proposal.

Proposal of hardware is valid for (30) days from date of proposal.

Software includes (30) days of free support, including all updates.

Management fees include training, installation, and project management.

will install its software products only on computer configurations compatible with these products. Hardware specifications are available upon request.

9 d)

Seat Count Overflow Policy

Chuck Greene

(Vote Required)

Overflow Position Policy

G.S. 143B-1406 requires distributions to primary PSAPs on a monthly basis to fund eligible operations and expenses of such operations. PSAP staffing, and work duty assignments, are made by local governments. It is the policy of the 911 Board to provide funding to primary PSAPs for achieving call taking metrics established by applicable rules and standards. Primary PSAPs may, from time to time, need to increase the number of personnel assigned, the number of call-taking positions, or other changes impacting positions within the primary PSAP. Non call-taking duties shall not be considered when determining staffing or positions. It is the further policy of the 911 Board to enable necessary changes by allocating funds as permitted by law for such necessary position changes.

A “position” refers to the workstation and other associated workspace attributes.

An “overflow position” refers to An operational telecommunicator position located within the primary PSAP that: i) is not staffed during regularly scheduled work shifts, ii) is staffed only upon demand when events or call volumes require staffing in addition to regularly scheduled work shifts, iii) malfunction or inoperability of a position, and iv) an overflow position is fully functional within the PSAP operations.

It is the policy of the 911 Board that each primary PSAP may receive funding for one overflow position. A primary PSAP may request funding associated with additional overflow positions. Prioritization of factors identified shall be determined by the Funding Committee and identified Factors for consideration of such requests include:

- a) demonstration of staffing needs and the PSAP’s analysis of the staffing needs as shown by industry recognized methods (e.g. as published by APCO, NENA, etc.), see e.g. 9 NCAC 06C.0208.
- b) comparison of similar PSAPs’ staffing, operations, levels of service, see e.g. 9 NCAC 06C.0211(a)(5).
- c) only call taking duties shall be considered when determining positions, see e.g. 9 NCAC 06C.0208(c), 06C.0208(e).
- d) PSAPs must demonstrate that staffing changes are necessary to meet the call taking rule; e.g. 09 NCAC 06C.0209(a) requires answering 90% of calls within ten seconds or less.
- e) other factors consistent with G.S. 143B-1406, 911 Board rules, and applicable laws.

Tab 10 (5 Minutes)

Finance Team Report

Marsha Tapler

Tab 11 (5 Minutes)

Grant Committee Report

Jeff Shipp/Pokey Harris

11 a)

Grant Committee Transfer

Recommendation

(Vote Required)

11 b)

General Report

Tab 12 (5 Minutes)

Standards Committee Report

Donna Wright/Tina Gardner

Tab 13 (15 Minutes)

Technology Committee Report

Jeff Shipp/Gerry Means

Tab 14 (10 Minutes)

911 Regional Coordinator

Reports

Tina Gardner/Angie Turbeville

Tab 15 (20 Minutes)

**Mecklenburg EMS Agency
(Medic) Reconsideration Appeal**

Pokey Harris/Richard

Bradford/Marsha Tapler/

Mecklenburg EMS Agency

Representatives

Patrick E. Kelly

WRITER'S E-MAIL ADDRESS:
pkelly@jahlaw.com

WRITER'S DIRECT DIAL:
704-998-2245

July 5, 2019

RECEIVED

JUL 10 2019

NC911 Board

Via USPS

NC 911 Board
ATTN: Pokey Harris, Executive Director
c/o NC Office of Information Technology Services
P.O. Box 17209
Raleigh, NC 27609

Via FEDEX

NC 911 Board
ATTN: Pokey Harris, Executive Director
c/o NC Office of Information Technology Services
3700 Wake Forest Road
Raleigh, NC 27609

Re: Mecklenburg EMS Agency Request for Hearing

Dear Ms. Harris:

On behalf of Mecklenburg EMS Agency ("Medic"), we hereby submit this request for hearing pursuant to 9 N.C.A.C. 6C, § .0109 within thirty days of Medic's notice regarding the decision of the NC 911 Board's Funding Committee to deny Medic's request for reimbursement of Surcharge Eligible Expenses. In further support of this request, Medic provides the following information:

1. Name and Address of the Requesting Party:

Mecklenburg Emergency Medical Services Agency
4425 Wilkinson Blvd.
Charlotte, NC 28208

2. Action of the Board:

The NC 911 Board Funding Committee denied Medic's Reconsideration Submission regarding reimbursement of Surcharge Eligible Expenses totaling \$292,497.01 on June 11, 2019.

3. Statement of Reasons for the Hearing:

Medic was informed on March 29, 2017 by the NC 911 Board that Medic was required to pay expenses related to the upgrade of Medic's West Viper Phone system to Multi Node and for the upgrade for Text-2-911 (the "Expenses").

The Expenses imposed on MEDIC by this request were characterized by the NC 911 Board at the time as Eligible Expenses consistent with the N.C. Gen. Stat. § 143B-1406 and 9 N.C.A.C 6C § .0202.

With the understanding that the Expenses were Eligible Expenses, on May 16, 2018, the Charlotte Mecklenburg Police Department ("CMPD") filed a Reconsideration Request on behalf of MEDIC to request distributions under that analysis, consistent with the Reconsideration Request procedure, the Intralocal Agreement between Medic and CMPD, and Secondary PSAP Funding Recommendations.

The Funding Committee tabled the Reconsideration Request at the Friday, April 12 meeting and declined the request at the following June 11, 2019 meeting without providing any reason for the denial.

Medic desires a hearing to show that the action of the Funding Committee was arbitrary and capricious due to the prior representations by the 911 Board with respect to the Expenses, the prior approval of similar Secondary PSAP Eligible Expenses, and the inapplicability of the stated rationale for the denial.

4. Supporting exhibits, evidence, or documents necessary to substantiate the party's complaint:

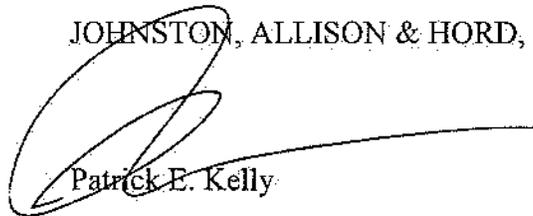
Medic hereby references and incorporates by reference the prior Reconsideration Request which was filed with the Board to substantiate this request. Medic also references and incorporates by reference the documentation of programs and expenses that were the subject of the Reconsideration Request which were previously filed with the Board.

Please direct all further questions regarding this matter to the undersigned.

Ms. Pokey Harris, Executive Director, NC 911 Board
July 5, 2019
Page 3

Very truly yours,

JOHNSTON, ALLISON & HORD, P.A.

A handwritten signature in black ink, appearing to read "Patrick E. Kelly", with a long horizontal flourish extending to the right.

Patrick E. Kelly

PEK/cdw

OUR PATIENTS.
OUR PEOPLE.
OUR STEWARDSHIP.
OUR PURPOSE.

The following data answers questions asked by Ms. Taper as requested. From Ms. Tapler:

To assist in moving this forward, here is some information the committee is looking for in order for the request to be approved.

Reflection of increased call volume along Population to your area that reflected the need to increase expenditures. For example, due to increased call volume staff was added to handle additional calls. By adding staff, the need for additional furniture, CAD licensing, radio and etc. caused an increase in need of additional funds.

Secondary would submit justification of staff by HR documentation, call volume and population would be part of the documentation submitted for requesting increase.

Basically, the committee want you to provide any documentation that allows for them to understand why the cost per call is not enough funding for the secondary. As the committee noted, the funds that are currently sent are only to supplement your operations and not to pay for all expenses otherwise you would be considered a primary PSAP which is not allowable per legislation.

Mecklenburg EMS Agency is a secondary PSAP located in Charlotte, NC. CMED (Central Medical Emergency Dispatch) receives the majority of 911 transfers from one of 3 Primary PSAPs (the CMPD, Cornelius PD and Pineville PD). The Agency's Communications Center provides call processing and dispatch services for all EMS Responses and First Responders in Mecklenburg County as well as for all Mecklenburg County Fire Responses (13 different Fire Departments) to all of Mecklenburg County (any fire response NOT in City of Charlotte Fire Response area). The Agency utilizes IAED (International Academy of Emergency Dispatch) protocols for both EMD (Emergency Medical Dispatch) and EFD (Emergency Fire Dispatch). CMED is an ACE (Accredited Center of Excellence) through IAED, a certification received in January 2004 that has been maintained since that time. CMED was among the first Agencies in the North Carolina to achieve and maintain this accomplishment.

Our Telecommunicators consistently provide lifesaving instructions for all medical and fire emergencies that are transferred to our Communications Center before the arrival of first responders. Our Agency Mission statement is, "To save a life, hold a hand, and be prepared to respond in our community when and where our patients need us." In FY '18, our EMD Pre-Arrival Instructions assisted our Agency in achieving ROSC (Return of Spontaneous Circulation) in 81% of our Cardiac Arrest Responses. This accomplishment would not be achievable but for CMED's persistence in delivery of Pre Arrival Instructions to our patients.

Population increase to our area:

Because the Agency covers all 546 square miles of Mecklenburg County, CMED (Central Medical Emergency Dispatch) actually serves a larger population than any of the 3 Primary PSAPs that we receive 911 transfers from (the CMPD (305 square miles), Cornelius PD and Pineville PD). The Population of Mecklenburg County in 2017 was 1.077 million. In 2019, it is estimated that Mecklenburg County population will increase by a rate of 1.85% (per most recent United States census data). Mecklenburg County, North Carolina is the largest county in NC. In comparison, City of Charlotte population in 2017 was listed at 859,035 (less

population served than their secondary PSAP with a difference of 20% more population in Mecklenburg County (difference of 217,802)). <http://worldpopulationreview.com/us-counties/nc/mecklenburg-county-population/>

Increase of 911 Volume:

911 Volume increase for each Fiscal Year (July 1 – June 30) is reflected as follows (by incoming 911 calls). FY '19 volume is an estimate, based on current data July 2018 – April 30, 2019. (Per ECATS Data Reporting)

	Volume	% of Change
FY 16	118578	
FY 17	124827	5.27%
FY 18	132552	6.19%
FY 19	141549	6.79%

As of June 7 2019 - \$134,441

Although CMED processed 132,552 incoming 911 calls, in FY '18, CMED/Central dispatched 167,819 calls for service (combined EMS, County Fire, County First Responder incidents).

Staffing level increases:

Staffing level increase is reflected as follows for Mecklenburg EMS Agency's PSAP (documentation from MEDIC Finance Director, Shelly Forward available if needed).

FTE = Full Time Employees

PTE = Part Time Employees

Fiscal Year	Number of FTEs	Number of PTEs
2017	44	2
2018	48	3
2019	50	3
2020	52	3

On March 29, 2017, during a Conference Call phone discussion between the CMPD, MEDIC, CFD Alarm and the NC 911 Board (Marsha Tapler, Financial Analyst; Richard Taylor, (then) NC 911 Board Executive Director; and Richard Bradford, NC 911 Board Attorney) related to the upgrade of the West Viper Phone system to Multi Node and move to Text-2-911, there were several items brought to the groups' attention by the NC 911 Board that indicated MEDIC (and CFD Alarm) would need to begin their own payments for (Viper 911 phone system) effective immediately. This included all costs associated with the impending (at that time) West Multi Node Phone project, the SMA (Scheduled Maintenance Agreement) as well as a portion of the Public Safety Network Connection for MEDIC's 9-1-1 Phone lines. Estimates for that cost to MEDIC totaled \$285,000.00 at that time, additional costs for SMA to Intrado West and a third cost to Century Link estimated at \$25,000. Since that time, MEDIC has paid the SMA to West, has covered the phone upgrade (for the 15 allotted consoles) and is waiting to receive invoices

for what the NC 911 Board deemed as MEDIC's portion of the PSN Connection. During the phone call it was indicated to us repeatedly that ALL charges were (and still are to date) Surcharge Eligible expenses by the NC 911 Board. (**MEDIC has the recording for this meeting if it is requested.**)

During the meeting, MEDIC/CFD/CMPD referred to the Interlocal Agreement between the NC 911 Board and CMPD (Signed by Richard Taylor and CMPD Police Chief Kerr Putney) was no longer in effect (even though it was continuing to be signed (most recently in August of 2017 for FY '18) by both parties as well as Interlocal Agreements between MEDIC and CMPD and CFD and CMPD that clearly states in Section 2.4 that "911 System equipment may be procured by the CMPD and place within either the CMPD or the Secondary PSAP by consent of the parties, provided that such equipment used to complete the call taking and dispatch processes shall be interoperable if purchased by the Primary PSAP, e.g. Computer Aided Dispatch (CAD)."

Richard Taylor and Richard Bradford indicated that the Interlocal Agreement that we were referring to became null and void when MEDIC and CFD Alarm became Secondary PSAPs. (All Interlocal Agreement Documents with signatures can be produced if requested.)

In addition, during the March 29, 2017 meeting, Richard Taylor repeatedly told MEDIC and CFD Alarm that if there was a financial burden being placed upon the Centers then our (Secondary) PSAPs were eligible to submit for a Reconsideration to receive additional funding to cover those expenses. The process was explained and we understood that the Primary PSAP would need to submit the reconsideration on behalf of their Secondary PSAPs.

But for this directive from the NC 911 Board, MEDIC would not have been required to unexpectedly pay unbudgeted SURCHARGE eligible expenses of \$144,484.00 and Maintenance/Help Desk/Evergreen expense of \$84,654.19 plus costs estimated at \$25,000 for the use of the PSN (Public Safety Network) for phone lines and data for the CAD2CAD utilized with Charlotte Fire Department Communications (TOTAL unbudgeted expense of \$254,138.19 for FY '18). **This does not include the addition of 7 VIPER Phone consoles that CMED added due to a simultaneous change in funding by the NC 911 Board completed after this meeting which dictates the number of consoles funding may cover.**

Charlotte Fire Department submitted for a Reconsideration (after this conversation) to cover the cost of their new Recorder system as that purchase was in need of replacement. The Reconsideration for Charlotte Fire was approved (See 06232017-Agenda-Book.pdf and 04282017-Agenda-Book.pdf in NC 911 Board Meeting Minutes). During the Funding Committee meeting review of MEDIC's Reconsideration request (March 18, 2019), it was stated that the NC 911 Board was not aware that Charlotte Fire Department was a Secondary PSAP, however there is proof in the minutes of meetings of the NC 911 Board when the vote was made that, "CMPD/Charlotte Fire – The funding reconsideration for **Secondary PSAP** Charlotte Fire includes replacement of outdated recorder and QA modules." The Reconsideration for the Secondary PSAP Charlotte Fire Department was approved.

A duplicate Interlocal Agreement was signed again for FY '18 on August 8, 2017 (AFTER the March 29, 2017 meeting where it was stated to the CMPD, CFD and MEDIC that the Interlocal Agreement was null and void). It was signed by the CMPD Chief Kerr Putney and NC 911 Board Executive Director Richard Taylor again including the verbiage of Section 2.4 that "911 System equipment may be procured by the CMPD and place within either the CMPD or the

Secondary PSAP by consent of the parties, provided that such equipment used to complete the call taking and dispatch processes shall be interoperable if purchased by the Primary PSAP, e.g. Computer Aided Dispatch (CAD).” Identical agreements were also signed by CMPD Chief Kerr Putney and Mecklenburg EMS Agency Executive Director Josef Penner and CMPD Chief Kerr Putney and then Charlotte Fire Chief Jon B Hannan (these PDF documents can be produced if requested).

On August 29, 2018, NC 911 Board Financial Analyst Marsha Tapler and (then) Financial Analyst Danette Jernigan joined CMPD, MEDIC representatives and CFD Representatives to review the FY 17 and FY 18 Revenue Expenditure Worksheets. MEDIC had only one error for both years which was a typo in the cents column of the spreadsheet. During this workshop, MEDIC again brought up the Interlocal Agreement regarding our FY 18 Expenditures. Ms. Tapler asked for a copy of the agreement to take with her to be discussed among the Board. Ms. Tapler then responded back to us after discussion with the Board that expenses for FY 18 related to our 911 Phone Upgrade and Maintenance may be paid for by the Primary PSAP as it is common equipment in all three PSAPs (the CMPD, Mecklenburg EMS Agency and Charlotte Fire Department. However, by the time MEDIC and CMPD received this message, MEDIC had already paid the \$144,484.00 (split into two FYs as the project was completed over the two FYs and because there were not enough FY Surcharge Funds for MEDIC in FY 18) AND MEDIC had already paid the \$144,484.00 for System Upgrade (15 consoles), \$84,654.19 to West to cover FY 18 SMA and Sentry Alert fees (Surcharge Eligible Expenses) as well as FY 19 SMA/Sentry Alert fees in the amount of \$115,000 (documentation can be produced if requested) to total \$344,138.19 of unbudgeted expenses but for the NC 911 Boards decision regarding these Surcharge Eligible expenses.

The above responses to Ms. Taplers’ questions reflects Mecklenburg EMS Agency’s need for approval of the Reconsideration request by CMPD on our behalf. Moving forward all Surcharge Eligible Expenses contained in the aforementioned documentation have been included as budgeted expenses and will be covered by Mecklenburg EMS Agency. We consider ourselves good stewards of the monies provided to us by Mecklenburg County as well as good stewards of the funding MEDIC receives from the NC 911 Board.

If there are any additional questions, please feel free to contact me direct.

Regards,

Corinne

S. Corinne Walser
Operations Manager
Mecklenburg EMS Agency/Mecklenburg County Fire
corinner@medic911.com
704-943-6242 (office)
704-621-7722 (mobile)
www.medic911.com

Call Summary

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Year: 2015

Agency Affiliation: Medical

Report Date: 06/07/2019 10:14:03

Report Date From: 07/01/2015

Report Date To: 06/30/2016

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

NSI Filters: NSI Included in 911 Totals

Agency Affiliation: All

		July 2015	August 2015	September 2015	October 2015	November 2015	December 2015	Total
911	Inbound	9,561	9,892	9,542	9,698	9,355	9,958	58,006
	Abandoned	10	10	8	2	7	9	46
	Abandoned %	0.10%	0.10%	0.08%	0.02%	0.07%	0.09%	0.08%
	Unparsed	0	0	0	0	0	0	0
	Total	9,571	9,902	9,550	9,700	9,362	9,967	58,052
	Avg Call Duration	224.7	227.2	226.0	228.4	225.7	229.6	227.0
	Total	9,571	9,902	9,550	9,700	9,362	9,967	58,052

Start of 911 Board documentation.

Call Summary

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Year: 2016

Agency Affiliation: Medical

Report Date: 06/07/2019 10:14:03

Report Date From: 07/01/2015

Report Date To: 06/30/2016

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

NSI Filters: NSI Included in 911 Totals

Agency Affiliation: All

		January 2016	February 2016	March 2016	April 2016	May 2016	June 2016	Total
911	Inbound	9,892	9,214	10,311	9,969	10,249	10,781	60,416
	Abandoned	3	4	6	5	16	75	109
	Abandoned %	0.03%	0.04%	0.06%	0.05%	0.16%	0.69%	0.18%
	Unparsed	0	0	0	0	1	0	1
	Total	9,895	9,218	10,317	9,974	10,266	10,856	60,526
	Avg Call Duration	234.4	234.4	220.8	221.1	223.1	220.3	225.4
	Total	9,895	9,218	10,317	9,974	10,266	10,856	60,526

Call Summary

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Year: 2016

Agency Affiliation: Medical

Report Date: 06/07/2019 10:15:26

Report Date From: 07/01/2016

Report Date To: 06/30/2017

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

NSI Filters: NSI Included in 911 Totals

Agency Affiliation: All

		July 2016	August 2016	September 2016	October 2016	November 2016	December 2016	Total
911	Inbound	10,841	10,351	10,052	10,102	10,112	10,514	61,972
	Abandoned	19	6	10	7	7	3	52
	Abandoned %	0.17%	0.06%	0.10%	0.07%	0.07%	0.03%	0.08%
	Unparsed	0	0	0	0	0	0	0
	Total	10,860	10,357	10,062	10,109	10,119	10,517	62,024
	Avg Call Duration	227.2	234.4	227.3	225.6	228.7	225.0	228.0
	Total	10,860	10,357	10,062	10,109	10,119	10,517	62,024

Call Summary

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Year: 2017

Agency Affiliation: Medical

Report Date: 06/07/2019 10:15:26

Report Date From: 07/01/2016

Report Date To: 06/30/2017

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

NSI Filters: NSI Included in 911 Totals

Agency Affiliation: All

		January 2017	February 2017	March 2017	April 2017	May 2017	June 2017	Total
911	Inbound	10,208	9,587	10,549	10,552	11,021	10,857	62,774
	Abandoned	5	3	4	7	4	6	29
	Abandoned %	0.05%	0.03%	0.04%	0.07%	0.04%	0.06%	0.05%
	Unparsed	0	0	0	0	0	0	0
	Total	10,213	9,590	10,553	10,559	11,025	10,863	62,803
	Avg Call Duration	236.5	227.2	227.7	221.9	227.6	227.2	228.0
	Total	10,213	9,590	10,553	10,559	11,025	10,863	62,803

Call Summary

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Year: 2017

Agency Affiliation: Medical

Report Date: 06/07/2019 10:16:34

Report Date From: 07/01/2017

Report Date To: 06/30/2018

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

NSI Filters: NSI Included in 911 Totals

Agency Affiliation: All

		July 2017	August 2017	September 2017	October 2017	November 2017	December 2017	Total
911	Inbound	10,920	11,212	10,675	11,157	10,657	10,856	65,477
	Abandoned	7	14	9	8	8	16	62
	Abandoned %	0.06%	0.12%	0.08%	0.07%	0.08%	0.15%	0.09%
	Unparsed	0	0	0	0	0	0	0
	Total	10,927	11,226	10,684	11,165	10,665	10,872	65,539
	Avg Call Duration	228.6	226.1	228.5	228.3	236.5	234.1	230.3
	Total	10,927	11,226	10,684	11,165	10,665	10,872	65,539

Call Summary

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Year: 2018

Agency Affiliation: Medical

Report Date: 06/07/2019 10:16:34

Report Date From: 07/01/2017

Report Date To: 06/30/2018

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

NSI Filters: NSI Included in 911 Totals

Agency Affiliation: All

		January 2018	February 2018	March 2018	April 2018	May 2018	June 2018	Total
911	Inbound	11,743	10,075	10,779	10,727	11,668	11,730	66,722
	Abandoned	19	69	33	95	51	24	291
	Abandoned %	0.16%	0.68%	0.31%	0.88%	0.44%	0.20%	0.43%
	Unparsed	0	0	0	0	0	0	0
	Total	11,762	10,144	10,812	10,822	11,719	11,754	67,013
	Avg Call Duration	231.5	232.1	232.7	227.4	226.4	227.2	229.5
	Total	11,762	10,144	10,812	10,822	11,719	11,754	67,013

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: July 2015

Agency Affiliation: Medical

Report Date: 06/07/2019 10:20:23

Report Date From: 07/01/2015

Report Date To: 06/30/2016

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	92.75 %	5.86 %	1.03 %	0.31 %	0.04 %	0.00 %	0.00 %	9571	224.7
Overall Percentage:	92.75 %	5.86 %	1.03 %	0.31 %	0.04 %	0.00 %	0.00 %	9571	224.7

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: August 2015

Agency Affiliation: Medical

Report Date: 06/07/2019 10:20:23

Report Date From: 07/01/2015

Report Date To: 06/30/2016

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	92.22 %	6.48 %	0.94 %	0.32 %	0.02 %	0.01 %	0.00 %	9902	227.2
Overall Percentage:	92.22 %	6.48 %	0.94 %	0.32 %	0.02 %	0.01 %	0.00 %	9902	227.2

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: September 2015

Agency Affiliation: Medical

Report Date: 06/07/2019 10:20:23

Report Date From: 07/01/2015

Report Date To: 06/30/2016

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	92.88 %	5.86 %	0.96 %	0.27 %	0.02 %	0.00 %	0.00 %	9550	226.0
Overall Percentage:	92.88 %	5.86 %	0.96 %	0.27 %	0.02 %	0.00 %	0.00 %	9550	226.0

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: October 2015

Agency Affiliation: Medical

Report Date: 06/07/2019 10:20:23

Report Date From: 07/01/2015

Report Date To: 06/30/2016

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	93.27 %	5.37 %	0.95 %	0.38 %	0.02 %	0.01 %	0.00 %	9700	228.4
Overall Percentage:	93.27 %	5.37 %	0.95 %	0.38 %	0.02 %	0.01 %	0.00 %	9700	228.4

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: November 2015

Agency Affiliation: Medical

Report Date: 06/07/2019 10:20:23

Report Date From: 07/01/2015

Report Date To: 06/30/2016

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	92.54 %	6.21 %	0.96 %	0.29 %	0.00 %	0.00 %	0.00 %	9362	225.7
Overall Percentage:	92.54 %	6.21 %	0.96 %	0.29 %	0.00 %	0.00 %	0.00 %	9362	225.7

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: December 2015

Agency Affiliation: Medical

Report Date: 06/07/2019 10:20:23

Report Date From: 07/01/2015

Report Date To: 06/30/2016

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	90.78 %	7.35 %	1.30 %	0.50 %	0.06 %	0.00 %	0.00 %	9967	229.6
Overall Percentage:	90.78 %	7.35 %	1.30 %	0.50 %	0.06 %	0.00 %	0.00 %	9967	229.6

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: January 2016

Agency Affiliation: Medical

Report Date: 06/07/2019 10:20:23

Report Date From: 07/01/2015

Report Date To: 06/30/2016

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	91.17 %	7.07 %	1.18 %	0.58 %	0.00 %	0.00 %	0.00 %	9895	234.4
Overall Percentage:	91.17 %	7.07 %	1.18 %	0.58 %	0.00 %	0.00 %	0.00 %	9895	234.4

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: February 2016

Agency Affiliation: Medical

Report Date: 06/07/2019 10:20:23

Report Date From: 07/01/2015

Report Date To: 06/30/2016

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	91.87 %	6.16 %	1.26 %	0.65 %	0.04 %	0.01 %	0.00 %	9218	234.4
Overall Percentage:	91.87 %	6.16 %	1.26 %	0.65 %	0.04 %	0.01 %	0.00 %	9218	234.4

North Carolina 911 Board				
PSAP Name: Mecklenburg EMS Agency				
Contact Name: Corinne Walsler				
Contact Address: 4425 Wilkinson Blvd				
City: Charlotte				
Zip: 28208				
Contact Email: corinner@medic911.com				
<p><u>Instructions: All requests for review of PSAP Distribution amount must use this form with each request. Please do not change block descriptors, formulas or formatting. ***PLEASE SEE INSTRUCTIONS tab for further details*** All requests are due by <u>Jan 31 2018</u>. Email this form and all supporting documentation to marsha.tapler@nc.gov. If you have questions regarding this form or filing a request, please call Marsha Tapler at 919-754-6344 or email at marsha.tapler@nc.gov.</u></p>				
June 30, 2018 Emergency Telephone System Fund Balance:		\$117,277.00		
Expenditure	FY2019 (2018-2019) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2019 (2018-2019) Requested Increase Amount Recurring MONTHLY Cost	FY2019 (2018-2019) Requested Increase Amount Recurring ANNUAL Cost	Comments
Phone Systems - Furniture				
Selective Rtnng/ALI Prov 9-1-1 trk line charges	3,365.00			ANI/ALI New Routers (\$1980.00) and Hardware device for access keys for ANI/ALI and Pro QA to connect ANI/ALI to 911 Phone and CAD (\$1385.00) TOTAL \$3365.00 (Tabs titled ICOMM Int Comm and Integrated Solutions #1 Combined)
Furniture: Cabinets, tables, desks which hold 911 equipment				
TOTAL	\$3,365.00	\$0.00	\$0.00	
SOFTWARE	FY2019 (2018-2019) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2019 (2018-2019) Requested Increase Amount Recurring MONTHLY Cost	FY2019 (2018-2019) Requested Increase Amount Recurring ANNUAL Cost	Comments

Voice Logging Recorder				
Time Synchronization				
Software Maintenance				
TOTAL	\$0.00	\$0.00	\$0.00	
HARDWARE	FY2019 (2018-2019) Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2019 (2018-2019) Requested Increase Amount Recurring MONTHLY Cost	FY2019 (2018-2019) Requested Increase Amount Recurring ANNUAL Cost	Comments
CAD Memory/Video Cards	24,377.00			Not server, however extra memory and video cards for workstations (replacement and additions) (Tab Integrated Solutions #4)
Extra NIC Cards	1,170.00			Additional NIC cards required for CAD Workstations (44 X \$39.00 = \$1716.00) (Tab Integration Solutions #2)
Voice logging server	165,592.85			NexLog 740 Recorder and AIS Hardware and Installation (Not yet paid for by MEDIC to Carolina Recording, see attached invoice). Precedence set for Reconsideration as NC 911 Board covered Recorder for CFD Alarm previously.
Monitors	5,040.00			30 replacement monitors for CAD workstations, 15 workstations, 2 monitors each (30 X \$168.00 per monitor) (Integration Solutions #3)
Computer Workstations				
Time Synchronization	7,458.16			Replacement of Time Sync Server
Radio Console Dispatch Workstations	310.42			Motorola Tab (not yet paid for) Additional two radio consoles
Radio Console Ethernet Switch	10,800.00			Motorola Tab
TOTAL	\$214,748.43	\$0.00	\$0.00	

List expenditures to be applied to fund balance and submit quotes or invoices for review.:	Expense Amount			
Chairs	\$20,000.00			
TTY/TTD/TXI	\$850.00			
Furniture Warranty	\$1,200.00			
Radio Console Dispatch	\$74,443.59			
Total remaining Fund balance:	\$96,493.59			
Items below this cell are to be completed by 911 Board Staff				
APPROVED FY2019 FUNDING Distribution	\$338,114.92			
FY2019 Anticipated Capital Expenditures	\$218,113.43			
FY2019 Anticipated Monthly Recurring	\$0.00			
FY2019 Anticipated Annual Recurring	\$0.00			
Requested FY2019 Funding	\$556,228.35			
Maximum 20% carry forward amount:	\$41,566.83			
Current policy for funding reconsideration - carry forward 10%	\$20,783.42			

TEMPLATE

FY2019 Funding Reconsideration Worksheet:

PSAP Name:

Charlotte MEDIC - Sec

FY2018 Ending Fund Balance	\$117,277.00
PSAP Funding Distribution for FY2019	\$338,114.92
Approved Budgeted Operational for fiscal year.	-\$338,114.92
Approved Budgeted Capital for fiscal year.	
Fund balance before carry forward:	<u>\$117,277.00</u>

10% allowable carryforward: \$20,783.42
(figured by taking prior two years distribution, averaging and then multiplying by 10%) For FY2020 distribution, use FY2017 and FY2018.

Total Remaining Fund Balance for Use: **\$96,493.59**

If fund balance remains, apply funding reconsideration expenditure request against total t

Total Remaining Fund Balance for Use:	\$96,493.59
Expenditures applied towards fund balance	\$96,493.59
Total Remaining Fund Balance	<u>\$0.00</u>



Received by email 10/9/2018 -MT

September 27, 2018

Marsha Tapler
NC911 Board
Raleigh, NC

Dear Marsha,

I would like to submit a funding reconsideration on behalf of Medic/Mecklenburg EMS Agency.

Below is a list of the invoices and/or quotes being submitted for Reconsideration:

- Motorola, Radio Console Dispatch Workstations, \$89,754.00 - eligible 911 expenditure as noted on the NC 911 Eligible Expenditure list under Software/Radio console software and Hardware/Radio Console software, computer workstations;
- Motorola, Radio Console Ethernet Switch, \$10,800.00 - eligible 911 expenditure as noted on the NC 911 Eligible Expenditure list under Hardware/Radio Console Ethernet switch;
- Carolina Recording, Voice Logging Recorder, \$165,592.85 - eligible 911 expenditure as noted on the NC 911 Eligible Expenditure list under Software/Voice Logging Recorder software;
- Integration Solutions and ICOMM Integrated Communications, Selective Routing/ALI Prov 9-1-1 trk line charges, \$3,365 - eligible 911 expenditure as noted on the NC 911 Eligible Expenditure list under Software/Quality assurance software and Software/ALI database;
- Integration Solutions, CAD Memory/Video Cards, quantity 15 (\$17,370.00 - eligible 911 expenditure as noted on the NC 911 Eligible Expenditure list under Hardware/memory and video cards for workstations;
- Integration Solutions, Extra NIC Cards (2 per workstation, 15 workstations), \$1,170.00 - eligible 911 expenditure as noted on the NC 911 Eligible Expenditure list under Hardware/ network interface cards for CAD workstations ;
- Integration Solutions, Computer Workstations, quantity 30 (2 per 15 consoles), \$5,040.00 - eligible 911 expenditure as noted on the NC 911 Eligible Expenditure list under Hardware/monitors for CAD workstations;
- Microsemi, Time Synchronization, \$7,458.16 - eligible 911 expenditure as noted on the NC 911 Eligible Expenditure list under Hardware/time synchronization devices;

Building Partnerships To Prevent The Next Crime.

Police Department • 601 East Trade Street • Charlotte, N.C. 28202-2940

All of the aforementioned expenses are Surcharge Eligible expenses under the NC 911 Board eligible expenditure list as noted above.

The Motorola Radio Console Dispatch workstations adds two additional radio console to our existing 10 radio workstations (total of 12 radio consoles) that function with CAD, 9-1-1 Phones and Radio capabilities to ensure that PSAP Functions (CAD, Phones and Radio) can be completed at additional workstations. The Ethernet switch for Motorola Radio Consoles is also a replacement switch for our Center, also an eligible expense.

The remaining equipment from Integration Solutions (Selective Routing for ALI Provisioning (replacement cost) includes additional NIC cards and CAD Memory/Video for our TriTech CAD workstations (replacement cost), as well as Replacement Computer Workstations for TriTech CAD Monitors.

MEDIC was also required to replace our Time Synchronization "NET Clock" in our 9-1-1 Communications Center this year. This item ensures that our servers, workstations and all connections within our PSAP reflect the same date and time for accuracy in reporting and this is also a 9-1-1 Eligible Expense.

The last item on the list is replacement of the Eventide Recorder with Carolina Recording (CRS). The purchase for this item coincided with the Multi-Node upgrade as the previous recorder was at end of life and at risk of failure. CRS was forced a couple of times to use replacement parts from another PSAP recorder (PSAP who had already replaced their recorder) in order to keep us up and running before replacement could be done. MEDIC has budgeted to continue paying our SMA with CRS in our FY '19 budget.

With a quickly increasing volume (167,819 dispatches and 132,603 9-1-1 calls) in the MEDIC 9-1-1 PSAP in FY '18 alone, this ensures that MEDIC's Communications Center has all the necessary tools to best handle the Medical and Fire Emergencies in Mecklenburg County.

Between fiscal years 2010-2017, MEDIC's transport volume increased by 47%. This is greater than three times the rate of Mecklenburg County's population growth. MEDIC's Center is the only EMD/EMT Center in Mecklenburg County. MEDIC is an Accredited Center of Excellence and have maintained that status for the last 15 years.

In FY '17, MEDIC achieved a return of spontaneous pulses on 88 % of Sudden Cardiac Arrest victims treated. FY '17 was also the third straight year MEDIC has topped the 80% resuscitation mark. MEDIC's Emergency Medical Dispatchers plays a crucial part of this success by offering CPR instructions to bystanders to actually perform as the FIRST First Responder for these patients. MEDIC regularly recognizes successes and ensures that Telecommunicators are included in Patient Reunion success events. MEDIC also ensures that Cardiac Arrest Saves by their Telecommunicators are recognized at a MEDIC employee recognition event held annually.

MEDIC's Communications Center also processes 9-1-1 calls for Fire Responses in Mecklenburg County. This includes dispatch of 13 County Fire Departments. MEDIC utilizes EFD for processing those calls, also through IAED. MEDIC's Communications Center continues to be actively engaged with these departments, recently assisting the Cornelius Fire Department in obtaining their first ISO 2 Rating by the North Carolina Office of State Fire Marshal.

This total reconsideration request is \$606,736.82. All invoices and/or quotes are attached. The completed Reconsideration spreadsheet created by the NC911 Board and the required Budget spreadsheet is also attached. I am also attaching MEDIC's FY '17 Annual Report so that you can review our accomplishments and the great work that MEDIC Communications does on a consistent basis.

Thank you very much for the consideration.

A handwritten signature in blue ink, appearing to read "Rodney D. Harris", with a long horizontal flourish extending to the right.

Rodney Harris
Financial Manager
Charlotte Mecklenburg Police Department
Financial Management Division



MEDIC

Mecklenburg EMS Agency

2017 ANNUAL REPORT

OUR MISSION

To save a life, hold a hand and be prepared to respond in our community when and where our patients need us.



As I look back on Fiscal Year 2017 (FY '17) I am struck by the number of transformative changes I see occurring at Medic.

The biggest change in Medic's history becomes real in January of 2018 when the Agency moves to its new Wilkinson Boulevard headquarters. Mecklenburg County has shown strong support to our mission and employees. The multi-year design process was inclusive of employee input with an eye to leverage the new base of operations impact on overall performance, costs, and employee satisfaction. Operational workflow will be more efficient, necessary resources will be more readily available and the framework will now exist to enable Medic to meet whatever needs the future may bring!

Service requests increased to 146,265 in 2017. Since 2010, requests increased 47% percent, or three times the population growth in the same period. Competing for qualified patient care providers is a shared concern for EMS organizations across the country. Medic's multi-year efforts with Charlotte Mecklenburg Schools and Central Piedmont Community College improved recruiting of students for careers in EMS. Beyond enabling local young men and women access to new career opportunities, the programs increase the diversity of applicants and career growth to more advanced EMS roles.

Change in healthcare delivery and patient expectations mean many patients may be able to have their needs met in new ways or new environments, and this has led to the development of a portfolio of projects focused on understanding patient need and reducing ambulance responses and transports. The projects aim at alternative service delivery, while enabling valuable resources to remain available when and where they are needed for an acute medical emergency. These innovative projects show tremendous promise in early testing.

These certainly are exciting times and I am very proud of the hard work put forth to achieve these results. On behalf of the 587 employees who make Medic's mission their own, I proudly share the following highlights from FY '17.

Joseph H. Penner
JOSEF (JOE) H. PENNER
 Executive Director

FY 2017 MILESTONES

- [Accredited Center of Excellence status achieved through the International Academies of Emergency Dispatch](#)
- [Achieved three year re-accreditation through the Commission on Accreditation of Ambulance Services](#)
- [AHA Workplace Health Achievement Award - Bronze Level](#)
- [Achieved a grant extension for pediatric research from the Health Resources and Services Administration](#)
- [Charlotte Business Journal's Healthiest Employer Award Winner](#)
- [Cigna's Well Being Honorable Mention](#)
- [Increased the Agency's ambulance fleet by 2 vehicles to 72](#)
- [Mission: Lifeline Gold Plus Winner](#)
- [National Association of Counties Award Winner](#)



STRATEGIC OBJECTIVES

Medic started FY '17 aimed at making improvements in employee satisfaction, fiscal sustainability, and continuing to develop Medic's culture around diversity and inclusion. These areas of focus were identified following an extensive process involving input from Medic's entire leadership team. This work ultimately yielded a set of projects that would move Medic towards achieving our strategic objectives.

Each of the projects were prioritized and timed to ensure necessary resources would be available to achieve success. Many will span multiple fiscal years, allowing ample time for small scale testing, learning and re-direction. Medic's disciplined approach to managing change and improvement will help the Agency evolve and thrive regardless of the challenges posed by the ever-changing healthcare industry.

STRATEGIC OBJECTIVES

Improve processes and resource management to enable Medic's staff to adapt to demand

- Develop strategies to safely reduce the duration of the on-boarding process for new clinicians to 60 days
- Develop and implement processes to increase the number of Medic EMIs who successfully upgrade to Paramedic

Implement recommended projects aimed at improving employee satisfaction

- Assess Agency needs pertaining to employee psychological health and develop recommendations for stress management strategies
- Recommend functionality and feature options for the Agency's new ambulance
- Recommend functionality and feature options for the Agency's new building
- Improve interaction and communication with leadership across the Agency

Foster a culture that values diversity and inclusion

- Develop Medic's diversity business case
- Establish Medic's diversity advocate work team
- Grow Medic's high school student development and recruitment strategy with Charlotte Mecklenburg Schools

Use our system of understanding the needs of our patients to deliver services that meet their needs

- Develop screening tools to identify bacterial infections in patients in the prehospital setting
- Analyze the impact of increasing paramedic ability on scene to recommend alternative care options for patients deemed to not need an ambulance or care in an area ED
- Study the impact of delayed ambulance dispatch for call types proven to have a very high occurrence of low-to-no acuity patients

PROJECTS

MEDIC: AT A GLANCE

587
EMPLOYEES

112,270
TRANSPORTS

146,265
RESPONSES

10
EMERGENCY DEPARTMENTS SERVED

1,054,835
RESIDENTS IN THE SERVICE AREA

65%
PATIENT WHO RATED OVERALL QUALITY OF CARE AS "EXCELLENT"

DEMAND BREAKDOWN

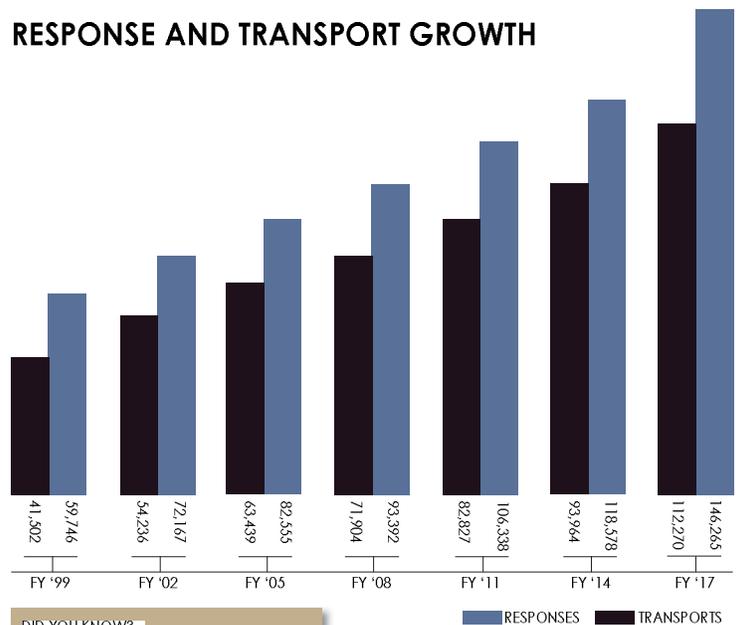


DID YOU KNOW?...
 Medic dispatches all fire calls in Mecklenburg County, outside the city of Charlotte.
 To learn more, visit medic911.com

MOST FREQUENT 911 CALL TYPES

CALL TYPE	COUNT	CALL TYPE	COUNT
TRAFFIC ACCIDENT/ENTRAPMENT	14,375	CHEST PAIN	9,299
SICK PERSON	13,824	UNKNOWN PROBLEM/MAN DOWN	7,041
BREATHING PROBLEMS	11,262	PSYCHIATRIC/SUICIDE ATTEMPT	5,446
FALLS/BACK INJURY/TRAUMA	10,962	ASSAULT	5,053
UNCONSCIOUSNESS/FAINTING	10,672	OVERDOSE/INGESTION/POISON	4,537

RESPONSE AND TRANSPORT GROWTH



DID YOU KNOW?...
 Between fiscal years 2010 - 2017, Medic's transport volume increased by 47%. This is greater than three times the rate of Mecklenburg County's population growth.
 To learn more, visit medic911.com



Left to right: Sherri Steele, Ryan Lowe and Tiffany Johnson

Brandis Ridenhour

MISSION ORIENTED EMPLOYEES

A common thread binds each of the people who choose to work at Medic: a selfless commitment to fulfilling the Agency's mission in the community. The most obvious examples are the Paramedics and EMTs in the field who respond swiftly and safely at all hours of the day, regardless of the challenges they may face on any given call. They are highly trained, remarkably skilled, and deeply compassionate towards their patients. They are also not alone.

Behind the scenes there is an emergency medical dispatch center filled with highly trained personnel that deftly process calls into the Agency's 911 call center, ensuring the appropriate level of response is provided. There is also a logistics department that makes sure every ambulance is properly stocked with necessary equipment and medications to handle a shift with multiple patient care encounters. There is a fleet department working to make sure all 72 of the Agency's ambulances are reliably available for duty. There are also dozens of other people who work behind the scenes to handle critical support functions, such as clinical education, quality improvement, HR, risk and safety, billing, finance, IT, and scheduling.

587 employees, one common mission: To save a life, hold a hand, and be prepared to respond in the community when and where our patients need us.

DID YOU KNOW?...

Medic's clinicians receive an average of 40 hours of continuing education each year.

To learn more, visit medic911.com

The following awards were presented to Medic employees in FY 17:

STARS OF LIFE

Tiffany Johnson
Ryan Lowe
Sherri Steele

BURNETT-NOBLES

Brandis Ridenhour

TOP CALL

Max Adams
Meghan Clark

UNSUNG HERO

Scott Bodien
Darlene Hicks
Veronica Michaelis

73

EMPLOYEE SATISFACTION
MEAN SCORE

TARGET
≥ 82

GOAL/OUTCOME
DID NOT MEET





Patient: Martha Gaffney (left)

PATIENT QUOTES

"They knew I needed kindness; that human connection. [They] held my hand when they asked me questions."

- Joan T.

"[The crew's] overall communication made me and my family comfortable. I felt protected."

- Tom P.

"I think the [Medic] personnel is highly qualified and well trained. It shows in the way [that] they handle themselves."

- Mary W.

"They treated me with extreme care. The [Medic staff] knew what they were doing and eased my mind during the process."

- Peter H.

"[It was] a smooth transition to the hospital. They were concerned and compassionate"

- Stephanie A.

7:49
AVERAGE PRIORITY ONE
TRAUMA PATIENT
SCENE TIME

TARGET:
< 10:00
GOAL OUTCOME: **MET**

DID YOU KNOW?...
Medic will celebrate its 40th
anniversary in October of
2018.
To learn more, visit medic911.com

OUR PATIENTS

The people Medic serves in Mecklenburg County are the reason for the Agency's existence. Clinical outcomes certainly matter as does the feedback received from patients regarding their experience in the Agency's care.

Many times feedback is initiated by patients. Sometimes this occurs through an in-person reunion between the care providers and their patient. In addition to these instances, Medic also reaches out for feedback to 200 patients per month through a third party organization. All of the information gathered through these interactions helps Medic continue making improvements to the overall patient experience, a goal that helps ensure we remain focused on the people who matter most.

65%

PATIENTS WHO RATED
OVERALL QUALITY OF
CARE AS "EXCELLENT"

TARGET:
> 65%

GOAL OUTCOME: **MET**



Patient: Randy Aldridge

Patient: Mitchell Giggs (far left)



CLINICAL EXCELLENCE

81:09

HEART ATTACK
TIME BETWEEN RECEIVED 911 CALL
AND CATH LAB INTERVENTION

TARGET:
< 90:00

GOAL OUTCOME : MET

92%

HEART ATTACK
PREHOSPITAL
DETERMINATION

TARGET:
> 85%

GOAL OUTCOME : MET

2017

Mission:
Lifeline

GOLD PLUS
EMS



A cardiac event can have dire consequences if not quickly and properly managed. It is for this reason that Medic has invested so deeply in the research and improvement of processes that directly impact patient outcomes during such emergencies.

Medic's collaboration with the cardiology groups affiliated with both hospital systems in Mecklenburg County has yielded a system of care that is second to none in the nation. For heart attack victims, this translates into an accurate diagnosis by Paramedics in the prehospital setting followed by rapid treatment and transport directly to the nearest catheterization lab for physician intervention. Medic's performance with heart attack care was recognized by the American Heart Association in FY '17 with a Mission: Lifeline Gold Plus award.

For sudden cardiac arrest (SCA) patients, Medic relies on years of advanced research and protocol improvement to yield patient outcomes that are among the very best in the entire country. In FY '17, Medic clinicians were able to achieve the return of spontaneous circulation (ROSC) on 88% of the SCA victims treated who met the Utstein criteria. This marks the third straight year Medic has topped the 80% mark. Equally impressive is the fact that 52% of Utstein patients survived to hospital discharge.

88%

PATIENTS IN CARDIAC ARREST
WHO ACHIEVE ROSC*

TARGET:
> 40%

GOAL OUTCOME : MET

*ROSC: Return of Spontaneous Circulation - Utstein Template





COMMUNITY ENGAGEMENT

Providing education and training to the residents and visitors of Mecklenburg County is one more way that Medic can help improve patient outcomes. It is with this aim in mind that each year Medic collaborates with area schools, churches, businesses, and event organizers to have a meaningful presence and engage with people in the community.

In FY '17, Medic expanded the scope of this work by partnering with the Mayor's Youth Employment Program (MYEP) in Charlotte to provide internship opportunities to six high school students interested in pursuing a career in medicine. Each of the participants spent three months at Medic's headquarters where they shadowed various departments and learned the inner workings of one of the nation's top EMS Agencies. They also spent time in Medic's Emergency Medical Dispatch Center in addition to riding along in an ambulance with one of Medic's field crews.

RESEARCH AND IMPROVEMENT

Clinical research is a vital component of Medic's strategy to continually improve the Agency's impact on patient outcomes. Medic partners with both hospital systems in Mecklenburg County in addition to other EMS Agencies from across the country to conduct this work and it has led to numerous positive changes in the delivery of prehospital medicine over the years.

Medic is currently engaged in several such studies, the most notable being the development of diagnosis and treatment protocols for bacterial infections in the prehospital setting and the advancement of screening tools for pediatric patients.

DID YOU KNOW?...

Medic received a \$52,000 grant to conduct research towards improving pediatric emergency care.

To learn more, visit medic911.com

PEDIATRIC CARE RESEARCH

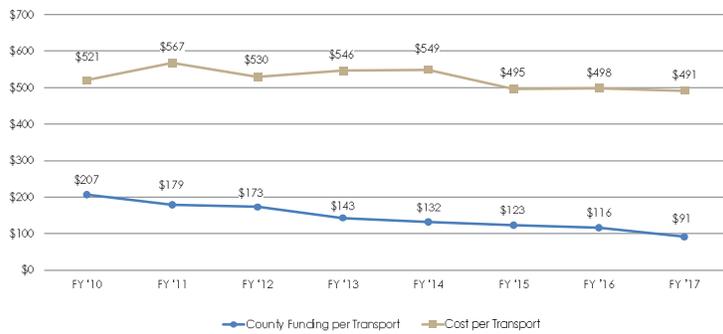
Medic is part of a multi-institutional research collaborative called the Pediatric Emergency Care Applied Research Network (PECARN). The goal of this group is to conduct meaningful research in the prevention and management of acute illnesses and injuries in children across the continuum of emergency medicine.

In FY '17, this team presented the framework for a new screening tool aimed at helping identify severely ill children in the prehospital setting. The tool will allow EMS professionals to clearly identify those children who have acute emergency conditions that require the care of a pediatric capable Emergency Department as compared to those children who simply need care in a general Emergency Department.

This proposal is one of only two EMS-driven studies ever approved by the PECARN Steering Committee, clearing the path for development into a protocol to be funded for further study. If successful, this protocol will not only impact the quality of care provided to seriously ill children here in Mecklenburg County, but it will also become the catalyst for guidelines to be used by EMS systems throughout the world.



FY '17 COST PER TRANSPORT VS. COUNTY FUNDING



OUR STEWARDSHIP

Fiscal sustainability is one of Medic's core values. In FY '17, Medic's county funded cost per transport was \$91, which represents the lowest figure in the Agency's history. This reduced reliance on county funding can be attributed to several factors including improved billing practices, increased efficiency, and effective cost management practices.

A good example of improved cost management can be seen in the recent ambulance redesign project. The first 15 newly designed vehicles were put into service in FY '17 and are predicted to have a lower total cost of ownership as compared to their predecessors of at least \$28,000 per unit.

This translates to potential savings of \$1.79 million over the entire eight year life cycle of the Agency's fleet of 64 Advanced Life Support (ALS) ambulances. Medic's work on ambulance redesign earned the Agency recognition by the National Association of Counties in 2017.



FY '17 FINANCIAL PERFORMANCE

FY '17 Revenue	\$53,597,208
2016 Encumbrances	\$5,712,252
Assigned Fund Balance	\$2,411,070
Total Available	\$61,720,530
FY '17 Expenditures	\$58,283,652
FY '17 Encumbrances	\$2,528,511
Total Spent	\$60,812,163
Excess Revenue vs. Expenditures	\$908,367
Excess Revenue vs. Expenditures %	1.5%
Unassigned Fund Balance	\$1,739,828

FY '17 FISCAL COST COMPARISON

	CFD	CMPD	MEDIC
FY '17 City/County Funding	\$118,723,360	\$246,644,617	\$10,268,930
Total Budget (City/County)	\$2,450,712,253	\$2,450,712,253	\$1,640,892,421
Total Budget Percentage	4.84%	10.06%	0.63%
Population	842,051	842,051	1,054,835
Per Capita Tax Funding	\$140.99	\$292.91	\$9.74
Per Capita Cost	\$140.99	\$292.91	\$54.40

DID YOU KNOW?...

Medic's fleet traveled 2,682,607 million miles in FY '17

To learn more, visit medic911.com





FY '17 LEADERSHIP

AGENCY BOARD OF COMMISSIONERS

- Katie Kaney, Chair – CHS
- Amy Vance, Vice Chair – NH
- Alishaha Cole, MD – CHS
- Mark Foster – MC
- Matthew Hanley, MD – CHS
- Paula Vincent – NH
- Tom Zweng, MD – NH

AGENCY MANAGEMENT COMMITTEE

- Voting Members
- Katie Kaney – CHS
 - Chris Peek – MC
 - Amy Vance – NH

FINANCE COMMITTEE

- Voting Members
- Bill Lyle – CHS
 - Mark Foster – MC
 - Melissa Masterton – NH

Agency Officers

- Joe Penner, Executive Director
- Doug Swanson, MD, Medical Director
- Shelly Forward, Finance Officer, Budget Officer

MEDICAL CONTROL BOARD

- Voting Members
- Mike Gibbs, MD, Chair – CHS
 - Eric Eskioğlu, MD – NH
 - Sid Fletcher, MD – NH
 - Carlene Kingston, MD – NH
 - Gary Niess, MD – NH
 - David Pearson, MD – CHS
 - Bradley Thomas, MD – CHS
 - Brad Watling, MD – CHS

Non-Voting Members

- Joe Penner – Executive Director
- Doug Swanson, MD, Medical Director
- Marcus Plescia, MD – MC
- Jon Hannan – Charlotte Fire Dept.
- David Leath – Mint Hill Volunteer Fire Dept.
- Jason Schwebach – CHS
- Tracy Forster – NH
- Community Representative

QUALITY MANAGEMENT COMMITTEE

- Voting Members
- Mike Gibbs, MD – CHS
 - Eric Hawkins, MD – CHS
 - Jason Mutch, MD – NH
 - Gary Niess, MD – NH
 - Suzie Rakyla, RN – NH
 - Doug Swanson, MD, Medical Director
 - Stephen Wight, RN – CHS

Non-Voting Members

- Joe Penner, Executive Director
- Marcus Plescia, MD – MC
- Kevin Staley, Deputy Director
- Jon Studnek, Deputy Director



LEGEND

- Mecklenburg County (MC)
- Carolinas Healthcare System (CHS)
- Novant Health (NH)



**Medic will relocate to 4425 Wilkinson Blvd.
Charlotte, NC in January 2018**

For more information, visit buildmedic.com



Medical Excellence. Compassionate Care.

OUR PATIENTS. OUR PEOPLE. OUR STEWARDSHIP. OUR PURPOSE.

medic911.com



facebook.com/MeckEMS



[@MecklenburgEMS](https://twitter.com/MecklenburgEMS)



mecklenburg-ems-agency

03/13/2019 12:39
kcrockett

PRODUCTION DATABASE Jul 12 2014
PROJECT DETAIL HISTORY

P 1
pareport

FOR 07/01/2018 - 03/31/2019

EFF DATE	JNL	LINE SRC REF1	REF2	REF3	CHECK	AMOUNT	D/C	GLYrPr	GLJnl	GLLine	Available Budget
Project: 3081000004 - OTHER - Medic Secondary PSAP											
F 3081000004-5000		-50009000	-0000		MedicPSAP						-292,524.00
F 3081000004-5000		-50009000	-2016		Sec. MEDIC						-176,636.00
F 3081000004-5000		-50009000	-2017		MedicPSAP						-239,032.63
F 3081000004-5000		-50009000	-2018		MedicPSAP						-299,901.25
E 3081000004-9010000000-		-			MedicPSAP	FY2019 \$338,114.92					875,951.59
07/01/2018	11066	1 GEN 4th qt		130504		120,835.88	C	2019/01	15330	1	
	FY18Revers	Reverse FY18 jnl		130504							
07/31/2018	11031	1 API 128211		710071	654364	120,835.88	D	2019/01	15117	1	
	2367	PLEASE SEE VENDOR NAME ON TOP		MEDIC							
12/11/2018	60515	1 API 128211		758561	673003	109,465.98	D	2019/06	61794	1	
	3147	commodity code 96175 - 911 Med		MEDIC							
02/12/2019	80643	3 API 128211		793459	685469	22,676.31	D	2019/08	82765	33	
	3645	commodity code 96175 - 911 Med		MEDIC							
TOTALS for Project: 3081000004 - OTHER - Medic Secondary PSAP											-132,142.29
TOTALS FOR EXPENSE STRINGS											875,951.59
TOTALS FOR FUNDING SOURCE STRINGS											-1,008,093.88
TOTAL											-132,142.29

REPORT OPTIONS

Template Information
 Report template code: PROJDTLHIS
 Template description: Project Detail History
 Master template: Y

Report Options
 Format: 8 columns
 Segment description: Short
 Print report definitions? Y
 Showing funding source strings as credits? Y
 Double space the report? N
 Exclude project strings with zero balances? Y
 Include cents in dollar amounts? Y
 Amounts exceed 999 million? N
 Only include project strings that exceed 0% of available budget

Column Definitions
 Column 1 code:999 Blank Column
 Column 2 code:999 Blank Column
 Column 3 code:999 Blank Column
 Column 4 code:999 Blank Column
 Column 5 code:999 Blank Column
 Column 6 code:999 Blank Column
 Column 7 code:999 Blank Column
 Column 8 code:011 Available

Project String Selection
 Expense Funding Source
 Project: 3081000004 3081000004
 Phase:
 Task:
 Sub-Task:

Report Options
 Beginning year/month: 2018/7
 Ending year/month: 2019/3
 Group by Major Project? N
 Group by Budget Level N

Sorting Options
 1: Project
 Total Y
 Page break N
 2: Phase/Source
 Total N
 Page break N
 3: Task/Type
 Total N
 Page break N
 4: Sub-Task/Year
 Total N
 Page break N

Detail Options
 Include string description: Short
 Include Project String Detail: Y
 Include Employee Detail: N
 Include Journal Detail: Y

03/13/2019 12:39
kcrockett

PRODUCTION DATABASE Jul 12 2014
PROJECT DETAIL HISTORY

P 3
pareport

REPORT OPTIONS

Include Actual Detail:	Y
Include Encumbrance Detail:	N
Include Budget Detail:	Y
Include vendor info:	Y
Include unposted transactions:	N
Journal source code(s):	

** END OF REPORT - Generated by Crockett, Kim **

ICOMM

Integrated Communications, Inc.
 PO Box 759
 Suwanee, Ga. 30024-0759
 B- (770)886-3944 / (256)216-5655

Invoice

DATE	INVOICE #
11/1/2017	117020

BILL TO
Medic 4525 Statesville Rd. Charlotte, NC 28269 Attn: Accounts Payable

SHIP TO
Medic 4525 Statesville Rd. Charlotte, NC 28269 (704)943-6170

P.O. NUMBER	TERMS	REP	SHIP	VIA	F.O.B.	PROJECT
2018-0344	Net 15	ICOMM	11/1/2017	Ground		

QUANTITY	ITEM CODE	DESCRIPTION	PRICE EACH	AMOUNT
2	6911S	IC-6911 Standalone with DCD Holdover.	925.00	1,850.00T
1	6911-RM3	19" rack adapter for (2)6911S units.	130.00	130.00T
	Freight		34.50	34.50
		Sales Tax County	6.00%	118.80
			Total	\$2,133.30



Invoice

9311 Monroe Road, Suite A
 Charlotte, NC 28270
 704-321-5230

DATE	INVOICE #
11/17/2017	22210

BILL TO
Mecklenburg EMS Agency 4525 Statesville Road Charlotte, NC 28269 Attn: Mike Fernandez

SHIP TO
Mecklenburg EMS Agency 4525 Statesville Road Charlotte, NC 28269 Attn: Mike Fernandez

P.O. NO.	TERMS	REP	SHIP DATE	SHIP VIA	FOB
2018-0412	Net 30	RLV	11/17/2017	Fed Ex	

QUANTITY	ITEM CODE	PRODUCT DESCRIPTION	PRICE EACH	AMOUNT
1	AW-USB-14	Digi AnywhereUSB 14 port USB over IP Hub with Multi-host Connections SN# SE71020259 Mecklenburg County Sales Tax	1,385.00 7.25%	1,385.00T 100.41

Total	\$1,485.41
--------------	-------------------

Please remit checks to: Integration Solutions P O Box 2287 Matthews, NC 28106
--

E-mail	rvoegele@integrationsolutions.com	Web Site	Integrationsolutions.com
--------	-----------------------------------	----------	--------------------------



Invoice

9311 Monroe Road, Suite A
 Charlotte, NC 28270
 704-321-5230

DATE	INVOICE #
12/11/2017	22243

BILL TO
Mecklenburg EMS Agency 4525 Statesville Road Charlotte, NC 28269 Attn: Mike Fernandez

SHIP TO
Mecklenburg EMS Agency 4525 Statesville Road Charlotte, NC 28269 Attn: Mike Fernandez

P.O. NO.	TERMS	REP	SHIP DATE	SHIP VIA	FOB
	Net 30	RLV	12/11/2017	Truck	

QUANTITY	ITEM CODE	PRODUCT DESCRIPTION	PRICE EACH	AMOUNT
43	1FH46A8	HP PSBUY EliteDisplay E233 Monitor SN: 3CQ7292K4H SN: 3CQ7292K93 SN: 3CQ7292K96 SN: 3CQ7292K97 SN: 3CQ7292K98 SN: 3CQ7292K99 SN: 3CQ7292K9B SN: 3CQ7292K9C SN: 3CQ7292K9D SN: 3CQ7292K9F SN: 3CQ7292K9H SN: 3CQ7292K9J SN: 3CQ7292K9K SN: 3CQ7292K9L SN: 3CQ7292K9M SN: 3CQ7292K9P SN: 3CQ7292K9Q SN: 3CQ7292K9R SN: 3CQ7292K9S SN: 3CQ7292K9T SN: 3CQ7292K9V SN: 3CQ7292K9W SN: 3CQ7292K9X SN: 3CQ7292K9Y SN: 3CQ7292K9Z SN: 3CQ7292KB0 SN:	168.00	7,224.00T

Total

Please remit checks to: Integration Solutions P O Box 2287 Matthews, NC 28106
--

E-mail	rvoegele@integrationsolutions.com	Web Site	Integrationsolutions.com
--------	-----------------------------------	----------	--------------------------



Invoice

9311 Monroe Road, Suite A
 Charlotte, NC 28270
 704-321-5230

DATE	INVOICE #
12/11/2017	22243

BILL TO
Mecklenburg EMS Agency 4525 Statesville Road Charlotte, NC 28269 Attn: Mike Fernandez

SHIP TO
Mecklenburg EMS Agency 4525 Statesville Road Charlotte, NC 28269 Attn: Mike Fernandez

P.O. NO.	TERMS	REP	SHIP DATE	SHIP VIA	FOB
	Net 30	RLV	12/11/2017	Truck	

QUANTITY	ITEM CODE	PRODUCT DESCRIPTION	PRICE EACH	AMOUNT
		3CQ7292KB2 SN: 3CQ7292KB3 SN: 3CQ7292KB4 SN: 3CQ7292KB5 SN: 3CQ7292KB7 SN: 3CQ7292KB8 SN: 3CQ7292KB9 SN: 3CQ7292KBB SN: 3CQ7292KBC SN: 3CQ7292KBD SN: 3CQ7292KBF SN: 3CQ7292KBG SN: 3CQ7292KBJ SN: 3CQ7292KBK SN: 3CQ7292KBM SN: 3CQ7292KBQ SN: 3CQ7292KC6 Old Dominion Freight # 04702095797 Mecklenburg County Sales Tax	7.25%	523.74

Total \$7,747.74

Please remit checks to:
 Integration Solutions
 P O Box 2287
 Matthews, NC 28106

E-mail	rvoegele@integrationsolutions.com	Web Site	Integrationsolutions.com
--------	-----------------------------------	----------	--------------------------



Remit Payment To:
 Carolina Recording Systems, LLC
 P.O. Box 11311
 Charlotte, NC 28220

Invoice

Date	Invoice #
5/7/2018	153644

MEDIC
 Attn: Corinne Walser
 4425 Wilkinson Blvd.
 Charlotte, NC 28208

Account #	P.O. No.	Terms	Due Date	
M-1091	2018-0423	Net 30	6/6/2018	
Model	Description	Qty	Unit	Extended Price
NexLog	NexLog 740 - Recorder A (S/N: 740003675)	1	52271.00	52,271.00T
NexLog	NexLog 740 - Recorder B (S/N: 740003669)	1	45358.00	45,358.00T
Moto P25	Motorola ASTRO P25 Integration via AIS	1	75490.00	75,490.00T
NAS	Network Attached Storage Server - 12TB RAID5, 2U Rack Mount, Windows Server 2012R2	1	6,995.00	6,995.00T
Professional S...	Professional Services: includes pre-installation site survey, installation, testing and unlimited training.	1	10000.00	10,000.00T
Shipping	Shipping & Handling	2	125.00	250.00
Discount-Sales	GSA Discount	1	-24771.15	-24,771.15T
Contact Information: Phone: 888-776-0202 Fax: 888-776-0201 Service Dispatch: 888-661-0202		Subtotal		\$165,592.85
		Sales Tax (7.25%)		\$11,987.36
		Total		\$177,580.21



3870 North First Street
 San Jose, CA 95134
 (408) 964-7636 for INVOICE questions
 (408) 433-0910 Main
 (888) 367-7966 Sales/Customer Service
 Federal Tax :ID 95-1906306

Remit To
 Microsemi Frequency and Time Corporation
 Payments by ACH, ABA: 122000661
 Acct #1453716376
 Please send checks to: PO BOX 847325
 Dallas TX 75284-7325
 United States

Bill To :
 MECKLENBURG EMS AGENCY
 CHARGE CARD ACCOUNT
 SAN JOSE CA 95131
 United States

Ship To: MECKLENBURG EMS AGENCY
 4525 STATESVILLE ROAD
 CHARLOTTE NC 28269
 United States

Terms VC **Due Date** 05-MAY-17 **Sales Person** Call, Marshall A. **Customer Contact** TERESA WOMBLE **Ship Date** 04-MAY-17 **Ship Via** FED EX **Tracking Number** 725174051432
TERESA WOMBLE
TERESAW@MEDIC911.com

Line Number	Part Number	Description	Qty Ordered	Qty Shipped	Unit Price	Extended Amount
2	090-15200-603	SYNCSERVER	1	1	6,990.00	6,990.00
2	990-15202-050	S600+RUBIDIUM SS S6XX 50FT CBL+ANTENNA KIT	1	1	450.00	450.00
Part Number		Serial Number(s)				
090-15200-603		: SCA17110009A				

Sub Total	7,440.00	Tax	539.41	Shipping Handling	18.16	Total	7,997.57
------------------	----------	------------	--------	--------------------------	-------	--------------	----------

Credit Card

Currency: USD

Services charges will be billed on outstanding balances not paid by the due date to the maximum allowed by law.

We hereby certify that these goods were produced in compliance with all applicable requirements. Sections 6,7, and 12, of the Fair Labor Standards Act, as amended and of Regulations and orders of United States Department of Labor issued under Section 14, thereof FOR EXPORTED GOODS ONLY. These commodities, technology or software were exported from the United States in accordance with the Export Administration Regulations. Diversions contrary to U.S. law prohibited.

ORIGINAL

Invoice	258775
Page	1 of 1
Date	04-MAY-17
Purchase Order	2017-0702
Delivery Number	1766972
Sales Order No.	12104868
Customer Number	50001
Sales Special	7080947



Quotation

Microsemi Frequency and Time Corporation
 3870 N 1st Street
 San Jose, CA 95134
 Toll Free: 888-367-7966 (Opt 2, Opt 1)
 Fax: +1 408-516-9597
 FTD.Sales@microsemi.com
 www.microsemi.com

Quote Number: 1029056-1
 Valid from: 3/29/2017
 Valid to: 4/28/2017
 Enduse: Domestic
 Sales Rep: Marshall Call
 marshall.call@microsemi.com
 (707) 636-1828
 Customer Service Rep: Gary Butera
 gary.butera@microsemi.com

Customer: Mecklenburg EMS Agency
 Project:
 Contact: Teresa Womble
 Email: teresaw@medic911.com
 Phone: (704) 943-6176

Incoterms: Ex Works
 Payment Terms: Net 30 upon Credit Approval
 Freight Terms: Collect
 Standard Warranty: 12 months from date of shipment unless noted for hardware; 90 days for software media.
 Notes: Standard HW Warranty for S600 is 24 months
 Lead Times: Lead Times are subject to change and do not include transit times.

No.	Product	Part Number	Qty	Sales Price	Extended Price	Lead Time Notes (In Weeks)
1	SYNCSERVER S600+RUBIDIUM	090-15200-603	1	6,990.00	6,990.00	4 - 5 weeks ARO
2	SS S6XX 50FT CBL+ANTENNA KIT	990-15202-050	1	450.00	450.00	2 - 3 weeks ARO
3	SYNCSERVER S600 1-YEAR EXTENDED HARDWARE WARRANTY	999-72010-01	1	240.00	240.00	
4	SYNCSERVER S600 3-YR SOFTWARE MAINT. & TECH SUPPRT	999-72012-03	1	1,067.00	1,067.00	
SUBTOTAL					\$8,747.00	
Services are not provided in this Quotation						
GRAND TOTAL					\$8,747.00	

Microsemi goods and services contained in this quotation are offered for sale upon customer's full acceptance of Microsemi terms and conditions, a copy of which is found on <http://www.microsemi.com/company/terms-and-conditions/>

For further information on service offerings such as training or installation, call Customer Service toll free at 888-367-7966 or 408-428-7907, or email FTD.Contracts@microsemi.com.

These products may be subject to U.S. Government export controls. Diversion contrary to U.S. Law is prohibited; export may require validated export licenses. It is the responsibility of the customer to obtain appropriate export licenses or authorization if the customer intends to export the product outside of the United States.

Prices shown herein are not intended as firm offers or prices that Microsemi would use in all events. Microsemi will maintain prices at this approximate level or will notify you of any change, but assumes no legal responsibility. If prices herein are increased or are, for any reason, not in line with standard charges of Microsemi for like items at time of receipt of order, Microsemi may, at its option, accept or refuse the order.



9311 Monroe Road, Suite A
 Charlotte, NC 28270
 704-321-5230

Invoice

DATE	INVOICE #
10/31/2017	22183

BILL TO
Mecklenburg EMS Agency 4525 Statesville Road Charlotte, NC 28269 Attn: Mike Fernandez

SHIP TO
Mecklenburg EMS Agency 4525 Statesville Road Charlotte, NC 28269 Attn: Mike Fernandez

P.O. NO.	TERMS	REP	SHIP DATE	SHIP VIA	FOB
2018-0345	Net 30	RLV	10/31/2017	UPS-Gnd	

QUANTITY	ITEM CODE	PRODUCT DESCRIPTION	PRICE EACH	AMOUNT
26	1FZ06UT	HP Promo EliteDesktop 800 G3 SFF, 7500 Core i5-4C, 256GB HDD SATA Solid State,DVD+/-RW, 8GB DDR42400 (sng ch), 3 Displayports, W10P6 64-bit, 3-3-3-Wty 2UA72934YR, 2UA72934YP, 2UA72934Z2, 2UA72934YM, 2UA72934ZH, 2UA72934Y8, 2UA729350Y, 2UA729350Z, 2UA7253S3S, 2UA7253S3J, 2UA7253S3M, 2UA7253S3X, 2UA7253S3F, 2UA7253S6X, 2UA7253S71, 2UA7253S97, 2UA7253S7Y, 2UA7253S7M, 2UA7253S3V, 2UA7253S77, 2UA7253S45, 2UA7253S7T, 2UA7253S7F, 2UA7253S7S, 2UA7253S3Y, 2UA7253JFL	815.00	21,190.00T

Total

Please remit checks to:
 Integration Solutions
 P O Box 2287
 Matthews, NC 28106

E-mail	rvoegele@integrationsolutions.com	Web Site	Integrationsolutions.com
--------	-----------------------------------	----------	--------------------------



Invoice

9311 Monroe Road, Suite A
 Charlotte, NC 28270
 704-321-5230

DATE	INVOICE #
10/31/2017	22183

BILL TO
Mecklenburg EMS Agency 4525 Statesville Road Charlotte, NC 28269 Attn: Mike Fernandez

SHIP TO
Mecklenburg EMS Agency 4525 Statesville Road Charlotte, NC 28269 Attn: Mike Fernandez

P.O. NO.	TERMS	REP	SHIP DATE	SHIP VIA	FOB
2018-0345	Net 30	RLV	10/31/2017	UPS-Gnd	

QUANTITY	ITEM CODE	PRODUCT DESCRIPTION	PRICE EACH	AMOUNT
26	Z9H60AT	HP Promo 8GB DDR4-2400 DIMM	91.00	2,366.00T
26	M6V51AT	NVIDIA Quadro NVS 310 1GB PCIe x16 Graphics Card	95.00	2,470.00T
3	1FY84UT	HP 800G3ED DM, i5, 7500T, 256GB HDD SATA Solid State, 8GB DDR42400 (sng ch), 3 Display Ports, W10P6 64-bit, 3-3-3-Wt 8CG738819S, 8CG739088Q, 8CG739089Z	785.00	2,355.00T
		Mecklenburg County Sales Tax	7.25%	2,057.62

Total	\$30,438.62
--------------	--------------------

Please remit checks to: Integration Solutions P O Box 2287 Matthews, NC 28106
--

E-mail	rvoegele@integrationsolutions.com	Web Site	Integrationsolutions.com
--------	-----------------------------------	----------	--------------------------



9311 Monroe Road, Suite A
 Charlotte, NC 28270
 704-321-5230

Invoice

DATE	INVOICE #
11/21/2017	22213

BILL TO
Mecklenburg EMS Agency 4525 Statesville Road Charlotte, NC 28269 Attn: Mike Fernandez

SHIP TO
Mecklenburg EMS Agency 4525 Statesville Road Charlotte, NC 28269 Attn: Mike Fernandez

P.O. NO.	TERMS	REP	SHIP DATE	SHIP VIA	FOB
	Net 30	RLV	11/21/2017	Fed Ex	

QUANTITY	ITEM CODE	PRODUCT DESCRIPTION	PRICE EACH	AMOUNT
44	E0X95AA	HP Intel Ethernet I210-T1 GbE NIC - PCI Express - 1 Port(s) - 1 x Network (RJ-45) - Twisted Pair - Low-profile	39.00	1,716.00T
		Mecklenburg County Sales Tax	7.25%	124.41

Total	\$1,840.41
--------------	-------------------

Please remit checks to: Integration Solutions P O Box 2287 Matthews, NC 28106
--

E-mail	rvoegele@integrationsolutions.com	Web Site	Integrationsolutions.com
--------	--	----------	--

5.2 ITEMIZED PRICING

QTY	NOMENCLATURE	DESCRIPTION	UNIT LIST (DUP)	Extended Price
1	SQM01SUM0273	MASTER SITE CONFIGURATION	\$ -	\$ -
1	CA02629AA	ENH: EXPAND 7.15	\$ 2,000.00	\$ 2,000.00
3	UA00156AA	ADD: MCC7500 CONSOLE LICENSES (QTY 5)	\$ 5,000.00	\$ 15,000.00
10	CA01316AA	ADD: UNC ADDTL DEVICE LIC (QTY 10)	\$ 500.00	\$ 5,000.00
1	B1905	MCC 7500 ASTRO 25 SOFTWARE	\$ 250.00	\$ 250.00
2	B1933	MOTOROLA VOICE PROCESSOR MODULE	\$ 11,920.00	\$ 23,840.00
2	CA01642AA	ADD: MCC 7500 BASIC CONSOLE FUNCTIONALITY SOFTWARE LICENSE	\$ 12,000.00	\$ 24,000.00
2	CA01643AA	ADD: MCC 7500 / MCC 7100 TRUNKING OPERATION	\$ 5,000.00	\$ 10,000.00
2	CA01644AA	ADD: MCC 7500 /MCC 7100 ADV CONVL OPERATION	\$ 3,000.00	\$ 6,000.00
2	CA01220AA	ADD: MCC 7500 / MCC 7100 OTEK OPERATION	\$ 3,350.00	\$ 6,700.00
2	CA00147AF	ADD: MCC 7500 SECURE OPERATION	\$ 3,250.00	\$ 6,500.00
2	CA00182AB	ADD: AES ALGORITHM	\$ 750.00	\$ 1,500.00
2	CA00245AA	ADD: ADP ALGORITHM	\$ 300.00	\$ 600.00
2	CA00140AA	ADD: AC LINE CORD, NORTH AMERICAN	\$ -	\$ -
2	DSEV221	TECH GLOBAL EVOLUTION SERIES 22INCH WITH TOUCH	\$ 3,378.00	\$ 6,756.00
2	TT3106	Z440 Windows 10	\$ 3,500.00	\$ 7,000.00
2	T7448	WINDOWS SUPPLEMENTAL FULL CONFIG	\$ 50.00	\$ 100.00
2	DSRMP615A	SPD, TYPE 3, 120V RACK MOUNT, 15A PLUG-IN W/ (6) 15A NEMA 5-15 OUTLETS	\$ 258.00	\$ 516.00
4	B1912	MCC SERIES DESKTOP SPEAKER	\$ 450.00	\$ 1,800.00
2	B1914	MCC SERIES DESKTOP GOOSENECK MICROPHONE	\$ 250.00	\$ 500.00
4	B1913	MCC SERIES HEADSET JACK	\$ 200.00	\$ 800.00
2	DSTWIN6328A	PROVIDES ONE DUAL PEDAL FOOTSWITCH FOR USE WITH MOTOROLA MCC 7500 DISP	\$ 290.00	\$ 580.00
2	DSCDN6171B	TRACKERBALL (ONLY PS/2 & USB COMPATIBLE)	\$ 459.00	\$ 918.00
2	T7885	MCAFFEE WINDOWS AV CLIENT	\$ 165.00	\$ 330.00
2	DDN2090	DUAL IRR SW USB HASP W LICENSE, SOUND CARD, & SPKRS (V47)	\$ 2,935.00	\$ 5,870.00
3	CLN1859	2620-48 ETHERNET SWITCH	\$ 3,600.00	\$ 10,800.00
6	CLN8490A	FRU: MINI GBIC (J4858B)	\$ 750.00	\$ 4,500.00
6	CKN6906A	FRU: FIBER CABLE	\$ 100.00	\$ 600.00
1	SQM01SUM0205	GGM 8000 GATEWAY	\$ 4,200.00	\$ 4,200.00
1	CA01616AA	ADD: AC POWER	\$ -	\$ -
1	CA02087AA	ADD: ENCRYPTION (7.12 OR LATER)	\$ 1,500.00	\$ 1,500.00
1	SQM01SUM0205	GGM 8000 GATEWAY	\$ 4,200.00	\$ 4,200.00
1	CA01616AA	ADD: AC POWER	\$ -	\$ -
1	CA02087AA	ADD: ENCRYPTION (7.12 OR LATER)	\$ 1,500.00	\$ 1,500.00
1	F4543	SITE MANAGER BASIC	\$ 1,855.00	\$ 1,855.00
1	VA00874	ADD: AUX I-O SERV FW CURR ASTRO REL	\$ 175.00	\$ 175.00
1	V266	ADD: 90VAC TO 260VAC PS TO SM	\$ 120.00	\$ 120.00
3	V592	AAD TERM BLCK & CONN WI	\$ 90.00	\$ 270.00

MEDIC
MCC7500 Dispatch Consoles and Relocation

Use or disclosure of this proposal is subject to the restrictions on the cover page.

QTY	NOMENCLATURE	DESCRIPTION	UNIT LIST (DUP)	Extended Price
1	T7038	GCP 8000 SITE CONTROLLER	\$ 3,000.00	\$ 3,000.00
1	CA00303AA	ADD: QTY (1) SITE CONTROLLER	\$ 2,500.00	\$ 2,500.00
1	X153AW	ADD: RACK MOUNT HARDWARE	\$ 50.00	\$ 50.00
1	CA01136AA	ADD: MCC 7500 CONVEN SITE OPER	\$ 6,500.00	\$ 6,500.00
1	SQM01SUM0205	GGM 8000 GATEWAY	\$ 4,200.00	\$ 4,200.00
1	CA01616AA	ADD: AC POWER	\$ -	\$ -
1	CA02086AA	ADD: HIGH DENSITY ENH CONV GATEWAY	\$ 6,000.00	\$ 6,000.00
1	SQM01SUM0205	GGM 8000 GATEWAY	\$ 4,200.00	\$ 4,200.00
1	CA01616AA	ADD: AC POWER	\$ -	\$ -
1	CA02086AA	ADD: HIGH DENSITY ENH CONV GATEWAY	\$ 6,000.00	\$ 6,000.00
1	SQM01SUM0205	GGM 8000 GATEWAY	\$ 4,200.00	\$ 4,200.00
1	CA01616AA	ADD: AC POWER	\$ -	\$ -
1	CA02086AA	ADD: HIGH DENSITY ENH CONV GATEWAY	\$ 6,000.00	\$ 6,000.00
1	SQM01SUM0205	GGM 8000 GATEWAY	\$ 4,200.00	\$ 4,200.00
1	CA01616AA	ADD: AC POWER	\$ -	\$ -
1	CA02086AA	ADD: HIGH DENSITY ENH CONV GATEWAY	\$ 6,000.00	\$ 6,000.00
4	TRN7343	SEVEN AND A HALF FOOT RACK	\$ 495.00	\$ 1,980.00
8	DSOP820B	PDU, 120V HARDWIRE (8) 20A OUTLET PDU WITH TYPE 3 SAD PROTECTION	\$ 938.00	\$ 7,504.00
8	DS1101378	RACK MT ADAPTER PLATE, 19 IN FOR DSOP820B, DSOP820B2 & DSNSOP820B	\$ 62.00	\$ 496.00
2	DS1101990	SPD, SHIELDED RJ-45 JACK, SINGLE LINE GBE (1000MBPS) R56 COMPLIANT	\$ 140.00	\$ 280.00
1	DSTSJADP	RACK MOUNT GROUND BAR, 19 IN FOR TSJ AND WPH SERIES DATA SPDS	\$ 85.00	\$ 85.00
2	BLN6200	AC POWER STRIP, 6 OUTLET	\$ 94.00	\$ 188.00
1	L30TSS9PW1 N	APX7500 CONSOLETTTE DUAL BAND M	\$ 4,379.00	\$ 4,379.00
1	GA00244	ADD: 7/800MHZ PRIMARY BAND	\$ -	\$ -
1	GA00308	ADD: VHF MP SECONDARY BAND	\$ 400.00	\$ 400.00
1	G806	ADD: ASTRO DIGITAL CAI OPERATION	\$ 515.00	\$ 515.00
1	G51	ENH: SMARTZONE OPERATION APX	\$ 1,500.00	\$ 1,500.00
1	G361	ADD: P25 TRUNKING SOFTWARE	\$ 300.00	\$ 300.00
1	G996	ENH: OVER THE AIR PROVISIONING	\$ 100.00	\$ 100.00
1	G298	ENH: ASTRO 25 OTAR W/ MULTIKEY	\$ 740.00	\$ 740.00
1	G843	ADD: AES ENCRYPTION APX	\$ 475.00	\$ 475.00
1	L999	ADD: FULL FP W/05/KEYPAD/CLOCK/VU	\$ 789.00	\$ 789.00
1	W382	ADD: CONTROL STATION DESK GCAI MIC	\$ 169.00	\$ 169.00
1	CA01598	ADD: AC LINE CORD US	\$ -	\$ -
1	HKN6184C	CABLE CH, PROGRAMMING,USB	\$ 52.00	\$ 52.00
1	HKN6233C	APX CONSOLETTTE RACK MOUNT KIT	\$ 200.00	\$ 200.00
1	L30TSS9PW1 N	APX7500 CONSOLETTTE DUAL BAND M	\$ 4,379.00	\$ 4,379.00
1	GA00244	ADD: 7/800MHZ PRIMARY BAND	\$ -	\$ -
1	GA00346	ADD: UHF R2 MP SECONDARY BAND	\$ 400.00	\$ 400.00
1	G806	ADD: ASTRO DIGITAL CAI OPERATION	\$ 515.00	\$ 515.00
1	G51	ENH: SMARTZONE OPERATION APX	\$ 1,500.00	\$ 1,500.00

MEDIC
MCC7500 Dispatch Consoles and Relocation

Use or disclosure of this proposal is subject to the restrictions on the cover page.



Motorola Solutions Confidential Restricted

Pricing 5-4

QTY	NOMENCLATURE	DESCRIPTION	UNIT LIST (DUP)	Extended Price
1	G361	ADD: P25 TRUNKING SOFTWARE	300.00	\$ 300.00
1	G996	ENH: OVER THE AIR PROVISIONING	100.00	\$ 100.00
1	G298	ENH: ASTRO 25 OTAR W/ MULTIKEY	740.00	\$ 740.00
1	G843	ADD: AES ENCRYPTION APX	475.00	\$ 475.00
1	L999	ADD: FULL FP W/05/KEYPAD/CLOCK/VU	789.00	\$ 789.00
1	W382	ADD: CONTROL STATION DESK GCAI MIC	169.00	\$ 169.00
1	CA01598	ADD: AC LINE CORD US	-	\$ -
1	HKN6184C	CABLE CH, PROGRAMMING,USB	52.00	\$ 52.00
1	HKN6233C	APX CONSOLETTA RACK MOUNT KIT	200.00	\$ 200.00
22	L30URS9PW1 N	APX7500 SINGLE BAND 7/800	4,379.00	\$ 96,338.00
22	G806	ADD: ASTRO DIGITAL CAI OPERATION	515.00	\$ 11,330.00
22	G51	ENH: SMARTZONE OPERATION APX	1,500.00	\$ 33,000.00
22	G361	ADD: P25 TRUNKING SOFTWARE	300.00	\$ 6,600.00
22	G996	ENH: OVER THE AIR PROVISIONING	100.00	\$ 2,200.00
22	G298	ENH: ASTRO 25 OTAR W/ MULTIKEY	740.00	\$ 16,280.00
22	G843	ADD: AES ENCRYPTION APX	475.00	\$ 10,450.00
22	L999	ADD: FULL FP W/05/KEYPAD/CLOCK/VU	789.00	\$ 17,358.00
2	W382	ADD: CONTROL STATION DESK GCAI MIC	169.00	\$ 338.00
22	CA01598	ADD: AC LINE CORD US	-	\$ -
2	HKN6184C	CABLE CH, PROGRAMMING,USB	52.00	\$ 104.00
22	HKN6233C	APX CONSOLETTA RACK MOUNT KIT	200.00	\$ 4,400.00
2	DSCS0496160531	SHORT HAUL CONTROL STATION COMBINER, 40-960 MHZ 16 CH.	5,426.00	\$ 10,852.00
1	T8126	FORTINET FIREWALL APPLIANCE	3,200.00	\$ 3,200.00
1	B1905	MCC 7500 ASTRO 25 SOFTWARE	250.00	\$ 250.00
1	B1933	MOTOROLA VOICE PROCESSOR MODULE	11,920.00	\$ 11,920.00
1	CA00288AB	ADD: MCC 7500 ARCHIVING INTERFACE SERVER SOFTWARE LICENSE	15,060.00	\$ 15,060.00
1	CA01220AA	ADD: MCC 7500 / MCC 7100 OTEK OPERATION	3,350.00	\$ 3,350.00
1	CA00147AF	ADD: MCC 7500 SECURE OPERATION	3,250.00	\$ 3,250.00
1	CA00182AB	ADD: AES ALGORITHM	750.00	\$ 750.00
1	CA00245AA	ADD: ADP ALGORITHM	300.00	\$ 300.00
1	CA00140AA	ADD: AC LINE CORD, NORTH AMERICAN	-	\$ -
1	DSTG191	TECH GLOBAL EVOLUTION SERIES 19INCH NON TOUCH	1,398.00	\$ 1,398.00
1	TT3106	Z440 Windows 10	3,500.00	\$ 3,500.00
1	T7885	MCAFFEE WINDOWS AV CLIENT	165.00	\$ 165.00
1	DQ7705	7705	52,992.00	\$ 52,992.00
Total Equipment Cost				\$544,286.00
Total Services Including BDA, Relocation, Project Management, System Technologist, Installation, Optimization				\$297,644.00
Project Subtotal				\$841,930.00
System Discount				-\$176,930.00
Project Total				\$665,000.00

MEDIC
MCC7500 Dispatch Consoles and Relocation

Use or disclosure of this proposal is subject to the restrictions on the cover page.

ICOMM

Invoice

Integrated Communications, Inc.
 PO Box 759
 Suwanee, Ga. 30024-0759
 B- (770)886-3944 / (256)216-5655

DATE	INVOICE #
11/1/2017	117020

BILL TO
Medic 4525 Statesville Rd. Charlotte, NC 28269 Attn: Accounts Payable

SHIP TO
Medic 4525 Statesville Rd. Charlotte, NC 28269 (704)943-6170

P.O. NUMBER	TERMS	REP	SHIP	VIA	F.O.B.	PROJECT
2018-0344	Net 15	ICOMM	11/1/2017	Ground		

QUANTITY	ITEM CODE	DESCRIPTION	PRICE EACH	AMOUNT
2	6911S	IC-6911 Standalone with DCD Holdover.	925.00	1,850.00
1	6911-RM3	19" rack adapter for (2)6911S units.	130.00	130.00
	Freight		34.50	34.50
		Sales Tax County	6.00%	118.80
			Total	\$2,133.30

ICOMM Integrated Communications

Quantity		Description	Unit List (DUP)	Extended Price
2	6911S	6911 Standalone AC Powered Routers	\$925.00	\$1,850.00
1	6911-RM3	Shelf to mount (2) 6911 Standalone units, 1U	\$130.00	\$130.00
			TOTAL	\$1,980.00



9311 Monroe Road, Suite A
 Charlotte, NC 28270
 704-321-5230

Invoice

DATE	INVOICE #
11/17/2017	22210

BILL TO
Mecklenburg EMS Agency 4525 Statesville Road Charlotte, NC 28269 Attn: Mike Fernandez

SHIP TO
Mecklenburg EMS Agency 4525 Statesville Road Charlotte, NC 28269 Attn: Mike Fernandez

P.O. NO.	TERMS	REP	SHIP DATE	SHIP VIA	FOB
2018-0412	Net 30	RLV	11/17/2017	Fed Ex	

QUANTITY	ITEM CODE	PRODUCT DESCRIPTION	PRICE EACH	AMOUNT
1	AW-USB-14	Digi AnywhereUSB 14 port USB over IP Hub with Multi-host Connections SN# SE71020259 Mecklenburg County Sales Tax	1,385.00 7.25%	,1,385.00T 100.41

Total			\$1,485.41
--------------	--	--	------------

Please remit checks to: Integration Solutions P O Box 2287 Matthews, NC 28106
--

E-mail	rvoegele@integrationsolutions.com	Web Site	Integrationsolutions.com
--------	--	----------	--

Integration Solutions #1

Quantity	Description	Unit List (DUP)	Extended Price
1	AW USB-14 Digi AnywhereUSB 14 port USB over IP Hub with Multi-host Connections (USB Hardware to Connect ANI/ALI to CAD and ProQA to CAD)	\$1,385.00	\$1,385.00
		TOTAL	\$1,385.00

Xybix Systems, Inc.
8207 SouthPark Circle
Littleton CO 80120



Phone: 303-683-5656
Fax: 303-683-5454

Invoice: 30766

PAST DUE!

WE WOULD APPRECIATE YOUR
PAYMENT TODAY!

INVOICE

Page: 1 of 3

Date: 11/10/2017

Sold To:

Mecklenburg EMS 911 Charlotte
accountspayable@medic911.com
4525 Statesville Road
Charlotte NC 28269

Ship To:

Greg Estabrook
MEDIC, c/o Edifice Construction
4425 Wilkinson Blvd
Charlotte NC 28208

PO Number: 2018-0210/PDAFM00719

Terms: 1% 20 Days, NET 30 Days

F.O.B: FOB-LIT

Sales Rep: CHER ICE

Ordered: 10/10/2017

Ship Via: TRUCK

Packing Slip: 17528

Order #: 26792

Ship Date: 11/10/2017

INV to accountspayable@medic911.com

PackSlip Line	Quantity	Part Number/Description	Revision	Unit Price	Discount	Ext Price
1	1.00	12343.		22,094.00 EA		11,047.00
	SO Ref. 1	Panel System Priced by the Linear Foot: Grade 2 Fabric 12343-1-SS - 42-48in - 16 LF @ 176 12343-1-DS - 42-48in - 81.5 LF @ 238 12344-1-SS - 65in - 0 LF @ 236 12344-1-DS - 65in - 0 LF @ 329 Upper Tiles Fabric Color: Sight Line Vista G2 Lower Tiles Fabric Color: Sight Line Vista G2 Panel Trim Color: Black			11,047.00	
2	3.00	13771.		137.00 EA		205.50
	SO Ref. 2	Panel Tile 11436-18HX30W W-Fabric			205.50	
3	8.00	14487.		1,890.00 EA		7,560.00
	SO Ref. 3	*Adj. Table Worksurface - Corner Dual Surface - 78L x 78R 10 RV - Cable Management Included			7,560.00	
4	8.00	15702		6,570.00 EA		26,280.00
	SO Ref. 4	T5 Table Base			26,280.00	
5	8.00	12056.		4,776.00 EA		19,104.00
	SO Ref. 5	Monitor Mount - Rollervision - - 2HI - Corner - Dual Surface - 78L x 78R 10 RV			19,104.00	
6	8.00	12904	B	393.00 EA		1,572.00
	SO Ref. 6	DataDock - Keyboard Surface Cable Organizer Cables Sold Separately			1,572.00	
7	64.00	11677		29.00 EA		928.00
	SO Ref. 7	Ext Cable USB Type A to Type A Panel Mount for Datadock Male/Female 5M (16.4')			928.00	
8	80.00	15532		75.00 EA		3,000.00
	SO Ref. 11	Ext. Monitor Replacement Cable DVI-D Male/Male 8M (25')			3,000.00	

The parties hereby incorporate the requirements of 41 C.F.R. § 60-1.4(a) and 29 C.F.R. § 471, Appendix A to Subpart A, if applicable.

ARForm:001:00

This contractor and subcontractor shall abide by the requirements of 41 CFR 60-300.6(a) and 41 CFR 60-741.5(a), if applicable. These regulations prohibit discrimination against qualified protected veterans and qualified individuals with disabilities, and require affirmative action by covered prime contractors and subcontractors to employ an advance in employment qualified protected veterans and qualified individuals with disabilities.

Xybix Systems, Inc.
8207 SouthPark Circle
Littleton CO 80120



Phone: 303-683-5656
Fax: 303-683-5454

Invoice: 30766

INVOICE

Page: 2 of 3

Date: 11/10/2017

PackSlip Line	Quantity	Part Number/Description	Revision	Unit Price	Discount	Ext Price
9	16.00	11132		34.00 EA		272.00
	SO Ref. 12	Ext Audio Cable 3.5mm Jack Male/Female 25'			272.00	
10	16.00	11792.		135.00 EA		1,080.00
	SO Ref. 13	Power Bar - 10 Outlet			1,080.00	
11	5.00	14976	A	144.00 EA		360.00
	SO Ref. 14	6 Outlet Power Strip 25'			360.00	
12	8.00	15618MCC	C	467.00 EA		1,868.00
	SO Ref. 15	Task Light Pair LUX2 LED My Climate			1,868.00	
13	8.00	15463	A	127.00 EA		508.00
	SO Ref. 16	Shelf Under Surface 19W x 9D - Metal			508.00	
14	8.00	15476	A	105.00 EA		420.00
	SO Ref. 17	Shelf Under Surface USB Charging Upgrade			420.00	
15	8.00	15620MCC	A	1,999.00 EA		7,996.00
	SO Ref. 18	MyClimate Personal Climate Control With Forced Air Heat 250W X2 = 500W			7,996.00	
16	4.00	12033.		410.00 EA		820.00
	SO Ref. 19	Return Worksurface - 36Wx36D			820.00	
17	1.00	12034.		515.00 EA		257.50
	SO Ref. 20	Return Worksurface - 60Wx36D			257.50	
18	3.00	15220.		1,490.00 EA		2,235.00
	SO Ref. 21	CPU Cabinet - ERGO ACCESS Tech Tower 18Wx48H Single Left Access			2,235.00	
19	3.00	15220.		1,490.00 EA		2,235.00
	SO Ref. 22	CPU Cabinet - ERGO ACCESS Tech Tower 18Wx48H Single Right Access			2,235.00	
20	2.00	15223.		2,620.00 EA		2,620.00
	SO Ref. 23	CPU Cabinet - ERGO ACCESS Tech Tower 18Wx48H Back To Back			2,620.00	
21	4.00	15707	B	200.00 EA		400.00
	SO Ref. 24	Cable Bridge Corner Left Side			400.00	
22	4.00	15708	B	200.00 EA		400.00
	SO Ref. 25	Cable Bridge Corner Right Side			400.00	
23	4.00	12426.		1,890.00 EA		3,780.00
	SO Ref. 26	Drawer Pedestal - Fixed - Dual Ped with Bookcase - 36W - 12-12 Drawers 22D - 12-12 Drawers 22D			3,780.00	
24	1.00	12425.		950.00 EA		475.00
	SO Ref. 27	Drawer Pedestal - Fixed - Bookcase Left - 24W - 12-12 Drawers 22D -			475.00	
25	1.00	11766.		618.00 EA		309.00
	SO Ref. 28	Bookcase - 36W-28H-22D - Under WS With Toekick			309.00	

The parties hereby incorporate the requirements of 41 C.F.R. § 60-1.4(a) and 29 C.F.R. § 471, Appendix A to Subpart A, if applicable.

ARForm:001:00

This contractor and subcontractor shall abide by the requirements of 41 CFR 60-300.5(a) and 41 CFR 60-741.5(a), if applicable. These regulations prohibit discrimination against qualified protected veterans and qualified individuals with disabilities, and require affirmative action by covered prime contractors and subcontractors to employ at advance in employment qualified protected veterans and qualified individuals with disabilities.

Xybix Systems, Inc.
8207 SouthPark Circle
Littleton CO 80120



Phone: 303-683-5656
Fax: 303-683-5454

Invoice: 30766

INVOICE

Page: 3 of 3

Date: 11/10/2017

PackSlip Line	Quantity	Part Number/Description	Revision	Unit Price	Discount	Ext Price
26	8.00	10176	A	90.00 EA		360.00
	SO Ref. 29	Cup Holder - Blk			360.00	
27	8.00	12356	G	0.00 EA		0.00
	SO Ref. 30	Installers Kit				
28	3.00	13771.		137.00 EA		205.50
	SO Ref. 31	Panel Tile 11443-24HX30W W-Fabric			205.50	
29	2.00	13771.		137.00 EA		137.00
	SO Ref. 32	Panel Tile 11438-18HX42W W-Fabric			137.00	
30	2.00	13771.		137.00 EA		137.00
	SO Ref. 33	Panel Tile 11445-24HX42W W-Fabric			137.00	
31	2.00	13771.		137.00 EA		137.00
	SO Ref. 34	Panel Tile 11439-18HX48W W-Fabric			137.00	
32	2.00	13771.		137.00 EA		137.00
	SO Ref. 35	Panel Tile 11446-24HX48W W-Fabric			137.00	
33	1.00	Other	A	0.00 EA		0.00
	SO Ref. 36	Other Charges & Services				
34	16.00	15408	A	70.00 EA		560.00
Sales Kit	SO Ref. 37	DataDock RJ-45 Cat6 Coupler with 25' Cable Kit			560.00	
35	1.00	12125-BLK		0.00 EA		0.00
	SO Ref. 40	Connector.48h - 3way 90d				
36	1.00	13771		0.00 EA		0.00
	SO Ref. 41	Panel Tile 11437-18HX36W W-Fabric				
37	1.00	13771		0.00 EA		0.00
	SO Ref. 42	Panel Tile 11444-24HX36W W-Fabric				

- Taxes -			
Description	Taxable Amt	Percent	Amount
NC LOCAL 2%	97,405.50	2.00 %	1,948.11
NC STATE 4.75%	97,405.50	4.75 %	4,626.71
NC-TRANSIT 0.5%	97,405.50	0.50 %	487.08

Payment Schedule		
Due Date	Amount	
1 12/10/2017	104,467.40	
Total	104,467.40	

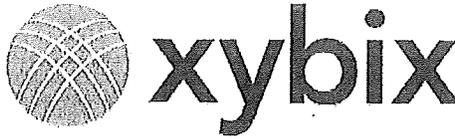
Total: 104,467.40 \$

The parties hereby incorporate the requirements of 41 C.F.R. § 60-1.4(a) and 29 C.F.R. § 471, Appendix A to Subpart A, if applicable.

ARForm:001:00

This contractor and subcontractor shall abide by the requirements of 41 CFR 60-300.6(a) and 41 CFR 60-741.5(a), if applicable. These regulations prohibit discrimination against qualified protected veterans and qualified individuals with disabilities, and require affirmative action by covered prime contractors and subcontractors to employ an advance in employment qualified protected veterans and qualified individuals with disabilities.

Xybix Systems, Inc.
8207 SouthPark Circle
Littleton CO 80120



Phone: 303-683-5656
Fax: 303-683-5454

Invoice: 30767

PAST DUE!

WE WOULD APPRECIATE YOUR
PAYMENT TODAY!

INVOICE

Page: 1 of 1
Date: 11/10/2017

Sold To:

Mecklenburg EMS 911 Charlotte
accountspayable@medic911.com
4525 Statesville Road
Charlotte NC 28269

Ship To:

Greg Estabrook
MEDIC, c/o Edifice Construction
4425 Wilkinson Blvd
Charlotte NC 28208

PO Number: 2018-0210/PDAFM00719 Terms: 1% 20 Days, NET 30 Days F.O.B: FOB-LIT
Sales Rep: CHER ICE Ordered: 10/11/2017 Ship Via: TRUCK
Packing Slip: 17527 Order #: 26801 Ship Date: 11/10/2017
INV to accountspayable@medic911.com

PackSlip Line	Quantity	Part Number/Description	Revision	Unit Price	Discount	Ext Price
1	1.00	12343.		952.00 EA		476.00
	SO Ref. 1	Panel System Priced by the Linear Foot: Grade 2 Fabric 12343-1-SS - 42-48in - 4 LF @ 176 12343-1-DS - 42-48in - 0 LF @ 238 12344-1-SS - 65in - 0 LF @ 236 12344-1-DS - 65in - 0 LF @ 329 Upper Tiles Fabric Color: Sight Line Vista G2 Lower Tiles Fabric Color: Sight Line Vista G2 Panel Trim Color: Black			476.00	
2	1.00	12033.		410.00 EA		205.00
	SO Ref. 2	*Return Worksurface - 45.25Wx36D			205.00	
3	1.00	Other	A	0.00 EA		0.00
	SO Ref. 3	Other Charges & Services				

- Taxes -

Description	Taxable Amt	Percent	Amount
NC LOCAL 2%	681.00	2.00 %	13.62
NC STATE 4.75%	681.00	4.75 %	32.35
NC-TRANSIT 0.5%	681.00	0.50 %	3.41

Payment Schedule	
Due Date	Amount
1 12/10/2017	730.38
Total	730.38

Total: 730.38 \$

The parties hereby incorporate the requirements of 41 C.F.R. § 60-1.4(a) and 29 C.F.R. § 471, Appendix A to Subpart A, if applicable. ARForm:001:00
This contractor and subcontractor shall abide by the requirements of 41 CFR 60-300.5(a) and 41 CFR 60-741.5(a), if applicable. These regulations prohibit discrimination against qualified protected veterans and qualified individuals with disabilities, and require affirmative action by covered prime contractors and subcontractors to employ in advance in employment qualified protected veterans and qualified individuals with disabilities.

Xybix Systems, Inc.
8207 SouthPark Circle
Littleton CO 80120



Phone: 303-683-5656
Fax: 303-683-5454

Invoice: 31331

INVOICE

Page: 1 of 1

Date: 1/25/2018

Sold To:

Mecklenburg EMS 911 Charlotte
accountspayable@medic911.com
4425 Wilkinson Boulevard
Charlotte NC 28208

Ship To:

Thomas Brake
Mecklenburg EMS 911
4425 Wilkinson Blvd
Charlotte NC 28208

PO Number: Verbal per Thomas
Sales Rep: CHER ICE
Packing Slip: 18004

Terms: NET 30
Ordered: 1/25/2018
Order #: 27449

F.O.B: FOB-DEST
Ship Via: NOT APPLICABLE
Ship Date: 1/25/2018

2 Day Air Shipping Charges Only for Cables

PackSlip Line	Quantity	Part Number/Description	Revision	Unit Price	Discount	Ext Price
1	1.00	Other SO Ref. 1 Other Charges & Services	A	0.00 EA		0.00

Line (1) Miscellaneous Charges

Description	Amount
10.) Freight - Taxable	341.00

- Taxes -

Description	Taxable Amt	Percent	Amount
NC LOCAL 2%	341.00	2.00 %	6.82
NC STATE 4.75%	341.00	4.75 %	16.20
NC-TRANSIT 0.5%	341.00	0.50 %	1.71

Payment Schedule

Due Date	Amount
1 2/24/2018	365.73
Total	365.73

Total: 365.73 \$

The parties hereby incorporate the requirements of 41 C.F.R. § 60-1.4(a) and 29 C.F.R. § 471, Appendix A to Subpart A, if applicable.

ARForm:001:00

This contractor and subcontractor shall abide by the requirements of 41 CFR 60-300.5(a) and 41 CFR 60-741.5(a), if applicable. These regulations prohibit discrimination against qualified protected veterans and qualified individuals with disabilities, and require affirmative action by covered prime contractors and subcontractors to employ an advance in employment qualified protected veterans and qualified individuals with disabilities.

Xybix Systems, Inc.
8207 SouthPark Circle
Littleton CO 80120



Phone: 303-683-5656
Fax: 303-683-5454

Invoice: 31387

INVOICE

Page: 1 of 1
Date: 2/2/2018

Sold To:

Mecklenburg EMS 911 Charlotte
accountspayable@medic911.com
4425 Wilkinson Boulevard
Charlotte NC 28208

Ship To:

Mecklenburg EMS 911
4425 Wilkinson Blvd
Charlotte NC 28208

PO Number: 2018-0210/PDAFM00719 Terms: 1% 20 Days, NET 30 Days F.O.B: FOB-LIT
Sales Rep: CHER ICE Ordered: 10/11/2017 Ship Via: TRUCK
Order #: 26802 Ship Date: 2/2/2018

Phase 2 Move/Install
INV to BSSABFM@MecklenburgCountyNC.gov

PackSlip Line	Quantity	Part Number/Description	Revision	Unit Price	Discount	Ext Price
1	1.00	Other	A	0.00 EA		0.00
	SO Ref. 1	Other Charges & Services				

Line (1) Miscellaneous Charges		
Description	Amount	
1.) Installation - Non-Taxable	21,175.00	

- Taxes -			
Description	Taxable Amt	Percent	Amount
NC LOCAL 2%	0.00	2.00 %	0.00
NC STATE 4.75%	0.00	4.75 %	0.00
NC-TRANSIT 0.5%	0.00	0.50 %	0.00

Payment Schedule		
Due Date	Amount	
1 3/4/2018	21,175.00	
Total	21,175.00	

Total: 21,175.00 \$

The parties hereby incorporate the requirements of 41 C.F.R. § 60-1.4(a) and 29 C.F.R. § 471, Appendix A to Subpart A, if applicable.

ARForm:001:00

This contractor and subcontractor shall abide by the requirements of 41 CFR 60-300.6(a) and 41 CFR 60-741.5(a), if applicable. These regulations prohibit discrimination against qualified protected veterans and qualified individuals with disabilities, and require affirmative action by covered prime contractors and subcontractors to employ an advance in employment qualified protected veterans and qualified individuals with disabilities.

X 10/11

Quantity	Description	Unit List (DUP)	Extended Price		
8	8 Furniture Consoles	INV# 30766	\$104,467.40	NC Local Tax 2%	\$1,948.11
	Minus Tax (Totalled in Cell 15)		\$7,061.90	NC State 4.75%	\$4,626.71
			\$97,405.50	NC Transit Tax 0.5%	\$487.08
					\$7,061.90
	Additional Panel System and Worksurface for above Quote		\$730.38	NC Local Tax 2%	\$13.62
	Minus Tax (Totalled in Cell 11)	INV# 30767	\$49.39	NC State 4.75%	\$32.35
			\$680.99	NC Transit Tax 0.5%	\$3.41
					\$49.38
	Freight	INV# 31331	\$365.73	NC Local Tax 2%	\$6.82
	Minus Tax (Totalled in Cell 16)		\$24.73	NC State 4.75%	\$16.20
			\$341.00	NC Transit Tax 0.5%	\$1.71
					\$24.73
	Installation (No Tax)	INV# 31387	\$21,175.00		
	TOTAL		\$119,602.49		



Remit Payment To:
 Carolina Recording Systems, LLC
 P.O. Box 11311
 Charlotte, NC 28220

Invoice

Date	Invoice #
5/7/2018	153644

MEDIC
 Attn: Corinne Walser
 4425 Wilkinson Blvd.
 Charlotte, NC 28208

Account #	P.O. No.	Terms	Due Date
M-1091	2018-0423	Net 30	6/6/2018

Model	Description	Qty	Unit	Extended Price
NexLog	NexLog 740 - Recorder A (S/N: 740003675)	1	52271.00	52,271.00T
NexLog	NexLog 740 - Recorder B (S/N: 740003669)	1	45358.00	45,358.00T
Moto P25	Motorola ASTRO P25 Integration via AIS	1	75490.00	75,490.00T
NAS	Network Attached Storage Server - 12TB RAID5, 2U Rack Mount, Windows Server 2012R2	1	6,995.00	6,995.00T
Professional S...	Professional Services: includes pre-installation site survey, installation, testing and unlimited training.	1	10000.00	10,000.00T
Shipping	Shipping & Handling	2	125.00	250.00
Discount-Sales	GSA Discount	1	-24771.15	-24,771.15T

Contact Information: Phone: 888-776-0202 Fax: 888-776-0201 Service Dispatch: 888-661-0202	Subtotal	\$165,592.85
	Sales Tax (7.25%)	\$11,987.36
	Total	\$177,580.21

Quantity	Description	Unit List (DUP)	Extended Price
1	Nexlog Nexlog 740-Recorder A (S/N: 740003675)	\$52,271.00	\$52,271.00
1	Nexlog Nexlog 740-Recorder A (S/N: 740003669)	\$45,358.00	\$45,358.00
1	Moto P25 Motorola ASTRO P25 Integration via AIS	\$75,490.00	\$75,490.00
1	NAS Network Attached Storage Server - 12 TB RAIDS, 2U Rack Mount, Windows Server 2012R2	\$6,995.00	\$6,995.00
1	Professional Services: Professional Services: includes pre-installation site survey installation, testing and unlimited training	\$10,000.00	\$10,000.00
2	Shipping Shipping and Handling	\$125.00	\$250.00
	GSA Discount		\$190,364.00
	TOTAL		\$24,771.15
			\$165,592.85



9311 Monroe Road, Suite A
 Charlotte, NC 28270
 704-321-5230

Invoice

DATE	INVOICE #
10/31/2017	22183

BILL TO
Mecklenburg EMS Agency 4525 Statesville Road Charlotte, NC 28269 Attn: Mike Fernandez

SHIP TO
Mecklenburg EMS Agency 4525 Statesville Road Charlotte, NC 28269 Attn: Mike Fernandez

P.O. NO.	TERMS	REP	SHIP DATE	SHIP VIA	FOB
2018-0345	Net 30	RLV	10/31/2017	UPS-Gnd	

QUANTITY	ITEM CODE	PRODUCT DESCRIPTION	PRICE EACH	AMOUNT
26	1FZ06UT	HP Promo EliteDesktop 800 G3 SFF, 7500 Core i5-4C, 256GB HDD SATA Solid State,DVD+/-RW, 8GB DDR42400 (sng ch), 3 Displayports, W10P6 64-bit, 3-3-3-Wty 2UA72934YR, 2UA72934YP, 2UA72934Z2, 2UA72934YM, 2UA72934ZH, 2UA72934Y8, 2UA729350Y, 2UA729350Z, 2UA7253S3S, 2UA7253S3J, 2UA7253S3M, 2UA7253S3X, 2UA7253S3F, 2UA7253S6X, 2UA7253S71, 2UA7253S97, 2UA7253S7Y, 2UA7253S7M, 2UA7253S3V, 2UA7253S77, 2UA7253S45, 2UA7253S7T, 2UA7253S7F, 2UA7253S7S, 2UA7253S3Y, 2UA7253JFL	815.00	21,190.00T

Total

Please remit checks to:
 Integration Solutions
 P O Box 2287
 Matthews, NC 28106

E-mail	rvoegele@integrationsolutions.com	Web Site	Integrationsolutions.com
--------	-----------------------------------	----------	--------------------------



9311 Monroe Road, Suite A
 Charlotte, NC 28270
 704-321-5230

Invoice

DATE	INVOICE #
10/31/2017	22183

BILL TO
Mecklenburg EMS Agency 4525 Statesville Road Charlotte, NC 28269 Attn: Mike Fernandez

SHIP TO
Mecklenburg EMS Agency 4525 Statesville Road Charlotte, NC 28269 Attn: Mike Fernandez

P.O. NO.	TERMS	REP	SHIP DATE	SHIP VIA	FOB
2018-0345	Net 30	RLV	10/31/2017	UPS-Gnd	

QUANTITY	ITEM CODE	PRODUCT DESCRIPTION	PRICE EACH	AMOUNT
26	Z9H60AT	HP Promo 8GB DDR4-2400 DIMM	91.00	2,366.00T
26	M6V51AT	NVIDIA Quadro NVS 310 1GB PCIe x16 Graphics Card	95.00	2,470.00T
3	1FY84UT	HP 800G3ED DM, i5, 7500T, 256GB HDD SATA Solid State, 8GB DDR42400 (sng ch), 3 Display Ports, W10P6 64-bit, 3-3-3-Wt	785.00	2,355.00T
		8CG738819S, 8CG739088Q, 8CG739089Z		
		Mecklenburg County Sales Tax	7.25%	2,057.62

Total	\$30,438.62
--------------	--------------------

Please remit checks to: Integration Solutions P O Box 2287 Matthews, NC 28106
--

E-mail	rvoegele@integrationsolutions.com	Web Site	Integrationsolutions.com
--------	--	----------	--

Quantity	Description	Unit List (DUP)	Extended Price
22	HP Promo EliteDesktop 800 G3SFF 7500 Core i5-4C	\$815.00	\$17,930.00
22	HP Promo 8GB DDR4-2400 DIMM	\$91.00	\$2,002.00
22	NVIDIA Quadro NVS 310 1GB Pcle X 16 Graphics Card (2 additional display ports)	\$95.00	\$2,090.00
3	HP 800G3ED DM, i5 7500T, 256GB HDD	\$785.00	\$2,355.00
	TOTAL		\$24,377.00

**Extra Memory and Video Card for 22 workstations



9311 Monroe Road, Suite A
 Charlotte, NC 28270
 704-321-5230

Invoice

DATE	INVOICE #
11/21/2017	22213

BILL TO
Mecklenburg EMS Agency 4525 Statesville Road Charlotte, NC 28269 Attn: Mike Fernandez

SHIP TO
Mecklenburg EMS Agency 4525 Statesville Road Charlotte, NC 28269 Attn: Mike Fernandez

P.O. NO.	TERMS	REP	SHIP DATE	SHIP VIA	FOB
	Net 30	RLV	11/21/2017	Fed Ex	

QUANTITY	ITEM CODE	PRODUCT DESCRIPTION	PRICE EACH	AMOUNT
44	E0X95AA	HP Intel Ethernet I210-T1 GbE NIC - PCI Express - 1 Port(s) - 1 x Network (RJ-45) - Twisted Pair - Low-profile	39.00	1,716.00T
		Mecklenburg County Sales Tax	7.25%	124.41

Total	\$1,840.41
--------------	-------------------

Please remit checks to: Integration Solutions P O Box 2287 Matthews, NC 28106
--

E-mail	rvoegele@integrationsolutions.com	Web Site	Integrationsolutions.com
--------	--	----------	--

Quantity	Description	Unit List (DUP)	Extended Price
44	HP Intel Ethernet 1210-T1 GbE NIC - PCI Express 1 Port(s) 1 X Network (RJ-45) - Twisted Pair Low-profile	\$39.00	\$1,716.00
	TOTAL	\$1,716.00	



9311 Monroe Road, Suite A
 Charlotte, NC 28270
 704-321-5230

Invoice

DATE	INVOICE #
12/11/2017	22243

BILL TO
Mecklenburg EMS Agency 4525 Statesville Road Charlotte, NC 28269 Attn: Mike Fernandez

SHIP TO
Mecklenburg EMS Agency 4525 Statesville Road Charlotte, NC 28269 Attn: Mike Fernandez

P.O. NO.	TERMS	REP	SHIP DATE	SHIP VIA	FOB
	Net 30	RLV	12/11/2017	Truck	

QUANTITY	ITEM CODE	PRODUCT DESCRIPTION	PRICE EACH	AMOUNT
43 <i>Qty 32</i>	1FH46A8	HP PSBUY EliteDisplay E233 Monitor SN: 3CQ7292K4H SN: 3CQ7292K93 SN: 3CQ7292K96 SN: 3CQ7292K97 SN: 3CQ7292K98 SN: 3CQ7292K99 SN: 3CQ7292K9B SN: 3CQ7292K9C SN: 3CQ7292K9D SN: 3CQ7292K9F SN: 3CQ7292K9H SN: 3CQ7292K9J SN: 3CQ7292K9K SN: 3CQ7292K9L SN: 3CQ7292K9M SN: 3CQ7292K9P SN: 3CQ7292K9Q SN: 3CQ7292K9R SN: 3CQ7292K9S SN: 3CQ7292K9T SN: 3CQ7292K9V SN: 3CQ7292K9W SN: 3CQ7292K9X SN: 3CQ7292K9Y SN: 3CQ7292K9Z SN: 3CQ7292KB0 SN:	168.00	7,224.00T

Total

Please remit checks to: Integration Solutions P.O. Box 2287 Matthews, NC 28106

E-mail	rvoegele@integrationsolutions.com	Web Site	Integrationsolutions.com
--------	-----------------------------------	----------	--------------------------



9311 Monroe Road, Suite A
 Charlotte, NC 28270
 704-321-5230

Invoice

DATE	INVOICE #
12/11/2017	22243

BILL TO

Mecklenburg EMS Agency
 4525 Statesville Road
 Charlotte, NC 28269
 Attn: Mike Fernandez

SHIP TO

Mecklenburg EMS Agency
 4525 Statesville Road
 Charlotte, NC 28269
 Attn: Mike Fernandez

P.O. NO.	TERMS	REP	SHIP DATE	SHIP VIA	FOB
	Net 30	RLV	12/11/2017	Truck	

QUANTITY	ITEM CODE	PRODUCT DESCRIPTION	PRICE EACH	AMOUNT
		3CQ7292KB2 SN: 3CQ7292KB3 SN: 3CQ7292KB4 SN: 3CQ7292KB5 SN: 3CQ7292KB7 SN: 3CQ7292KB8 SN: 3CQ7292KB9 SN: 3CQ7292KBB SN: 3CQ7292KBC SN: 3CQ7292KBD SN: 3CQ7292KBF SN: 3CQ7292KBG SN: 3CQ7292KBJ SN: 3CQ7292KBK SN: 3CQ7292KBM SN: 3CQ7292KBQ SN: 3CQ7292KC6		
		Old Dominion Freight # 04702095797 Mecklenburg County Sales Tax	7.25%	523.74

Total	\$7,747.74
--------------	-------------------

Please remit checks to:
 Integration Solutions
 P O Box 2287
 Matthews, NC 28106

E-mail	rvoegele@integrationsolutions.com	Web Site	Integrationsolutions.com
--------	-----------------------------------	----------	--------------------------

Quantity	Description	Unit List (DUP)	Extended Price
32	CAD Monitors Replacement (4 per workstations X 8 workstations)	\$168.00	\$5,376.00
TOTAL			\$5,376.00



3870 North First Street
 San Jose, CA 95134
 (408) 964-7636 for INVOICE questions
 (408) 433-0910 Main
 (888) 367-7966 Sales/Customer Service
 Federal Tax ID 95-1906306

Bill To: MECKLENBURG EMS AGENCY
 CHARGE CARD ACCOUNT
 SAN JOSE CA 95131
 United States

Remit To: Microsemi Frequency and Time Corporation
 Payments by ACH, ABA: 122000661
 Acct #1453716376
 Please send checks to: PO BOX 847325
 Dallas TX 75284-7325
 United States

Ship To: MECKLENBURG EMS AGENCY
 4525 STATESVILLE ROAD
 CHARLOTTE NC 28269
 United States

ORIGINAL

Invoice	258775
Page	1 of 1
Date	04-MAY-17
Purchase Order	2017-0702
Delivery Number	1766972
Sales Order No.	12104868
Customer Number	50001
Sales Special	7080947

VC **Terms** **Due Date** 06-MAY-17 **Sales Person** Call, Marshall A. **Customer Contact** TERESA WOMBLE **Ship Date** 04-MAY-17 **Ship Via** FED EX **Tracking Number** 725174051432

Line Number	Part Number	Description	Qty Ordered	Qty Shipped	Unit Price	Extended Amount
2	090-15200-603	SYNCSERVER	1	1	6,990.00	6,990.00
2	990-15202-050	S600+RUBIDIUM SS S6XX 50FT CBL+ANTENNA KIT	1	1	450.00	450.00
Part Number		Serial Number(s)				
090-15200-603		: SCA17110009A				

Sub Total	7,440.00	Tax	539.41	Shipping Handling	18.16	Total	7,997.57
------------------	----------	------------	--------	--------------------------	-------	--------------	----------

Credit Card

Currency: USD

Services charges will be billed on outstanding balances not paid by the due date to the maximum allowed by law.

We hereby certify that these goods were produced in compliance with all applicable requirements. Sections 6,7, and 12, of the Fair Labor Standards Act, as amended and of Regulations and orders of United States Department of Labor issued under Section 14, thereof FOR EXPORTED GOODS ONLY. These commodities, technology or software were exported from the United States in accordance with the Export Administration Regulations. Diversions contrary to U.S. law prohibited.



Quotation

Microsemi Frequency and Time Corporation
 3870 N 1st Street
 San Jose, CA 95134
 Toll Free: 888-367-7966 (Opt 2, Opt 1)
 Fax: +1 408-516-9597
 FTD.Sales@microsemi.com
 www.microsemi.com

Quote Number: 1029056-1
 Valid from: 3/29/2017
 Valid to: 4/28/2017
 Enduse: Domestic
 Sales Rep: Marshall Call
 marshall.call@microsemi.com
 (707) 636-1828
 Customer Service Rep: Gary Butera
 gary.butera@microsemi.com

Customer: Mecklenburg EMS Agency
 Project:
 Contact: Teresa Womble
 Email: teresaw@medic911.com
 Phone: (704) 943-6176

Incoterms: Ex Works
 Payment Terms: Net 30 upon Credit Approval
 Freight Terms: Collect

Standard Warranty: 12 months from date of shipment unless noted for hardware; 90 days for software media.

Notes: Standard HW Warranty for S600 is 24 months

Lead Times: Lead Times are subject to change and do not include transit times.

No.	Product	Part Number	Qty	Sales Price	Extended Price	Lead Time Notes (In Weeks)
1	SYNCSEVER S600+RUBIDIUM	090-15200-603	1	6,990.00	6,990.00	4 - 5 weeks ARO
2	SS S6XX 50FT CBL+ANTENNA KIT	990-15202-050	1	450.00	450.00	2 - 3 weeks ARO
3	SYNCSEVER S600 1-YEAR EXTENDED HARDWARE WARRANTY	999-72010-01	1	240.00	240.00	
4	SYNCSEVER S600 3-YR SOFTWARE MAINT. & TECH SUPPRT	999-72012-03	1	1,067.00	1,067.00	
SUBTOTAL					\$8,747.00	
Services are not provided in this Quotation						
GRAND TOTAL					\$8,747.00	

Microsemi goods and services contained in this quotation are offered for sale upon customer's full acceptance of Microsemi terms and conditions, a copy of which is found on <http://www.microsemi.com/company/terms-and-conditions/>

For further information on service offerings such as training or installation, call Customer Service toll free at 888-367-7966 or 408-428-7907, or email FTD.Contracts@microsemi.com.

These products may be subject to U.S. Government export controls. Diversion contrary to U.S. Law is prohibited; export may require validated export licenses. It is the responsibility of the customer to obtain appropriate export licenses or authorization if the customer intends to export the product outside of the United States.

Prices shown herein are not intended as firm offers or prices that Microsemi would use in all events. Microsemi will maintain prices at this approximate level or will notify you of any change, but assumes no legal responsibility. If prices herein are increased or are, for any reason, not in line with standard charges of Microsemi for like items at time of receipt of order, Microsemi may, at its option, accept or refuse the order.

Quantity	Description	Unit List (DUP)	Extended Price
1	SYNCSERVER S600+RUBIDIUM SS S6XX 50FT	\$6,990.00	\$6,990.00
1	CBL+ANTENNA KIT	\$450.00	\$450.00
	Shipping & Handling	\$18.16	\$18.16
	TOTAL		\$7,458.16



Mecklenburg EMS Agency

OUR PATIENTS. OUR PEOPLE. OUR STEWARDSHIP. OUR PURPOSE.

4525 Statesville Road • Charlotte, NC 28269 • Fax (704) 943-6001 • Phone (704) 943-6000

Purchase Order 2018-0013

To: West Safety Solutions Corp.
 1401 Dry Creek Drive
 Longmont, CO 80503

PO# ~~2018-0013~~
 This number must appear on all correspondence
 Ship to: Mecklenburg EMS Agency
 4525 Statesville Road
 Charlotte, NC 28269

Item#	Description	Dpt.	Acnt.	Qty.	UOM	Unit Price	Extension
	Position Extension for PSAP Multiple Config / Upgrade for Mecklenburg EMS Agency (Direct Sold)						
	Quote #: 22274 Version 1						
	EIN/Tax ID #: 57-1989558						
	1-35-7506-5 (Renew)						

West
 0 *
 quote 152,846.5 +
 quote 143,675.25 +
 F118Q2 67,023.00 -
 F118Q4 34,120.13 -
 165,378.12 *
 Reconsideration
 #2

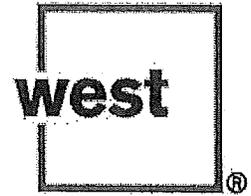
The terms and conditions that govern this purchase order are printed on the reverse. Vendors are advised to verify all information contained herein and to notify the purchasing official of discrepancies. The purchase order number and complete ship to address must appear on all packing slips and invoices.

Subtotal	\$152,846.50
Tax	\$
S&H	\$
Total	\$

Purchasing official/Approval(s):	Date:

This purchase order has been pre-audited in the manner required by the local government budget and fiscal control act.

Finance Officer: Date: 11/9/2017



Position Expansion

for

Mecklenburg EMS Agency, NC
(Direct Sale)

Quote Number: 22274

Version: 1

The terms and conditions available at west.com/legal-privacy/terms/call-handling will apply to this Quote, unless the parties have entered into a separate mutually executed agreement, or Customer is purchasing under a cooperative purchasing agreement. The terms of this Quote will govern any conflict with the above-mentioned terms, and Customer's issuance of a purchase order for any or all of the items described in this Quote will constitute acknowledgement and acceptance of such terms. No additional terms in Customer's purchase order will apply. This document contains confidential and proprietary information owned by West Safety Solutions Corp. or its affiliates, and such information may not be used or disclosed by any person without prior written consent.

Summary - Mecklenburg EMS Agency

Item	Cost
Additional Positions	\$142,346.50
Maintenance Services	\$10,500.00
Total:	\$152,846.50

Configuration Parameters - Mecklenburg EMS Agency

VIPER

ECCP	Not Included
SIP Ingress	Not Included
VIPER ACD	Not Included

Answering Positions

Total Number of Positions	7
---------------------------	---

Power 911 Intelligent Workstation Features

Add-on for Radio Recorder	Included
AntiVirus	Not Included
UPS on Workstation PCs (30 minutes)	Not Included
Monitors	Included
IWS Programmable Keypads	Not Included

Power MIS and ePrinter

Power MIS License	Included
ePrinter	Not Included

GIS

MapFlex Client License	Included
------------------------	----------

Model#	Description	Qty	List Price	Selling Price	Total
Additional Positions					
912811	Application Server License	7	\$995.00	\$746.25	\$5,223.75
912812	PBX Access License	7	\$645.00	\$483.75	\$3,386.25
913850/S	IWS Viper Enabling Kit (Sonic)	7	\$3,250.00	\$2,437.50	\$17,062.50
913100	Power 911 Client Access License (CAL)	7	\$9,995.00	\$7,496.25	\$52,473.75
913202	Power 911 Server Access License	7	\$1,995.00	\$1,496.25	\$10,473.75
913152	Power 911 Add-On Recorder for Radio (ITRR)	7	\$600.00	\$450.00	\$3,150.00
MF-DMS	MapFlex 9-1-1 Client License	7	\$4,395.00	\$3,296.25	\$23,073.75
920102	Power MIS Data Access License	7	\$847.00	\$635.25	\$4,446.75
E10154	ELM Class 2 System license (Workstation and IP agent)	7	\$120.00	\$120.00	\$840.00
914102/BB	IWS Workstation Prebuilt Building Block	7	\$1,668.00	\$1,668.00	\$11,676.00
P10097	23" LED Backlit Monitor	7	\$420.00	\$420.00	\$2,940.00
950852	Front Room Equipment Staging - Per Position	7	\$250.00	\$250.00	\$1,750.00
950510	Project Management Services	1	\$0.00	\$5,850.00	\$5,850.00
				Subtotal	\$142,346.50
Software Subscription					
950999/SUB1	Software Subscription Service - 1 Year/Position Year 1	7	\$1,500.00	\$1,500.00	\$10,500.00
				Subtotal	\$10,500.00
				Total	\$152,846.50

The information contained in this document is proprietary to West Safety Solutions Corp and is offered solely for the purpose of evaluation. Copyright 2017 West Safety Solutions Corp
 CONFIDENTIAL
 22274 v1- Mecklenburg EMS Agency, NC

Notes

- 1 This quote provides individual pricing for position expansion for upgrade per Q16613v2 with the following overview of project:
Quote to provide software updates for existing VIPER systems that includes converting four standalone sites to a Multi-Node configuration with SVN Remotes with the following assumptions:

1. All Server hardware and workstations being replaced with the reuse of existing Sonics & monitors. Customer has prepaid for workstations.
2. Customer is providing routers and network.
3. All VIPER Servers are replaced per current compatibilities.
4. In multi-node configuration, each site is a separate Power911 configuration that will be on a DB server at the main site.
5. MapFlex is quoted with servers at the Charlotte Fire Department Remote. Please note that additional servers may be required if additional MapFlex positions are added to this Multi-node configuration.

Upgrade to West software products have been priced as no-charge to the customer, assuming the PSAP is currently covered by a valid Software Evergreen agreement. If this agreement is no longer valid or has expired at the time of acceptance; the West software will be charged at the current rate and the quote will be revised to reflect the current upgrade pricing.

All existing hardware must meet West's standards for Multi-Node deployment.
De-install and reinstall of Medic is included for a move that will occur sometime after the upgrade. In this quote, the Customer is responsible for the physical move of the equipment.

Equipment for 18 positions added to the 17 positions already on site for Charlotte PD, and upgraded per Quote 4404v8 (otherwise additional LAN switches will be required on this quote). Customer will be providing cabling, minor materials, monitors, and training. West will install and test workstations.

One year of Maintenance is quoted. Maintenance needs to be recast in 2018 as existing contracts expire, and all positions need to have coterminous coverage.

Equipment for 9 position add to Training (3) and Medic (6), upgraded per Quote 4404v8. Customer will be providing cabling, minor materials, and training. West will install and test workstations.

One year of Maintenance is quoted. Maintenance needs to be recast in 2018 as existing contracts expire, and all positions need to have coterminous coverage.

Customer to provide the following peripheral equipment, as required:

Additional Backroom Equipment Required:

- Two (2) modems to ALI Database
- One (1) ACDR Printer (serial printer i.e. Microline 320)
- One (1) Network Laser Printer
- Amphenol cables and punch blocks
- One (1) Dial-Up Line for Remote Monitoring and Maintenance must be provisioned.

Additional Power IWS Equipment Required:

Each IWS computer required sufficient CAT5 Network Cabling (2 per position, minimum) not normally supplied by West Safety Solutions, Corp, to reach the Network Switches (The switches are installed in the VIPER cabinet).

The Standard Operating Procedure & Premise Information Modules require customer input of data.

- 2 MapFlex is a viewing software. Customers must supply and maintain GIS data unless West Safety Solutions Corp. has been contracted to fulfill this role.

GIS Services included with MapFlex Server Staging:

- Re-creation of GIS package (Data schema, Map configuration, and/or MF version changes) leading up to FA.
- All GIS data staging activities

Post-Deployment GIS Services included with Maintenance:

- Creation of data package in support of a MapFlex version upgrade tied to a "break fix". GIS effort (potentially) involved in upgrading a bug fix related to software.

Post-Deployment GIS Services not included with Maintenance (chargeable):

- GIS Data Validation
- Re-creation of data package (e.g. schema, symbology, search settings, cache, dynamic layer, or other map changes)

MapFlex 5.X Data Update (one-time or recurring)

- 3 **Software Subscription Service** provides the customer with access to software upgrades including new features. This offering only provides for the availability of the software. Installation and training (if needed) are not included. Any required hardware or operating system changes are also not included.

West Safety Solutions, Corp. will provide periodic software release bulletins to customers which announce and explain new feature releases for West Safety Solutions Corp. software. Customers may then request the new release or version from West Safety Solutions Corp. based on applicability of the release to customer's system. The customer is responsible for installation of all these releases, unless the On-Site Maintenance Service is purchased. If On-Site Maintenance has not been purchased and the customer prefers to have West Safety Solutions Corp. deploy a new release, West Safety Solutions

Corp. will dispatch appropriate personnel to perform the upgrade on a mutually agreed upon date at West Safety Solutions Corp.'s then current prices for such services.

Terms

VENDOR NAME West Safety Solutions Corp
1601 Dry Creek Drive
Longmont, CO 80503

Include quote number and customer EIN/Tax Identification Number on P.O.

SUBMIT P.O. ordermanagement.safetyservices@west.com

PRICING All prices are in USD
Taxes, if applicable, are extra.
Shipping charges are extra unless specified on the quote.

SHIPPING TERMS FCA (Montreal), INCOTERMS 2010

PAYMENT Per Contract

DELIVERY TBD

VALIDITY Quote is valid for **120 Days**. However, part numbers beginning with Q, such as QXXXXX, constitute unique third-party components. These components, including model and price, (i) may be subject to change at any time; and (ii) are non-cancellable, non-refundable, and non-exchangeable at any time.

Revision History

Revision Level	Proposal Writer	Notes	Date Revised
1	MDESEVE	Original (Modified form 18332 v3)	October 20, 2017



OUR PATIENTS. OUR PEOPLE. OUR STEWARDSHIP. OUR PURPOSE.

4525 Statesville Road • Charlotte, NC 28269 • Fax (704) 943-6001 • Phone (704) 943-6000

Purchase Order 2018-0014

To: West-Silva Solutions Corp.
 1601 Dwell Creek Drive
 Longmont, CO 80503

PO# ~~20180014~~
 This number must appear on all correspondence
 Ship to: Mecklenburg EMS Agency
 4525 Statesville Road
 Charlotte, NC 28269

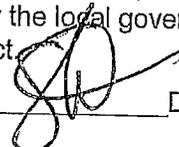
Item#	Description	Dpt.	Acnt.	Qty.	UOM	Unit Price	Extension
	ESAD Multiple Contig. License for Mecklenburg EMS Agency (Direct Sale)						
	Quote #: 00073 Version 1						
	EIN/Tax ID #: 56-1989538						
	1-35-7506-5						
	(Revised)						

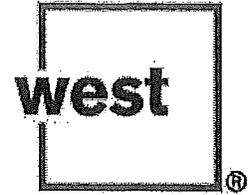
The terms and conditions that govern this purchase order are printed on the reverse. Vendors are advised to verify all information contained herein and to notify the purchasing official of discrepancies. The purchase order number and complete ship to address must appear on all packing slips and invoices.

Subtotal	\$ 143,675.35
Tax	\$
S&H	\$
Total	\$

Purchasing official/Approval(s):	Date:

This purchase order has been pre-audited in the manner required by the local government budget and fiscal control act.

Finance Officer:  Date: 11/9/2017



Confirm for Kerni by
Monday 10/30.

New PO - Kerni

New Invoices - Elmington

New Ship Date - Elmington

System Upgrade

for

Mecklenburg EMS Agency, NC
(Direct Sale)

Quote Number: 22273

Version: 1

The terms and conditions available at west.com/legal-privacy/terms/call-handling will apply to this Quote, unless the parties have entered into a separate mutually executed agreement, or Customer is purchasing under a cooperative purchasing agreement. The terms of this Quote will govern any conflict with the above-mentioned terms, and Customer's issuance of a purchase order for any or all of the items described in this Quote will constitute acknowledgement and acceptance of such terms. No additional terms in Customer's purchase order will apply. This document contains confidential and proprietary information owned by West Safety Solutions Corp. or its affiliates, and such information may not be used or disclosed by any person without prior written consent.

Summary - Mecklenburg EMS Agency

Item	Cost
VIPER	\$27,038.25
Power 911	\$0.00
Power MIS	\$0.00
MapFlex	\$0.00
Sentry	\$280.00
TXT29-1-1 Setup Fees	\$9,500.00
IWS Hardware	\$5,871.00
Professional Services	\$58,236.00
Recurring Services	\$42,750.00
Total:	\$143,675.25

Configuration Parameters - Mecklenburg EMS Agency

VIPER

Total Number of E9-1-1 CAMA Trunks	Up to 8
SIP Ingress	Included
Total Number of FXO Lines	Up to 20
Total Number of ISDN-PRI channels (T1)	0
VIPER UPS	Not Included
ECCP	Not Included
PowerOPS	Not Included
VIPER ACD	Not Included
GIS Enterprise	Not Included

Answering Positions

Total Number of Positions	15
Monitors	Not Included

Power 911 Intelligent Workstation Features

Add-on for Radio Recorder	Included
AntiVirus	Not Included
UPS on Workstation PCs (30 minutes)	Not Included
UPS on Servers	Not Included
IWS Programmable Keypads	Not Included

Power MIS and ePrinter

Ad-hoc reporting	Not Included
Power MIS	Included
ePrinter	Not Included

Miscellaneous

Software Subscription Coverage	Included
TXT29-1-1	Included

GIS

Mapflex Conversion	Included
Dedicated monitors for MapFlex	Not Included

Model#	Description	Qty	List Price	Selling Price	Total
VIPER					
912803/2	VIPER Primary VoIP Soft Switch	1	\$2,650.00	\$2,650.00	\$2,650.00
912890/BB	Media Kit Prebuilt Building Block	1	\$100.00	\$0.00	\$0.00
912801/U	CAMA Interface Module (CIM) Upgrade	2	\$1,345.00	\$0.00	\$0.00
912811/U	Application Server Position Access License Upgrade	17	\$497.50	\$0.00	\$0.00
912812	PBX Access License	15	\$645.00	\$483.75	\$7,256.25
912812/U	PBX Access License Upgrade	15	\$322.50	\$0.00	\$0.00
912814/U	Admin Interface Module (AIM) Upgrade	5	\$700.00	\$0.00	\$0.00
911SIP/U	9-1-1 Ingress via SIP - License per position Upgrade	15	\$247.50	\$0.00	\$0.00
912820/48	Cisco C3650-48-TS-S 48 port Switch (with stacking module)	2	\$8,500.00	\$8,500.00	\$17,000.00
P10011	Mounting Kit for Server Replacement	2	\$66.00	\$66.00	\$132.00
				Subtotal	\$27,038.25
Power 911					
913100/U	Power 911 Client Access License Upgrade	15	\$4,997.50	\$0.00	\$0.00
913152/U	Power 911 Add-On Recorder for Radio Upgrade	15	\$300.00	\$0.00	\$0.00
913202/U	Power 911 Server Access License Upgrade	15	\$997.50	\$0.00	\$0.00
913152/CD	ITRR Media Kit	1	\$100.00	\$0.00	\$0.00
				Subtotal	\$0.00
Power MIS					
920100/CD	Power MIS	1	\$100.00	\$0.00	\$0.00
920101/U	Power MIS Concurrent Client Access License (CCAL) Upgrade	1	\$202.00	\$0.00	\$0.00
920102/U	Power MIS Data Access License Upgrade	15	\$424.00	\$0.00	\$0.00
				Subtotal	\$0.00

The information contained in this document is proprietary to West Safety Solutions Corp and is offered solely for the purpose of evaluation. Copyright 2017 West Safety Solutions Corp
 CONFIDENTIAL
 22273 v1- Mecklenburg EMS Agency, NC

MapFlex

MF-DMS/C	MapFlex 9-1-1 Client License - Conversion	14	\$4,395.00	\$0.00	\$0.00
				Subtotal	\$0.00

Sentry

915100/CD	Sentry Software	1	\$75.00	\$0.00	\$0.00
E10168	ELM Class 1 System License (Server Agent) Upgrade	1	\$280.00	\$280.00	\$280.00
E10169	ELM Class 2 System License (Workstation & IP Agent) Upgrade	18	\$50.00	\$0.00	\$0.00
				Subtotal	\$280.00

TXT29-1-1 Setup Fees

ITXTOTF6	TXT29-1-1 P911 Integrated One-time-fee per PSAP (11+ seats)	1	\$9,500.00	\$9,500.00	\$9,500.00
				Subtotal	\$9,500.00

IWS Workstations

914102/BB	IWS Workstation Prebuilt Building Block	15	\$1,668.00	\$0.00	\$0.00
				Subtotal	\$0.00

Object Server Hardware

914962	IWS Server RACK - Type A	1	\$2,673.00	\$2,673.00	\$2,673.00
914121/3	IWS Object Server - Underlying Software	1	\$1,398.00	\$1,398.00	\$1,398.00
				Subtotal	\$4,071.00

Common Hardware

914956	1U Keyboard/LCD/Trackball/8-Port KVM	1	\$1,800.00	\$1,800.00	\$1,800.00
				Subtotal	\$1,800.00

Staging

950858	Backroom Staging - Additional work when no Cabinet	1	\$1,250.00	\$1,250.00	\$1,250.00
950852	Front Room Equipment Staging - Per Position	15	\$250.00	\$250.00	\$3,750.00
				Subtotal	\$5,000.00

Installation

950104	Professional Services (per Day)	14	\$1,500.00	\$1,500.00	\$21,000.00
960575	Living Expense per Day per Person	18	\$200.00	\$200.00	\$3,600.00
960580	Travel Fee per Person	2	\$1,250.00	\$1,250.00	\$2,500.00
				Subtotal	\$27,100.00

Additional Installation Services

950104	Professional Services (per Day)	5	\$1,500.00	\$1,500.00	\$7,500.00
960575	Living Expense per Day per Person	7	\$200.00	\$200.00	\$1,400.00
960580	Travel Fee per Person	1	\$1,250.00	\$1,250.00	\$1,250.00
				Subtotal	\$10,150.00

Refresher Training

960575	Living Expense per Day per Person	4	\$200.00	\$200.00	\$800.00
960580	Travel Fee per Person	1	\$1,250.00	\$1,250.00	\$1,250.00
960801	Power 911 User Training	2	\$1,500.00	\$1,500.00	\$3,000.00
				Subtotal	\$5,050.00

CCS Training

P10087	CCS Training	1	\$1,500.00	\$1,500.00	\$1,500.00
960575	Living Expense per Day per Person	3	\$200.00	\$200.00	\$600.00
960580	Travel Fee per Person	1	\$1,250.00	\$1,250.00	\$1,250.00
				Subtotal	\$3,350.00

Project Management Services

950510	Project Management Services	1	\$0.00	\$7,586.00	\$7,586.00
				Subtotal	\$7,586.00

The information contained in this document is proprietary to West Safety Solutions Corp and is offered solely for the purpose of evaluation. Copyright 2017 West Safety Solutions Corp
 CONFIDENTIAL
 22273 v1- Mecklenburg EMS Agency, NC

TXT29-1-1 Recurring Services

ITXTARF3	TXT29-1-1 P911 Integrated Annual Recurring Fee per PSAP (11+ Seats) Year 1	1	\$11,400.00	\$8,550.00	\$8,550.00
ITXTARF3	TXT29-1-1 P911 Integrated Annual Recurring Fee per PSAP (11+ Seats) Year 2	1	\$11,400.00	\$8,550.00	\$8,550.00
ITXTARF3	TXT29-1-1 P911 Integrated Annual Recurring Fee per PSAP (11+ Seats) Year 3	1	\$11,400.00	\$8,550.00	\$8,550.00
ITXTARF3	TXT29-1-1 P911 Integrated Annual Recurring Fee per PSAP (11+ Seats) Year 4	1	\$11,400.00	\$8,550.00	\$8,550.00
ITXTARF3	TXT29-1-1 P911 Integrated Annual Recurring Fee per PSAP (11+ Seats) Year 5	1	\$11,400.00	\$8,550.00	\$8,550.00
				Subtotal	\$42,750.00
				Total	\$143,675.25

Notes

- 1 For internal use only. Not to be ordered.

This quote provides individual pricing for PSAP for Multi-node configuration/upgrade per Q16613v2 with the following overview of project:

Quote to provide software updates for existing VIPER systems that includes converting four standalone sites to a Multi-Node configuration with SVN Remotes with the following assumptions:

1. All Server hardware and workstations being replaced with the reuse of existing Sonics & monitors. Customer has prepaid for workstations.
2. Customer is providing routers and network.
3. All VIPER Servers are replaced per current compatibilities.
4. In multi-node configuration, each site is a separate Power911 configuration that will be on a DB server at the main site.
5. MapFlex is quoted with servers at the Charlotte Fire Department Remote. Please note that additional servers may be required if additional MapFlex positions are added to this Multi-node configuration.

Upgrade to West software products have been priced as no-charge to the customer, assuming the PSAP is currently covered by a valid Software Evergreen agreement. If this agreement is no longer valid or has expired at the time of acceptance; the West software will be charged at the current rate and the quote will be revised to reflect the current upgrade pricing.

All existing hardware must meet West's standards for Multi-Node deployment.

De-install and reinstall of Medic is included for a move that will occur sometime after the upgrade. In this quote, the Customer is responsible for the physical move of the equipment.

Equipment for 18 positions added to the 17 positions already on site for Charlotte PD, and upgraded per Quote 4404v8 (otherwise additional LAN switches will be required on this quote). Customer will be providing cabling, minor materials, monitors, and training. West will install and test workstations.

One year of Maintenance is quoted. Maintenance needs to be recast in 2018 as existing contracts expire, and all positions need to have coterminous coverage.

Equipment for 9 position add to Training (3) and Medic (6), upgraded per Quote 4404v8. Customer will be providing cabling, minor materials, and training. West will install and test workstations.

One year of Maintenance is quoted. Maintenance needs to be recast in 2018 as existing contracts expire, and all positions need to have coterminous coverage.

Customer to provide the following peripheral equipment, as required:

Additional Backroom Equipment Required:

- Two (2) modems to ALI Database
- One (1) ACDR Printer (serial printer i.e. Microline 320)
- One (1) Network Laser Printer
- Amphenol cables and punch blocks

One (1) Dial-Up Line for Remote Monitoring and Maintenance must be provisioned.

Additional Power IWS Equipment Required:

Each IWS computer required sufficient CAT5 Network Cabling (2 per position, minimum) not normally supplied by West Safety Solutions, Corp, to reach the Network Switches (The switches are installed in the VIPER cabinet).

The Standard Operating Procedure & Premise Information Modules require customer input of data.

- 2 MapFlex is a viewing software. Customers must supply and maintain GIS data unless West Safety Solutions Corp. has been contracted to fulfill this role.

GIS Services included with MapFlex Server Staging:

- Re-creation of GIS package (Data schema, Map configuration, and/or MF version changes) leading up to FA.
- All GIS data staging activities

Post-Deployment GIS Services included with Maintenance:

- Creation of data package in support of a MapFlex version upgrade tied to a "break fix". GIS effort (potentially) involved in upgrading a bug fix related to software.

Post-Deployment GIS Services not included with Maintenance (chargeable):

- GIS Data Validation
- Re-creation of data package (e.g. schema, symbology, search settings, cache, dynamic layer, or other map changes)

MapFlex 5.X Data Update (one-time or recurring)

- 3 Sentry fees do not include West Safety Solutions Corp. monitoring of the site's performance via the Sentry system.

The Sentry Monitoring System has been configured to monitor all West Safety Solutions, Corp-Provided hardware which has an IP address. This includes, but is not limited to, Servers, workstations, A9C, network switches, routers, etc.

- 4 **Professional Services:** This quote represents an estimate of labor costs to perform the work described in this quote. If the amount of labor needed to correct the issue can't be accomplished time allotted in this quote, West will contact the customer representative before performing additional labor. If the actual labor to perform the work is significantly less than the amount quoted, the final charge may be adjusted.
-

5 Comprehensive Project Management

This is a service offered to partners that do not have a Project Manager assigned to the project, where West Safety Solutions, Corp's Comprehensive Project Management (CPM) provides a Project Manager that coordinates all project activity.

The CPM provides complete, end-to-end project management support and services that could include on-site support, project documentation, formal reporting, as well as coordination of deliveries both internally as well as with the partner and the end customer.

The CPM level of service includes all services in the basic level plus the following:

- Site survey is reviewed (or initiated and then reviewed) to verify that site and system environment are ready for installation
- Scope of Work is completed (includes a Project Schedule of key dates)
- Review system design
- Site and/or network diagram are completed as required
- 3rd Party contractors included in the sales order are contacted and managed
- Project kick-off meeting is scheduled with the end customer and held via conference call or optionally on site
- Comprehensive risk assessment and mitigation planning
- Overall project coordination
- Weekly project status meetings are scheduled, led and documented
- Customer configuration for staging is collected and communicated
- Equipment staging (if ordered) and shipping is managed"
- Coordinate on-site delivery
- Equipment receipt and inventory is validated
- West Safety Solutions Corp. resources are scheduled and managed with project implementation and cut-over requirements
- Maintain all project related communications and documentation
- Complete Site Book for delivery to end customer at time of handover to service
- Variable: Project Manager Presence on-site (with additional per day and travel cost components). This is typically required for project kickoff (if on-site), final site evaluation, and cut-over project management services

-
- 6 West Safety Solutions, Corp's fully integrated Text to 9-1-1 solution is incorporated into the Power 9-1-1 display complete with drop down text. Text messages "ring" just like 9-1-1 calls coming in and are routed under the same routing/ACD rules applied by the PSAP. Text sessions can be transferred to any enabled user on the Viper system. All wireless carriers currently enabling text messaging can be reached through this system.
-

Pricing is based on the number of positions and PSAPs in the quote. The only variable cost is related to connectivity and the network engineering hours needed to configure the connectivity based upon the PSAP's requirements. Connectivity is available via the A9-1-1 ESInet or the PSAP's internet interface, which will be secured by West Safety Solutions, Corp.

TXT29-1-1 services will be provided in accordance with the applicable Service Guide at <https://www.west.com/legal-privacy/terms/#call-handling>.

PSAP billing will begin upon completion of deployment and text readiness delivery from West to the PSAP. Completion is defined as the PSAP being able to accept text messages.

Terms

VENDOR NAME West Safety Solutions Corp
1601 Dry Creek Drive
Longmont, CO 80503

Include quote number and customer EIN/Tax Identification Number on P.O.

SUBMIT P.O. ordermanagement.safetyservices@west.com

PRICING All prices are in USD
Taxes, if applicable, are extra.
Shipping charges are extra unless specified on the quote.

SHIPPING TERMS FCA (Montreal), INCOTERMS 2010

PAYMENT Per Contract

DELIVERY TBD

VALIDITY Quote is valid for **120 Days**. However, part numbers beginning with Q, such as QXXXXX, constitute unique third-party components. These components, including model and price, (i) may be subject to change at any time; and (ii) are non-cancellable, non-refundable, and non-exchangeable at any time.

Revision History

Revision Level	Proposal Writer	Notes	Date Revised
1	MDESEVE	Original	October 20, 2017

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: March 2016

Agency Affiliation: Medical

Report Date: 06/07/2019 10:20:23

Report Date From: 07/01/2015

Report Date To: 06/30/2016

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	90.87 %	6.48 %	1.60 %	0.89 %	0.11 %	0.05 %	0.00 %	10317	220.8
Overall Percentage:	90.87 %	6.48 %	1.60 %	0.89 %	0.11 %	0.05 %	0.00 %	10317	220.8

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: April 2016

Agency Affiliation: Medical

Report Date: 06/07/2019 10:20:23

Report Date From: 07/01/2015

Report Date To: 06/30/2016

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	91.60 %	6.27 %	1.30 %	0.76 %	0.07 %	0.00 %	0.00 %	9974	221.1
Overall Percentage:	91.60 %	6.27 %	1.30 %	0.76 %	0.07 %	0.00 %	0.00 %	9974	221.1

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: May 2016

Agency Affiliation: Medical

Report Date: 06/07/2019 10:20:23

Report Date From: 07/01/2015

Report Date To: 06/30/2016

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	92.06 %	6.30 %	1.08 %	0.53 %	0.02 %	0.01 %	0.00 %	10265	223.1
Overall Percentage:	92.06 %	6.30 %	1.08 %	0.53 %	0.02 %	0.01 %	0.00 %	10265	223.1

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: June 2016

Agency Affiliation: Medical

Report Date: 06/07/2019 10:20:23

Report Date From: 07/01/2015

Report Date To: 06/30/2016

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	89.65 %	7.99 %	1.47 %	0.83 %	0.04 %	0.03 %	0.00 %	10856	220.3
Overall Percentage:	89.65 %	7.99 %	1.47 %	0.83 %	0.04 %	0.03 %	0.00 %	10856	220.3

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: July 2016

Agency Affiliation: Medical

Report Date: 06/07/2019 10:21:50

Report Date From: 07/01/2016

Report Date To: 06/30/2017

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	88.43 %	9.00 %	1.75 %	0.77 %	0.04 %	0.00 %	0.01 %	10860	227.2
Overall Percentage:	88.43 %	9.00 %	1.75 %	0.77 %	0.04 %	0.00 %	0.01 %	10860	227.2

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: August 2016

Agency Affiliation: Medical

Report Date: 06/07/2019 10:21:50

Report Date From: 07/01/2016

Report Date To: 06/30/2017

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	89.97 %	8.13 %	1.25 %	0.61 %	0.05 %	0.00 %	0.00 %	10357	234.4
Overall Percentage:	89.97 %	8.13 %	1.25 %	0.61 %	0.05 %	0.00 %	0.00 %	10357	234.4

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: September 2016

Agency Affiliation: Medical

Report Date: 06/07/2019 10:21:50

Report Date From: 07/01/2016

Report Date To: 06/30/2017

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	91.87 %	6.56 %	1.06 %	0.50 %	0.00 %	0.01 %	0.00 %	10062	227.3
Overall Percentage:	91.87 %	6.56 %	1.06 %	0.50 %	0.00 %	0.01 %	0.00 %	10062	227.3

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: October 2016

Agency Affiliation: Medical

Report Date: 06/07/2019 10:21:50

Report Date From: 07/01/2016

Report Date To: 06/30/2017

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	89.28 %	8.38 %	1.55 %	0.73 %	0.06 %	0.00 %	0.00 %	10109	225.6
Overall Percentage:	89.28 %	8.38 %	1.55 %	0.73 %	0.06 %	0.00 %	0.00 %	10109	225.6

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: November 2016

Agency Affiliation: Medical

Report Date: 06/07/2019 10:21:50

Report Date From: 07/01/2016

Report Date To: 06/30/2017

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	88.23 %	9.03 %	1.85 %	0.85 %	0.04 %	0.00 %	0.00 %	10119	228.7
Overall Percentage:	88.23 %	9.03 %	1.85 %	0.85 %	0.04 %	0.00 %	0.00 %	10119	228.7

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: December 2016

Agency Affiliation: Medical

Report Date: 06/07/2019 10:21:50

Report Date From: 07/01/2016

Report Date To: 06/30/2017

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	86.34 %	10.48 %	2.05 %	0.98 %	0.12 %	0.02 %	0.01 %	10517	225.0
Overall Percentage:	86.34 %	10.48 %	2.05 %	0.98 %	0.12 %	0.02 %	0.01 %	10517	225.0

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: January 2017

Agency Affiliation: Medical

Report Date: 06/07/2019 10:21:50

Report Date From: 07/01/2016

Report Date To: 06/30/2017

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	92.64 %	6.13 %	0.86 %	0.37 %	0.00 %	0.00 %	0.00 %	10213	236.5
Overall Percentage:	92.64 %	6.13 %	0.86 %	0.37 %	0.00 %	0.00 %	0.00 %	10213	236.5

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: February 2017

Agency Affiliation: Medical

Report Date: 06/07/2019 10:21:50

Report Date From: 07/01/2016

Report Date To: 06/30/2017

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	90.36 %	7.52 %	1.47 %	0.62 %	0.03 %	0.00 %	0.00 %	9590	227.2
Overall Percentage:	90.36 %	7.52 %	1.47 %	0.62 %	0.03 %	0.00 %	0.00 %	9590	227.2

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: March 2017

Agency Affiliation: Medical

Report Date: 06/07/2019 10:21:50

Report Date From: 07/01/2016

Report Date To: 06/30/2017

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	89.50 %	7.92 %	1.91 %	0.62 %	0.03 %	0.02 %	0.00 %	10553	227.7
Overall Percentage:	89.50 %	7.92 %	1.91 %	0.62 %	0.03 %	0.02 %	0.00 %	10553	227.7

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: April 2017

Agency Affiliation: Medical

Report Date: 06/07/2019 10:21:50

Report Date From: 07/01/2016

Report Date To: 06/30/2017

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	89.81 %	8.13 %	1.44 %	0.61 %	0.02 %	0.00 %	0.00 %	10559	221.9
Overall Percentage:	89.81 %	8.13 %	1.44 %	0.61 %	0.02 %	0.00 %	0.00 %	10559	221.9

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: May 2017

Agency Affiliation: Medical

Report Date: 06/07/2019 10:21:50

Report Date From: 07/01/2016

Report Date To: 06/30/2017

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	88.61 %	8.91 %	1.64 %	0.75 %	0.06 %	0.03 %	0.00 %	11025	227.6
Overall Percentage:	88.61 %	8.91 %	1.64 %	0.75 %	0.06 %	0.03 %	0.00 %	11025	227.6

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: June 2017

Agency Affiliation: Medical

Report Date: 06/07/2019 10:21:50

Report Date From: 07/01/2016

Report Date To: 06/30/2017

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	88.45 %	9.42 %	1.50 %	0.53 %	0.06 %	0.04 %	0.00 %	10863	227.2
Overall Percentage:	88.45 %	9.42 %	1.50 %	0.53 %	0.06 %	0.04 %	0.00 %	10863	227.2

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: July 2017

Agency Affiliation: Medical

Report Date: 06/07/2019 10:30:31

Report Date From: 07/01/2017

Report Date To: 06/30/2018

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	87.31 %	9.45 %	1.99 %	1.13 %	0.08 %	0.05 %	0.00 %	10927	228.6
AARON THOMPSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ALEXIS CUMMINS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
AMANDA LANIER	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANA CHEVALIER	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANDREW PATTERSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANGELA JOHNSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BARR, JASON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BARRY THORNTON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BEN HARRIS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BERGER, ANDREW	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BILL WOODS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BILLINGS, RASHAE	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BRAKE, THOMAS W	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: August 2017

Agency Affiliation: Medical

Report Date: 06/07/2019 10:30:31

Report Date From: 07/01/2017

Report Date To: 06/30/2018

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	86.93 %	10.36 %	1.65 %	0.96 %	0.06 %	0.04 %	0.00 %	11226	226.1
AARON THOMPSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ALEXIS CUMMINS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
AMANDA LANIER	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANA CHEVALIER	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANDREW PATTERSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANGELA JOHNSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BARR, JASON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BARRY THORNTON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BEN HARRIS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BERGER, ANDREW	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BILL WOODS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BILLINGS, RASHAE	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BRAKE, THOMAS W	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: September 2017

Agency Affiliation: Medical

Report Date: 06/07/2019 10:30:31

Report Date From: 07/01/2017

Report Date To: 06/30/2018

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	88.98 %	8.35 %	1.67 %	0.95 %	0.04 %	0.01 %	0.00 %	10684	228.5
AARON THOMPSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ALEXIS CUMMINS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
AMANDA LANIER	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANA CHEVALIER	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANDREW PATTERSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANGELA JOHNSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BARR, JASON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BARRY THORNTON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BEN HARRIS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BERGER, ANDREW	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BILL WOODS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BILLINGS, RASHAE	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BRAKE, THOMAS W	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: October 2017

Agency Affiliation: Medical

Report Date: 06/07/2019 10:30:31

Report Date From: 07/01/2017

Report Date To: 06/30/2018

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	88.18 %	9.08 %	1.74 %	0.92 %	0.06 %	0.02 %	0.00 %	11165	228.3
AARON THOMPSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ALEXIS CUMMINS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
AMANDA LANIER	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANA CHEVALIER	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANDREW PATTERSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANGELA JOHNSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BARR, JASON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BARRY THORNTON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BEN HARRIS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BERGER, ANDREW	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BILL WOODS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BILLINGS, RASHAE	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BRAKE, THOMAS W	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: November 2017

Agency Affiliation: Medical

Report Date: 06/07/2019 10:30:31

Report Date From: 07/01/2017

Report Date To: 06/30/2018

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	86.39 %	10.06 %	2.33 %	1.19 %	0.02 %	0.01 %	0.00 %	10665	236.5
AARON THOMPSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ALEXIS CUMMINS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
AMANDA LANIER	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANA CHEVALIER	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANDREW PATTERSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANGELA JOHNSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BARR, JASON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BARRY THORNTON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BEN HARRIS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BERGER, ANDREW	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BILL WOODS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BILLINGS, RASHAE	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BRAKE, THOMAS W	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: December 2017

Agency Affiliation: Medical

Report Date: 06/07/2019 10:30:31

Report Date From: 07/01/2017

Report Date To: 06/30/2018

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	89.67 %	8.03 %	1.69 %	0.56 %	0.04 %	0.01 %	0.00 %	10872	234.1
AARON THOMPSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ALEXIS CUMMINS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
AMANDA LANIER	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANA CHEVALIER	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANDREW PATTERSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANGELA JOHNSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BARR, JASON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BARRY THORNTON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BEN HARRIS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BERGER, ANDREW	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BILL WOODS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BILLINGS, RASHAE	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BRAKE, THOMAS W	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: January 2018

Agency Affiliation: Medical

Report Date: 06/07/2019 10:30:31

Report Date From: 07/01/2017

Report Date To: 06/30/2018

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	89.68 %	7.89 %	1.46 %	0.79 %	0.12 %	0.05 %	0.01 %	11762	231.5
AARON THOMPSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ALEXIS CUMMINS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
AMANDA LANIER	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANA CHEVALIER	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANDREW PATTERSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANGELA JOHNSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BARR, JASON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BARRY THORNTON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BEN HARRIS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BERGER, ANDREW	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BILL WOODS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BILLINGS, RASHAE	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BRAKE, THOMAS W	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: February 2018

Agency Affiliation: Medical

Report Date: 06/07/2019 10:30:31

Report Date From: 07/01/2017

Report Date To: 06/30/2018

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	84.74 %	10.42 %	2.65 %	1.61 %	0.31 %	0.20 %	0.08 %	10144	232.1
AARON THOMPSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ALEXIS CUMMINS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
AMANDA LANIER	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANA CHEVALIER	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANDREW PATTERSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANGELA JOHNSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BARR, JASON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BARRY THORNTON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BEN HARRIS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BERGER, ANDREW	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BILL WOODS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BILLINGS, RASHAE	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BRAKE, THOMAS W	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: March 2018

Agency Affiliation: Medical

Report Date: 06/07/2019 10:30:31

Report Date From: 07/01/2017

Report Date To: 06/30/2018

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	90.12 %	8.14 %	1.33 %	0.34 %	0.02 %	0.00 %	0.05 %	10809	232.8
AARON THOMPSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ALEXIS CUMMINS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
AMANDA LANIER	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANA CHEVALIER	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANDREW PATTERSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANGELA JOHNSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BARR, JASON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BARRY THORNTON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BEN HARRIS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BERGER, ANDREW	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BILL WOODS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BILLINGS, RASHAE	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BRAKE, THOMAS W	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: April 2018

Agency Affiliation: Medical

Report Date: 06/07/2019 10:30:31

Report Date From: 07/01/2017

Report Date To: 06/30/2018

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	89.63 %	8.32 %	1.42 %	0.52 %	0.06 %	0.03 %	0.02 %	10805	227.7
AARON THOMPSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ALEXIS CUMMINS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
AMANDA LANIER	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANA CHEVALIER	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANDREW PATTERSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANGELA JOHNSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BARR, JASON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BARRY THORNTON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BEN HARRIS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BERGER, ANDREW	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BILL WOODS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BILLINGS, RASHAE	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BRAKE, THOMAS W	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: May 2018

Agency Affiliation: Medical

Report Date: 06/07/2019 10:30:31

Report Date From: 07/01/2017

Report Date To: 06/30/2018

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	13.71 %	0.57 %	1.14 %	2.86 %	3.43 %	10.29 %	68.00 %	175	195.5
AARON THOMPSON	95.16 %	3.23 %	0.00 %	1.61 %	0.00 %	0.00 %	0.00 %	62	226.4
ALEXIS CUMMINS	57.14 %	42.86 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	21	181.5
AMANDA LANIER	63.64 %	27.27 %	0.00 %	9.09 %	0.00 %	0.00 %	0.00 %	33	276.8
ANA CHEVALIER	94.25 %	3.45 %	2.30 %	0.00 %	0.00 %	0.00 %	0.00 %	87	277.7
ANDREW PATTERSON	92.62 %	4.10 %	0.00 %	0.82 %	0.82 %	1.64 %	0.00 %	122	207.4
ANGELA JOHNSON	89.66 %	8.05 %	0.00 %	0.57 %	1.15 %	0.00 %	0.57 %	174	275.4
BARR, JASON	69.44 %	26.39 %	4.17 %	0.00 %	0.00 %	0.00 %	0.00 %	72	186.3
BARRY THORNTON	46.15 %	53.85 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	13	204.9
BEN HARRIS	84.38 %	9.38 %	0.00 %	0.00 %	3.13 %	3.13 %	0.00 %	32	238.5
BERGER, ANDREW	87.50 %	11.11 %	0.00 %	1.39 %	0.00 %	0.00 %	0.00 %	72	293.8
BILL WOODS	80.00 %	12.63 %	4.21 %	2.11 %	0.00 %	1.05 %	0.00 %	95	226.4
BILLINGS, RASHAE	85.87 %	11.92 %	1.10 %	0.88 %	0.22 %	0.00 %	0.00 %	453	209.2
BRAKE, THOMAS W	100.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	1	230.0

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
BROADUS, NANCY	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BROWN, CHRISTOPHER	75.00 %	20.00 %	5.00 %	0.00 %	0.00 %	0.00 %	0.00 %	20	277.6
CASH, PAUL	86.00 %	9.50 %	3.00 %	1.50 %	0.00 %	0.00 %	0.00 %	200	161.0
CHELSEA LINDSEY	93.88 %	5.10 %	1.02 %	0.00 %	0.00 %	0.00 %	0.00 %	98	243.9
CHEVALIER, ANA	95.61 %	4.09 %	0.29 %	0.00 %	0.00 %	0.00 %	0.00 %	342	243.8
CHILDERS, TODD	97.26 %	2.74 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	73	254.7
CHRIS PEET	18.18 %	33.33 %	21.21 %	12.12 %	9.09 %	6.06 %	0.00 %	33	181.1
CHRIS STEPHENS	11.76 %	52.94 %	11.76 %	17.65 %	5.88 %	0.00 %	0.00 %	17	150.6
CHRISTOPHER CRADDOCK	91.45 %	5.98 %	0.85 %	0.85 %	0.85 %	0.00 %	0.00 %	117	198.6
CIPRIANO, ESEQUIEL	93.51 %	6.49 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	77	193.7
CLAY, HEATHER	37.50 %	37.50 %	25.00 %	0.00 %	0.00 %	0.00 %	0.00 %	8	127.0
COFIELD, LAUREN	81.32 %	16.34 %	1.17 %	1.17 %	0.00 %	0.00 %	0.00 %	257	229.0
CONTI, NEAL	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
CRADDOCK, CHRISTOPHER	89.41 %	8.41 %	1.56 %	0.62 %	0.00 %	0.00 %	0.00 %	321	171.5
CURLEE, JANINE	93.94 %	5.05 %	0.51 %	0.51 %	0.00 %	0.00 %	0.00 %	198	245.5
DAVID GERIG	33.33 %	33.33 %	33.33 %	0.00 %	0.00 %	0.00 %	0.00 %	3	211.7
EDSELL, MICHAEL	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
EMERSON, JIM	18.46 %	47.69 %	23.08 %	10.77 %	0.00 %	0.00 %	0.00 %	65	210.5
ERIN JEANNE MITCHELL	33.33 %	0.00 %	16.67 %	50.00 %	0.00 %	0.00 %	0.00 %	6	179.3
ESEQUIEL CIPRIANO	93.75 %	0.00 %	0.00 %	0.00 %	6.25 %	0.00 %	0.00 %	16	211.4
ETHAN HARRISON	97.37 %	2.63 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	38	235.8
GASKINS, TRACY	37.50 %	33.33 %	16.67 %	12.50 %	0.00 %	0.00 %	0.00 %	48	190.8
GERIG, DAVID	79.17 %	19.44 %	1.39 %	0.00 %	0.00 %	0.00 %	0.00 %	72	170.3
HAMILTON, RAYMOND	82.20 %	14.83 %	1.27 %	1.27 %	0.42 %	0.00 %	0.00 %	236	182.2
HANCOCK, RUSSELL	84.62 %	9.62 %	4.81 %	0.96 %	0.00 %	0.00 %	0.00 %	104	235.0
HARRIS, BEN	37.50 %	31.25 %	25.00 %	0.00 %	0.00 %	6.25 %	0.00 %	16	271.3

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
HARRISON, ETHAN	91.06 %	7.32 %	1.63 %	0.00 %	0.00 %	0.00 %	0.00 %	123	235.2
HENRY, STEPHEN	83.02 %	13.21 %	3.14 %	0.63 %	0.00 %	0.00 %	0.00 %	159	197.4
HICKS, TAYLOR	88.46 %	8.52 %	1.92 %	1.10 %	0.00 %	0.00 %	0.00 %	364	220.6
HINSON, SARAH	28.57 %	34.69 %	26.53 %	8.16 %	2.04 %	0.00 %	0.00 %	49	187.0
HOVIS, DARRIN	94.18 %	4.43 %	0.83 %	0.55 %	0.00 %	0.00 %	0.00 %	361	305.5
HUNT, JOHN T	81.13 %	11.32 %	3.77 %	3.77 %	0.00 %	0.00 %	0.00 %	53	198.8
JACOB LOWE	79.07 %	18.60 %	2.33 %	0.00 %	0.00 %	0.00 %	0.00 %	43	251.3
JANINE CURLEE	88.89 %	7.41 %	3.70 %	0.00 %	0.00 %	0.00 %	0.00 %	27	275.6
JASON BARR	80.52 %	18.18 %	1.30 %	0.00 %	0.00 %	0.00 %	0.00 %	77	211.4
JASON JEFFARES	49.49 %	41.41 %	5.05 %	3.03 %	1.01 %	0.00 %	0.00 %	99	199.5
JEFFARES, JASON	54.19 %	39.52 %	5.39 %	0.90 %	0.00 %	0.00 %	0.00 %	334	177.0
JENNESS, ASHLEY	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
JIM MANNING	79.38 %	15.46 %	3.09 %	2.06 %	0.00 %	0.00 %	0.00 %	97	214.0
JOHN T HUNT	90.48 %	4.76 %	0.00 %	4.76 %	0.00 %	0.00 %	0.00 %	21	192.3
JOHNSON, ANGELA	92.82 %	6.06 %	0.96 %	0.16 %	0.00 %	0.00 %	0.00 %	627	246.4
JOSHUA PARKER	0.00 %	100.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	1	229.0
KEVIN TREAT	100.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	8	252.0
LANIER, AMANDA	72.46 %	21.74 %	2.90 %	1.45 %	1.45 %	0.00 %	0.00 %	69	302.4
LEWIS, MATTHEW	91.67 %	8.33 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	48	239.2
LINDSEY, CHELSEA	85.25 %	14.75 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	122	215.0
LOWE, JACOB	87.31 %	11.19 %	1.49 %	0.00 %	0.00 %	0.00 %	0.00 %	134	242.8
MANNING, JIM	87.30 %	9.52 %	2.78 %	0.40 %	0.00 %	0.00 %	0.00 %	252	195.3
MATTHEW LEWIS	100.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	4	320.8
MATTHEW WOOD	95.16 %	1.34 %	0.54 %	1.34 %	1.08 %	0.54 %	0.00 %	372	203.1
MEADOWS, MICHELLE	81.43 %	17.62 %	0.48 %	0.48 %	0.00 %	0.00 %	0.00 %	210	190.7
MICHAEL, TRAVIS	87.71 %	10.84 %	1.20 %	0.24 %	0.00 %	0.00 %	0.00 %	415	259.8

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
MICHELLE MEADOWS	84.85 %	15.15 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	33	146.3
MICHELLE POLINO	95.08 %	4.92 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	61	373.7
MIKE SHERRIFF	86.11 %	10.42 %	0.69 %	2.78 %	0.00 %	0.00 %	0.00 %	144	285.6
MITCHELL, ERIN	34.69 %	53.06 %	10.20 %	2.04 %	0.00 %	0.00 %	0.00 %	49	215.1
PARKER, JOSHUA	72.38 %	24.76 %	0.95 %	1.90 %	0.00 %	0.00 %	0.00 %	105	215.4
PARKER, ROBERT	79.25 %	15.09 %	3.77 %	1.89 %	0.00 %	0.00 %	0.00 %	53	227.8
PATTERSON, ANDREW	85.51 %	13.68 %	0.80 %	0.00 %	0.00 %	0.00 %	0.00 %	497	215.3
PAUL CASH	85.71 %	12.24 %	2.04 %	0.00 %	0.00 %	0.00 %	0.00 %	49	172.9
PEET, CHRIS	74.26 %	18.38 %	4.41 %	2.94 %	0.00 %	0.00 %	0.00 %	136	173.5
PINA, LORETTA	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
POLINO, MICHELLE	96.54 %	3.46 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	289	327.6
RASHAE BILLINGS	78.57 %	16.07 %	0.00 %	5.36 %	0.00 %	0.00 %	0.00 %	56	207.4
RAYMOND HAMILTON	72.06 %	16.18 %	4.41 %	1.47 %	2.94 %	2.94 %	0.00 %	68	183.0
REBECCA ZAMAGNI	19.05 %	33.33 %	23.81 %	9.52 %	14.29 %	0.00 %	0.00 %	21	287.0
ROBERT PARKER	39.13 %	34.78 %	8.70 %	17.39 %	0.00 %	0.00 %	0.00 %	23	258.2
RUSSELL HANCOCK	81.58 %	9.21 %	1.32 %	7.89 %	0.00 %	0.00 %	0.00 %	76	212.8
SARAH HINSON	18.52 %	48.15 %	14.81 %	14.81 %	0.00 %	3.70 %	0.00 %	27	165.4
SHERRIFF, MIKE	95.32 %	4.09 %	0.00 %	0.58 %	0.00 %	0.00 %	0.00 %	171	300.3
SLACK, THOMAS	92.48 %	5.26 %	2.26 %	0.00 %	0.00 %	0.00 %	0.00 %	133	204.0
STEPHEN HENRY	76.19 %	14.29 %	2.38 %	4.76 %	0.00 %	2.38 %	0.00 %	42	210.2
STEPHENS, CHRIS	71.97 %	23.48 %	3.79 %	0.76 %	0.00 %	0.00 %	0.00 %	132	182.8
TAYLOR HICKS	90.13 %	5.38 %	1.35 %	2.24 %	0.90 %	0.00 %	0.00 %	223	236.7
THOMAS SLACK	92.31 %	2.56 %	2.56 %	2.56 %	0.00 %	0.00 %	0.00 %	39	263.4
THOMPSON, AARON	87.92 %	10.57 %	0.91 %	0.30 %	0.30 %	0.00 %	0.00 %	331	225.3
THOMPSON, REGINA	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
THORNTON, BARRY	39.39 %	34.34 %	16.16 %	9.09 %	1.01 %	0.00 %	0.00 %	99	166.9

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
TRACY GASKINS	18.18 %	45.45 %	9.09 %	27.27 %	0.00 %	0.00 %	0.00 %	11	353.1
TRAVIS MICHAEL	90.23 %	7.44 %	0.00 %	1.86 %	0.00 %	0.00 %	0.47 %	215	259.2
TREAT, KEVIN	81.82 %	15.15 %	2.02 %	1.01 %	0.00 %	0.00 %	0.00 %	99	206.6
WEST, USER1	60.87 %	21.74 %	0.00 %	17.39 %	0.00 %	0.00 %	0.00 %	23	30.3
WESTBROOK, STEPHANIE	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
WOOD, MATTHEW	95.45 %	3.51 %	0.83 %	0.21 %	0.00 %	0.00 %	0.00 %	484	236.0
WOODS, BILL	81.21 %	15.44 %	1.34 %	1.34 %	0.67 %	0.00 %	0.00 %	149	228.2
ZAMAGNI, REBECCA	40.00 %	31.43 %	22.86 %	5.71 %	0.00 %	0.00 %	0.00 %	35	258.2
Overall Percentage:	82.93 %	11.98 %	2.17 %	1.33 %	0.30 %	0.26 %	1.03 %	11719	226.4

Agent Speed of Answer

Charlotte Mecklenburg EMS Agency (INT)

4425 Wilkinson Blvd.

Charlotte, NC 28208

County: Mecklenburg

Month - Year: June 2018

Agency Affiliation: Medical

Report Date: 06/07/2019 10:30:31

Report Date From: 07/01/2017

Report Date To: 06/30/2018

Period Group: Month

Days Of Week: All

Call Type: 911 Calls

Abandoned Filters: Include Abandoned

Agency Affiliation: All

The Agent Speed of Answer Report is representative of the caller's answer time experience. Seizure-to-Answer Time is measured from the time of call seizure to the time of agent answer. Times shown include Setup, and may include Queue Seconds and/or Ring Seconds depending on PSAP configuration.

Unknown Agent will show on the report if there are calls that do not have an agent associated with them. Typically, this occurs if the caller hung up before the call could be routed to a station.

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
UNKNOWN AGENT	25.00 %	0.00 %	0.00 %	3.26 %	7.61 %	13.04 %	51.09 %	92	174.7
AARON THOMPSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ALEXIS CUMMINS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
AMANDA LANIER	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANA CHEVALIER	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANDREW PATTERSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ANGELA JOHNSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BARR, JASON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BARRY THORNTON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BEN HARRIS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BERGER, ANDREW	88.46 %	10.58 %	0.00 %	0.96 %	0.00 %	0.00 %	0.00 %	104	261.7
BILL WOODS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BILLINGS, RASHAE	78.52 %	18.95 %	1.56 %	0.98 %	0.00 %	0.00 %	0.00 %	512	211.5
BRAKE, THOMAS W	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
BROADUS, NANCY	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
BROWN, CHRISTOPHER	74.67 %	16.00 %	2.67 %	6.67 %	0.00 %	0.00 %	0.00 %	75	212.4
CASH, PAUL	87.37 %	9.56 %	2.39 %	0.68 %	0.00 %	0.00 %	0.00 %	293	184.1
CHELSEA LINDSEY	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
CHEVALIER, ANA	90.80 %	7.96 %	1.00 %	0.25 %	0.00 %	0.00 %	0.00 %	402	250.8
CHILDERS, TODD	93.48 %	5.80 %	0.72 %	0.00 %	0.00 %	0.00 %	0.00 %	138	245.6
CHRIS PEET	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
CHRIS STEPHENS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
CHRISTOPHER CRADDOCK	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
CIPRIANO, ESEQUIEL	88.46 %	7.69 %	0.00 %	3.85 %	0.00 %	0.00 %	0.00 %	52	192.8
CLAY, HEATHER	50.79 %	33.33 %	11.11 %	3.17 %	1.59 %	0.00 %	0.00 %	63	170.7
COFIELD, LAUREN	85.86 %	12.88 %	0.51 %	0.76 %	0.00 %	0.00 %	0.00 %	396	264.3
CONTI, NEAL	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
CRADDOCK, CHRISTOPHER	92.34 %	6.46 %	0.72 %	0.48 %	0.00 %	0.00 %	0.00 %	418	193.4
CURLEE, JANINE	92.65 %	5.88 %	1.47 %	0.00 %	0.00 %	0.00 %	0.00 %	68	243.5
DAVID GERIG	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
EDSELL, MICHAEL	87.23 %	10.83 %	1.16 %	0.58 %	0.19 %	0.00 %	0.00 %	517	255.8
EMERSON, JIM	26.60 %	40.43 %	23.40 %	7.45 %	2.13 %	0.00 %	0.00 %	94	186.4
ERIN JEANNE MITCHELL	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ESEQUIEL CIPRIANO	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ETHAN HARRISON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
GASKINS, TRACY	36.36 %	35.35 %	21.21 %	7.07 %	0.00 %	0.00 %	0.00 %	99	231.0
GERIG, DAVID	61.54 %	32.69 %	3.85 %	1.92 %	0.00 %	0.00 %	0.00 %	52	191.3
HAMILTON, RAYMOND	83.75 %	14.08 %	1.08 %	1.08 %	0.00 %	0.00 %	0.00 %	277	200.0
HANCOCK, RUSSELL	93.88 %	4.96 %	1.17 %	0.00 %	0.00 %	0.00 %	0.00 %	343	215.4
HARRIS, BEN	59.05 %	31.43 %	5.71 %	2.86 %	0.95 %	0.00 %	0.00 %	105	239.9

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
HARRISON, ETHAN	90.53 %	7.72 %	1.40 %	0.35 %	0.00 %	0.00 %	0.00 %	285	223.4
HENRY, STEPHEN	72.17 %	23.48 %	2.61 %	1.74 %	0.00 %	0.00 %	0.00 %	115	207.6
HICKS, TAYLOR	89.97 %	7.92 %	1.85 %	0.26 %	0.00 %	0.00 %	0.00 %	379	220.3
HINSON, SARAH	25.71 %	48.57 %	14.29 %	11.43 %	0.00 %	0.00 %	0.00 %	70	182.1
HOVIS, DARRIN	94.52 %	4.79 %	0.46 %	0.23 %	0.00 %	0.00 %	0.00 %	438	268.8
HUNT, JOHN T	75.70 %	15.89 %	5.61 %	0.93 %	0.00 %	1.87 %	0.00 %	107	205.7
JACOB LOWE	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
JANINE CURLEE	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
JASON BARR	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
JASON JEFFARES	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
JEFFARES, JASON	50.90 %	38.29 %	9.01 %	1.80 %	0.00 %	0.00 %	0.00 %	222	181.6
JENNESS, ASHLEY	91.64 %	7.32 %	1.05 %	0.00 %	0.00 %	0.00 %	0.00 %	287	288.3
JIM MANNING	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
JOHN T HUNT	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
JOHNSON, ANGELA	93.27 %	5.51 %	0.86 %	0.24 %	0.12 %	0.00 %	0.00 %	817	244.1
JOSHUA PARKER	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
KEVIN TREAT	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
LANIER, AMANDA	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
LEWIS, MATTHEW	88.89 %	5.56 %	5.56 %	0.00 %	0.00 %	0.00 %	0.00 %	18	255.7
LINDSEY, CHELSEA	81.62 %	16.20 %	1.25 %	0.31 %	0.31 %	0.31 %	0.00 %	321	228.2
LOWE, JACOB	80.53 %	18.42 %	0.00 %	1.05 %	0.00 %	0.00 %	0.00 %	190	232.9
MANNING, JIM	73.54 %	21.31 %	4.12 %	0.69 %	0.34 %	0.00 %	0.00 %	291	229.3
MATTHEW LEWIS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
MATTHEW WOOD	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
MEADOWS, MICHELLE	83.82 %	12.72 %	2.31 %	1.16 %	0.00 %	0.00 %	0.00 %	173	180.5
MICHAEL, TRAVIS	90.69 %	8.50 %	0.67 %	0.13 %	0.00 %	0.00 %	0.00 %	741	236.1

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
MICHELLE MEADOWS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
MICHELLE POLINO	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
MIKE SHERRIFF	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
MITCHELL, ERIN	50.96 %	35.58 %	12.50 %	0.96 %	0.00 %	0.00 %	0.00 %	104	219.2
PARKER, JOSHUA	93.62 %	4.26 %	2.13 %	0.00 %	0.00 %	0.00 %	0.00 %	47	235.3
PARKER, ROBERT	67.86 %	28.57 %	2.86 %	0.71 %	0.00 %	0.00 %	0.00 %	140	227.7
PATTERSON, ANDREW	89.89 %	8.78 %	0.66 %	0.53 %	0.13 %	0.00 %	0.00 %	752	212.8
PAUL CASH	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
PEET, CHRIS	67.42 %	23.60 %	5.06 %	3.93 %	0.00 %	0.00 %	0.00 %	178	179.5
PINA, LORETTA	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
POLINO, MICHELLE	93.85 %	5.59 %	0.56 %	0.00 %	0.00 %	0.00 %	0.00 %	358	291.1
RASHAE BILLINGS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
RAYMOND HAMILTON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
REBECCA ZAMAGNI	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
ROBERT PARKER	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
RUSSELL HANCOCK	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
SARAH HINSON	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
SHERRIFF, MIKE	87.76 %	4.08 %	4.08 %	4.08 %	0.00 %	0.00 %	0.00 %	49	263.9
SLACK, THOMAS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
STEPHEN HENRY	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
STEPHENS, CHRIS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
TAYLOR HICKS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
THOMAS SLACK	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
THOMPSON, AARON	94.09 %	5.02 %	0.89 %	0.00 %	0.00 %	0.00 %	0.00 %	677	206.2
THOMPSON, REGINA	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
THORNTON, BARRY	50.52 %	37.50 %	9.38 %	1.56 %	0.52 %	0.52 %	0.00 %	192	173.3

Agent	Answer Times In Seconds							Total Calls	Average
	0 - 10	11 - 15	16 - 20	21 - 40	41 - 60	61 - 120	120+	Answered	Duration
TRACY GASKINS	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
TRAVIS MICHAEL	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
TREAT, KEVIN	89.41 %	8.47 %	1.69 %	0.42 %	0.00 %	0.00 %	0.00 %	236	226.7
WEST, USER1	100.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	1	184.0
WESTBROOK, STEPHANIE	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	0	0.0
WOOD, MATTHEW	95.45 %	4.55 %	0.00 %	0.00 %	0.00 %	0.00 %	0.00 %	176	248.9
WOODS, BILL	70.35 %	23.84 %	2.33 %	3.49 %	0.00 %	0.00 %	0.00 %	172	226.6
ZAMAGNI, REBECCA	41.53 %	46.61 %	6.78 %	4.24 %	0.85 %	0.00 %	0.00 %	118	253.2
Overall Percentage:	83.34 %	12.81 %	2.24 %	0.92 %	0.15 %	0.14 %	0.40 %	11754	227.2

Tab 16 (5 Minutes) **Other**

Adjourn

SEPTEMBER 2019 COMMITTEE MEETINGS

Phillips Building Training Room, 109 East North Street, Raleigh
(Unless otherwise noted.)

- ❖ September 17 – Education Committee
- ❖ September 19 – Funding Committee
- ❖ September TBD – Technology Committee
- ❖ September TBD – Standards Committee

SEPTEMBER 2019 BOARD MEETING

Friday, September 27, 2019 – Location Confirmation in Process

LOGISTICS FOR FUTURE BOARD MEETINGS ARE UNDERWAY - WATCH INBOX AND/OR WEBSITE FOR DETAILS

