



NORTH CAROLINA 911 BOARD MEETING

Friday, April 29, 2022

10:00 AM – Noon

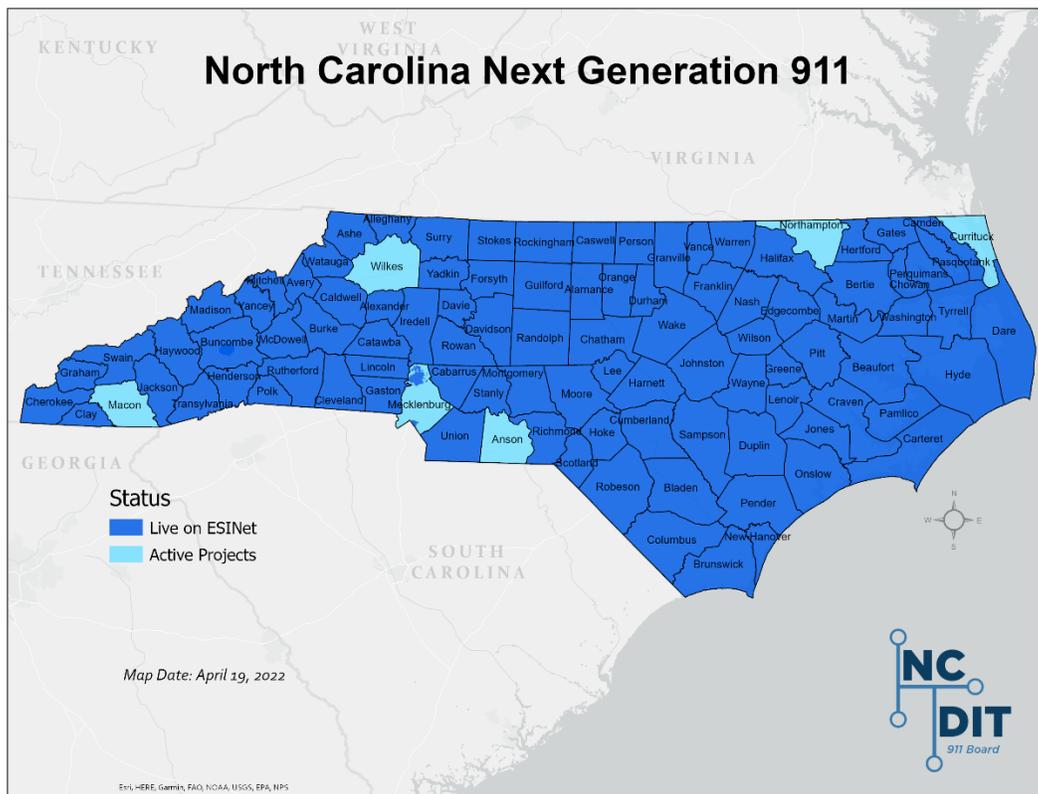
Wayne County E-911 Communications
Goldsboro, NC

and

Via Simultaneous Communications

[Join Microsoft Teams Meeting](#)

[984-204-1487 Conference ID: 884 621 232#](#)



Call to Order
Jim Weaver

Roll Call
Kristen Falco

**Kristen Falco will conduct roll call votes for all action items and Sarah Templeton will serve as technical facilitator.*

Tab 1
Chair's Opening Remarks
Jim Weaver

Special Welcome
Craig Honeycutt, Wayne County
Manager

Tab 2

Ethics Awareness/Conflict of Interest Statement

Jim Weaver

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

Public Comment

Jim Weaver

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

Consent Agenda

Pokey Harris

(Roll Call Vote Required)

Tab 4 a)

Minutes of Meeting

March 25, 2022

North Carolina 911 Board Meeting
MINUTES
Friday, March 25, 2022
10:00 AM – 12:00 PM
Via Simultaneous Communication
Microsoft Teams Meeting



NORTH CAROLINA 911 BOARD MEETING
ROLL CALL
Friday, March 25, 2022
10:00 AM – 12:00 PM
Via Simultaneous Communication with Microsoft Teams Meeting



NC 911 BOARD MEMBERS	IN PERSON	VIA MS TEAMS OR PHONE	NOT PRESENT
David Bone, North Carolina Association of County Commissioners		X	
Tommy Cole, Fire Chief, City of Graham (NC SFA)			Excused
Greg Coltrain, VP Business Development, Wilkes Communication/River Street (LEC)		X	
Brian Drew, Manager of Customer Design and Implementation, CenturyLink/Lumen (LEC)		X	
Bo Ferguson, Deputy City Manager, City of Durham (NCLM)		X	
Greg Foster, Director of Communications, Alexander County (NC Association of Rescue EMS)		X	
Chuck Greene, Director of Government Affairs, AT&T (LEC)		X	
J.D. Hartman, Sheriff, Davie County (NC Sheriff's Association)		X	
Jeff Ledford, Chief, City of Shelby Police Department (NCACP)		X	
Lee Kerlin, RF Engineer, T-Mobile Sprint (CMRS)		X	
John Moore, Regional Manager, Government and Education Sales, Spectrum Communications (VoIP)		X	
Melanie Neal, Director, Guilford-Metro 911 (APCO)		X	
Jude O'Sullivan, Chief Customer Officer, Carolina West (CMRS)		X	
Jeff Shipp, Vice President of Operations (Ret.), Star Telephone (LEC)		X	
Earl Struble, Sr. Manager Verizon Response, Verizon Wireless (CMRS)		X	
Secretary Jim Weaver, 911 Board Chair (NC DIT)		X	
Donna Wright, Director (Ret.), Richmond CO Emergency Services (NENA)		X	
NC 911 BOARD STAFF			
Rick Blumer, NMAC Technician		X	
Stephanie Conner, Western Regional Coordinator		X	
Greg Dotson, NMAC Manager		X	
Iesha Duffy, NMAC Technician		X	
Kristen Falco, Financial Review Specialist		X	
Bernard Gardner, NMAC Technician			X
Tina Gardner, North Central Regional Coordinator		X	
Pokey Harris, Executive Director		X	
Jesus Lopez, (NC DIT) NC 911 Board PM		X	
David Newberry, South Central Regional Coordinator		X	
Amanda Reeder, Special Deputy Attorney		X	
Tom Rogers, Network Engineer/NG 911 Project Manager		X	
Marsha Tapler, Financial Analyst		X	
Sarah Templeton, Financial Review Specialist		X	
Angie Turbeville, Eastern Regional Coordinator		X	
Evan Warner, NMAC Technician		X	

NORTH CAROLINA 911 BOARD MEETING ROLL CALL

Friday, March 25, 2022
10:00 AM – 12:00 PM

Via Simultaneous Communication with Microsoft Teams Meeting



GUESTS	IN PERSON	VIA MS TEAMS OR PHONE	ORGANIZATION
Travis Allen		X	General Assembly Fiscal Research
Andrew Allvine		X	AT&T
Randy Beeman		X	City of Durham
Jonathan Bell		X	Randolph County
Gene Booth		X	Cumberland County
Matt Boyles		X	Stokes County
Josh Briggs		X	AT&T
Justine Buxton		X	GeoComm
Samantha Dutch		X	Scotland County
Brian Eaton		X	AT&T
Bill French		X	Lumberton Police Department
Amber Glisson		X	Hendersonville Police Department
John Heysel		X	New Hanover
Patrick Hover		X	Intrado
Stephanie Isbell		X	Charlotte Mecklenburg Police
Jen Johnson		X	NC DIT
Tim Johnson		X	NC CGIA
Brock Kearney		X	Greene County
Diane L'African		X	Intrado
Beth Meek		X	Intrado
Farshid Mohammadi		X	Intrado
Susan Nelson		X	GeoComm
Mary Beth Newns		X	Currituck County
Adan Pope		X	Intrado
Denise Pratt		X	GeoComm
Mike Reitz		X	Chatham County
Jean-Claude Rizk		X	AT&T
Robert Sergi		X	Intrado
Christy Shearin		X	Franklin County
Ben Shelton		X	NC CGIA
Ray Silance		X	Onslow County
Lynn Slycord		X	Kings Mountain Police Department
Tracy Trogdon		X	Fayetteville Police Department
Jimmie Turbeville		X	Johnston County
Jeff Williford		X	Wilson County
Doug Workman		X	Cary Police Department
PHONE NUMBERS			
919-573-7308 – John Moore			NC 911 Board
919-573-7003 – Jean-Claude Rizk			AT&T
919-819-1525 – Craig Shulz			AT&T

Call to Order – Secretary and Board Chair Jim Weaver called the meeting to order at 10:01 AM and asked to proceed with the roll call.

Roll Call – Ms. Harris advised Stephanie Conner would call the roll of attendees and Sarah Templeton would serve as the technical facilitator for the virtual meeting.

- Opening Remarks** – Chairman Weaver started the meeting by wishing Josh Briggs a happy birthday. He then thanked those who recently attended the 911 Goes to Washington event for representing NC 911. He spoke about the PSAP grant program workshop and said after attending he has an appreciation for the process PSAPs go through when applying for grants and for staff who need to

evaluate and make recommendations based on those applications. He reminded Board members of the Statement of Economic Interest (SEI) requirements that need to be completed and turned in soon.

2. **Ethics Awareness/Conflict of Interest Statement** – Pursuant to G.S. 138A-15(e), Chairman Weaver read the Ethics Awareness/Conflict of Interest Statement as published in the agenda.
3. **Public Comment** – Chairman Weaver read the invitation for public comment as published in the agenda. No public comment was indicated.
4. **Consent Agenda** – Chairman Weaver asked Ms. Harris to proceed with the consent agenda.
 - a) Minutes of Previous Meeting - January 28, 2022
 - b) NG 911 Reserve Fund

January 2022 Account Balance	\$ 82,785,335
January 2022 Disbursement	\$ 80,517
February 2022 Account Balance	\$ 80,759,133
February 2022 Disbursement	\$ 3,821,096
 - c) CMRS Account

January 2022 Account Balance	\$ 2,976,831
January 2022 Disbursement	\$ 0
February 2022 Account Balance	\$ 2,867,994
February 2022 Disbursement	\$ 211,096
 - d) PSAP Account

January 2022 Account Balance	\$ 9,916,270
January 2022 Disbursement	\$ 3,545,823
February 2022 Account Balance	\$ 11,667,658
February 2022 Disbursement	\$ 3,545,303
 - e) PSAP Grant/Statewide Projects Account

January 2022 Account Balance	\$ 50,117,232
Grant Funds Committed	\$ 28,699,750
February 2022 Account Balance	\$ 48,755,376
Grant Funds Committed	\$ 26,521,758
 - f) Grant Project Updates per Reports

Ms. Conner conducted the roll call vote to accept the consent agenda as presented. All members present voted, and the motion carried unanimously. *The roster of roll call votes for all action items for this meeting is included below as part of these minutes.*

5. Executive Director Report

- a) Staffing Updates – Ms. Harris introduced Greg Dotson as the new NMAC Manager and advised recruitment for the Administrative and Logistics Coordinator position is still in process.
- b) COVID-19 Update – Staff is returning to on-site visits and still working on a hybrid schedule. Ms. Harris anticipated removing this item from the agenda of future meetings.
- c) NextGen 911 Migration Status – [Live Status Map](#) – Ms. Harris congratulated the following on the recent migration to the ESInet:
 - Greene County 911 (03/23/2022) – Migrated as i3. Viper hosted call handling equipment. PSAP #119 physical location, #182 (including backups)
- d) NextGen 911 GIS Status Map – Mr. McLamb reported seven PSAPs are still working on i3 compliance for GIS data. He gave a brief report on each PSAP on the list. He mentioned GeoComm will be conducting webinars on April 5 – 6 for each region in conjunction with the Regional Coordinators to educate PSAPs and GIS staff on the importance of maintaining the GIS data.
- e) National Public Safety Telecommunicator Week (NPSTW), April 10 – 16, 2022 – An event has been planned, with more information forthcoming.
- f) NENA's 911 Goes to Washington – A delegation traveled to Washington, DC to participate in the event, which brings hundreds of 911 professionals together with government leaders to address the most pressing 911 and emergency communications issues. The group was able to speak directly with several members of Congress about three main topics – NextGen 911, telecommunicator reclassification, and 911 Washington DC program reauthorization.
- g) CGIA 2020-2023 Cycle/Southern Piedmont and Mountains 2023 Proposal – Tim Johnson and Ben Shelton of CGIA gave a presentation on the proposal for the Southern Piedmont and Mountains

2023 Orthoimagery Project. The project represents the final phase of the 2020-2023 cycle the NC 911 Board approved in March 2019. CGIA continues to see increased value of the orthoimagery to stakeholders across North Carolina based on the NC911 Board investment in the program. High-quality imagery is critical to maintaining NextGen 911 datasets, assessing the impact of impervious surfaces on stormwater runoff, identifying building footprints, analyzing wildfire risks, and for many other purposes. Flights for the 2023 project will occur in the February to April 2023 timeframe and will be followed by end-user quality control throughout the summer with final delivery anticipated for mid-November 2023. The project will be completed at a total cost of \$3,323,851 which is a reduction of \$269,938 from the projected cost expressed in the proposal. A motion to approve the proposal as presented was brought forth by Mr. Shipp and seconded by Mr. Coltrain. Ms. Conner conducted the roll call vote. All members present voted, and the motion was carried unanimously. *The roster of roll call votes for all action items for this meeting is included below as part of these minutes.*

- h) Legal Brief – Ms. Reeder noted there are no legislative matters to report. She has continued to work with Staff and Board members on projects and initiatives, as well as administrative matters.

6. Executive Committee Report – Mr. Shipp advised there are no matters for the Committee to report.

7. Education Committee Report

- a) Recruitment Campaign – Public Service Announcement – Ms. Turbeville gave a short presentation on the Recruitment PSA. The NC 911 Board partnered with Spectrum Reach to produce a telecommunicator recruitment public service announcement. A recruitment webpage was developed by DIT Communications to point interested applicants to the PSAP in the desired locality. All primary and secondary PSAPs were listed on the website and the PSA is also shown on the website. Spectrum Reach produced the video at no cost due to video footage shot locally at Johnston County 911 and Durham's 911 center. The total project budget of \$15,000 was used solely for campaign airings. The PSA aired in 9 counties with 8,737 total airings, of which 1,900 were provided by Spectrum Reach at no cost. All 127 primary and secondary PSAPs were accessed during the campaign. Most PSAPs in the pilot program that were actively recruiting saw an increase in applications, reporting multiple hits, shares, and likes on social media. Overall, the pilot program provided increased awareness of the 911 telecommunicator job opportunities in our State. Mr. Greene stated the consensus of the committee is to move forward with the project by taking it Statewide.
- b) General Committee Report – Staff continues to work with community colleges on training and course related opportunities. More exciting updates will be provided as discussions continue.

8. Funding Committee Report

- a) City of Jacksonville FY2023 Funding Reconsideration Request – The City of Jacksonville requested that funding not be reduced by \$164,749.89 and submitted a funding reconsideration for an additional amount of \$282,615.40, for a total of \$447,365.29. The plan is to use the funds for a CAD project, a recorder upgrade, and the implementation of an EFD fire dispatch system. The Committee voted unanimously to recommend Jacksonville's requests and brought this forward as a motion to the Board. Ms. Conner conducted the roll call vote. All members present voted, and the motion was carried unanimously. *The roster of roll call votes for all action items for this meeting is included below as part of these minutes.*
- b) Perquimans County FY2023 Funding Reconsideration Request – Perquimans County requested that funding not be reduced by \$59,061.53, and submitted a funding reconsideration for an additional amount of \$151,556.65, for a total of \$210,618.18. The plan is to use the funds for a one-time purchase of chairs, a point-to-point connection for backup operations, a recording system, a NetClock, computer workstations, and funding to cover an increase in annual radio maintenance costs. The Committee voted unanimously to recommend Perquimans County's requests and brought this forward as a motion to the Board. Ms. Conner conducted the roll call vote. All members present voted, and the motion was carried unanimously. *The roster of roll call votes for all action items for this meeting is included below as part of these minutes.*
- c) Estimated 3-Year Forecast – Service Charge FY2023 – Ms. Tapler presented highlights of the three-year forecast and related information about the current 911 service charge. The Committee is pleased about the potential reduction in the service charge rate in future years. The Committee voted unanimously to accept and approve the three-year forecast, as well as the maintenance of the current service charge rate of \$0.65, and brought this forward as a motion to the Board. Ms. Conner conducted the roll call vote. All members present voted, and the motion was carried

unanimously. *The roster of roll call votes for all action items for this meeting is included below as part of these minutes.*

- d) **General Committee Report** – Mr. Bone thanked staff for their efforts on the funding reconsiderations. He mentioned the presentations were straightforward and concise, which contributed to the communication between staff and PSAPs to work through the details. He also thanked Ms. Tapler and the Finance Team for the work on the three-year forecast and service charge. He reminded the Board that approval of the forecast is part of the budget development process, and the proposed FY2023 budget will be presented to the Committee at the April meeting.

9. **Finance Team Report** – Ms. Tapler completed the three-year forecast and the FY2021 financial statements that will be used in the FY2022 audit. She continues to work on the FY2023 PSAP distribution and budget, meeting with several PSAPs to review cost shifts. She estimates there are 15 more cost shifts to complete. She is still working on the Touchdown reconciliation with the EPMO group to reconcile billing issues and reconciling plain old telephone service (POTS) lines for the PSAPs. The finance team continues to review the CRM SOW and finalize cost recovery plans, and assists PAT teams on eligibility questions.

Over a one-month period, Ms. Falco and Ms. Templeton reviewed 74 eligibility requests, 42 in the Eastern/South Central regions and 32 in the Western/North Central region. The requests included console furniture, radios, CAD modules, automated dispatch software, archiving interface servers, computer workstations, and many other items, totaling over \$10 million in quotes that were reviewed. Around \$2.5 million has been approved as eligible to be paid out of the PSAPs Emergency Telephone System Fund for various projects. Several requests are still under review while staff waits for further documentation. Ms. Falco also assisted Ms. Turbeville with the funding reconsiderations presented earlier in the meeting.

Ms. Templeton attended several meetings with PSAPs to work on their financial planning tool regarding high/low fund balances. She gave an update on the status of FY2019, FY2020, and FY2021 PSAP revenue expenditure reports. All reports for FY2019 have been completed. For FY2020, 101 are finalized, 15 are in the clarification process, and 11 are awaiting the signed revised report. For FY2021, 43 are finalized, 68 are in the clarification process, 14 are awaiting the signed revised report, and 3 reports awaiting review.

10. **Grant Committee Report** – Mr. Shipp and Ms. Harris provided relevant dates for the Priority One and FY 2023 PSAP Grant Program.

- a) **Priority One Grant**
- Initial Review of Applications (March 30)
 - Applicant Presentations Day (April 19)
 - Application Reviews and Recommendation to Board (June 2)
 - Board Approval and Award (June 24)
- b) **FY 2023 PSAP Grant Program**
- Virtual Workshop (Held March 24)
 - Grant Application Posted to Website (March 31)
 - Pre-Application Abstract Due (April 15)
 - FY2021 Revenue/Expenditure Report Finalized (May 15)
 - Eligibility Reviews Due to Staff (May 1)
 - Grant Application Submission Deadline (May 31)
- c) **PSAP Grant Program Progress Reports** – Brief updates were presented by grant recipients on the progress of their projects.
- Greene County 911 – Brock Kearney presented an update on Greene County 911's plan to renovate a decommissioned National Guard Armory facility to house emergency services, the 911 center, and the EOC. Construction began in July 2020, but due to supply chain issues from COVID-19 it required two grant extensions. The facility was completed in December 2021, with the technology migration being completed in approximately three months. The facility successfully cut over on March 23, 2022.
 - Currituck County 911 – Mary Beth Newns presented an update on Currituck County 911's plan for a new public safety center that contains their PSAP, Sheriff's Office, Fire, EMS, Forestry, and Emergency Management and Operations Center. Weather-related delays slowed the start of the project, along with supply chain issues during COVID-19. There were

also radio system insufficiencies that needed to be addressed before proceeding with the tower buildout. The center is now complete with furniture ordered, the ESInet migration is nearing completion, equipment is being installed, and a go-live date is set for May 18, 2022.

- Franklin County 911 – Christy Shearin presented an update on Franklin County 911’s plan for a new PSAP facility. The construction contract was awarded in January 2022. The rise in the cost of materials necessitated an adjustment in the design of the building. The construction phase is now underway, with their groundbreaking scheduled for April 6, 2022. A grant extension will likely be needed. The project team is evaluating progress weekly to determine the timeframe of extension needed.
- Cumberland County 911 – Gene Booth presented an update on Cumberland County 911’s plan for renovating a building for their Emergency Services facility. Internal renovation is 65% complete, external renovation is around 75% complete. Although the building should be substantially completed by the end of April, supply chain issues and delays in delivery of the generator, UPS, and communications equipment shelter have pushed the go-live date to August 2022.
- Chatham County 911 – Mike Reitz presented an update on Chatham County 911’s radio system project. Five new tower sites have been constructed, with upgrades made on the sixth site and two other sites retrofitted. Training has been completed in 95% of the county and 80% of the new radios have been deployed or installed. The new MCC7500 consoles have been installed at both the primary and backup ECCs. The project experienced significant delays due to supply chain issues and work process changes and delays. Another delay was the ransomware incident that occurred in October 2020 causing an approximate six-month delay due to county processes being affected. The initial timeline for project completion was fall/winter of 2020 with several extensions being requested. The updated timeline for completion is summer 2022.

11. Standards Committee Report –The Committee met on March 3, which was the first meeting since bylaw changes were approved by the Board that affected committee membership. As Committee Chair, Ms. Wright opted to add seven non-voting members to keep the PSAP community engaged. Twenty people expressed interest in serving as non-voting members. The voting members are Greg Coltrain, Brian Drew, Greg Foster, Candy Miller, Christine Moore, Christy Shearin, and Donna Wright. The non-voting members are Gene Booth, Chad Deese, Stori McIntyre, Dominick Nutter, Rodney Pierce, Amy Snider, and Kyle Thaggard. Sub-committees were formed for projects, including one for PSAP classification groups and one for PSAP Reviews.

12. Technology Committee Report – Mr. Shipp welcomed Greg Dotson as the new NMAC manager. Mr. Rogers gave an update on migrations, welcoming Greene County who went live on March 23, 2022. There are 119 PSAPs operational on the network with eight sites remaining. Currituck is scheduled for May 18, with Charlotte PD, Fire, and MEDIC migrations all occurring the week of May 23. Current migration demographics show 53 hosted Vesta, 48 hosted Viper, and 18 ESInet only. There are 94 i3 PSAPs and 24 remaining RFAI sites with Gaston and Rutherford moving from RFAI to i3. The total population served by NG911 is 9,383,018 covering 88% of the population. Charlotte will account for 9.72% of the total population once migrated in May. When this occurs NG911 will cover 98% of the population. Total landmass covered by NG911 is 46,027.45 square miles, which is 94% of the State. For data analytics and the RapidDeploy Eclipse product, the virtual roadshows were completed in February and were well received. Work continues for the ESInet-only sites to submit data necessary for the migration. RapidDeploy is working to get the hosted sites set up, and training will occur before go-live. A path forward has been identified for the SIP admin offering and the pilot project has been put back in the queue to complete the initial five PSAPs.

- a) AT&T and Intrado Issue Status Report – Josh Briggs from AT&T gave a summary of recent call handling performance issues on the Viper platform. Robert Sergi and Adan Pope from Intrado also spoke about the service interruptions.
- b) General Report – Mr. Dotson commented he is very happy in his new position and excited to support the NC911 Board and staff. His immediate goals for the NMAC are reviewing inbound call flow processes, working to improve Statewide call monitoring capabilities, and hiring a permanent Tier 2 technician to support the NMAC.

13. 911 Regional Coordinator Reports – Ms. Conner attended the 911 Goes to Washington event and said it was a great experience. She visited Clay County 911 to assist with questions related to the grant award, and with Jackson County to assist with fund balance review and financial planning tool. She also

assisted by working on the grant program process. Ms. Gardner worked with PSAPs on submitting information necessary for the RapidDeploy migration and the financial planning tool for high/low fund balances, attended the grant workshop, and assisted with eligibility requests. She and Ms. Turbeville met with DIT Communications to discuss changes to the 911 Board website. Mr. Newberry worked closely with Ms. Falco and PSAPs on spending plans for the upcoming fiscal year and was on the interview panel for the NMAC Tier 2 technician position. Ms. Turbeville also worked with PSAPs on spending plans and the financial planning tool. She congratulated Greene County 911 on migration to the ESNet and the opening of the new 911 center, noting she was happy to attend that day.

14. **Other** – Ms. Harris reminded Board members the April meeting would be held in person at the Wayne County PSAP/EOC in Goldsboro. There is no meeting scheduled for May, and June’s meeting will be held virtually.

Roster of Roll Call Votes:

NORTH CAROLINA 911 BOARD MEETING ROLL CALL VOTE Friday, March 25, 2022					
NC 911 Board Members	4. Consent Agenda	5. g) CGIA 2020-2023 Cycle/Southern Piedmont and Mountains 2023 Proposal	8. a) City of Jacksonville Funding Reconsideration Request	8. b) Perquimans County Funding Reconsideration Request	8. c) Estimated 3-Year Forecast - Service Charge
David Bone, (NCACC)	Y	Y	Y	Y	Y
Tommy Cole, Fire Chief, City of Graham	Excused	Excused	Excused	Excused	Excused
Greg Coltrain, VP Business Development	Y	Y	Y	Y	Y
Brian Drew, Manager of Customer Design	Y	Y	Y	Y	Y
Bo Ferguson, Deputy City Manager, City of Raleigh	Y	Y	Y	Y	Y
Greg Foster, Director of Communications	Y	Y	Y	Y	Y
Chuck Greene, Director of Government Affairs	Y	Y	Y	Y	Y
J.D. Hartman, Sheriff, Davie County (NC)	Y	Y	Y	Y	Y
Lee Kerlin, RF Engineer, T-Mobile Sprint	Y	Y	Y	Y	Y
Jeff Ledford, Chief, City of Shelby Police	NP	Y	Y	Y	NP
John Moore, Regional Manager, Government	Y	Y	Y	Y	Y
Melanie Neal, Director, Guilford-Metro 911	Y	Y	Y	Y	Y
Jude O’Sullivan, Chief Customer Office	Y	Y	Y	Y	Y
Jeff Shipp, Vice President of Operations	Y	Y	Y	Y	Y
Earl Struble, Sr. Manager Verizon Response	Y	Y	Y	Y	Y
Secretary Jim Weaver, 911 Board Chair	Y	Y	Y	Y	Y
Donna Wright, Director (Ret.), Richmond	Y	Y	Y	Y	Y

Adjourn – Chairman Weaver adjourned the meeting at 12:20 PM

Next NC 911 Board Meeting - Friday, April 29, 2022, 10:00 AM – Noon
Wayne County PSAP/EOC, Goldsboro and Simultaneous Communication



Tab 4 b – e)

b)NG 911 Reserve Fund

March 2022 Account Balance	\$ 80,267,539
March 2022 Disbursement	\$ 2,271,234

c)CMRS Account

March 2022 Account Balance	\$ 2,750,333
March 2022 Disbursement	\$ 219,612

d)PSAP Account

March 2022 Account Balance	\$ 12,881,765
March 2022 Disbursement	\$ 4,036,069

e)PSAP Grant/Statewide Projects Account

March 2022 Account Balance	\$ 47,753,732
Grant Funds Encumbered	\$ 24,709,758

Next Generation 911 Reserve Fund

FY2022 beginning Fund Balance:	\$85,360,511.79								
	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	January 2022	February 2022	March 2022
Service Charge Receipts	\$2,335,821.52	\$1,896,826.06	\$1,800,548.33	\$1,658,576.88	\$1,914,079.15	\$1,650,710.39	\$2,007,327.70	\$1,787,682.57	\$1,770,057.84
Interest allocation	\$15,841.12	\$0.00	\$11,255.06	\$9,493.67	\$12,916.85	\$10,094.83	\$6,330.33	\$9,910.43	\$9,582.09
PSAP Grant/Statewide Project Allocation (In)									
NG 911 Reserve Fund Disbursement	-\$1,184,566.79	-\$2,601,855.15	-\$4,002,279.62	-\$2,639,619.17	-\$2,765,310.21	-\$2,230,850.35	-\$480,517.06	-\$3,823,795.78	-\$2,271,233.74
NG 911 Reserve Fund Balance	\$86,527,607.64	\$85,822,578.55	\$83,632,102.32	\$82,660,553.70	\$81,822,239.49	\$81,252,194.36	\$82,785,335.33	\$80,759,132.55	\$80,267,538.74

CMRS Account

FY2022 beginning Account Balance:	\$3,315,649.38								
	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	January 2022	February 2022	March 2022
CMRS Service Charge Receipts	\$0.00	\$103,442.00	\$101,584.21	\$91,253.04	\$114,643.08	\$96,169.43	\$114,013.13	\$101,902.92	\$101,610.70
Interest allocation	\$615.32	\$0.00	\$402.44	\$352.94	\$469.78	\$365.88	\$223.02	\$356.36	\$340.29
CMRS Allocation (out)									
CMRS Disbursement	-\$187,291.72	-\$163,701.20	-\$61,555.25	-\$194,434.08	-\$155,869.40	-\$199,501.02	\$0.00	-\$211,096.22	-\$219,612.28
CMRS Account Balance	\$3,128,972.98	\$3,068,713.78	\$3,109,145.18	\$3,006,317.08	\$2,965,560.54	\$2,862,594.83	\$2,976,830.98	\$2,867,994.04	\$2,750,332.75

PSAP Account

FY2022 beginning Account Balance:	\$8,376,978.19								
	July 2021	August 2021	September 2021	October 2021	November 2021	December 2021	January 2022	February 2022	March 2022
Service Charge Receipts	\$3,052,966.06	\$3,272,633.05	\$3,213,827.39	\$2,886,979.06	\$3,626,971.70	\$3,042,519.34	\$3,607,041.94	\$3,223,910.46	\$3,214,665.32
Wireline Service Charge Receipts	\$415,257.57	\$427,849.50	\$448,078.90	\$418,606.45	\$404,100.06	\$325,005.69	\$529,189.19	\$393,040.05	\$322,225.38
VOIP Service Charge Receipts	\$826,903.01	\$815,763.88	\$820,970.68	\$742,855.97	\$775,382.11	\$684,054.40	\$949,241.98	\$741,940.32	\$800,953.61
Prepaid Wireless Service Charge Receipts	\$799,466.88	\$797,471.16	\$858,105.40	\$873,731.03	\$864,642.30	\$841,898.54	\$868,117.94	\$926,613.23	\$910,947.07
Interest allocation	\$1,554.59	\$0.00	\$1,453.27	\$301.61	\$630.31	\$759.93	\$584.94	\$1,187.10	\$1,384.37
Subtotal	\$5,096,148.11	\$5,313,717.59	\$5,342,435.64	\$4,922,474.12	\$5,671,726.48	\$4,894,237.90	\$5,954,175.99	\$5,286,691.16	\$5,250,175.75
PSAP Allocation (out)			-\$10,221,234.00						
PSAP Distributions	-\$4,159,451.48	-\$3,545,823.03	-\$3,545,823.03	-\$3,545,823.03	-\$3,545,823.03	-\$3,545,823.03	-\$3,545,823.03	-\$3,535,303.11	-\$4,036,069.21
PSAP Account Balance	\$9,313,674.82	\$11,081,569.38	\$2,656,947.99	\$4,033,599.08	\$6,159,502.53	\$7,507,917.40	\$9,916,270.36	\$11,667,658.41	\$12,881,764.95

OSC Certified March 2022
Cash Basis

PSAP Grant-Statewide 911 Projects Account

		Total Disbursed										Remaining
		YTD	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-21	Expenditures
			\$37,798,380.35	\$37,659,648.79	\$38,274,358.29	\$48,861,483.46	\$48,096,547.59	\$48,872,124.72	\$49,302,688.27	\$50,117,231.82	\$48,755,376.25	
FY2019	Award Amount											
Greene G2019-03 (069)	841,964.00	-118,547.55	-161,722.04								-484,374.83	77,319.58
FY2020	Award Amount											
NC State Highway Patrol G2020-02 (075)	1,102,933.00	0.00				-1,102,933.00						0.00
Currituck G2020-04 (077)	583,655.00	0.00										583,655.00
Franklin G2020-05 (078)	3,958,873.00	0.00										3,958,873.00
Cumberland G2020-06 (079)	2,251,387.00	0.00	-293,298.21									1,958,088.79
Chatham G2020-07 (080)	2,339,608.00	0.00									-903,423.00	1,436,185.00
FY2021												
Bladen County (084)	\$334,937.99	0.00	-113,021.92									221,916.07
Clay County G2021-02 (087)	2,500,000.00	-56,575.26	-33,549.67			-18,115.90			-4,053.71	-3,497.88	-2,394.41	2,381,813.17
Sampson County (088)	\$5,479,453.00	-55,216.72		-158,112.44	-298,157.74	-294,576.32		-222,406.89		-907,470.88	-137,275.67	3,406,236.34
Union Count (086)	\$484,021.00	0.00									-125,000.00	359,021.00
Wilson County (083)	\$35,900.00	0.00			-35,900.00							0.00
FY2022												
Alleghany County G2022-01	\$135,000.00	0.00										135,000.00
Watauga County G2022-02	\$154,130.86	0.00										154,130.86
Burke County G2022-03	\$135,303.57	0.00										135,303.57
Pasquotank-Camden County G2022-04	\$331,021.40	0.00										331,021.40
Robeson Co G2022-05	\$106,899.99	0.00										106,899.99
Onslow/Jacksonville G2022-06	\$675,088.00	0.00										675,088.00
Wilson County G2022-07	\$108,250.50	0.00										108,250.50
Polk Count G2202-08	\$2,412,964.00	0.00										2,412,964.00
Chowan County G2022-09	\$136,781.62	0.00										136,781.62
Boone PD G2022-10	\$252,565.43	0.00										252,565.43
STATEWIDE PROJECTS:	Award Amount											
Data Analytics (012) January-December 2022	\$1,458,380.00	-529,258.04	-69,746.84		-68,395.84	-80,231.84	-73,326.84	-75,785.84	-68,585.84			0.00
Data Analytics (012) January-June 2022 (012)	\$337,980.19	\$0.00										337,980.19
ATT Data Analytics Jan-Dec 2022 (090)	\$926,000.00	0.00										926,000.00
Interpretive Services (042)	\$285,683.75	0.00	-25,683.75		-54,960.75	-28,089.00	-28,647.75	-27,596.25	-29,079.75	-26,118.00	-26,358.00	39,150.50
Ortho Project III Image 20 (073) (MGL)	\$4,108,739.00	-3,185,491.08										109,703.26
CRM Statewide Development (066)	\$700,000.00	-135,213.40	-1,024.10	-36,167.23	-145.00	-435.00				-207.58		526,807.69
Ortho Project III Image 21 (081) (MGI)	\$3,723,908.00	-1,542,668.59	-281,921.59	-16,585.10						-1,240,697.30		642,035.42
Ortho Project III Image 22 (089) (MGJ)	\$3,430,142.00	0.00									-133,174.50	3,296,967.50
Approved Allocation from PSAP & CMRS Transfer out to NG 911 Fund					10,221,234.00							
Interest			7,014.59	0.00	5,019.43	5,546.61	7,515.75	6,029.61	3,841.16	5,999.65	5,784.84	
Revenue 5%			834,221.97	825,574.27	818,431.07	753,898.58	870,035.97	750,322.92	912,421.69	810,136.42	804,571.76	
Total Ending Fund Balance		\$ 37,798,380.35	\$37,659,648.79	\$38,274,358.29	\$48,861,483.46	\$48,096,547.59	\$48,872,124.72	\$49,302,688.27	\$50,117,231.82	\$48,755,376.25	\$47,753,732.44	

Committed: \$24,709,757.88
 Grant Account Balance \$23,043,974.56

CASH BASIS REPORTING
 Certified

Tab 4 f)

Grant Project Updates per Reports



Alleghany County Emergency Management

348 South Main Street – PO Box 1233 – Sparta, NC 28675

Monthly Progress Report

Current Activity – March 2022

RFP's have closed for both portions of the project, and agreements have been executed. Renovation contractor pushed back start date to mid-April.

In a relevant project, an RFP for a whole building generator has been developed and is closing on 4/18/22

Maintaining budget awareness, initial indications are to potentially be under budget

Next Month Activity – April 2022

Both contractors for the project have assured me they will begin work sometime in mid-April, and have work completed by mid-May.



County of Bladen

NORTH CAROLINA

Office of Emergency Services

EMS – FIRE – EMERGENCY MANAGEMENT-

GIS-Public Safety IT-PSAP

5853 US 701 North

Elizabethtown, North Carolina 28337

Nathan Dowless, Director



March 24, 2022

Bladen County 911/ Central Communications – Project Memo NC 911 Board 2021 Grant monthly update – March 2022

Another good month with a lot of training.

March highlights include:

- Southern Software – March 7-10 was CAD end user training. March 15 CAD conversion was completed. CAD/MDS Go live was March 15 and Southern Staff was on-site all week with dispatchers and for other bugs that arrived.
- Caliber Public Safety – Received everything we needed from them so far for CAD.
- GIS – Minor tweaks to the map had to be done to response districts but were corrected quickly.

CAD conversion went very smooth with very little hiccups. Dispatchers have been using CAD since March 15 and things seem to be going good. Thank you for all that you do.

Sincerely,

Nathan Dowless
Director of Emergency Services
County of Bladen



County of Bladen

NORTH CAROLINA

Office of Emergency Services

EMS – FIRE – EMERGENCY MANAGEMENT-

GIS-Public Safety IT-PSAP

5853 US 701 North

Elizabethtown, North Carolina 28337

Nathan Dowless, Director



March 24, 2022

Bladen County 911/ Central Communications – Project Memo NC 911 Board 2021 Grant monthly update – February 2022

Another good month with a lot of training.

February highlights include:

- Southern Software – Phase 2 of CAD training, this was the administrator training portion of training. We provide Southern with configures provided for use for dispatchers and administration.
- Caliber Public Safety – Received everything we needed from them so far for CAD.
- GIS – Geo Back office final training. MSAg conversion into our CAD for ranges and mapping.

Everything was on track for Conversion and Go Live in Mid-march! Thank you for all that you do.

Sincerely,

Nathan Dowless
Director of Emergency Services
County of Bladen



County of Bladen

NORTH CAROLINA

Office of Emergency Services

EMS – FIRE – EMERGENCY MANAGEMENT-

GIS-Public Safety IT-PSAP

5853 US 701 North

Elizabethtown, North Carolina 28337

Nathan Dowless, Director



March 24, 2022

Bladen County 911/ Central Communications – Project Memo NC 911 Board 2021 Grant monthly update – January 2022

All and all this month things were finally starting to move along with training, conversion, and receive information that we did not have in previous months.

January highlights include:

- Southern Software – Phase 1 of CAD training was completed. This was a high-level overview with administration and dispatchers. Another phase of CAD conversion was completed with administration review.
- Caliber Public Safety – Data key and data map was turned over to allow Southern to complete data conversion. This took several months to receive.
- GIS – Highland mapping provide a brief overview of Geo Back office for the new CAD map. Southern Software GIS Dept., Highland Mapping, and Bladen County GIS, and Bladen County GIS, work together to rectify all data layers that would be transferred for CAD Map.

It was a good month with a lot of movement and a lot of learning curves!
Thank you for all that you do.

Sincerely,

Nathan Dowless
Director of Emergency Services
County of Bladen



County of Bladen

NORTH CAROLINA
Office of Emergency Services
Public Safety IT/ GIS and 911 PSAP
299 Smith Circle; PO Box 396
Elizabethtown, North Carolina 28337
Jeffrey Kulp, Supervisor



January 28, 2022

Bladen County 911/ Central Communications – Project Meloriem NC 911 Board 2021 Grant monthly update – December 2021

Greetings to all. I hope you are staying safe and healthy December did not see much movement in the project. Mostly it involved another delay in data for conversion being handed to our new vendor.

Some December highlights include:

- Southern Software – Planning and meetings were taking place, however not much traction was gained in the project itself due to delays from Caliber Public Safety
- Caliber Public Safety – Had turned over the data dump for conversion, but was holding the data key/ data map. This was resolved by the end of December.
- GIS – Highland Mapping received full map and addressing data to assist Southern with formatting for Southern CAD

We strive to make each month better than the last! Thank you for all that you do.

Sincerely,

Jeff Kulp
911 PSAP Manager
County of Bladen



County of Bladen

NORTH CAROLINA
Office of Emergency Services
Public Safety IT/ GIS and 911 PSAP
299 Smith Circle; PO Box 396
Elizabethtown, North Carolina 28337
Jeffrey Kulp, Supervisor



December 19, 2021

Bladen County 911/ Central Communications – Project Meloriem
NC 911 Board 2021 Grant monthly update – November 2021

Greetings to all. I hope you are staying safe and healthy. November saw good movement on this project. There is a lot of work being done on data conversion as well as configuring desired reports for all agencies.

Some November highlights include:

- Southern Software –
 - CAD data conversion review w/ 911 Supervisory Staff
 - JMS data conversion review w/ Jail Administration
 - A game plan to install client software at all agencies is being formulated.
- Caliber Public Safety – RMS data has been received. It was confirmed that all Agencies' data was included in the extract.
- GIS – Working with Highland Mapping as well as Southern Software to get the data correct for NextGen 911 as well as integration with the new CAD.
- ESInet - A mostly successful transition took place in November. We had some hiccups as far as call data populating into CAD, but got it resolved and have a game plan moving forward with the new CAD.

We strive to make each month better than the last! Thank you for all that you do.

Sincerely,

Jeff Kulp
911 PSAP Manager
County of Bladen

2021 PSAP Grant Monthly Progress Report

Town of Boone Communications Center

Date: April 5, 2022 / Phase-2

PSAP: Town of Boone

Project: Decommission of MCC5500 dispatch consoles and procure and replacement with MCC7500E dispatch consoles and associated 10M Viper connection.

Begin Date: December 16, 2021

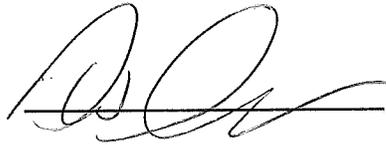
End Date: December 31, 2022

Summary of Activity:

- There are no updates to report on the progress of this project due to being currently on hold due to a pending consolidation with Watauga County's PSAP, which will subsequently nullify our grant application.
 - Status of consolidation as of this report:
 - The Town of Boone Council voted unanimously in favor of consolidation with Watauga's PSAP on March 23, 2022.
 - The Watauga County Commissioners are scheduled to vote on the topic of consolidation this evening. I will submit an update via email to Stephanie Connor and Pokey Harris when I receive notification of the result of the vote.
 - The decision on consolidation will determine how this project moves forward. If consolidation does not occur and Boone's PSAP is maintained, then we will progress forward with the Phase-1 portion that was halted due to voting originally slated during that time frame.
 - Immediate arrangements will be made with MCNC to order materials to begin work on installing the 10M VIPER connection to accommodate state connectivity for the MCC7500E consoles. An updated quote will be required for this to make sure that the cost is still within range of the grant funding.
 - An updated quote will be obtained from Motorola for the MCC7500E consoles to make sure that the cost is still within range of the grant funding.

- Installation planning and scheduling will be worked out, depending on any supply chain delays. This will help in managing the remainder of the project time frame with the goal of completion before the end of year deadline.
- A progress report for the project status at the end of Phase-1 was submitted to Pokey Harris and Stephanie Connor on April 1, 2022.

Lieutenant David Osborne

A handwritten signature in black ink, appearing to read 'D. Osborne', written over a horizontal line.

Date: April 5, 2022

2021 PSAP Grant
End of First Quarter Progress Report
Town of Boone Communications Center

Date: April 1, 2022 / Phase-1 (Engineering and Planning)

PSAP: Town of Boone

Project: Decommission of MCC5500 dispatch consoles and procure replacement with MCC7500E dispatch consoles and associated 10M Viper connection.

Begin Date: December 16, 2021

End Date: December 31, 2022

Summary of Activity:

- **Project Schedule-** The project was delayed pre-first phase due to the Town of Boone entering into negotiations with Watauga County for the consolidation of their PSAPs. The delay of project funds expenditure was approved in a meeting with NC 911 Board representatives and Town of Boone administration members. Phase-I can conceivably be combined with the time table of Phase-II in that resources have already been identified for the work needed but new quotes or bids will have to be obtained quickly if consolidation does not occur and the project moves forward.
- **Work Plan-** The progress of the project had been halted, as stated above, due to consolidation negotiations. There has been no further progress towards purchasing equipment or arranging installation of VIPER connections. A revised work plan will be a priority if consolidation does not occur in order to establish a timeline that is in compliance with the deadlines and requirements of this project.
 - A quote had been obtained from MCNC for the cost of installing the 10M VIPER connection cable for state connectivity, required for the MCC7500E consoles. The amount had increased by \$2,000.00 from the original quote of \$9,180.00. After further discussion, MCNC agreed to honor the original quoted cost of \$9,180.00. This amount is still lower than what was originally quoted and presented in the initial grant application.
 - Mr. Joel Davis of MCNC stated that there was a delay for materials due to supply chain issues. He stated that a delay of approximately 150 days was the current turn around on orders. At the time of this report, no materials have been

ordered pending consolidation approval. With the delay in consolidation decision making, a significant supply delay could create time concerns for meeting the project deadlines if pushed too far into Phase-2 of the project.

- **Technology Planning-** There have been no changes in this area during Phase-I of the project. The technology plan remains the same and is not anticipated to change unless the availability of project components is hindered and a subsequent alteration has to be made.
- **Budget Plan Updates-** There has been no spending of funds for this project as of this report and there have been no changes in funding resources. Updated cost quotes and bids on the associated work will be a priority if the project continues. As such there has been no revision to the budget plan as of this report.

As there have been no expenditures on this project yet, there are no invoices or other financial documents to attach to substantiate or justify use of approved grant funds.

- **PSAP Consolidation Status-** On March 23, 2022, the Town of Boone Council voted unanimously to consolidate the Boone PSAP with Watauga County's PSAP. The Watauga County Commissioners are scheduled to vote on consolidation on April 5, 2022. The progress on this project remains on standby until consolidation has definitively been agreed upon or not. If consolidation moves forward, then the grant will cease and a letter will be submitted to the 911 Board informing them of the change in status for the Boone PSAP. If consolidation does not occur, then arrangements will be made to move forward on ordering the MCC7500E consoles and installation of the 10M VIPER connection.

As of this report, there are no noteworthy changes to the project other than consolidation related delays.

Lieutenant David Osborne



Date: April 1, 2022



Burke County Emergency Communications Center
"Saving Lives One Call at a Time"



April 1, 2022

March Grant Progress Report:

March 1-3, 2022-	Jail Suite Training
March 3, 2022-	Project Status Call
March 8-10-	Jail Suite and Patrol Suite Training
March 17, 2022-	Project Status Call
March 28-31, 2022	Flex Dispatch Training

Projected April Accomplishments

- Finish Dispatch Training
- Mock Go Live



Chowan County Sheriff's Office

Edward B. Basnight, Sheriff

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

Pokey,
Good morning.

Here is an update for the radio project that is going on in Perquimans county for the Chowan County Backup center.

Chowan:

Three (3) new MCC7500E console positions will be provided and installed at the Chowan County Emergency Backup Operations Center. These console positions will become part of the Perquimans County console site and utilize the current Perquimans County back room equipment and leased Ethernet connection to the Viper Master Site Instant Recall Recorder software for each operator position is included. One twenty-two (22) touch screen monitor display is included for each operator position. Motorola is providing two (2) Conventional Channel Gateway (CCGW) to be added to the Perquimans County Console site. The proposed equipment will be utilized with 800 MHz control stations on site as backup communications in the event of a console to Master site link failure. Motorola is providing six (6) 800 MHz APX Consoletts RF control stations for Chowan County as part of this project.

1. Equipment

- Currently the Gateways have not shipped out and we are still waiting on a date that they will ship.
- Motorola is working on getting an update as for the APX Consoletts control stations for Chowan County. From that I was told that all of the other equipment has shipped.



Chowan County Sheriff's Office

Edward B. Basnight, Sheriff

2. Schedule

- Continue with project calls for the month of April.
- May- System Acceptance that should happen the last full week of May
- Training is scheduled for June 6th and 7th.
- Installation & optimization is scheduled for June 8th, 9th and 10th.
- June will be Final Acceptance

With all of that being said we are still on track to have this project up and running and closed in Q2. As of this date we have not received any Invoices but I will make you aware when we start getting them in

Please let me know if you need anything further.

Sincerely,

Herman A. Weiss
911 Director
Chowan County Sheriff Office.



Clay County, NC Grant Report – March 2022

Activities – March 2022

- Continue to evaluate latest site
- Communicate regularly with Project Team (ongoing)

Anticipated Activities – April 2022

- Finalize site selection
- Continue with initial facility programming
- Review programming and schematic design
- Continue to define technology needs
- Communicate regularly with Project Team (ongoing)

Clay County, NC Grant Report – March 2022

The tasks listed below will be tracked throughout the project duration and will be updated monthly. Any changes will be noted in the monthly report.

Work Plan

Task	Projected Timeframe ¹	Actual	Completed
Contract for project oversight	Months 1-2	December 2020	X
Issue RFQ for architectural services	Months 2-3 (December 2020 – January 2021)	December 2020	X
Select architect and contract for services	Months 4-5 (February – March 2021)	February 2021	X
Negotiate fee with architect	Months 5-6 (March – April 2021)	March 2021	X
Define technology needs in conjunction with building design	Months 3-12 (January – October 2021)	June 2021	
Facility design and construction document process	Months 4-11 (February – September 2021)	April 2021	
Bid and award construction project	Months 16-18 (February – April 2022)		

¹ As the grant agreement was signed in late October 2020, month 1 is considered November 2020.

Clay County, NC Grant Report – March 2022

Task	Projected Timeframe ¹	Actual	Completed
Establish lead times for major technology systems, including NG911	Months 20-22 (June – August 2022)		
Proceed with construction, including coordination with migration to the State ESInet NG911 network	Months 20-32 (June 2022 – June 2023)		
Procure new technology and furnishings	Months 20-26 (June – December 2022)		
Substantial completion of construction, address any facility punch list issues	Month 30 (April 2023)		
Install, test, and accept new technology: existing equipment and the CAD system will be relocated to the new site prior to and during go-live to ensure that the old and new center remain operational until the transition is complete	Months 30-34 (April – August 2023)		
Go-live / Physically transition the Clay County primary PSAP to the new facility and the State ESInet NG911 system	Months 34-36 (August – October 2023)		
Monitor systems post cutover	Month 36 (October 2023)		

PHONE (252)232-2216
FAX (252) 232-2750



Mary Beth Newns
Director

Liz Hodgis
Supervisor

Currituck County
COMMUNICATIONS
147 Courthouse Rd,
Currituck, North Carolina 27929

Date: March 31, 2022
To: NC 911 Board
From: Mary Beth Newns
RE: 2020 Grant Progress Report

Work continues to progress in the new PSAP. Contractors are working daily on getting us to our “Go-Live” date.

Timeline updates:

- Furniture is ordered and will be delivered and installed the week of May 2nd. This is a delay from the original date but all project representatives agree this delay will not change our “Go-Live” date.
- Radio and phone equipment arriving.
 - AT&T project calls have determined that the PSAP will be able to go live on May 18, 2022.
 - POTS lines installed.
 - AVPN installation is complete
 - UPS installation complete
- Training dates have been set.
- Primary PSAP will work out of the Backup site as the final pieces are complete. CPU’s need moved from old primary to new primary.

Reimbursement:

Reimbursement request submitted. Awaiting reimbursement of funds.

Thank you.



Franklin County, NC Grant Report – March 2022

Activities – March 2022

- Continue site work
- Begin erosion control ponds
- Stripped topsoil - begins
- Clearing of site - completed
- Submittal reviews
- Technology implementation efforts begin
- Review and prepare for publishing the RFP for dispatch furniture
- Plan for coordination with technology vendors, access control and security
- Communicate regularly with project team (ongoing)

Anticipated Activities – April 2022

- Erosion control ponds installed
- Rough grading continues
- Continue submittal / RFI reviews
- Publish RFP for dispatch furniture
- Continue technology coordination
- Communicate regularly with project team (ongoing)

Franklin County, NC Grant Report – March 2022

The tasks listed below will be tracked throughout the project duration and will be updated monthly. New additions are shown in the salmon highlighted rows. At this time, the project remains on schedule.

Work Plan

Task	Projected Timeframe ¹	Actual	Completed
Contract for project oversight	Months 1-2	November 2019	X
Issue RFQ for architectural services	Months 2-3	December 2019	X
Select architect and contract for services	Months 4-5 (February – March 2020)	Selection: February 2020	X
Negotiate fee with architect	Months 5-6 (March – April 2020)	March 2020	X
Receive Commissioners' approval to proceed with contract for architectural services	Month 6 (April 2020)	May 4, 2020	X
Enter into contract for architectural services	Month 6 (April 2020) Revised: Month 8 / June 2020	June 5, 2020	X
Define technology needs in conjunction with building design	Months 13-19 / November 2020 – April 2021	April 2021	X
Facility design and construction document process	Months 9-19 (July 2020 – April 2021)	April 26, 2021	X
Establish lead times for major technology systems, including NG911			

¹ As the grant agreement was signed in late October 2019, month 1 is considered November 2019.

Franklin County, NC Grant Report – March 2022

Task	Projected Timeframe ¹	Actual	Completed
Bid and award construction project	Months 17-19 (March 2021 – May 2021) Revised: Months 18-21 ² (April 2021 – July 2021)	January 2022	X
Proceed with construction, including coordination with migration to the State ESInet NG911 network	Months 20-32 (June 2021 – June 2022) Revised: Months 22-34 (August 2021 – August 2022)		
Procure new technology and furnishings	Months 26-30		
Substantial completion of construction, address any facility punch list issues	Month 30 (April 2022)		
Install, test, and accept new technology: existing equipment and the CAD system will be relocated to the new site prior to and during go-live to ensure that the old and new center remain operational until the transition is complete	Months 30-34 (April – July 2022)		
Go-live / Physically transition the Franklin County primary PSAP to the new facility and the State ESInet NG911 system	Months 34-36 (July – September 2022)		
Monitor systems post cutover	Months 32-36 (May – September 2022)		

² Follow on dates will be adjusted once the timeframes are more clearly defined.

Franklin County Ground-Breaking Ceremony!



Greene County, NC

911 Facility Relocation

MCP Project Number 18-128

Monthly Progress Report – March 2022

Activity	This Period	Next Period
<ul style="list-style-type: none"> Design 	<ul style="list-style-type: none"> No activities 	<ul style="list-style-type: none"> None expected
<ul style="list-style-type: none"> Permits 	<ul style="list-style-type: none"> No activities 	<ul style="list-style-type: none"> None expected
<ul style="list-style-type: none"> Construction 	<ul style="list-style-type: none"> No activities 	<ul style="list-style-type: none"> None expected
<ul style="list-style-type: none"> Communications Systems 	<ul style="list-style-type: none"> AT&T finalize installation and perform ORT Routine planning meetings with Motorola / MCA Finish radio console installs Install time server and display Finalize recording system and install equipment Finalize workstations / monitors Finish Lumen copper phone line install Prepare for cutover activities Schedule testing / training events Prepare testing / cutover documents Final testing 	<ul style="list-style-type: none"> Finalize any punch list items
<ul style="list-style-type: none"> Other Activity 	<ul style="list-style-type: none"> Cutover completed on 3/23/2022 Routine project meetings to coordinate design and technology needs 	<ul style="list-style-type: none"> Complete final accounting / reimbursement steps Prepare final grant report and grant closeout

Pasquotank-Camden-Elizabeth City

911 Communications Department

200 E. Colonial Ave • Elizabeth City, NC • 27909 • (O) 252.338.7787 • (F) 252.335.1777



Pasquotank County PSAP, NC

PSAP Radio Upgrade Project

Monthly Progress Report – April 2022

Activity	This Period	Next Period
1. Procurement	<ul style="list-style-type: none">• Procurement complete• Awaiting equipment arrival	<ul style="list-style-type: none">• No action
2. Installation	<ul style="list-style-type: none">• MCNC is waiting on optics to arrive to complete the connection• Arrival of radio components continues	<ul style="list-style-type: none">• Working to complete fiber connection• Awaiting all radio components to be delivered
3. Testing	<ul style="list-style-type: none">• No actions required	<ul style="list-style-type: none">• No action expected
4. Training	<ul style="list-style-type: none">• No actions required	<ul style="list-style-type: none">• No action expected
5. Closeout	<ul style="list-style-type: none">• No actions required	<ul style="list-style-type: none">• No action expected



Polk County, NC Grant Report – March 2022

Activities – March 2022

- Prepare draft and final RFQ for Architect / Engineering Firms
- Prepare compliance matrix and scoring documents for Architect qualifications documents
- Publish RFQ for Architect / Engineering Firms

Anticipated Activities – April 2022

- Receive qualification packages for Architect / Engineering Firms
- Provide site tours for Architect / Engineering Firms
- Evaluate responses, initiate scoring, and set up follow-up presentations, as needed.

Polk County, NC Grant Report – March 2022

The tasks listed below will be tracked throughout the project duration and will be updated monthly. Any changes will be noted in the monthly report.

Work Plan

Task	Projected Timeframe	Actual	Completed
Contract with consulting firm for project management	Months 1-2 (January – February 2022)	February 2022	X
Publish RFQ for an Architect and Engineering (A/E) Firm for Design Services	Months 2-3 (February – March 2022)	March 2022	X
Contract with A/E firm and begin initial facility programming	Months 3-5 (March – May 2022)		
Undergo design and construction document processes	Months 5-14 (May 2022 – February 2023)		
Bid construction project	Month 14 (February 2023)		
Contract with construction firm	Month 16 (April 2023)		
Construct new 911 facility	Months 17-30 (May 2023 – June 2024)		
Develop technology schedule	Months 18-20 (June – August 2023)		

Polk County, NC
Grant Report – March 2022

Task	Projected Timeframe	Actual	Completed
Procure equipment and infrastructure for the new facility	Months 22-28 (October 2023 – April 2024)		
Install infrastructure and technology in alignment with construction requirements	Months 25-36 (January 2024 – December 2024)		
Develop migration / transition plan	Month 26 (February 2024)		
Address any construction punch list items	Months 30-32 (June – August 2024)		
Test and validate all new equipment / infrastructure	Month 31 (July 2024)		
Conduct 30-day burn-in	Month 32 (August 2024)		
Transition 911 Operations to new facility	Months 32-33 (August – September 2024)		
Monitor systems post-cutover	Months 32-34 (August – October 2024)		
Close out grant	Month 36 (December 2024)		



"YOUR WORSE DAY IS MY EVERYDAY"

ROBESON COUNTY E-911

38 Legend Drive
Lumberton, NC 28358

April 10, 2022

Ms. L.V. Pokey Harris,
Executive Director
North Carolina 911 Board

Subject: 911 Grant Report – Project Status

- Still receiving partial shipments from Motorola. Motorola has been made aware of our grant deadline.
- We have received as much as 75% of the Motorola Parts.
- We have an initial preinstall date set as of May 16th.

Thanks

Chad C Deese

Chad C. Deese
E-911 Director
Robeson County



"YOUR WORSE DAY IS MY EVERYDAY"

ROBESON COUNTY E-911

38 Legend Drive
Lumberton, NC 28358

March 10, 2022

Ms. L.V. Pokey Harris,
Executive Director
North Carolina 911 Board

Subject: 911 Grant Report – Project Status

- Still receiving partial shipments from Motorola. Motorola has been made aware of our grant deadline

Thanks

Chad C Deese

Chad C. Deese
E-911 Director
Robeson County



Sampson County, NC Grant Report – March 2022

Activities – March 2022

- **Construction:**
 - Completed vehicular concrete pavement
 - Began grading for sidewalks
 - Completed dropping ceiling tile
 - Completed ceramic tile work
 - Continued ACM panel work
 - Continued server room work
 - Began below floor rough-ins for access flooring
- **Technology**
 - Execute contract and issue notice to proceed on radio tower RFP
 - Continue coordination on building management system
 - Receive final proposal for access control / security
 - Begin structured cabling installation
 - Continued coordination for audio-visual
 - Continued coordination for TV services
 - Issue purchase order for dispatch furniture
 - Continue design / bid for radio equipment / microwave
 - Continue coordination with recording system vendor
 - Begin AT&T coordination meetings
 - Coordinate installation with telecom vendors
 - Continue technology coordination and quote review with technology vendors

Anticipated Activities – April 2022

- **Construction:**
 - Begin pouring sidewalks
 - Continue ceramic tile
 - Continue server room work
 - Continue raised floor rough-ins
 - Begin raised flooring
- **Technology**
 - Kickoff radio tower project
 - Continue coordination with AT&T
 - Continue structured cabling
 - Continue to coordinate audio-visual
 - Continue technology / network specifications
 - Finalize coordination of building management system
 - Continue radio / microwave planning
 - Continue vendor outreach and scoping discussions

Sampson County, NC Grant Report – March 2022

The tasks listed below will be tracked throughout the project duration and will be updated monthly. At this time, the project remains on schedule.

Work Plan

Task	Projected Timeframe	Actual	Completed
Bid construction project	Month 1 ¹	December 2020	X
Contract with construction firm	Month 5 (April 2021)	April 2021	X
Construct new 911 facility	Months 5-19 (April 2021 – June 2022)	April 19, 2021 – Ongoing	
Procure equipment and infrastructure for the new facility	Months 7-19 (June 2021 – June 2022)	November 2021 – Ongoing	
Develop migration / transition plan	Months 15-19 (February – June 2022)		
Test and validate all new equipment infrastructure	Months 19-20 (June – July 2022)		
Migrate any equipment, if feasible, while operating from backup center	Month 21 (August 2022)		
Transition operations to new facility	Month 21 (August 2022)		

¹ Month 1 is December 2020

Sampson County, NC Grant Report – March 2022

Task	Projected Timeframe	Actual	Completed
Test back capabilities for Carteret County	Months 22-23 (September – October 2022)		



Union County, NC Grant Report – March 2022

Activities – March 2022

- Review and alignment of technology migration and procurement plan tasks
- Continued procurement process of technology items
- Continue installation of structured / low voltage cabling
- Continued tower bid documents review and compilation with county staff
- Continued tasking review of tower with county staff and third-party engineer
- Continued generator wiring alignment with other facility electrical installation
- Provided technical guidance for upcoming technology integration

Anticipated Activities – April 2022

- Continue review and alignment of technology migration plan with project team
- Continue procurement of project technology items
- Complete installation of structured / low voltage cabling
- Continue tasking review of tower with county staff & third-party engineer
- Complete development of tower bid documents and prepare to issue
- Review of tower procurement and construction timeline with county staff and prepare/submit grant extension request to 911 Board.
- Prepare to start installation of data center / backroom equipment
- Complete wiring of generator and schedule testing with building construction schedule
- Continue technical and vendor reviews for alignment with grant funded technology

Union County, NC Grant Report – March 2022

The tasks listed below will be tracked throughout the project duration and will be updated monthly. Highlighted information denotes changes in report since last submitted report.

Work Plan

Task	Projected Timeframe ¹	Actual	Completed
Contract for project oversight	Months 1-2 (January – February 2021)	Execution completed	X
Determine procurement schedule based on facility project schedule	Month 2 (February 2021)	Procurement schedule completed	X
Outline and finalize a procurement strategy based on expected installation schedules	Months 7-8 (July – August 2021)	Purchasing plan developed/ completed	X
Install generator (dependent on construction contract)	Month 10 (October 2021)	Equipment installed	X
Procure equipment and schedule installations	Month 11+ (November 2021 onwards depending on procurement lead times)	Procurement processes of technology underway; some equipment received and staged for installation	
Install structured cabling systems and datacenter needs	Month 13 – 14 (January – February 2022; construction dependent)	Cable installation nearing completion; scheduling start of data center rack and wiring installation	

¹ As the grant agreement was signed in mid-December 2020, month 1 is considered January 2021.

Union County, NC Grant Report – March 2022

Task	Projected Timeframe ¹	Actual	Completed
Install backroom supporting technical systems	Month 14 – 15 (February 2022 – March 2022; construction dependent)	Awaiting alignment with construction schedule	
Test and validate – (pre-go-live decision)	Months 16 – 17 (April – May 2022)		
30-day burn-in – (prior to go-live)	Months 18 – 19 (June – July 2022)		
Train – (just prior to cutover)	Month 19 (July 2022)		
Go-live	Month 19 (July 2022)		
30-day post-cutover monitoring	Month 20 (August 2022)		

Union County, NC Grant Report – March 2022

Grant Award Equipment Procurement Status

Union County NC - NC 911 Grant Award 2021-07						
Budget Report - March 30, 2022						
Item	Grant Award Amount	Expended Amount	Reimbursement Amount Requested / Submitted	Approved / Reimbursed Amount	Award Funds Remaining	Status / Comments
Generator	\$160,000.00	\$400,000.00	\$160,000.00	\$0.00	\$160,000.00	Units installed / connection in progress / testing pending building construction progress / invoice received - reimbursement request submitted
Radio Tower	\$150,000.00	\$0.00	\$0.00	\$0.00	\$150,000.00	Bid documents under review/edit by county engineer and finance/procurement
Microwave Link	\$125,000.00	\$125,000.00	\$125,000.00	\$125,000.00	\$0.00	Equipment received/staged for installation; reimbursement request submitted; payment received
Structured Cabling	\$39,000.00	\$0.00	\$0.00	\$0.00	\$39,000.00	Installation in progress
Radio Distribution Surge Protection	\$5,016.00	\$0.00	\$0.00	\$0.00	\$5,016.00	Awaiting building construction progress to install
Racks for Equipment	\$5,005.00	\$0.00	\$0.00	\$0.00	\$5,005.00	Awaiting building construction progress to install
Totals:	\$484,021.00	\$525,000.00	\$285,000.00	\$125,000.00	\$359,021.00	

Facility Construction Activity Status²

Construction

- Status
 - Primary electrical switchgear installed and wiring underway; anticipate power availability to building week of April 4
 - Raised access flooring in EOC, 911 and data center nearing completion
 - Interior painting throughout building in process
 - Exterior sidewalk installation in process

² Facility construction summary is provided as reference only for showing alignment with grant award equipment integration.

- Schedule
 - Project construction schedule has slipped a few weeks due to delay in receipt of primary electrical switchgear.

Owner (Union County) Contracted/Owner Furnished Items

- Structured Cabling
 - Installation in process
- Audio Visual System(s)
 - Awaiting building construction progress to begin installation
- Facility Security (Access Control/CCTV) Packages
 - Alignment of work start underway with construction schedule
- Communications Tower
 - Bid document edits & review in process by county engineer and staff
 - Completion of tower will exceed facility building completion

Other Activity:

- Ongoing alignment of technology procurement
- Discussion and review of potential impacts in delay of tower installation and completion



Figure 1: Conduit, wiring trays and access floor installation in progress



Figure 2: Finish grade around building starting



Figure 3: Suspended ceiling installation in all areas of building underway



County of Wilson

Emergency Communications Center

1817 Glendale Drive Wilson, NC 27893 Tel.(252) 237-8300 Fax: (252) 399-4874
www.wilson-co.com

April 05, 2022

Ms. L.V. Pokey Harris
Executive Director
North Carolina 911 Board

Ms. Harris,

This letter is progress report #4 for Wilson County's console replacement grant. This report represents the period of March 01, 2022, through March 31, 2022.

The console replacements have not shipped as of this morning. We remain in contact weekly with our Motorola representatives for updates on our consoles. They continue to advise they do not anticipate the delays preventing the project from being completed by June 30, 2022.

Please let us know if there are questions.

Sincerely,

A handwritten signature in blue ink that reads "Jeffrey T. Williford".

Jeffrey T. Williford
Assistant Director

L22-017

Tab 5

Executive Director's Report

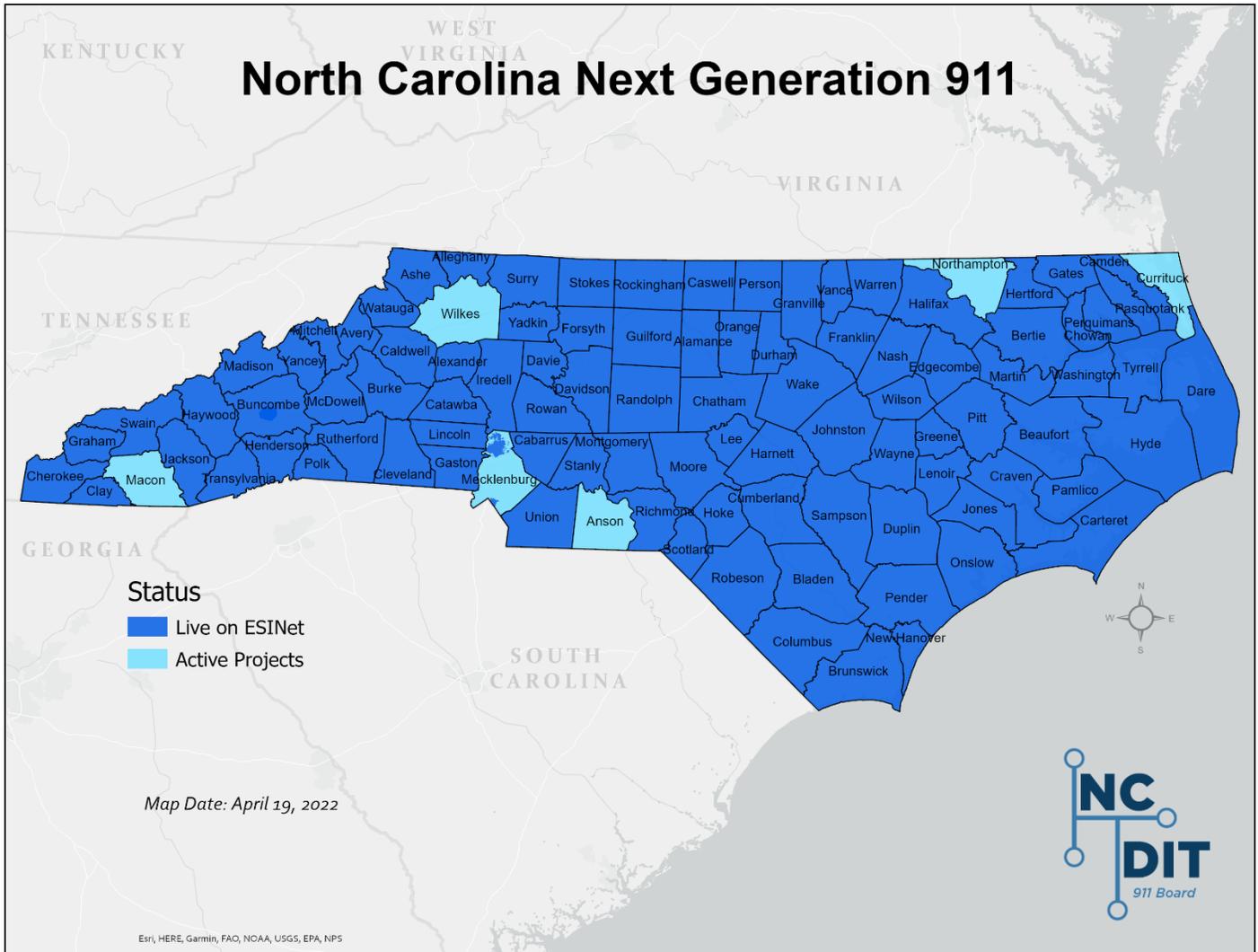
Pokey Harris

Tab 5 a)

Staffing Updates

Tab 5 b) NextGen 911 Migration Status

NC NG911 Migration Status



ESInet Migrations

March 23, 2022

Due to ESInet migrations now being conducted under Covid-19 restrictions and limited accessibility requirements, photos and quotes may not be included.

Kudos and Congratulations!!!

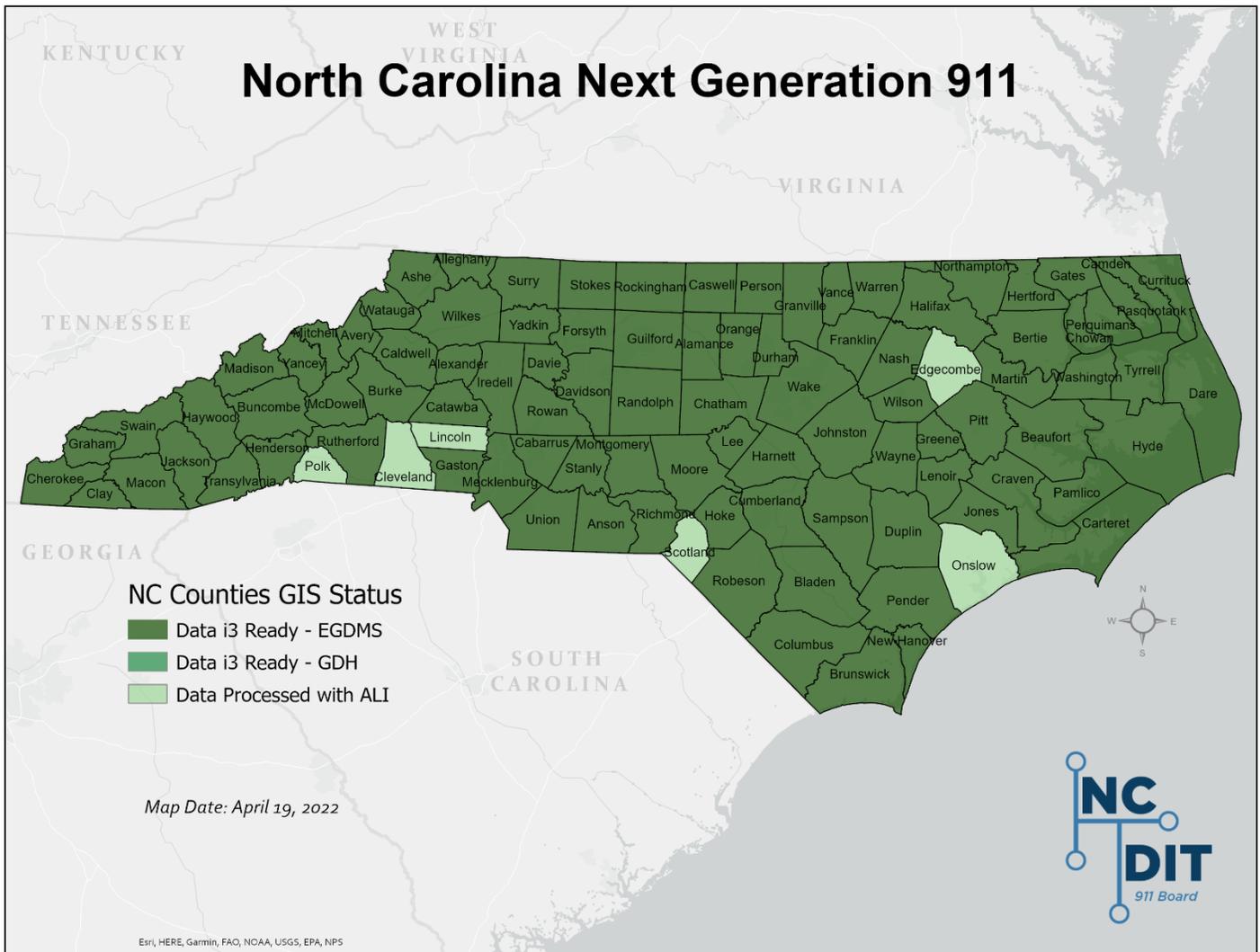
Greene County 911 (Eastern Region) ESInet Migration March 23, 2022

- Migration as i3
- Viper Hosted Call Handling Equipment
- PSAP #119/Physical Location #182 (Including Backups)



Tab 5 c) NextGen 911 GIS Status

NC NG911 GIS Status



Tab 5 d)

**National Public Safety
Telecommunicator Week
(NPSTW)**

April 10-16, 2022

- **NPSTW PSAP Photo Contest PPT and Winner Announcement**
- **“Tell Your Story Podcast” with Ricardo Martinez, Within the Trenches**

The graphic features a dark blue background with a pattern of overlapping circles in various shades of blue, teal, and purple. Scattered throughout are small, golden crescent shapes. A thin, golden rectangular border frames the entire scene. The text is centered and rendered in a golden, elegant script font. A bright, multi-pointed starburst is positioned to the left of the date.

*National Public Safety
Telecommunicator Week*

April 10 – 16, 2022

Chowan County



- Lawn Art
- Dispatch Decorations
- Treat Bags
- Sweet Treats

Appreciation

Events



Chowan County



Decorations



Treat Bags

Chowan County



Appreciation



Cake



Sweets

Craven County



Appreciation

- Decorations
- Table with Sweet Treats and Snacks

Events

Hertford County



Appreciation

- Spirit Week
- Weekly Meals
- Cookout
- Games and Prizes
- Special Treats
- Awards
- Ice Cream Social
- Thank You Cards
- Surprise Gifts!

Events

Hertford County



Heroes of the..

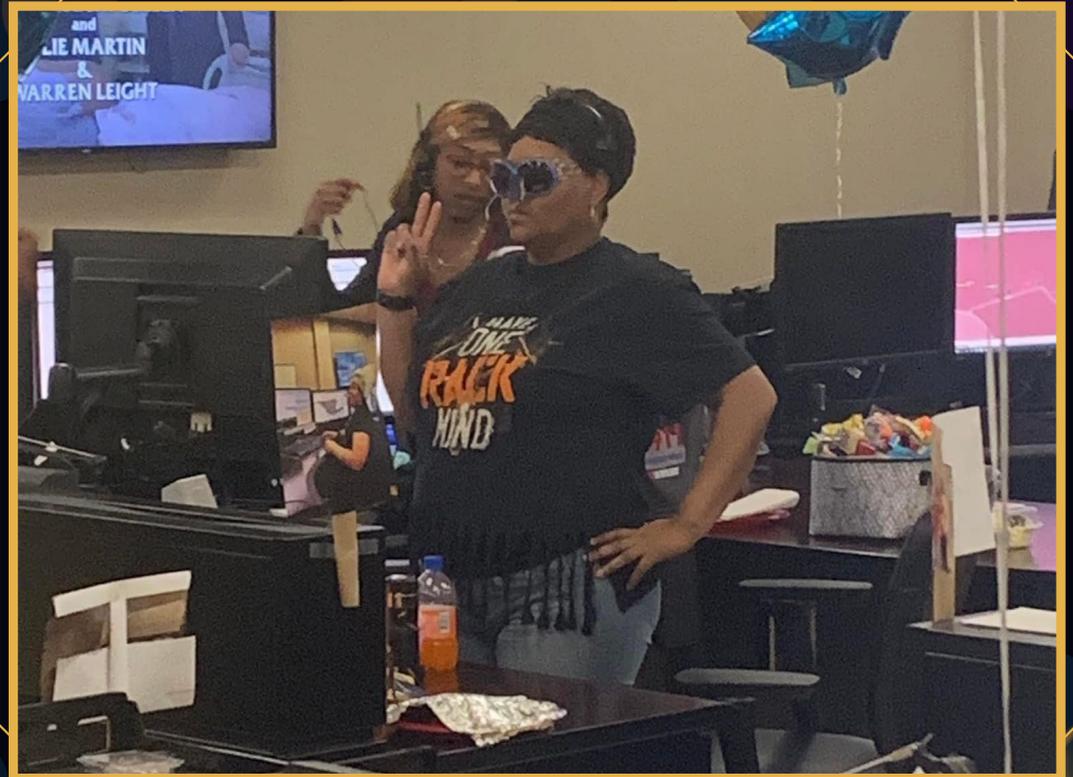


Headset

Hertford County



Inventive Hat!



Having Fun!

Hertford County



Smile 😊



Enjoy the Day



Cool

Hertford County

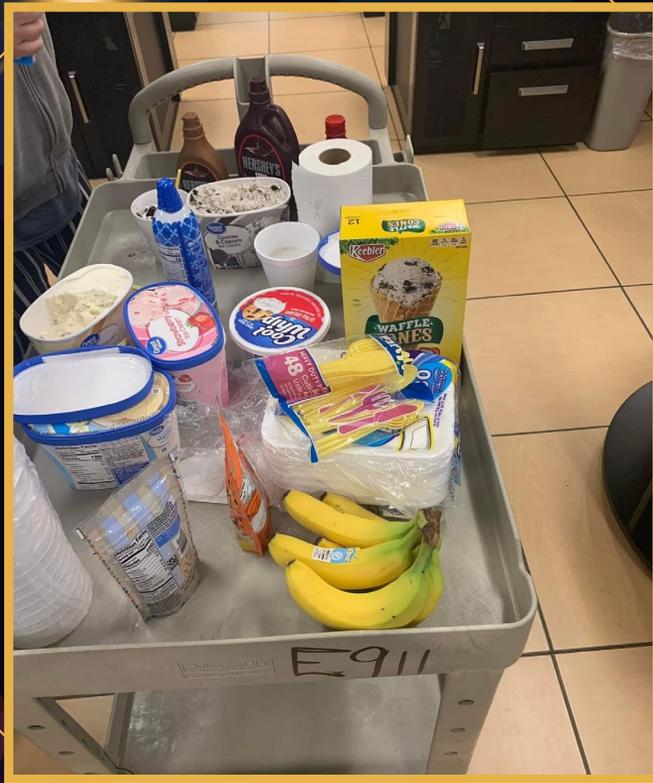


Group Pic!



New Shades

Hertford County



Ice Cream!



Yummm!



Pizza!

Hertford County



Cook Out!



Sweets

Hertford County



Surprise!

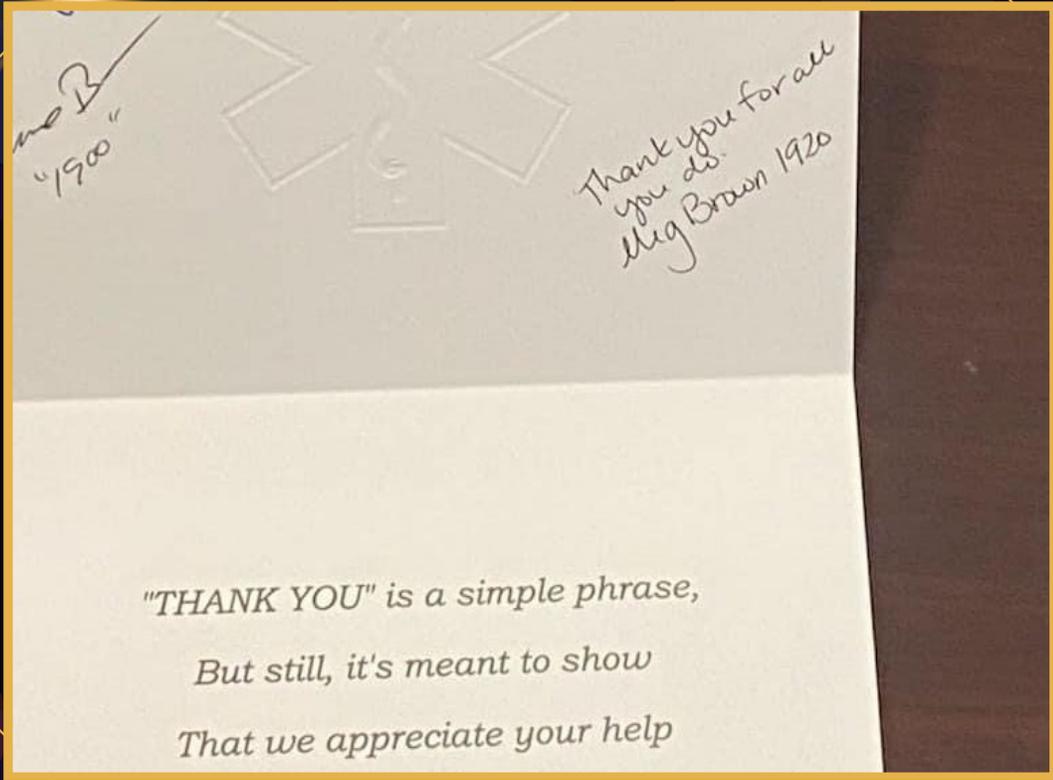


Prizes!

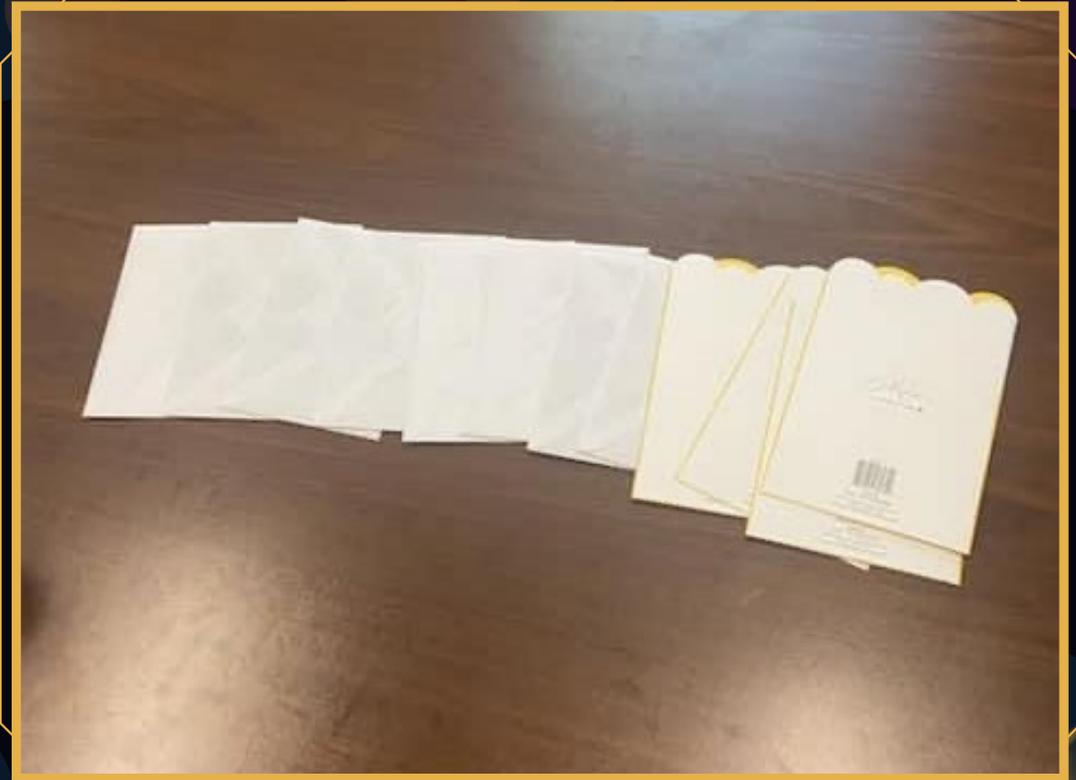


Treats!

Hertford County



Many, Many..



Thank You's

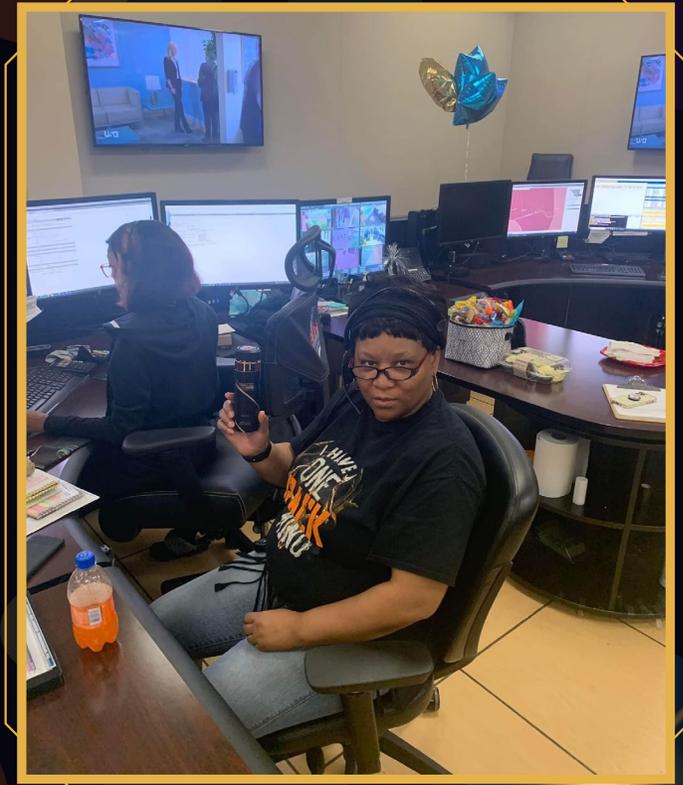
Hertford County



More...



And More..



Prizes!

Lumberton Police Department



Appreciation

- Dispatch Decorations
- City Proclamation

Events

Lumberton Police Department



Lumberton Mayor Bruce Davis reads a proclamation Wednesday that proclaims the observance of Public Safety Telecommunicators Week on the week of April 10-16 as Monica Reed, CAD specialist, left, Bill French, director of Emergency Services, and Tammy McLeod, assistant Emergency Services director listen on.



Proclamation

Onslow County



Appreciation

- Awards Ceremony
- Mass Causality Exercise
- Photo Booth
- Dispatch Decorations
- Games and Prizes
- Theme Days
- Meals and Treats
- WNCT News Story
- Jacksonville Daily News Story

Events

Onslow County



911



Photobooth



Posing!

Onslow County



Smile 😊



Future TC!



Posing!

Onslow County



Having..



Lots of..



Fun!

Onslow County



Monochromatic Day



PJ Day

Onslow County



Monochromatic Day



Sports Day

Onslow County



Decades Day



PJ Day

Onslow County



Disney Day



Sports Day

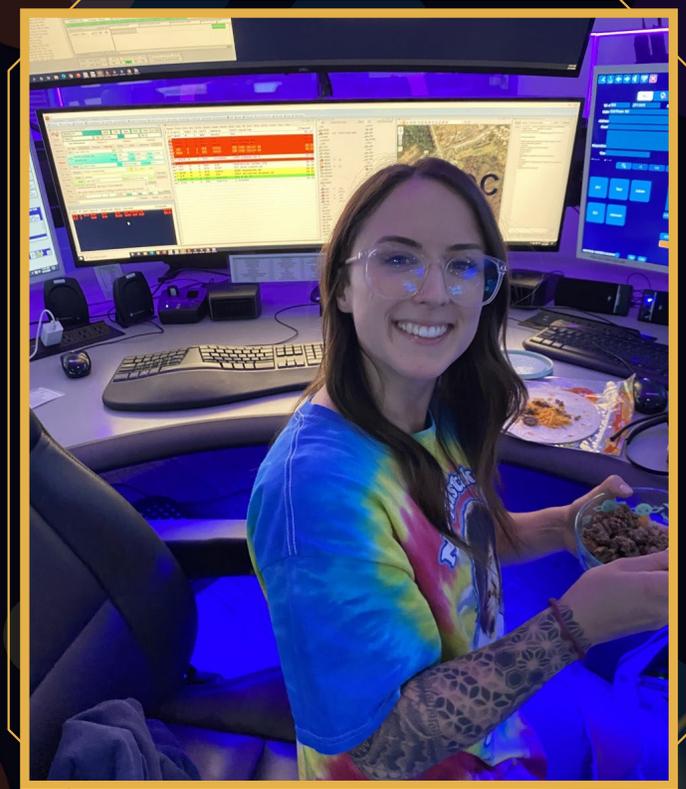
Onslow County



Decades Day



Totally 80's



Break Time

Onslow County



TC Week Cake



Doughnuts!



Have a Donut!

Onslow County

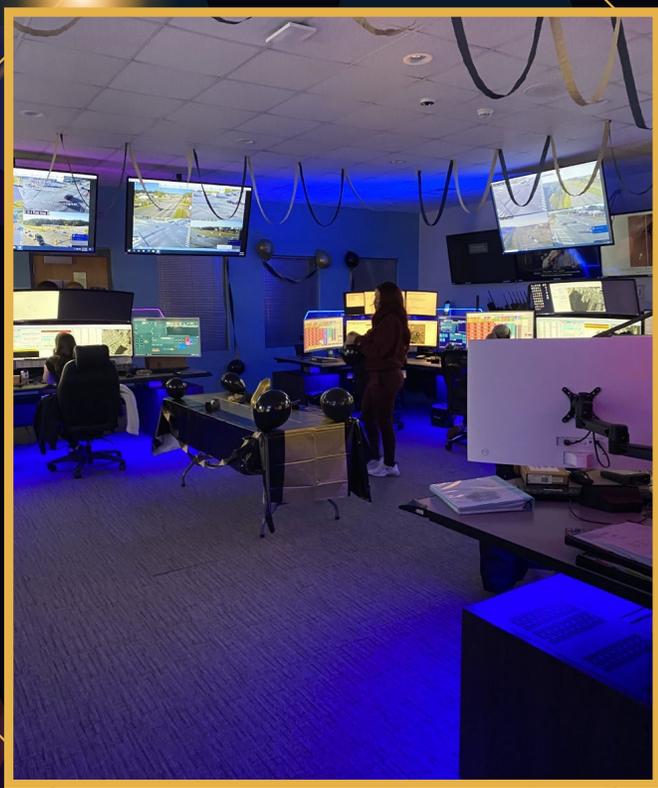


Awards



Ceremony

Onslow County



Decorations



Doughnuts!



Happy

Perquimans County



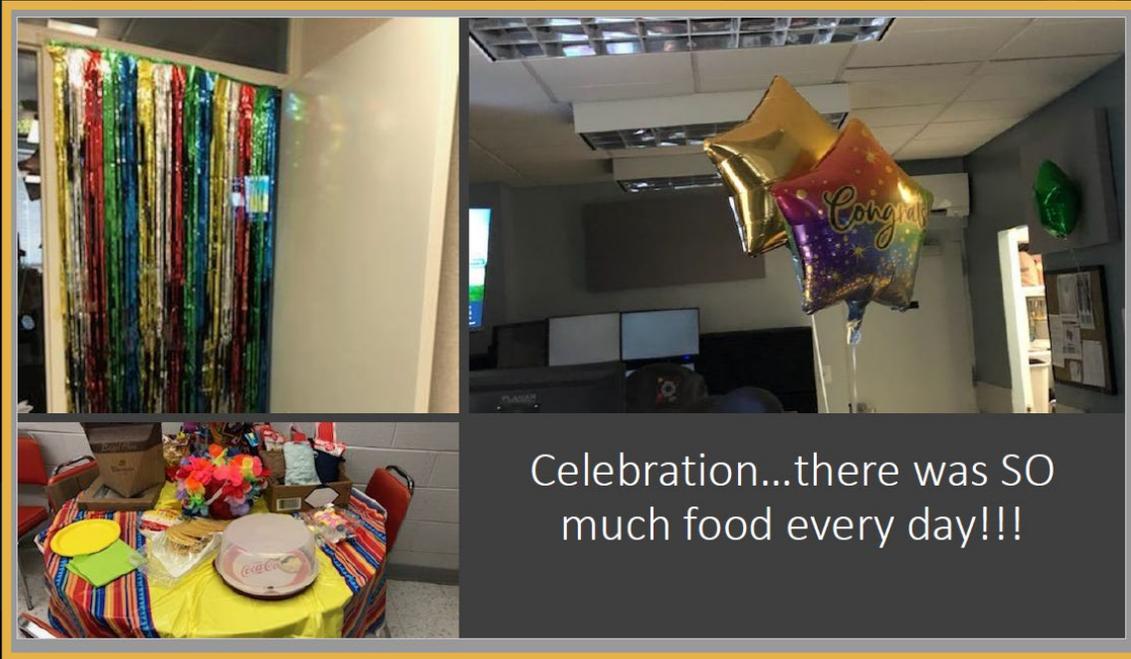
Board of Commissioners Meeting – April 4, 2022

- Board of Commissioners Recognition
- Theme Days
- Gifts

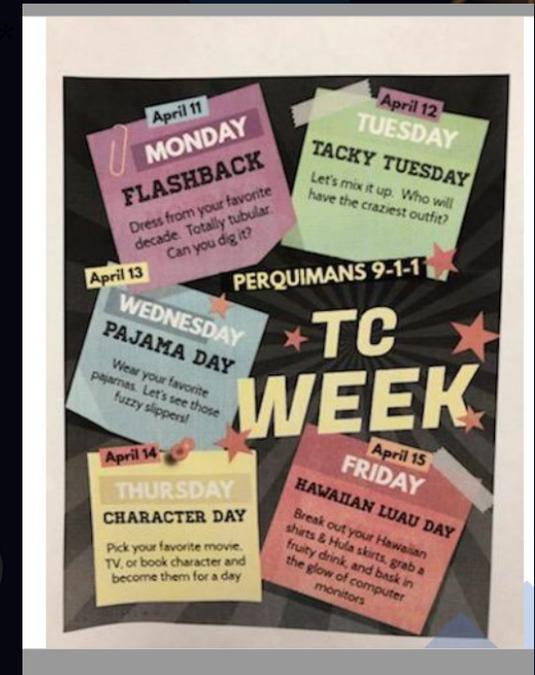
Appreciation

Events

Perquimans County



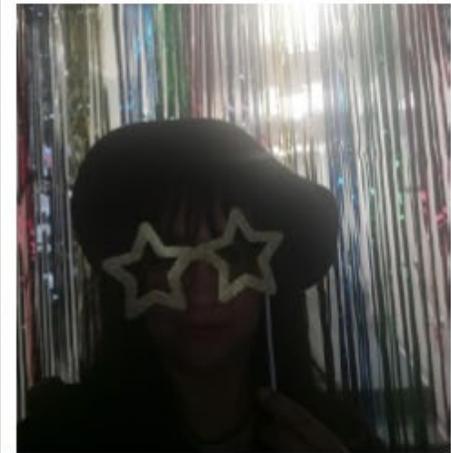
Celebration



Theme Days



Thanks for all the gifts!!



Many Participated BUT Some Were Camera Shy...

Raleigh – Wake 911



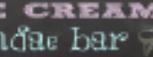
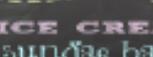
- Theme Days
- Snack Days
- Meal and Special Days
- Coffee Bar

Appreciation

Events

Calendar of Events



	SATURDAY	SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
THEME	Hot Day Jeans all week! 	Disney Super Hero cartoon 	Band/Artist 	Sports Team 	Movie/TV Character 	50's & 90's THROWBACK THURSDAY 	Wacky Sock & Shoes
NACKS	Candy Day Mini assortments of candy	Sweet & Salty Kind Bars, Nature Valley Bars, Trail Mix, Brownies	Candy Day Mini assortments of candy bars	Sweet & Salty Kind Bars, Nature Valley Bars, Trail Mix, Brownies	Assorted Cookies	Crunchy Day Chips, Pretzels and Popcorn	Easter Candy Robin eggs, Cadbury, Peeps and Jellybeans
SPECIAL	Day & Night Shift 		Day & Night Shift 		Day Shift  Bagels Donuts Croissants		
NOTES		ICE CREAM sundae bar 			Night Shift ICE CREAM sundae bar 		
----	COFFEE BAR Coffee/Decaf, Tea, and Hot Chocolate K Cups, Flavored Creamer, Whip Cream, Sprinkles	COFFEE BAR 	COFFEE BAR 	COFFEE BAR 	COFFEE BAR 	COFFEE BAR 	COFFEE BAR 



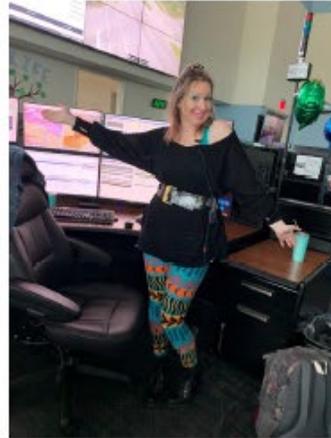
H
A
T

D
A
Y



Sports Day

Superhero/Movie Character/80s/Band



Raleigh – Wake 911

Employee Awards

- ▶ Rookie of the Year: Joshua Wick
- ▶ Telecommunicator of the Year: Joel Irvine
- ▶ Call Taker of the Year: Jaqueline Robinson
- ▶ CTO of the Year: Paula Clark
- ▶ Assistant Supervisor of the Year: Guanica Collazo
- ▶ Supervisor of the Year: Mike Suzik
- ▶ Support Person of the Year: Judy Capparelli

New Jackets for All Employees



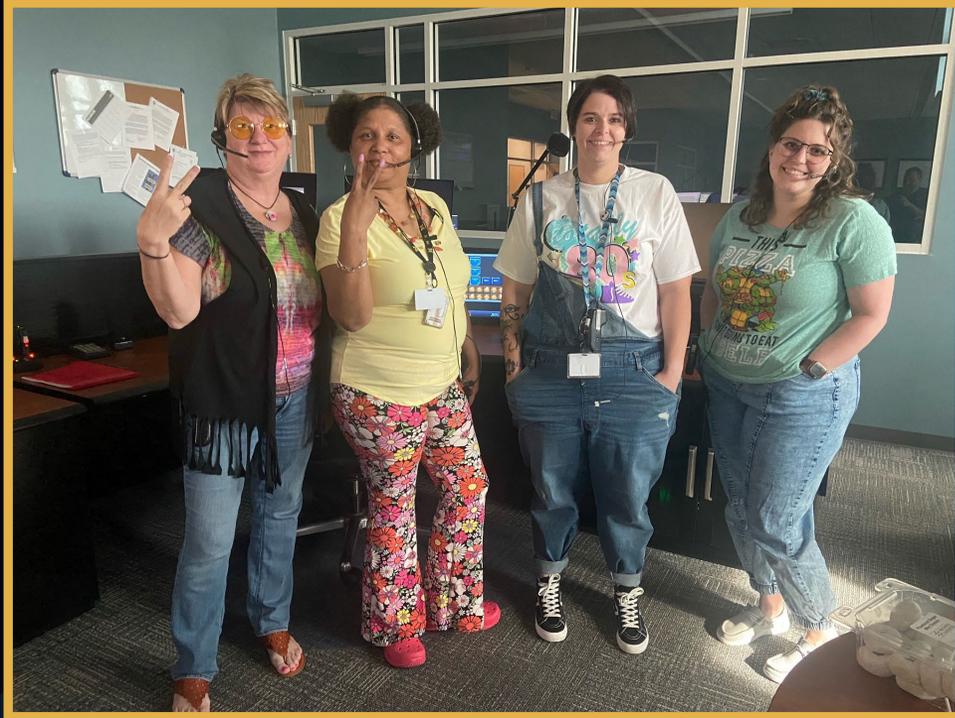
Miss North Carolina Teen Volunteer came for a visit and brought donuts



Celebration

Special Visit

Richmond County

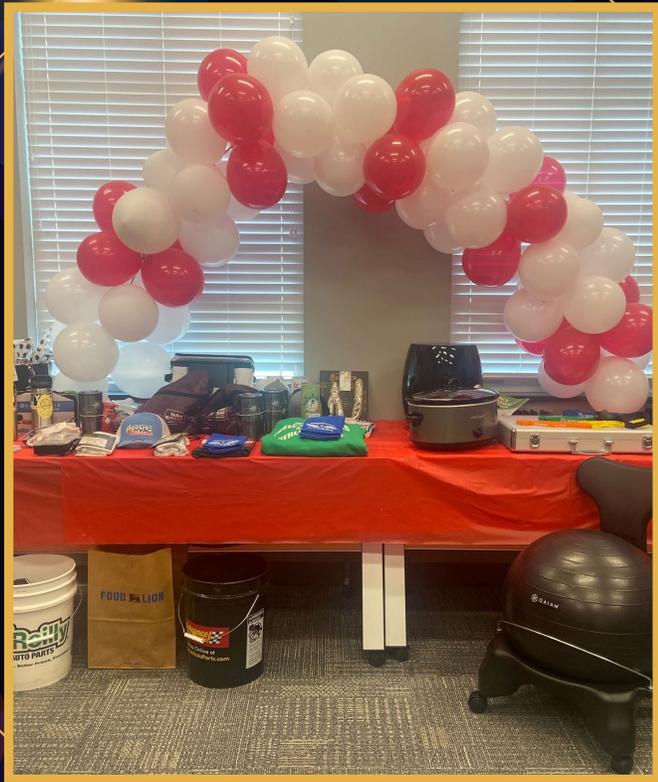


- Theme Days
- Awards
- Meal and Special Days
- Dispatch Decorations

Appreciation

Events

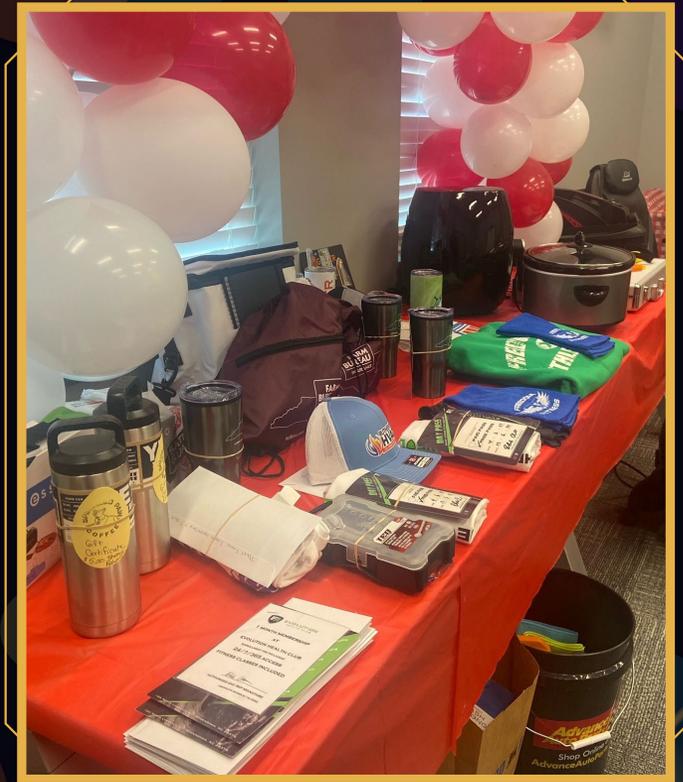
Richmond County



Decorations



Centerpieces



Gifts!

Richmond County



2022 Call Taker of the Year

Awards

Richmond County



2022 Dispatcher
of the Year

Garrett McInnis

2022 Dispatcher of the Year

Awards

Richmond County



2022 Rookie
of the Year

Becky Montanez

2022 Rookie of the Year

Awards

Richmond County



2022 Supervisor of the Year

Awards

Richmond County



2022 Gregory A. Hagins
Telecommunicator of the
Year

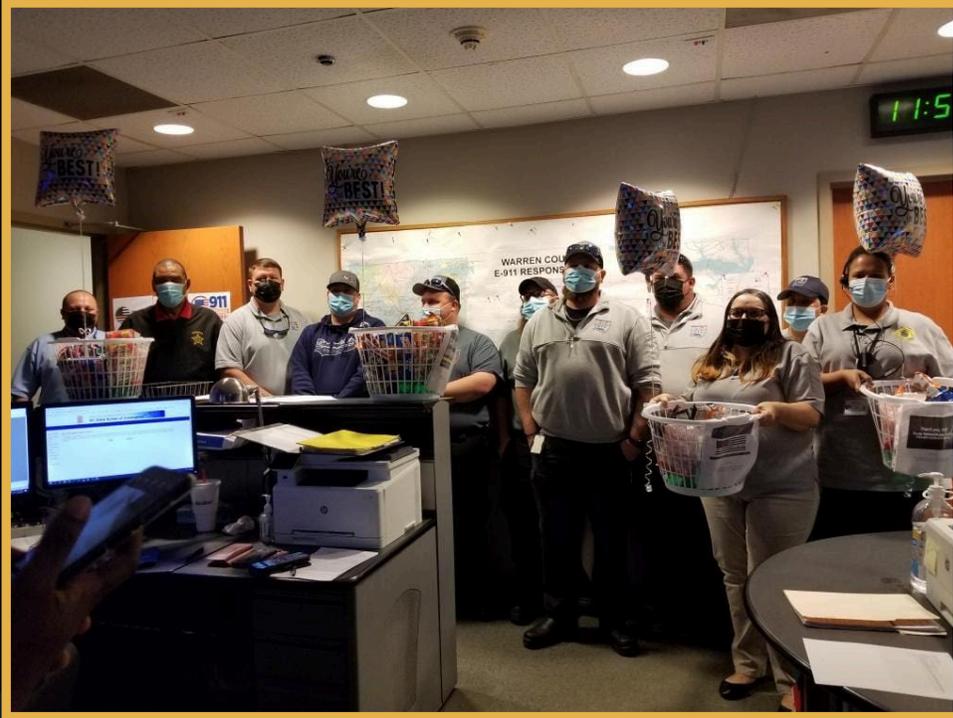


Katie Goodman

2022 Gregory A. Hagins
Telecommunicator of the
Year

Awards

Warren County



- Daily Lunches
- Gifts
- Sweet Treats

Appreciation

Events

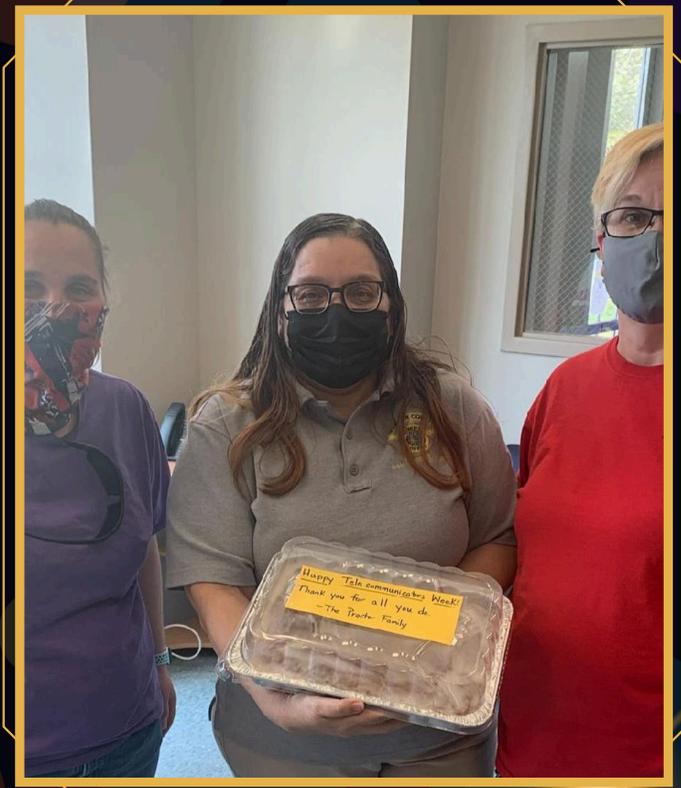
Warren County



Lunch



Wandering Dog



Sweet Gift

Warren County



Gifts



Gifts



Gifts

Warren County



Gifts



Gifts

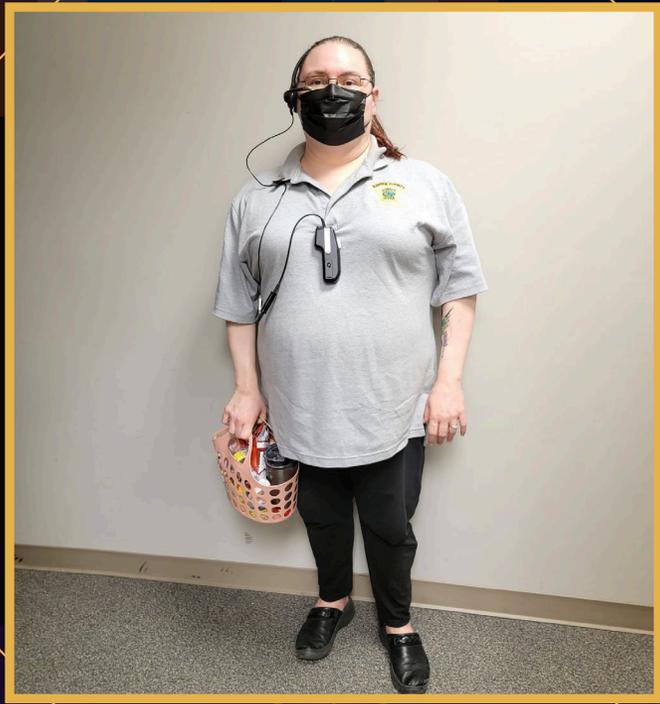


Gifts

Warren County



Gifts



Gifts



Gifts

Warren County



Gifts



Gifts



Gifts

Warren County



Gifts



More Gifts

Warren County



Special Tee

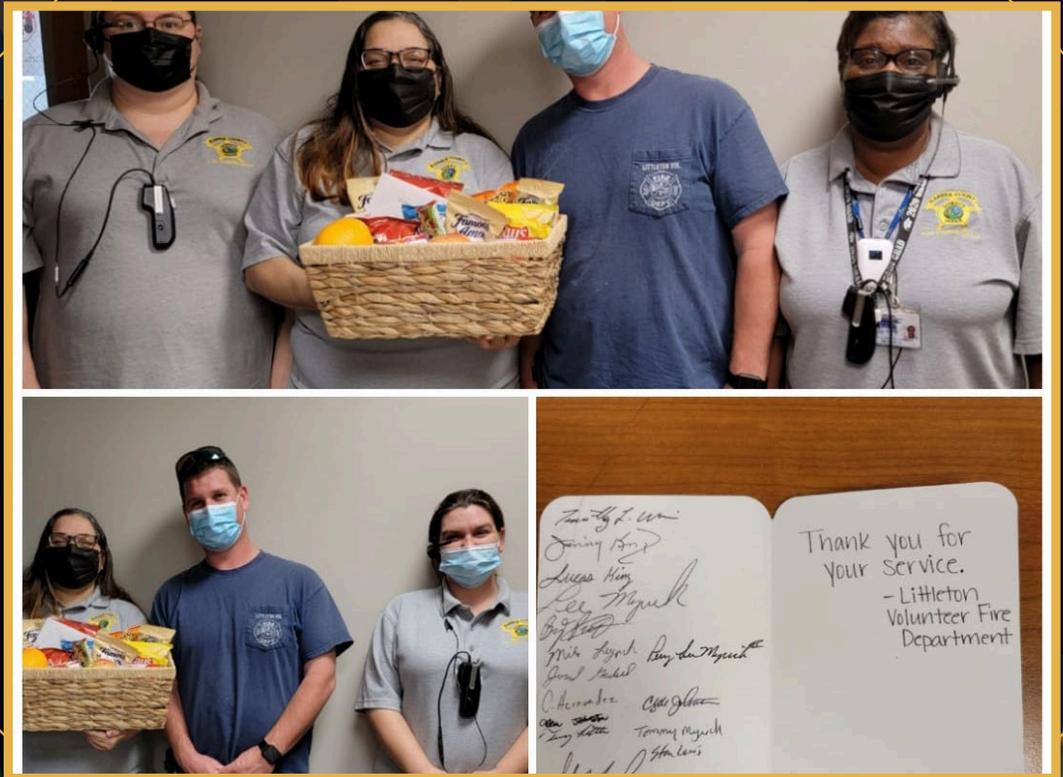


More Gifts

Warren County

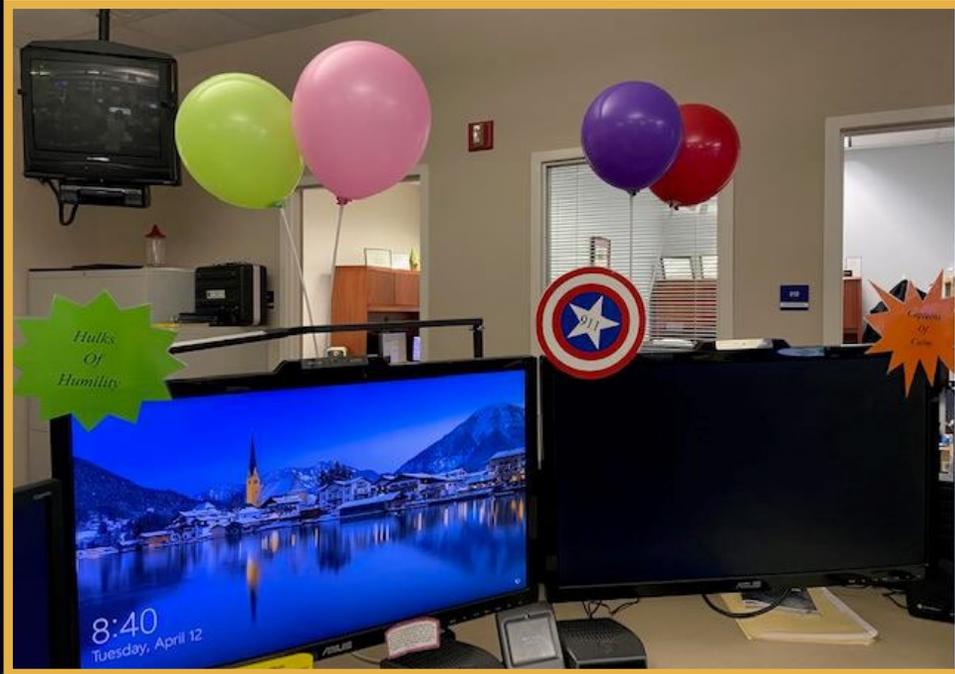


More Gifts



Snacks

Wilson County



Appreciation

- Theme Days
- Daily Meals
- Sweet Treats
- Movie Day Dress Up
- Very Special Surprise!

Events

Wilson County



Team Day



Power Rangers

Wilson County



Photo Booth



Movie Day



Generation Day

Wilson County



Lazy Day



Superhero Cape

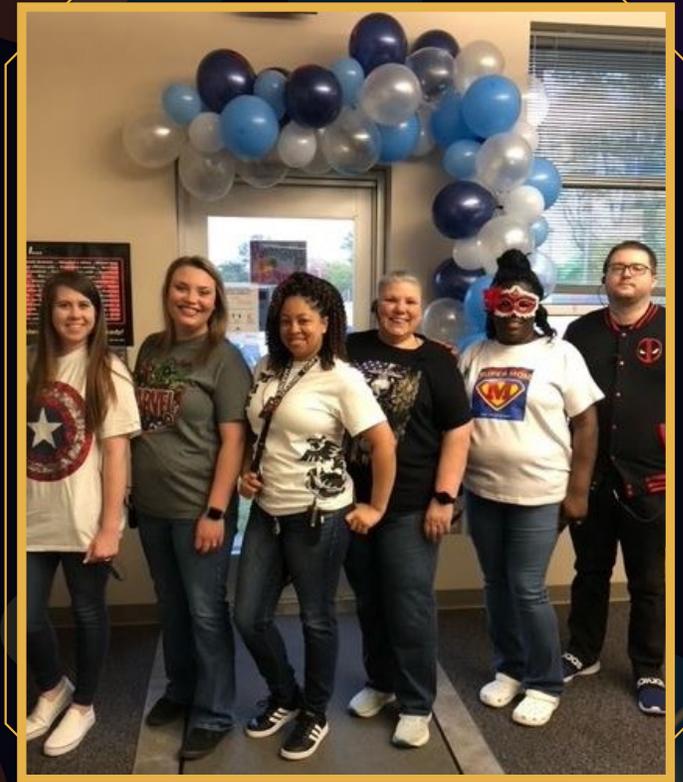
Wilson County



Lunch Break



Real Superheroes



Superheroes

Wilson County



Having Fun



Totally Chill

Wilson County



Delicious Tacos

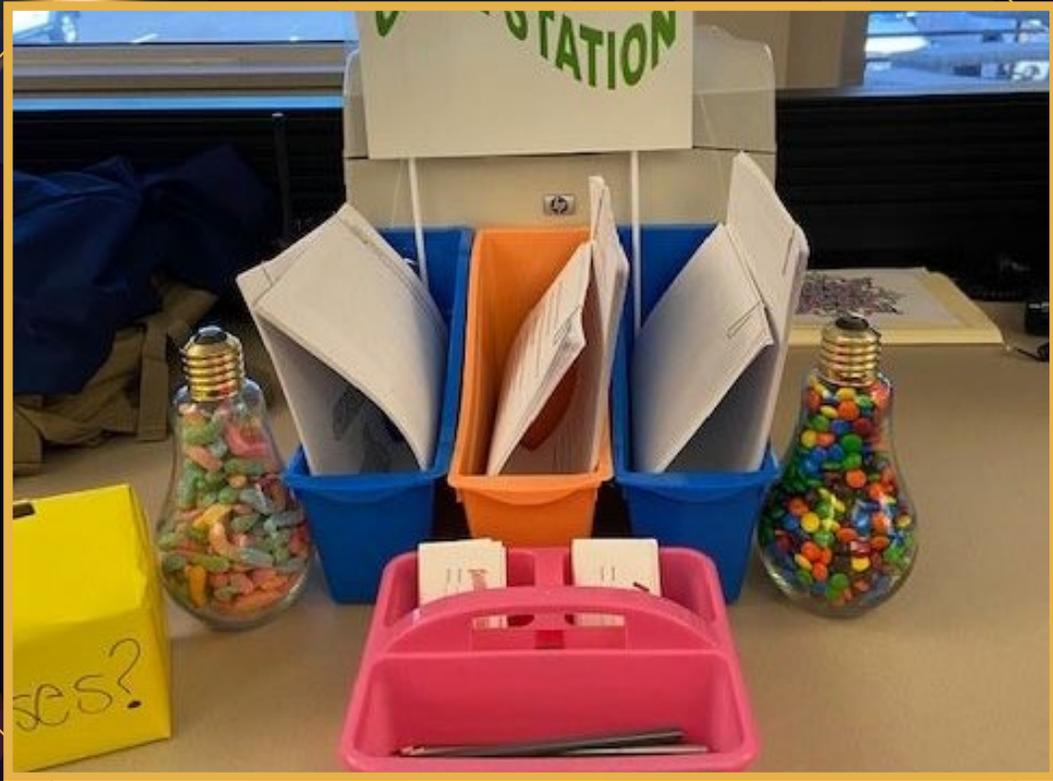


Rad!



Sweet Treats

Wilson County



Games

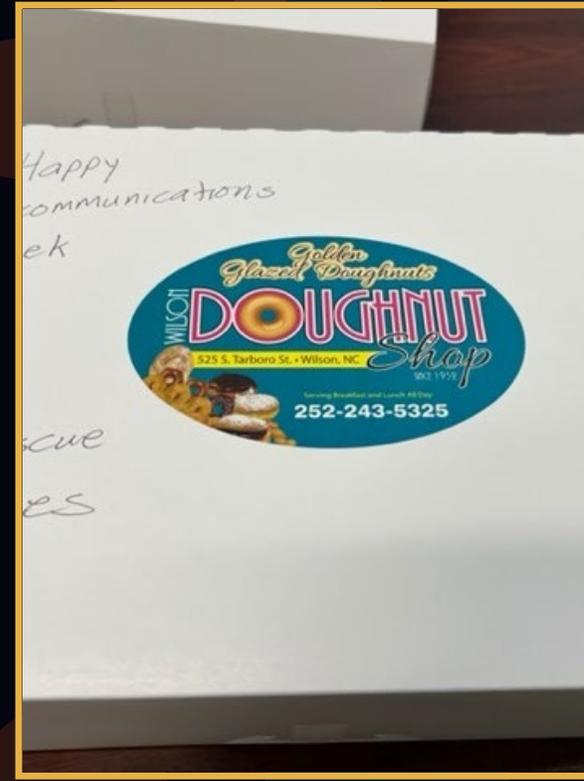


Balloons

Wilson County



Sweets



Doughnuts

Wilson County



Team Day



Special Surprise

Yancey County



- Town and County Proclamation
- Gifts
- Meal
- Decorations
- News Article

Appreciation

Events

Yancey County



Dessert



Sheriff the Chef



Celebrate

Tell Your Story



WITHIN THE TRENCHES

True stories from the 9-1-1 dispatchers who live them



Tell Your Story

Pod Cast

Tell Your Story



Secretary Weaver



Donna Wright

Tell Your Story



Melanie Neal

Christine Moore

Tell Your Story

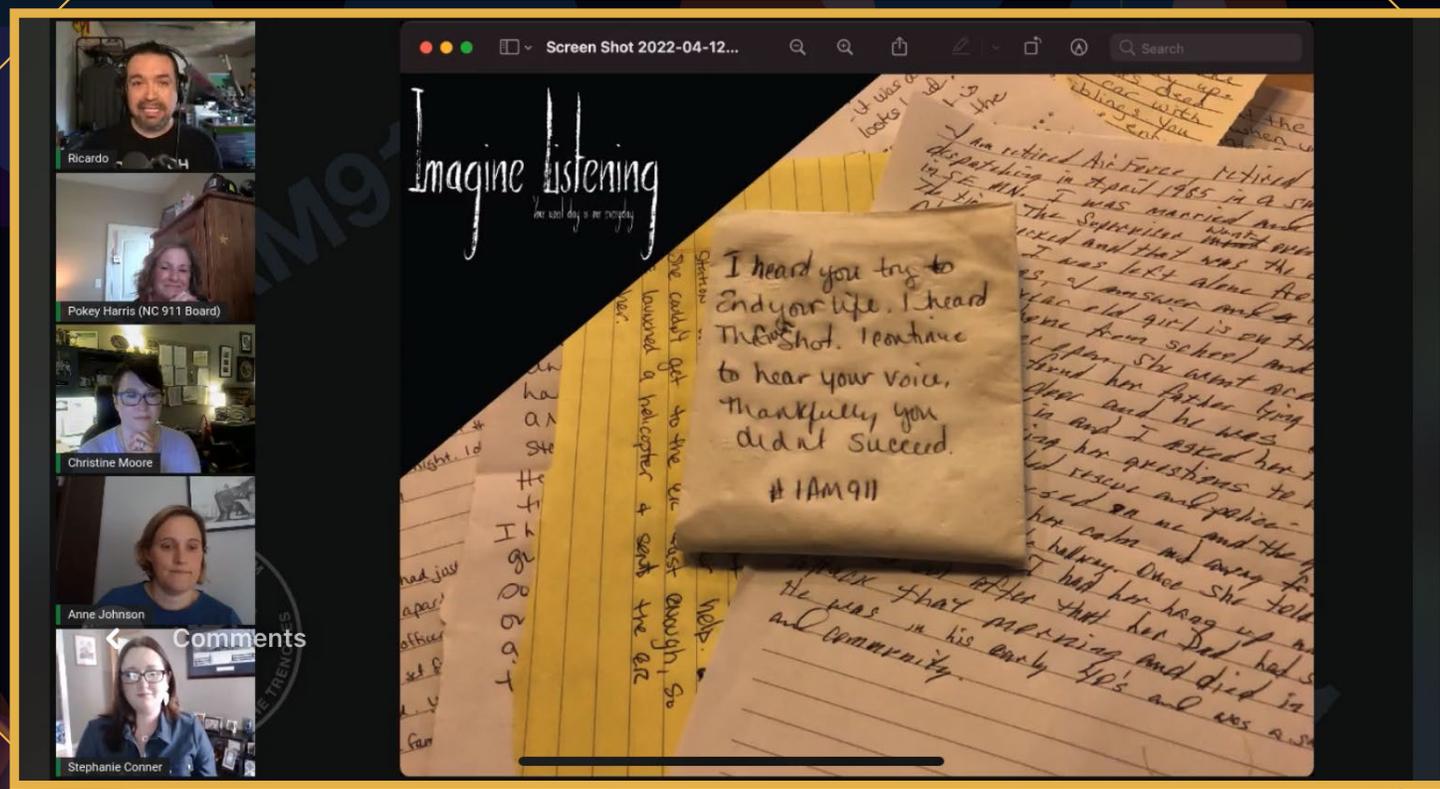


Angie Turbeville



Stephanie Conner

Tell Your Story



Coming Soon!
The First Book by
Ricardo Martinez
"Imagine Listening"
Stories from the
#IAM911 Movement

BIG Announcement

Imagine Listening

2022 National Telecommunicator Week

*The NC 911 Board would like to Thank You for
your tireless work each and everyday
to keep your citizens, and responders safe!
You are truly, the Heroes Behind the Headset!*

Thank You!

Tab 5 e)

**Martin County Telecommunicator
Kirsten Cooper Recognition**



Martin County Communications
1528 Prison Camp Road
Williamston, North Carolina 27892

Ms. Turbeville:

On February 11th 2022 at approximately 4AM, Telecommunicator Kirsten Cooper answered a 911 call from the Jamesville Community in Martin County. Telecommunicator Cooper was working alone at the time.

The caller advised Kirsten that she wanted to report a disturbance involving a male family member and her mother, both of whom were in the house with her along with three (3) children. Kirsten dispatched deputies with the Martin County Sheriff's Office while keeping the caller on the phone to monitor the situation. As the deputies were enroute, Kirsten heard the situation deteriorate. The male subject in the house began to yell loudly, thrown furniture and objects around, and threaten the other residents of the home with a knife and finally with a firearm.

Kirsten kept the deputies abreast of the developments and maintained communication with the caller. The residence is in a remote area of the County causing the deputies to have an approximately 20 minute enroute time, even running emergency traffic.

Approximately 16 minutes into the call, the caller tell Kirsten that "he went to go get the gun", Kirsten relays this to responders via radio. Shortly thereafter, several gunshots can be heard inside the home. The caller and all other residents inside the home become highly emotional and all that can be heard on the recording is screaming. Kirsten calls out to the caller by name and is able to calm her down long enough to determine that no one has been shot but that shots had been fired inside the residence. Kirsten is able to maintain communication with the caller yet again and advise the now approaching deputies. The suspect is arrested without incident and Kirsten disconnects the call. The call is just over 19 minutes long.

I spoke with Kirsten later on the same day in an attempt to debrief and gather details while it was still fresh in her mind. She stated that "something told her" to keep this particular caller on the phone. I commended her for her calm and professional demeanor and advised her that I felt her actions most likely saved lives by keeping a real-time line of communication open between the scene and the responders.

Kirsten has been with Martin County Communications for just over 2 years. Despite her comparatively short tenure as an Emergency Services Telecommunicator, she is certainly wise beyond her years. It is my wish to recognize her for what I feel is exceptional service to the community and to the responders. Her actions ensured that everyone remained safe.

Most Respectfully,

Jason Steward, Director
Martin County Communications

Tab 5 f)

**North Carolina Telecommunicator
Classification Discussions**

Tab 5 g)

**Citizens 911 Awareness
Presentation**

**Kelsey Hokuf, Wayne County E-911
Communications Supervisor**

Tab 5 h)

Legal Brief

Amanda Reeder

Tab 6

Executive Committee Report

Jeff Shipp

Tab 7

Education Committee Report

Chuck Greene

Tab 8

Funding Committee Report

David Bone

Tab 8a)

**Chatham County FY2023 Funding
Reconsideration Request**

(Roll Call Vote Required)



Chatham County Emergency Communications

297 West Street • Pittsboro, NC 27312

Office 919.545.8163
24-hour Warning Point 919.542.2911
www.chathamcountync.gov

February 28, 2022

Marsha Tapler
Financial Analyst
NC 911 Board

Funding Reconsideration FY2023

Ms. Tapler:

Chatham County Emergency Communications is requesting a funding reconsideration for fiscal year 2023 (FY23). Chatham has several large projects on going or completing within the next 12-18 months and we will not have enough funds, through our normal distribution, to pay for these eligible items. Projects include, implementation of emergency police dispatch (EPD) protocols, countywide public safety radio system upgrade (MCC7500), renovation and expansion of our backup emergency communications center (ECC) and the building of our new primary ECC. We have a lot going on in Chatham County as our community grows; we are preparing now, to ensure our public safety infrastructure is ready for the challenges ahead.

The eligible items included in this funding reconsideration are:

- Console furniture for the backup ECC (6 approved positions) – \$97,606.59
- Console furniture for the new ECC (7 approved positions) – \$109,556.10
- Generator for the new ECC – \$14,717.20 (10% of total cost)
- UPS for the new ECC – \$7,796.60 (10% of total cost)

FY23 funding reconsideration total - \$229,676.49

Per the funding reconsideration document, below are the questions and answers required.

The new funding model is based on actual expenses: please explain why do you need additional expenses?

The expenses submitted are for capital projects involving eligible items and we do not have the fund balance to support paying for all these eligible expenses. When I started as director in August 2017, I knew we had these projects on the horizon and I contacted the 911 Board to request carry forward amounts greater than 20% (per legislation) for these capital projects. However, based on our distribution, yearly expenses, and additional capital projects, we were not able to carry forward enough to save for these projects without submitting a reconsideration.

If your requests are based upon capital expenditures for the next year, have you considered a grant from the 911 Board for the program?

The capital expenditures listed in this reconsideration are eligible items. Eligible items are not allowed to be part of a grant application to the 911 Board.



Chatham County Emergency Communications

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www.chathamcountync.gov

Please explain how the additional funding will improve your efficiency for delivering 911 services.

This additional funding will prepare Chatham for the growth coming to our community. The current console furniture at the backup ECC is at end-of-life and has already been recycled once; it was the old furniture at the primary ECC and moved to the backup ECC for additional use. The new furniture allows us to grow and add positions as needed over the coming years. The new console furniture, generator, and UPS for the new ECC also allows us to improve efficiency by having the space, equipment and staff needed to serve our citizens at the highest standard possible. We are only asking for 10% of the total cost of the UPS and generator. We believe this is a good estimate of what space within the new building will be dedicated to answering, processing, and dispatching 911 calls.

Please explain in detail how the current fund balance will be used to offset increases in expenses.

Remaining fund balance from FY22 will be used for expenses related to our radio system upgrade capital project. This includes AIS (\$127,630) and MCC7500 (equipment \$557,718.55 and installation \$378,305). We will not have fund balance to pay for the items listed in the FY23 reconsideration request.

Complete timeline of completion of capital expenses.

- Console furniture at the backup ECC – estimated completion of December 31, 2022
- Console furniture, generator, and UPS at the new ECC – estimated completion of April 1, 2023

Provide 5-year technology plan.

Attached.

FY2023 itemized budget detail must be provided.

FY23 budgets have not been approved as of this date, however, attached is a year-to-date budget report for FY22.

Please let me know if you have any questions.

Regards,

A handwritten signature in black ink, appearing to read 'Mike Reitz', written in a cursive style.

Mike Reitz
Director

FY2023 Funding Reconsideration Worksheet:

PSAP Name:

Chatham County Emergency Communications

FY2022 Estimated Ending Fund Balance	\$111,879.72
PSAP Funding Distribution for FY2023	\$423,372.40
Approved Budgeted Operational for FY2023	\$502,266.00
Approved Budgeted Capital for FY2023	\$229,676.49
Total Remaining Fund Balance for Use:	<u><u>-\$196,690.37</u></u>

If fund balance remains, this amount must be used as part of the request or before requesting additional funds.

North Carolina 911 Board

PSAP Name: Chatham County Emergency Communications

Contact Name: Mike Reitz

Contact Address: 297 West St

City: Pittsboro

Zip: 27312

Contact Email: mike.reitz@chathamcountync.gov

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.
*****SEE INSTRUCTIONS tab for further requirements*** All requests are due by February 28, 2022. Email this form and all supporting documentation to your Regional Coordinator.**

FY2022 Emergency Telephone System Fund Balance: 111879.72

	FY2023 Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2023 Requested Increase Amount Recurring MONTHLY Cost	FY2023 Requested Increase Amount Recurring ANNUAL Cost	Comments
PHONE & FURNITURE Expenditure				
MPLS-Fiber used for backup PSAPs connections				
Furniture: Cabinets, tables, desks which hold 911 equipment	196,690.37			Eligible costs for furniture for primary/backup
TOTAL	\$196,690.37	\$0.00	\$0.00	

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

FY2022 Ending Fund balance Available for Use \$111,879.72

Expenses applied to fund balance:

Equipment Maintenance \$ 78,893.60

UPS \$ 7,796.60

Generator \$ 14,717.20

Furniture \$ 10,472.32

Total remaining Fund balance: \$0.00

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

APPROVED FY2023 FUNDING	\$423,372.40
FY2023 Anticipated Capital Expenditures	\$196,690.37
FY2023 Anticipated Monthly Recurring	\$0.00
FY2023 Anticipated Annual Recurring	\$0.00

Requested FY2023 Funding \$620,062.77

Funding Reconsideration Requested Amount: \$196,690.37

02/28/2022 15:10
mike.reitz

CHATHAM COUNTY - MUNIS LIVE
NEXT YEAR / CURRENT YEAR BUDGET ANALYSIS

P 1
bgnyrpts

PROJECTION: 2023 FY 2023 Budget

FOR PERIOD 12

ACCOUNTS FOR:

E - 911 EMERGENCY TELEPHONE			2021 ACTUAL	2022 ORIG BUD	2022 REVISED BUD	2022 ACTUAL	2022 PROJECTION	2023 Continued	PCT CHANGE
2212233	652036	E-911 TELE	-535,273.80	-559,790.00	-559,790.00	-279,895.38	.00	-559,790.00	.0%
2212233	680010	INTEREST	-1,505.84	-1,000.00	-1,000.00	75.90	.00	-1,000.00	.0%
2212233	790010	APPROPRIAT	.00	-179,476.00	-231,625.00	.00	.00	.00	-100.0%
2212233	940156	CONDATABAS	37,443.75	43,866.00	43,866.00	7,662.50	.00	43,866.00	.0%
2212233	943100	MAINTEQUIP	124,681.29	135,000.00	132,500.00	89,027.48	84,627.48	135,000.00	.0%
2212233	943140	SOFTWARE	82,151.00	90,000.00	93,300.00	93,161.00	93,161.00	112,000.00	24.4%
2212233	944300	TELEACCESS	342,012.09	430,000.00	482,149.00	271,827.61	270,193.00	430,000.00	.0%
2212233	956015	TRAVELEXP	6,911.22	26,000.00	26,000.00	14,929.98	7,008.98	26,000.00	.0%
2212233	961010	SUPPLIES	599.80	15,400.00	14,200.00	4,074.95	3,099.85	15,400.00	.0%
2212233	961012	COMPUTER	1,744.36	.00	400.00	221.42	221.42	.00	.0%
2212233	980010	COEQUIP	127,630.00	.00	.00	.00	.00	20,000.00	.0%
TOTAL E - 911 EMERGENCY TELE			186,393.87	.00	.00	201,085.46	458,311.73	221,476.00	.0%
GRAND TOTAL			186,393.87	.00	.00	201,085.46	458,311.73	221,476.00	.0%

** END OF REPORT - Generated by Mike Reitz **

02/28/2022 15:10
mike.reitz

CHATHAM COUNTY - MUNIS LIVE
NEXT YEAR / CURRENT YEAR BUDGET ANALYSIS

P 2
bgnyrpts

PROJECTION: 2023 FY 2023 Budget

FOR PERIOD 12

ACCOUNTS FOR:

E - 911 EMERGENCY TELEPHONE	2021 ACTUAL	2022 ORIG BUD	2022 REVISED BUD	2022 ACTUAL	2022 PROJECTION	2023 Continued	PCT CHANGE
Sequence 1	3	Y	N				
Sequence 2	0	N	N				
Sequence 3	0	N	N				
Sequence 4	0	N	N				

Report title:

02/28/2022 15:10
mike.reitz

CHATHAM COUNTY - MUNIS LIVE
NEXT YEAR / CURRENT YEAR BUDGET ANALYSIS

P 2
bgnyrpts

PROJECTION: 2023 FY 2023 Budget

FOR PERIOD 12

Report type: 1
 Budget level: 1
 Percentage change calculation method: 3
 Print first or second year of budget requests: F
 Print revenue as credit: Y
 Include cfwd in rev bud: Y
 Include cfwd in actuals: Y
 Print totals only: N
 Include segment code: N
 Include report grand totals by account type: N
 Print full GL account: N
 Double space: Y
 Suppress zero bdgt accts: Y
 Print as worksheet: N
 Print percent change or comment: P
 Print text: N
 Amounts/totals exceed 999 million dollars: N
 Print five budget levels: N
 Report view: D

Find Criteria

Field Name	Field Value
Org	2212233
Object	
Project	
Account type	
Account status	

Xybix Systems, Inc.
 8207 SouthPark Circle
 Littleton CO 80120
 Phone: 303-683-5656
 Fax: 303-683-5454
 SarahN



Quote Number: 29102

Quote Date: 2/24/2022
 Revision: B
 Orig Create Date: 2/24/2022
 Expires: 5/25/2022
 Opp #: 0022773

Quote

Terms: 1% 20 Days, NET 30 Days

Page: 1 of 4

<p>QUOTE TO: Acct: CHACOU PINC Chatham County Emergency Operations 297 West Street Pittsboro NC 27312</p> <p>Phone: Email:</p>	<p>SHIP TO: Chatham County Emergency Operations 112 Innovation Way Pittsboro, NC 27312 USA</p> <p>Salesperson: CHER ICE Phone: (919) 904-3487 Email: cheri@xybix.com</p>
---	---

*HGAC EC07-20
 EAGLE LINE*

*02.24.22- Drawing R5. Update to axys- SN
 07.01.21- Drawing R4- SN*

*Pandemic Freight Surcharge:
 This fee is the temporary upcharge we are experiencing for shipping related costs and delays*

Line	Part Num	Desc	Qty	U/M	List Ea.	Disc. %	Disc. Price	Net Price
1.00	12343.	Panel System Priced by the Linear Foot: Grade 3 Fabric 12343-1-SS - 29-48in - 59.0 LF @ \$212.00/LF 12343-1-DS - 29-48in - 113.5 LF @ \$287.00/LF Upper Tiles Fabric Color: TBD Grade 3 G2 Lower Tiles Fabric Color: TBD Grade 3 G2 Panel Trim Color: Black	1.00	EA	\$45,082.50	51.00 %	\$22,090.43	\$22,090.43
1.01	13771.	Panel Tile 11437-18HX36W W-Fabric <div style="background-color: #cccccc; padding: 2px;">OPEN MARKET</div>	2.00	EA	\$165.00	51.00 %	\$80.85	\$161.70
1.02	13771.	Panel Tile 11438-18HX42W W-Fabric <div style="background-color: #cccccc; padding: 2px;">OPEN MARKET</div>	2.00	EA	\$165.00	51.00 %	\$80.85	\$161.70
2.00	14487-3D.	Adj. Table Worksurface - Corner Dual Surface - 78L x 78R - Cable Management Included	4.00	EA	\$2,365.00	51.00 %	\$1,158.85	\$4,635.40
2.01	14487-3D.	Adj. Table Worksurface - Corner Dual Surface - 84L x 84R - Cable Management Included	10.00	EA	\$2,365.00	51.00 %	\$1,158.85	\$11,588.50
2.02	14377-3D.	Adj. Table Worksurface - Corner Dual Surface - 90L x 90R - Cable Management Included	2.00	EA	\$2,432.00	51.00 %	\$1,191.68	\$2,383.36

Funding Request for
 7 consoles.

\$9,664.56

\$8,111.95

Xybix Systems, Inc.
 8207 SouthPark Circle
 Littleton CO 80120
 Phone: 303-683-5656
 Fax: 303-683-5454
 SarahN



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 Opp #: 0022773

Quote

Terms: 1% 20 Days, NET 30 Days

Page: 2 of 4

Line	Part Num	Desc	Qty	U/M	List Ea.	Disc. %	Disc. Price	Net Price	
3.00	15702	L5 Table Base	7	16.00 EA	\$7,611.00	51.00 %	\$3,729.39	\$59,670.24	\$26,105.73
4.00	16744.	Monitor Mount 3 - Rollervision - Corner Dual Surface - 78L x 78R	8	4.00 EA	\$5,200.00	51.00 %	\$2,548.00	\$10,192.00	
		16674 - Std VESA Mount Qty = 4 Total: \$1,400.00 - OPEN MARKET 16675 - Std VESA Mount 2 HI 1 Knuckle Qty = 3 Total: \$1,437.00 - OPEN MARKET OPEN MARKET							
4.01	16744.	Monitor Mount 3 - Rollervision - Corner Dual Surface - 84L x 84R	9	10.00 EA	\$5,200.00	51.00 %	\$2,548.00	\$25,480.00	\$17,836.00
		16674 - Std VESA Mount Qty = 4 Total: \$1,400.00 - OPEN MARKET 16675 - Std VESA Mount 2 HI 1 Knuckle Qty = 3 Total: \$1,437.00 - OPEN MARKET OPEN MARKET							
4.02	16744.	Monitor Mount 3 - Rollervision - Corner Dual Surface - 90L x 90R	10	2.00 EA	\$5,200.00	51.00 %	\$2,548.00	\$5,096.00	
		16674 - Std VESA Mount Qty = 4 Total: \$1,400.00 - OPEN MARKET 16675 - Std VESA Mount 2 HI 1 Knuckle Qty = 3 Total: \$1,437.00 - OPEN MARKET OPEN MARKET							
5.00	16130-8	Datadock2 - Keyboard Snap-In Cable Organizer Includes: 8 - USB Ports 1 - RJ45 Port	20	16.00 EA	\$602.00	51.00 %	\$294.98	\$4,719.68	\$2,064.86
5.01	14349	Display Port Cable 25 FT Male/Male	19	112.00 EA	\$88.00	51.00 %	\$43.12	\$4,829.44	\$2,112.88
6.00	15848	Grounding Kit Full Station R56 Compliant	21	16.00 EA	\$1,422.00	51.00 %	\$696.78	\$11,148.48	\$4,877.46
6.01	11792-BLK	Power Bar - 10 Outlet With Black Sticker	22	16.00 EA	\$156.00	51.00 %	\$76.44	\$1,223.04	\$535.08
6.02	11792-OR	Power Bar - 10 Outlet With Orange Sticker	23	16.00 EA	\$156.00	51.00 %	\$76.44	\$1,223.04	\$535.08
6.03	14976	6 Outlet Power Strip 25'	47	12.00 EA	\$166.00	51.00 %	\$81.34	\$976.08	\$569.38

Xybix Systems, Inc.
 8207 SouthPark Circle
 Littleton CO 80120
 Phone: 303-683-5656
 Fax: 303-683-5454
 SarahN



Quote Number: 29102

Quote Date: 2/24/2022
 Revision: B
 Orig Create Date: 2/24/2022
 Expires: 5/25/2022
 Opp #: 0022773

Quote

Terms: 1% 20 Days, NET 30 Days

Page: 3 of 4

Line	Part Num	Desc	Qty	U/M	List Ea.	Disc. %	Disc. Price	Net Price	
7.00	16708.	Axys Control System with Fan Base Price: \$2,079.00 16707AXS - Heat - \$688.00 - OPEN MARKET 16709AXS - Task Lights - \$519.00 - OPEN MARKET	25	16.00 EA	\$3,286.00	51.00 %	\$1,610.14	\$25,762.24	
7.01	16770AXS	Light - LED Status Indicator Tower W/ Black Housing 70MM 2 HI Red-Green 12- 30Vdc or 27Vac For Axys OPEN MARKET	24	16.00 EA	\$1,223.00	51.00 %	\$599.27	\$9,588.32	
8.00	15463	Shelf Under Surface 19W x 9D - Metal	26	16.00 EA	\$146.00	51.00 %	\$71.54	\$1,144.64	\$500.78
8.01	15476	Shelf Under Surface USB Charging Upgrade Assembly	27	16.00 EA	\$122.00	51.00 %	\$59.78	\$956.48	\$418.46
10.00	12033-3D.	Return Worksurface - 18Wx36D	29	10.00 EA	\$516.00	51.00 %	\$252.84	\$2,528.40	\$1,769.88
10.01	12033-3D- FT.	Flip Top Return Worksurface - 42Wx36D	30	2.00 EA	\$516.00	51.00 %	\$252.84	\$505.68	
10.02	12035-3D.	Return Worksurface - 75.25Wx36D	31	1.00 EA	\$931.00	51.00 %	\$456.19	\$456.19	
11.00	16209	Cable Bridge Corner Angled Left Side	32	10.00 EA	\$229.00	51.00 %	\$112.21	\$1,122.10	\$785.47
11.01	16210	Cable Bridge Corner Angled Right Side	33	11.00 EA	\$229.00	51.00 %	\$112.21	\$1,234.31	
11.02	15223-3D.	CPU Cabinet - ERGO ACCESS Back To Back 18Wx48H	34	4.00 EA	\$3,277.00	51.00 %	\$1,605.73	\$6,422.92	\$6,422.92
11.03	15220-3D.	CPU Cabinet - ERGO ACCESS Tech Tower 18Wx48H Back Left Access	35	1.00 EA	\$1,865.00	51.00 %	\$913.85	\$913.85	
11.04	15220-3D.	CPU Cabinet - ERGO ACCESS Tech Tower 18Wx48H Back Access	36	1.00 EA	\$1,865.00	51.00 %	\$913.85	\$913.85	
11.05	15220-3D.	CPU Cabinet - ERGO ACCESS Tech Tower 18Wx48H Left Access	37	2.00 EA	\$1,865.00	51.00 %	\$913.85	\$1,827.70	
11.06	15220-3D.	CPU Cabinet - ERGO ACCESS Tech Tower 18Wx48H Right Access	38	3.00 EA	\$1,865.00	51.00 %	\$913.85	\$2,741.55	
11.07	15490-3D- FT.	CPU Cabinet - ERGO ACCESS Under Work Surface 42Wx34.5D With Flip Top Hinge	39	2.00 EA	\$1,673.00	51.00 %	\$819.77	\$1,639.54	
12.00	13642-3D.	Drawer Pedestal - Fixed - Bookcase Left - 36W - 6-6-12 Drawers 18W 22D	40	1.00 EA	\$1,433.00	51.00 %	\$702.17	\$702.17	

Xybix Systems, Inc.
 8207 SouthPark Circle
 Littleton CO 80120
 Phone: 303-683-5656
 Fax: 303-683-5454
 SarahN



Quote Number: 29102

Quote Date: 2/24/2022
 Revision: B
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 Expires: 5/25/2022
 Opp #: 0022773

Quote

Terms: 1% 20 Days, NET 30 Days

Page: 4 of 4

Line	Part Num	Desc	Qty	U/M	List Ea.	Disc. %	Disc. Price	Net Price
12.01	13642-3D.	Drawer Pedestal - Fixed - Bookcase Right - 36W - 6-6-12 Drawers 18W 22D	41	1.00 EA	\$1,433.00	51.00 %	\$702.17	\$702.17
15.00	11765-3D.	Bookcase - UnderWS W/Toekick - 18W, 28H, 22D	42	10.00 EA	\$689.00	51.00 %	\$337.61	\$3,376.10
18.00	11099-3D.	Under Return End Support	43	1.00 EA	\$272.00	51.00 %	\$133.28	\$133.28
19.00	10176EXT	Cup Holder - Extended for Eagle	44	16.00 EA	\$104.00	51.00 %	\$50.96	\$815.36
90.00	16139	Installers Kit Eagle Line	45	16.00 EA	\$0.00	0.00 %	\$0.00	\$0.00
99.00	Other	Other Charges & Services	46	1.00 EA	\$0.00	0.00 %	\$0.00	\$0.00
Line (46) - Miscellaneous Charge -								
								Ext. Price
1.) Freight - 2 trucks								11,977.00
2.) Installation								40,418.44
3.) Pandemic Freight Surcharge								4,581.32
<hr/>								
List Price Total:					\$467,481.50	Lines Total:		\$229,065.93
								Line Miscellaneous Charges
								Total:
								\$56,976.76
								Taxes Total:
								\$20,022.96
								Quote Total:
								\$306,065.65

\$2,363.27

\$5,239.94

\$17,638.07

\$2,004.33

\$109,556.10 Total

Note 1:
 All quoted taxes are estimated. Any applicable taxes, fees, permits, etc. must be added to this quote.

Note 2:
 Where installation is listed on quote it is based in non-union labor and on one trip for installation only. Client is responsible for coordination of Technicians and other Vendors/Contractors. Waiting time will be charged at the rate of \$75 per man hour straight time and \$115 per man hour for OT plus subsistence expenses.
 Additionally, this quote is based upon a remodel in an existing space and/or new building - completely finished with a Certificate of Occupancy. Any project where the General Contractor is still on the job is subject to additional charges.

We appreciate this opportunity to provide this quote. Our goal is to substantially improve working conditions for your valuable staff. We look forward to meeting with you to review this proposal in detail. In the meantime please don't hesitate to call us with any questions.

Xybix Systems, Inc.
 8207 SouthPark Circle
 Littleton CO 80120
 Phone: 303-683-5656
 Fax: 303-683-5454
 SarahN



Quote Number: 28702

Quote Date: 2/24/2022
 Revision: B
 Orig Create Date: 2/24/2022
 Expires: 5/25/2022
 Opp #: 0023293

Quote

Terms: 1% 20 Days, NET 30 Days

Page: 1 of 3

<p>QUOTE TO: Acct: CHACOUPINC Chatham County Emergency Operations 297 West Street Pittsboro NC 27312</p> <p>Phone: Email:</p>	<p>SHIP TO: Chatham County Backup 3670 Alston Bridge Rd Siler City, NC 27344 USA</p> <p>Salesperson: CHER ICE Phone: (919) 904-3487 Email: cheri@xybix.com</p>
--	---

HGAC EC07-20
 EAGLE LINE

02.24.22- Drawing R3. Update to axys- SN
 04.21.20- Drawing R2- SN

*Pandemic Freight Surcharge:
 This fee is the temporary upcharge we are experiencing for shipping related costs and delays*

Funding Request for
 6 Consoles

Line	Part Num	Desc	Qty	U/M	List Ea.	Disc. %	Disc. Price	Net Price
1.00	12343.	Panel System Priced by the Linear Foot: Grade 3Fabric 12343-1-DS - 42-48in - 75.50 LF @ \$299.00/LF Upper Tiles Fabric Color: TBD Grade 3 G3 Lower Tiles Fabric Color: TBD Grade 3 G3 Panel Trim Color: TBD	2	1.00 EA	\$22,574.50	50.00 %	\$11,287.25	\$11,287.25
1.01	14145-BLK	Cable Pole 96" - Alum Black	1	10.00 EA	\$98.00	50.00 %	\$49.00	\$490.00
2.00	14487-3D.	Adj. Table Worksurface - Corner Dual Surface - 78L x 78R - Cable Management Included	3	9.00 EA	\$2,365.00	50.00 %	\$1,182.50	\$10,642.50
3.00	15702	L5 Table Base	4	9.00 EA	\$7,611.00	50.00 %	\$3,805.50	\$34,249.50
4.00	16744.	Monitor Mount 3 - Rollervision - Corner Dual Surface - 78L x 78R 16674 - Std VESA Mount Qty = 4 Total: \$1,400.00 - OPEN MARKET 16675 - Std VESA Mount 2 HI 1 Knuckle Qty = 3 Total: \$1,437.00 - OPEN MARKET	5	9.00 EA	\$5,200.00	50.00 %	\$2,600.00	\$23,400.00
OPEN MARKET								

\$7,524.83

\$294.00

\$7,095.00

\$22,833.00

\$15,600.00

Xybix Systems, Inc.
 8207 SouthPark Circle
 Littleton CO 80120
 Phone: 303-683-5656
 Fax: 303-683-5454
 SarahN



Quote Number: 28702

Quote Date: 2/24/2022
 Revision: B
 Orig Create Date: 2/24/2022
 Expires: 5/25/2022
 Opp #: 0023293

Quote

Terms: 1% 20 Days, NET 30 Days

Page: 2 of 3

Line	Part Num	Desc	Qty	U/M	List Ea.	Disc. %	Disc. Price	Net Price	
5.00	16130-8	Datadock2 - Keyboard Snap-In Cable Organizer Includes: 8 - USB Ports 1 - RJ45 Port	9	9.00 EA	\$602.00	50.00 %	\$301.00	\$2,709.00	\$1,806.00
5.01	15095	HDMI Cable w/ Ethernet M/M 25' High Speed	7	63.00 EA	\$88.00	50.00 %	\$44.00	\$2,772.00	\$1,848.00
6.00	15848	Grounding Kit Full Station R56 Compliant	9	9.00 EA	\$1,422.00	50.00 %	\$711.00	\$6,399.00	\$4,266.00
6.01	11792-BLK	Power Bar - 10 Outlet With Black Sticker	10	9.00 EA	\$156.00	50.00 %	\$78.00	\$702.00	\$468.00
6.02	11792-OR	Power Bar - 10 Outlet With Orange Sticker	11	9.00 EA	\$156.00	50.00 %	\$78.00	\$702.00	\$468.00
6.03	14976	6 Outlet Power Strip 25'	36	9.00 EA	\$166.00	50.00 %	\$83.00	\$747.00	\$498.00
7.00	16708.	Axys Control System with Fan Base Price: \$2,079.00 16707AXS - Heat - \$688.00 - OPEN MARKET 16709AXS - Task Lights - \$519.00 - OPEN MARKET OPEN MARKET	13	9.00 EA	\$3,286.00	50.00 %	\$1,643.00	\$14,787.00	
7.01	16770AXS	Light - LED Status Indicator Tower W/ Black Housing 70MM 2 HI Red-Green 12-30Vdc or 27Vac For Axys OPEN MARKET	12	9.00 EA	\$1,223.00	50.00 %	\$611.50	\$5,503.50	
8.00	15463	Shelf Under Surface 19W x 9D - Metal	14	9.00 EA	\$146.00	50.00 %	\$73.00	\$657.00	\$438.00
8.01	15476	Shelf Under Surface USB Charging Upgrade Assembly	15	9.00 EA	\$122.00	50.00 %	\$61.00	\$549.00	\$366.00
10.00	12031-3D.	Return Worksurface - 72Wx23.5D	17	1.00 EA	\$647.00	50.00 %	\$323.50	\$323.50	
10.01	12033-3D.	Return Worksurface - 18Wx36D	18	8.00 EA	\$516.00	50.00 %	\$258.00	\$2,064.00	\$1,548.00
10.02	12033-3D.	Return Worksurface - 30Wx36D	19	1.00 EA	\$516.00	50.00 %	\$258.00	\$258.00	
11.00	16209	Cable Bridge Corner Angled Left Side	20	4.00 EA	\$229.00	50.00 %	\$114.50	\$458.00	\$343.50
11.01	16210	Cable Bridge Corner Angled Right Side	21	5.00 EA	\$229.00	50.00 %	\$114.50	\$572.50	\$343.50
11.02	15451-3D.	CPU Cabinet - ERGO ACCESS Back To Back 26Wx42H - with 2 additional fans	22	4.00 EA	\$3,976.00	50.00 %	\$1,988.00	\$7,952.00	\$5,964.00

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Quote

Terms: 1% 20 Days, NET 30 Days

Page: 3 of 3

Line	Part Num	Desc	Qty	U/M	List Ea.	Disc. %	Disc. Price	Net Price
11.03	15448-3D.	CPU Cabinet - ERGO ACCESS Tech Tower 26Wx42H Right Access - with 1 additional fan	23	1.00 EA	\$2,159.00	50.00 %	\$1,079.50	\$1,079.50
15.00	12166-3D.	Bookcase - UnderWS W/Toekick - 36W, 36H, 22D	24	2.00 EA	\$1,010.00	50.00 %	\$505.00	\$1,010.00
15.01	12346-3D-MS15.	Above WorkSurface - 30W, 19.5H, 13D with 15 Mailslots.	25	2.00 EA	\$1,115.00	50.00 %	\$557.50	\$1,115.00
16.00	13672-3D.	Storage Cabinet - UnderWS W/Toekick - 18W, 28H, 22D	26	8.00 EA	\$894.00	50.00 %	\$447.00	\$3,576.00
16.01	13675-3D.	Storage Cabinet - UnderWS W/Toekick - 30W, 28H, 22D	27	1.00 EA	\$1,116.00	50.00 %	\$558.00	\$558.00
90.00	16139	Installers Kit Eagle Line	29	9.00 EA	\$0.00	0.00 %	\$0.00	\$0.00
99.00	Other	Other Charges & Services	30	1.00 EA	\$0.00	0.00 %	\$0.00	\$0.00
Line (30) - Miscellaneous Charge -								
		Description					Ext. Price	
		1.) Freight					5,894.00	\$3,929.33
		2.) Installation					26,215.88	\$17,477.25
		3.) Pandemic Freight Surcharge					2,691.27	\$1,794.18
List Price Total:		\$269,126.50	Lines Total:		\$134,563.25			
Line Miscellaneous Charges Total:					\$34,801.15			
Taxes Total:					\$11,855.56			
Quote Total:					\$181,219.96			

\$2,682.00

\$3,929.33
 \$17,477.25
 \$1,794.18

\$97,606.59 Total

Note 1:
 All quoted taxes are estimated. Any applicable taxes, fees, permits, etc. must be added to this quote.

Note 2:
 Where installation is listed on quote it is based in non-union labor and on one trip for installation only. Client is responsible for coordination of Technicians and other Vendors/Contractors. Waiting time will be charged at the rate of \$75 per man hour straight time and \$115 per man hour for OT plus subsistence expenses. Additionally, this quote is based upon a remodel in an existing space and/or new building - completely finished with a Certificate of Occupancy. Any project where the General Contractor is still on the job is subject to additional charges.

We appreciate this opportunity to provide this quote. Our goal is to substantially improve working conditions for your valuable staff. We look forward to meeting with you to review this proposal in detail. In the meantime please don't hesitate to call us with any questions.

Technology and Capital Asset Plan for Chatham County Emergency Communications – updated February 2022

Overview:

It is the mission of Chatham County Emergency Communications to receive and prioritize calls through the 9-1-1 Communications Center, give pre-arrival instructions to callers, and dispatch appropriate responders in an expedient manner to protect the life and property of citizens and responders.

This plan ensures we have a replacement schedule for necessary equipment to achieve our mission.

Organization:

Chatham County Emergency Communications is the primary PSAP for the county. We provide services for all agencies and disciplines in the county.

Vendor Support:

Internal – County MIS available 24/7 for issues involving county maintained equipment

Mobile Communications America (MCA) – available 24/7 for radio, phone and console furniture

Carolina Recording Systems – available 24/7 for recorder

Southern Software – available 24/7 for CAD and mapping software

NC NMAC, West and CenturyLink – available 24/7 for telephone issues (working with MCA)

Capital and Technology Assets and Infrastructure:

See table below.

Equipment	Replacement Recommendation (NC 911 Board)	Year Purchased	Estimated Replacement	Notes
<u>Capital Equipment</u>				
Primary Emergency Communications Center (Building)		1994 (Built)	2021	New building approved, construction Summer 2020
Primary ECC Generator	20	2008	2021	New building approved, construction Summer 2020
Primary ECC Radio Tower		1994	n/a	
Back-up Emergency Communications Center (Building)		1989 (Built)	TBD	County purchased in 2012, minimal improvements
Back-up ECC Generator	20	2012	2032	
Back-up ECC Tower		2012	2042	

Equipment	Replacement Recommendation (NC 911 Board)	Year Purchased	Estimated Replacement	Notes
<u>Phone Systems</u>				
Telephone sets used to answer 911 calls	2	2018	2020	
CPE	5	2018	2023	
Headsets	1.5	Various	As needed	
Touchscreen monitor	4	2018	2022	
Monitors	3	2018	2021	
Keyboards	1	Various	As needed	
Mouse	1	Various	As needed	
Servers used exclusively for telephone sets	5	2018	2023	
<u>Furniture</u>				
Cabinets - Primary ECC	10	Various	New Building	
Tables - Primary ECC	10	Various	New Building	
Desks that hold eligible 911 equipment - Primary ECC	7	Various	New Building	
Cabinets - Back-up ECC	10	Various	2022	
Tables - Back-up ECC	10	Various	2022	
Desks that hold eligible 911 equipment - Back-up ECC	7	Various	2022	
Telecommunicator chairs	3	2019, 2018 & before	As needed	
<u>Hardware</u>				
Severs used exclusively for telephone	5	2018	2023	
CAD server	5	2017	2022	Replacement to correspond with new building
Voice logging recorder	5	2019	2024	
GIS Server	5	n/a	n/a	
Paging	5	2021	2026	
Console / alias database management	4	2021	2025	
Radio console network switching	3	2021	2024	
Radio console touchscreen monitor	4	2021	2025	
Radio console monitor	3	2021	2024	
Radio console keyboard	1	2021	As needed	
Radio console mouse	1	2021	As needed	

Equipment	Replacement Recommendation (NC 911 Board)	Year Purchased	Estimated Replacement	Notes
<u>Hardware continued</u>				
Computer work stations used exclusively for telephone, CAD, voice logging recorder, GIS and radio console software systems	3	2017 / 2019	2022 / 2023	backup ECC / primary ECC
Touchscreen monitor	4	2018 / 2021	2022 / 2025	phone / radio
Monitor	3	Various	As needed	
Keyboard	1	Various	As needed	
Mouse	1	Various	As needed	
Microphones	3	Prior to 2017	As needed	
Speakers	3	Prior to 2017	As needed	
Headset jacks	1	Prior to 2017	As needed	
footswitches	1	Prior to 2017	As needed	
Console audio box	4	Prior to 2017	As needed	
Time synchronization devices	5	2018	2023	
Facility UPS for 911 only related equipment (excluding batteries)	15	n/a (individual UPS')	As needed	
Emergency power generator that serves the 911 center	20	2008	2028	
eligible dispatch equipment	5	Various	As needed	
Radio network switching equipment used exclusively for PSAP's radio dispatch consoles	5	2021	2026	
Fax modem (for rip & run)	3	n/a	n/a	
Printers (CAD, CDR, reports, etc.)	3	n/a	n/a	
radio console ethernet switch	5	2021	2026	
radio console access router	4	2021	2025	
back up storage equipment for 911 data base systems	5	Prior to 2017	TBD	
mobile message switch	5	Prior to 2017	TBD	
paging interface with CAD	3	Prior to 2017	TBD	
alpha numeric pager tone generator	3	Prior to 2017	TBD	

Equipment	Replacement Recommendation (NC 911 Board)	Year Purchased	Estimated Replacement	Notes
<u>Hardware continued</u>				
Radio consolette (portable or mobile radio configured for exclusive use at the dispatcher work station for dispatcher operation to perform dispatch function when there is no traditional console installed at the workstation)	5	2012	2022	
Handheld GPS devices that are used strictly for 911 addressing that meet or exceed the requirements of "mapping grade GPS receiver as defined in the global positioning system	5	n/a	As needed	
Activity monitor used to graphically display the location of incoming 911 calls for viewing by all telecommunicators within the communications center	4	n/a	2021	
Protocol software and flip cards				
quality assurance				
software licenses				
CAD to CAD				
automated digital voice dispatch software				

Tab 8b)

**Dare County FY2023 Funding
Reconsideration Request
*(Roll Call Vote Required)***

TEMPLATE

FY2023 Funding Reconsideration Worksheet:

PSAP Name:

Dare County 911

FY2022 Estimated Ending Fund Balance	\$163,693.41
PSAP Funding Distribution for FY2023	\$278,999.00
Approved Budgeted Operational for FY2023	\$366,783.00
Approved Budgeted Capital for FY2023	\$225,500.00
Unapproved Budgeted Capital for FY2023	\$120,075.75
Total Remaining Fund Balance for Use:	<u><u>-\$269,666.34</u></u>

If fund balance remains, this amount must be used as part of the request or before requesting additional funds.

North Carolina 911 Board

PSAP Name: Dare County 911
 Contact Name: Capt. Jack Scarborough
 Contact Address: 370 Airport Rd
 City: Manteo
 Zip: 27954
 Contact Email: jacks@darenc.com

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.
*****SEE INSTRUCTIONS tab for further requirements*** All requests are due by February 28, 2022. Email this form and all supporting documentation to your Regional Coordinator.**

FY2022 Emergency Telephone System Fund Balance: 163693.41

	FY2023 Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2023 Requested Increase Amount Recurring MONTHLY Cost	FY2023 Requested Increase Amount Recurring ANNUAL Cost	Comments
22				
MPLS-Fiber used for backup PSAPs connections				
Furniture: Cabinets, tables, desks which hold 911 equipment				
TOTAL	\$0.00	\$0.00	\$0.00	

	FY2023 Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2023 Requested Increase Amount Recurring MONTHLY Cost	FY2023 Requested Increase Amount Recurring ANNUAL Cost	Comments
SOFTWARE				
CAD (modules that are part of the call-taking process only)				
Voice Logging Recorder	111,952.00			Eligible portion of recorder
Time Synchronization				
Automated digital voice dispatching software	149,590.59			Eligible portion of Locution
Software Maintenance				
TOTAL	\$261,542.59	\$0.00	\$0.00	

HARDWARE	FY2023 Requested Increase Amount ONE-TIME Capital Purchase Cost	FY2023 Requested Increase Amount Recurring MONTHLY Cost	FY2023 Requested Increase Amount Recurring ANNUAL Cost	Comments
CAD server				
Time Synchronization				
UPS	4,187.75		3,936.00	Eligible portion of generator purchase and maintenance
Hardware Maintenance				
Hosted Solutions:**Must be approved by 911 Staff prior to reporting.				
TOTAL	\$4,187.75	\$0.00	\$3,936.00	

List expenditures to be applied to fund balance and submit quotes or invoices for review.:	
FY2022 Ending Fund balance Available for Use	\$163,693.41
Expenses applied to fund balance:	
Radio Maintenance	\$ 87,784.00
Locution	\$ 75,909.41
Total remaining Fund balance:	\$0.00

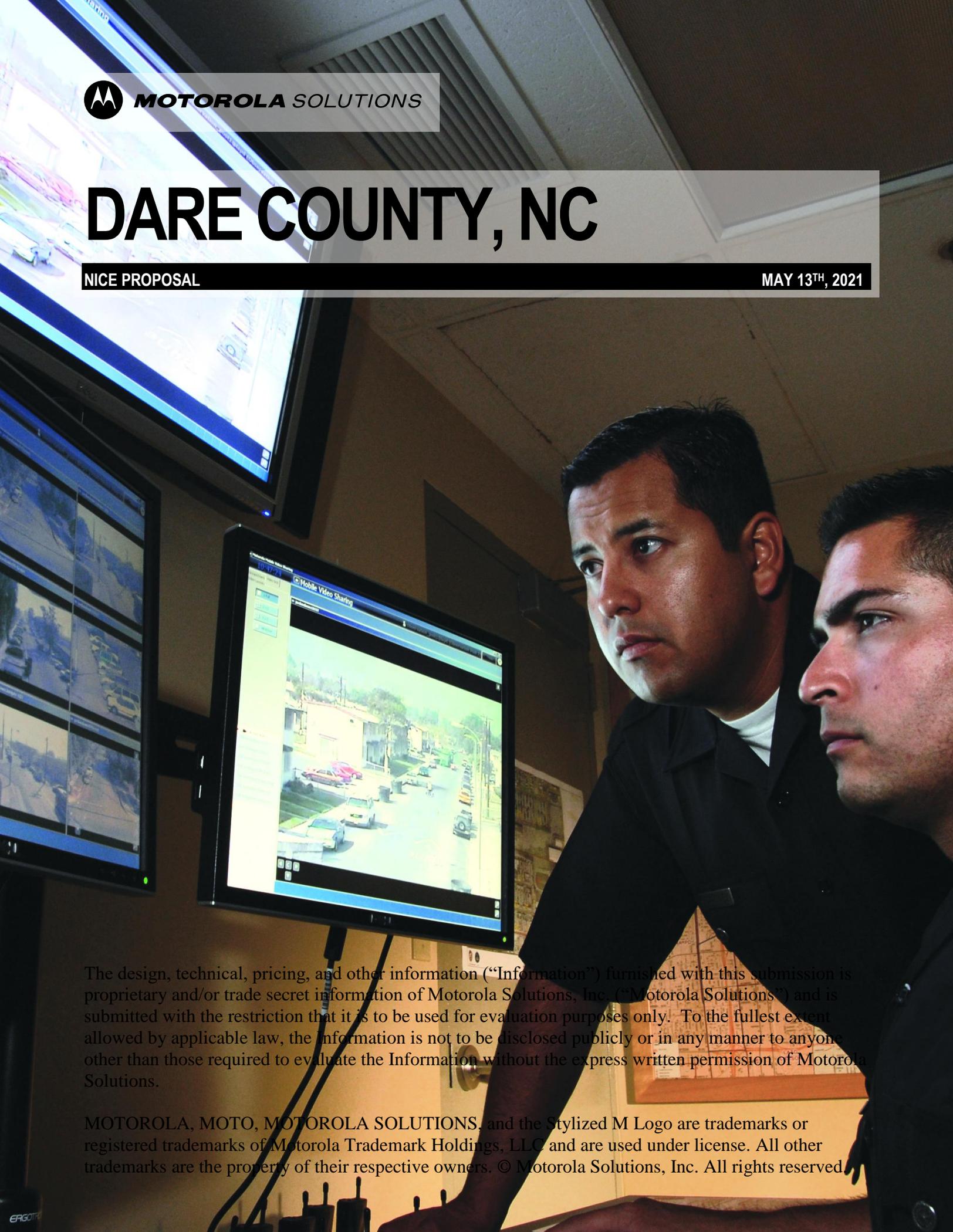
Items below this cell are to be completed by 911 Board Staff	
APPROVED FY2023 FUNDING	\$278,999.00
FY2023 Anticipated Capital Expenditures	\$265,730.34
FY2023 Anticipated Monthly Recurring	\$0.00
FY2023 Anticipated Annual Recurring	\$3,936.00
 Requested FY2023 Funding	 \$548,665.34
 Funding Reconsideration Requested Amount:	 \$269,666.34

2023 Requested	R	213527	441200	E911 Surcharge	(\$500,000.00)
2023 Requested	R	213527	450100	Interest Income	(\$2,500.00)
2023 Requested	R	213527	460100	Miscellaneous Revenue	\$0.00
2023 Requested	R	213527	499900	Appropriated Fund Bal	(\$113,013.00)
2023 Requested	E	214527	510706	SPRINT ALI/ANI Service	\$39,000.00
2023 Requested	E	214527	510725	ECS Motorola	\$60,619.00
2023 Requested	E	214527	510800	Technical Support	\$3,000.00
2023 Requested	E	214527	511501	Maint & Repair-Equipment	\$167,100.00
2023 Requested	E	214527	511517	Maint & Repair-800 Megahertz	\$80,064.00
2023 Requested	E	214527	513300	Supplies	\$7,000.00
2023 Requested	E	214527	513502	Motorola CAD Software	\$0.00
2023 Requested	E	214527	525000	Training	\$10,000.00
2023 Requested	E	214527	525700	Miscellaneous	\$225,500.00

DARE COUNTY, NC

NICE PROPOSAL

MAY 13TH, 2021



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Dare County NICE Recorder System Overview

At the request of Dare County, North Carolina, Motorola is providing costs for replacement of the NICE recording equipment at the Dare County Backup Dispatch Center.

Inform 9 Professional - System Expansion.

The current Inform 9 solution at the Airport Rd site is expanded to include a NICE Inform Recorder (NIR) at the Driftwood Dr backup site. The new recorder is configured with 24 channels to record 6 Admin phone lines, 8 SIP Trunks and 6 Select Audio feeds from the MCC7500 dispatch consoles.

The SIP Trunks will be delivered via SPAN port from the network switch/gateway that routes the trunks to the phone system with the recorder being set up with the Passive SIP Driver. Search criteria will be Time/Date/Call Direction.

The analog audio resources will be provided via customer-provided punch block within 30 cable feet of the rear of the recorder. Search criteria will be time/date/channel, where the channel name reflects the resource being recorded on each channel.

The recorder has 2 x 6TB hard drives in RAID1 which will have a 3TB partition for on-line audio file storage. Retention will be defined as 48 months - the same as the recorder at the primary site.

The NIR Server also hosts Inform Resilience, providing an alternate access point to the Primary Inform Server deployed at the Primary Site. Users can log into the Resilient Inform if access to the Primary Inform server is not available.

Inform continues to be licensed with the following applications (no changes):

- Reconstruction
- Monitor
- Verify
- Basic Reporter

The new recorder is incorporated into the Inform solution, allowing users to access recordings from all recorders within the system via the one user interface.

The new NIR is also added to Inform Health Manager/Customer's SNMP manager for alarm monitoring and notification.

The system equipment costs provided are based on the Design Assumptions listed below. Services below include engineering, installation, optimization, project coordination and first year warranty.

Pricing

Equipment & Upgrade	\$ 42,170.00
Services/Installation	\$ 69,782.00
Total:	\$ 111,952.00

**The pricing provided on this sheet is based on the Design Assumptions listed below*

Design Assumptions

- Unless specifically stated otherwise, the demarcation point is defined as the back of the recorder and/or other server hardware that NICE provides. NICE ONLY supplies services or materials to connect media and data feeds from the demarcation point to the NICE equipment.
- All server hardware supplied by NICE comes with standard HP rack-mounting equipment for 4-post racks and cabinets. If this is not suitable for the rack provided for the NICE equipment, the owner/provider of the rack is responsible for supplying a suitable alternative.
- The design assumes that there will be sufficient space, available commercial power as well as capacity on existing generators, UPS, and HVAC equipment to support the installation and continued operation of the proposed equipment. Any upgrades to, additions to or replacement of existing facilities shall be the responsibility of Dare County.
- Dare County is responsible for ensuring the availability and proper function of all audio for recording up to and including the demarcation point.
- Dare County is responsible for ensuring the availability and proper function of any data feeds being utilized for capture by the recording system including but not limited to ANI/ALI, Caller ID, CTI, etc. up to and including the demarcation point whether hard point or LAN based.
- Dare County is responsible for all wiring up to and including the demarcation point to include audio signaling, network and antennae (if required).
- Unless specifically stated and previously agreed by both parties, all telephony audio feeds for recording must be in two-wire format.
- All Analog/TDM inputs to be recorded must be presented to punch-blocks within 10 meters (30 feet cable length) of the rear of the logger servers.
- The NICE Parrot-DSC card Installation Guide and NICE IDD will be utilized for supported cable lengths and distances between PBX and digital phone sets and the tap length to ensure cable distances are within specification for correct operation of the logger without disrupting phone operation.
- All on-site work will be performed during normal business hours unless quote stipulates otherwise.
- If applicable, Dare County will provide detailed schematic of infrastructure, including details of all routers/switches for the data network relating to the recorder system and the mapping of phone lines in the system.
- Dare County must notify Motorola and NICE of any compulsory Site Safety induction required for site access. Non-notification will result in project delays and incur additional services costs. Any Site Safety induction / access limitation that exceeds 1 hour in duration will require additional service fees.

5/13/2021

Motorola Solutions Confidential Restricted



- Dare County must notify Motorola and NICE of any compulsory server hardening policies PRIOR TO TAKING A PURCHASE ORDER. Otherwise, this will be determined as being out of scope.
- If integration to the Dare County CAD system has been purchased, Dare County is responsible for providing / supporting connectivity either to the CAD system backup/reporting/main Microsoft SQL database or to a CAD system API as appropriate to the integration. Subscriber programming costs are not included with this quotation
- Dare County is responsible for all data network infrastructure not purchased from NICE including (but not limited to) switches, hubs, bridges, routers, firewalls, external caching devices and cabling.
- NICE recorders and servers require a static IP address for each device.
- The Network utilizes Microsoft's TCP/IP protocol stack
- If applicable Dare County will provide signals from the Dare County network on minimum CAT 5e/6 (RJ45 terminated).
- Dare County is responsible for any Port spanning/mirroring or packet duplication to facilitate passive VOIP recording.
- Dare County is responsible for any configuration of duplicate audio/SIP streams for "2N" or secondary recording system.
- Dare County is responsible for providing the required network bandwidth for archiving and streaming of all recorded media if applicable.
- The proposed Solution provides storage internal to the logger. Unless specifically stated, NICE makes no claim as to the retention period (measured in the number of days) which this Solution will support. For example, the MCC 7500 IP Radio Logger can store up to 150,000 hours of digitally trunked radio audio. No claim can be made as to how many days this will be - as it is entirely dependent on the amount of audio Dare County generates each day.
- The solution includes a SQL database (with appropriate SQL licensing) for each logger. It is the responsibility of Dare County to back-up these databases on a regular basis.
- Dare County will ensure that all radio, dispatch, telephony and network systems are available and fully operational prior to the installation of the NICE equipment.

5/13/2021

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1626 Cole Blvd, Suite 250
Golden, CO 80401
Voice: 303-301-7300 Fax: 303-384-9014

Customer : Dare County Sheriff's Office	Quote ID	DARE-2202-1PTT-LCDI-V1.1
Contact: Jack Scarborough	Document Date	2/4/2022
Email: jacks@darenc.com	Quote Expires:	8/4/2022
Phone: 252.475.5705		

1.0 Notes and Assumptions

Quoted:

V.1

Refreshed Document and Expiration Dates

V1

Over the air automated voice dispatch using PrimeAlert Radio LCDI (Locution Console Data Interface) as well as PrimeAlert Radio PTT.

- 1 PTT PrimeAlert Radio is quoted.
- 1 LCDI PrimeAlert Radio is quoted.

The configuration for the new radio console PC will be based on the current configuration of the existing Locution Software on the MCC7500 radio console. Any special changes to configuration outside of the existing set-up, may require a revision to this quote.

Analog tones do not always pass through digital radio systems (e.g. MCC7500) well. Use of pre-defined Motorola tones are suggested. Alternately, if an analog tone must be used in a digital system, the Customer must ensure the resulting tone at the remote receiver sounds acceptable.

Locution is not responsible for the quality of any existing radio system that this system is tied into.

Customer must provide remote network access to the Motorola MCC7500 Console, and assist with the loading of the software on the MCC7500 console and testing.

Does not include Motorola console to tie Locution PrimeAlert-Radio system into. It also does not include any required firewalls between Locution server and Motorola console.

Customer needs to provide a dedicated console, such as admin console that may be in back room.

Does not include installation of Radio Interfacing Unit. Locution will provide remote guidance for install of the Radio Interfacing Unit.

MCC7500 Consoles must run on the Windows 10 Operating System.

Does not include Central System Server. This must be supplied by Customer according to Locution Specs.

Does not include PTT-Radio PCs. These must be supplied by Customer according to Locution Specs.

Includes Locution side of Locution/CAD interface. Customer is responsible for contracting with CAD vendor for CAD side of Locution/CAD interface.

Includes full project management.

Does not include installation.

Includes full dispatcher and technical training (WebEx).

Part Num	Description	Qty	Unit Cost	Total
2.0 Central System Software and Hardware				
2.1 Software (Standardized)				
CSL-VOI-CH-BS	PrimeAlert Voice - Complete Human (Basic ADB)	1	6,655	6,655
CSL-ADM	PrimeAlert Administrator Software	1	13,310	13,310
CSL-DSP	PrimeAlert Dispatcher (up to 10 licenses)	1	15,125	15,125
2.2 Software (Custom/Interfaces)				
CSL-VOI-CH-AV	PrimeAlert Voice - Complete Human (Adv ADB)	1	24,000	24,000
CSL-CFG-SW	Software Configuration	1	12,500	12,500
CSL-CSI	Interface to CAD (Locution side of Interface). Note customer must contract CAD company to provide the CAD vendor's side of the interface.	1	13,310	13,310
2.3 Hardware				
CHM-SRV	High-uptime Server (Dell unless specified otherwise)	0	9,075	not bid
Subtotal (Main)				\$84,900
3.0 LCDI/PTT Radio Hardware and Software				
3.1 Software (Standardized)				
RSL-SLS-LC-75	PrimeAlert Radio - Locution Console Data Interface (LCDI) Server Side - MCC7500	1	27,830	27,830
RSL-SLC-LC-75	PrimeAlert Radio - Locution Console Data Interface (LCDI) Client Side includes copy of DvServer for audio - MCC7500	1	41,745	41,745
RSL-SLM-PT	PrimeAlert Radio - Push to Talk (PTT) Version (for dedicated radio dispatch channel configurations) Software License	1	14,515	14,515
3.2 Software (Custom/Interfaces)				
RSL-CFG-LC	PrimeAlert Radio - LCDI Software Configuration	1	17,545	17,545
RSL-CFG-PT	PrimeAlert Radio - PTT Software Configuration	1	2,750	2,750
RSL-ENG-PT	PrimeAlert Radio - PTT Drawings/Engineering	1	2,420	2,420
3.3 Hardware				
RHL-CPN32-PT	Control Panel, PTT: includes system power, 8 control relays, wire management, 120V surge-protection and isolation, with locked front panel door access.	1	2,811	2,811
RHL-RIH	Radio Interfacing Hardware	1	875	875
Subtotal (Radio)				\$110,491
4.0 Smart Device Software and Hardware (none defined or not applic. to this Quote/Price List)				
5.0 Station Software and Hardware (none defined or not applic. to this Quote/Price List)				
6.0 Integration (none defined or not applicable to this Quote/Price List)				

7.0 Services

Project Management

PMGNT	Project Management	1	14,850	14,850
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Training

LOCTR-OPW	PrimeAlert Dispatcher Training (WebEx)	1	4,508	4,508
LOCTR-TECW	PrimeAlert Technical Training (WebEx)	1	4,508	4,508

Install Oversight / Conformance

INST-OV	Installation Oversight (Installer Assistance)	1	2,200	2,200
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Installation

INSTF-PT	Installation - PTT Radio	0	not bid	not bid
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Travel

TRV01	Travel (or Remote Costs)	1	1,925	1,925
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Subtotal (Services)	\$27,991
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8.0 Totals (Categorized by Software, Hardware, Services)

Software	\$191,705
Hardware	\$3,686
Services (excluding any defined installation)	\$27,991
SubTotal (w/o install, maint, options)	\$223,382
Installation	not bid
Subtotal	\$223,382
Tax	Assumed no tax
Total (US Dollars)	\$223,382

8.1 Totals (Categorized by Area)

SubTotal (Main)	\$84,900
SubTotal (Radio/Wireless)	\$110,491
SubTotal (Station)	\$0
Services (excluding any defined installation)	\$27,991
SubTotal (w/o install, maint, options)	\$223,382
Installation	not bid
Subtotal	\$223,382
Tax	Assumed no tax
Total (US Dollars)	\$223,382

9.0 Support Maintenance Costs

Note: Maintenance is not included in the total price & begins after the 1 Year Warranty Period has ended. Does not include Server Hardware in Support Maintenance Costs.

MAINT01	Includes annual maintenance for:	
	PrimeAlert Administrator Software	1,597
	PrimeAlert Dispatcher Software	1,815
	PrimeAlert Automated Voice Capability	3,679
	PrimeAlert Radio (All related SW)	15,658
	PrimeAlert Radio (All related HW)	442
	Interface to CAD	1,597
	Subtotal (Annual Maintenance)	\$24,788

uninterrupted power™

dc group

PROPOSAL FOR SERVICE

DC Group

FEBRUARY 1, 2022

DARE COUNTY - NC
370 AIRPORT RD MANTEO, NC 27954
1044 DRIFTWOOD DR MANTEO, NC 27954

PROPOSAL FOR SERVICE

February 1, 2022

DC Group

DARE COUNTY - NC
Attn: Jack Scarborough
370 Airport Rd Manteo, NC 27954
1044 Driftwood Dr Manteo, NC 27954

Dear Jack Scarborough,

Thank you for your interest in DC Group. We appreciate the opportunity to submit the enclosed proposal for your UPS service and maintenance.

Understanding and adapting to your critical backup power needs is of the utmost importance to DC Group as we dedicate ourselves to assisting you in achieving your goals as a company.

Please review the following proposal, complete the appropriate fields on the "Signatures" page, and return with a Purchase Order. Please feel free to call me with any questions or concerns. I appreciate your consideration and look forward to this partnership opportunity.

Sincerely,

Devin Presnell

DC Group
1977 West River Road North
Minneapolis, MN 55411

Direct number: (612) 655-1543
Email: devin.presnell@dc-group.com
Fax: (612) 235-3131

DARE COUNTY - NC

FULL SERVICE: NORMAL HOURS

Client Information

DC Group Information

Company: Dare County - NC

Contact: Devin Presnell

Attn: Jack Scarborough

Address: 1977 West River Road
Minneapolis, MN

Bill To:

Email: devin.presnell@dc-group.com

Site/Shipping Address: 370 Airport Rd Manteo, NC 27954
1044 Driftwood Dr Manteo, NC 27954

Phone: (612) 655-1543

Site ID:

Current Contract Expiration Date:

Quote #: 00039329

Created: 02-01-2022

Revised:

Qty	Product	Make	Model	Size (kVA)	Site Location	Serial Number	SmartKey Access	Inspection Frequency	Add'l Info	Pre-tax	*Tax (6.75%)	Total Price
1	UPS & Batteries	Eaton	9170	9	370 Airport Rd Manteo, NC 27954	BK507T0001	N/A	Annual	36 Batteries	\$1,400.00	36 Batteries	\$1,400.00
1	UPS & Batteries	Eaton	9170	9	1044 Driftwood Dr Manteo, NC 27954	BC505T0019	N/A	Annual	28 Batteries	\$1,400.00	28 Batteries	\$1,400.00
See below to select discounted price guarantee option											GRAND TOTAL:	\$2,800.00

COMMENTS

*All Tax Rates are variable and shall be based upon the rate at the time of invoicing.

VALUE ADDED FEATURES INCLUDED IN SERVICE CONTRACT

 : real-time remote monitoring software for all makes and models of UPS units. Installation and communication card not included.

 : OEM interface capability to communicate, change parameters, clear alarms, and all other OEM options needed to maintain UPS equipment to specification

 : robust, interactive asset management tool



INCLUDED WITH FULL SERVICE CONTRACT

- 24 x 7 Emergency Service, Parts, and Labor
- 4 hour on-site emergency response
- Web-based customer portal with comprehensive asset details & historical service reports
- Service reports are emailed, detailing equipment readings and service recommendations
- DC Group multiple year discounts
- Dedicated, site specific Customer Account Managers
- 24 hour technically-trained dispatch center
- 100% Service Completion Guarantee
- Inventory depots throughout the country
- DC Group Standard SOW, based on IEEE Standards
- DC Group employed, trained and certified Field Service Engineers throughout North America
- Thermal scan of all equipment
- Access to Site Sentry™, DC Group's proprietary remote monitoring software

NOT INCLUDED WITH FULL SERVICE CONTRACT

- Battery replacement (parts, labor, transportation and shipping)
- Proactive DC/AC Capacitor/Fan replacement
- SNMP/Communication card and updates to existing SNMP/Communication card
- Repairs stemming from pre-existing conditions noted at or before first Major Performance Inspection
- Repairs stemming from damage caused by external factors
- Repairs to structural components, commutator, transformers or branch circuit breakers and bearings
- Repairs caused by damage from components DC Group has recommended replacing
- Repairs from unauthorized modifications by any other than DC Group made after agreement start date

ADDITIONAL COMMENTS

Optional: A multi-year service Price-Lock Option is available. As long as executed with the initial contract, subsequent years for like services will be billed annually at the same price as the initial year price with no increases, for up to 5 years.

Additional Notes: On first Major Performance Inspection, all parts and labor required to cause the unit(s) under contract to meet manufacturer's specifications will be quoted to the customer. If a particular model of equipment has been discontinued or placed on end of life status by a manufacturer DC Group will use its best effort to obtain parts but cannot guarantee the availability thereof.

Wet Cell Batteries: This quote is not valid for wet-cell batteries unless specifically noted.

Site Sentry: In order to connect the customer's UPS unit to Site Sentry™, the UPS must have an SNMP card installed and programmed, along with necessary connection equipment, when the DC Group Field Service Engineer arrives on-site. If any parts or additional labor is required to set up Site Sentry™, the customer will be quoted and billed separately.

When a price quotation is for multiple items it is a composite price and shall not be construed as a line item price. If a line item price is required it should be separately requested and it will be identified as such.

All DC Group Standard Terms and Conditions are applicable with this Service Contract & Price Quotation.

This quotation is valid for a period of **90 days** from the date of this document. This price quotation does not include all applicable taxes, shipping and handling costs, unless otherwise noted.

BILLING/PAYMENT TERMS

This Proposal for Service is contingent upon DC Group performing a Credit Rating check. Services under this Proposal for Service shall not commence until DC Group has performed a Credit Rating check and approved Payment Terms for Owner. Owner's acceptance of this Proposal for Service includes agreement to the above statements and consent to provide credit and trade references to DC Group. If DC Group is unable to complete a satisfactory Credit Rating check, Owner will be notified and any Proposal for Service with Owner may be voided or may require payment in full prior to performing service.

In consideration of the services to be performed hereunder, Owner shall pay the sums set forth in the attached Quote(s) specifying the package agreed upon. In addition to the sums stated on the attached Quote(s), Owner shall pay with the charges hereinabove set forth, all applicable State, Local and Municipal taxes levied upon the charges by any taxing authority having jurisdiction thereof, or supply Contractor satisfactory proof of exemption therefrom.

ALL PAYMENTS ARE DUE NET 30 DAYS IN FULL, and any payment not made when due shall be subject to an interest charge of 1.5% per month or fraction thereof, or the maximum rate permitted by law, whichever is less. If any payment is not made when due, Contractor reserves the right to refuse to provide any further service until its receipt of the payment and applicable interest.

PAYMENTS SHOULD BE MADE WITHIN 30 DAYS OF START DATE OF THE CONTRACT.

MAIL TO:

DC Group, Inc.
Attn: Accounts Payable
1977 West River Road North
Minneapolis, MN 55411

This price quotation does not include all applicable taxes, shipping and handling costs, unless otherwise noted.

Credit Card payments may be accepted at DC Group's discretion and are subject to additional fees



SIGNATURES

PLEASE CHECK BELOW WHICH OPTION YOU CHOOSE BEFORE SIGNING		
1 YEAR <input type="checkbox"/> \$2,800.00 (pricing before tax)	3 YEAR <input type="checkbox"/> \$ 2,744.00 (per year billed annually before tax)	5 YEAR <input type="checkbox"/> \$ 2,688.00 (per year billed annually before tax)

Company Name: Dare County - NC

Contract Start Date: _____

Purchase Order #: _____

Site Contact Person: _____

Phone: _____

Email: _____

Billing Contact: _____

Company Dare County - NC

Signature: _____

Name: _____

Title: _____

Date: _____

DC Group, Inc.

Signature: _____

Name: _____

Title: _____

Date: _____

Purchase Order must be assigned to:
 DC Group, Inc.
 1977 West River Road N.
 Minneapolis, MN 55411

Send electronic purchase orders to:
PurchaseOrders@dc-group.com

All DC Group Standard Terms and Conditions are applicable with this Service Contract & Price Quotation. Additional or different terms proposed by Company, whether in a purchase order or otherwise, shall not be binding on DC Group.



DC GROUP STANDARD TERMS AND CONDITIONS

We are pleased to provide the following services proposed for your power quality equipment. Please refer to the Scopes of Work (SOW) for descriptions of service coverage and exclusions. Additional or different terms proposed by Owner, whether in a purchase order or otherwise, shall not be binding on DC Group.

1. Definitions

As used in this Agreement: (1.1) "Power Module" shall mean the electronics portion of an uninterruptible power supply (a "UPS"); (1.2) "Battery" shall mean the electric storage battery portion of a UPS; (1.3) "Power System" shall mean the Power Module and Battery; (1.4) "Owner" shall mean the owner of the Power System being serviced under this Agreement; (1.5) "Contractor" shall mean DC Group Inc.; (1.6) "Equipment" shall mean the equipment listed on the attached Quote(s).

2. Owner's Responsibility

A. Communication Owner shall communicate solely with contractor regarding all service and facility requirements which arise out of or related to this agreement. To assist facilitating this requirement, escalation contacts and procedures will be provided upon execution of said agreement.

B. Safety Owner shall, at all times while Contractor is providing services under this Agreement, have a representative present at the maintenance sites at no cost to, and for the safety of, Contractor. If conditions at the Owner's site are deemed unsafe, Contractor shall have no obligations to deliver services or goods to that site until the unsafe conditions are resolved.

C. Access So that Contractor may perform its obligations under this Agreement, Owner shall grant ready access to the Equipment subject to reasonable security requirements.

D. Equipment Owner hereby represents and warrants to Contractor that each item of Equipment which has not been maintained exclusively by Contractor under a maintenance and service contract since its initial installation has been properly maintained and serviced in accordance with the applicable operating manual supplied with the item prior to the date of commencement of the initial term of this Agreement. Contractor shall not be responsible for the cost of any repairs caused by violation of this warranty. If, after the execution of this Agreement, Owner makes any modifications to the Equipment or to equipment associated with the Equipment, or changes the location of any of the Equipment, Owner shall notify Contractor of the changes, Contractor shall assess the impact of the changes and, if Contractor's assessment is that the changes require an alteration of its obligations under this Agreement, Contractor and Owner shall seek to agree in writing to terms that reflect Contractor's assessment. Owner is ultimately responsible for monitoring the condition of the Equipment and ensuring recommendations from Contractor are followed. Contractor's customer portal (D-Tech) is available for Owner to monitor the Equipment's condition and Contractor's recommendations. Owner is responsible for responding promptly to Contractor's requests to schedule preventative maintenance, otherwise Contractor will not be liable for damage caused by unscheduled maintenance. Owner is responsible for proposing maintenance windows when an outage would not cause major disruption to owner's operations. In the event Owner does not allow a system to go into maintenance bypass during a major maintenance inspection, failure of equipment is not covered. Damage to any equipment or load loss from UPS support of non-critical loads such as vending machines, motors, heaters, HVAC or any non-computer based equipment not designed to be supported by UPS systems is not covered.

E. Recalls In the event of a recall or modification from a manufacturer on a customer's specified piece of equipment, Contractor is not responsible for ensuring these modifications are performed nor is Contractor responsible for any damages caused by the defect if the customer fails to have the manufacturer remedy the defect.

F. Equipment Responsibility Contractor is not responsible for coverage of damaged or failed components in the following circumstances: (1) damage to any equipment caused by a capacitor or fan that Contractor has recommended replacing due to its condition or age (usually 5 years for capacitors and 7 years for fans); (2) damage to any equipment caused by a battery that Contractor has recommended replacing due to its condition or age (usually 4 years for batteries); or (3) damage caused by Equipment continually operating in temperature ranges outside of the tolerance range (68F to 77F degrees), or Equipment exposed briefly to extreme temperatures. While Contractor will exhaust all avenues to repair Equipment despite its age or condition, Owner is responsible for all costs involved in replacement of Equipment that is obsolete and/or deemed unrepairable. If Equipment is past Manufacturer's End-of-Life and/or is deemed unrepairable, Contractor's obligations under this Agreement shall cease on that piece of Equipment.

3. Contractor's Responsibility

Contractor agrees that it will, by its authorized representatives, inspect and maintain the Equipment in good operating condition by performing maintenance and inspection services and/or emergency services as specified on such Quote(s), upon receipt of telephonic notification at its General Offices in Minneapolis. The Quote(s) attached hereto including the additional conditions thereof applicable to the Equipment are incorporated herein as part of this Agreement. Additional equipment may be added to this Agreement for an additional fee. Additional Equipment will be identified in subsequent Quote(s) to be attached hereto, showing the start date of service coverage and the annual service fee for the Equipment.

4. Force Majeure

Upon notice to Owner, Contractor may delay delivery of services or goods due to causes beyond Contractor's reasonable control. Such causes shall include but not be limited to war, terrorism, fire or unusually severe weather.

5. Payment

This Proposal for Service is contingent upon DC Group performing a Credit Rating check. Services under this Proposal for Service shall not commence until DC Group has performed a Credit Rating check and approved Payment Terms for Owner. Owner's acceptance of this Proposal for Service includes agreement to the above statements and consent to provide credit and trade references to DC Group. If DC Group is unable to complete a satisfactory Credit Rating check, Owner will be notified and any Proposal for Service with Owner may be voided or may require payment in full prior to performing service.

In consideration of the services to be performed hereunder, Owner shall pay the sums set forth in the attached Quote(s) specifying the package agreed upon. In addition to the sums stated on the attached Quote(s), Owner shall pay with the charges hereinabove set forth, all applicable State, Local and Municipal taxes levied upon the charges by any taxing authority having jurisdiction thereof, or supply Contractor satisfactory proof of exemption there from. All payments are due net 30 days in full, and any payment not made when due shall be subject to an interest charge of 1.5% per month or fraction thereof, or the maximum rate permitted by law, whichever is less. If any payment is not made when due, Contractor reserves the right to refuse to provide any further service until its receipt of the payment and applicable interest.

6. Insurance

Contractor will, at its own cost and expense, obtain and maintain in full force and the following insurance with sound and reputable insurers during the term of this Agreement: (1) Worker's Compensation insurance in accordance with the statutory requirements of the state in which the maintenance is to be performed, (2) Automobile Liability insurance on all motor vehicles licensed for highway use and (3) Comprehensive Liability insurance for bodily injury and property damage

7. Warranty

Contractor shall perform the services under this Agreement in a professional and workmanlike manner. The foregoing is Owner's sole warranty, and is in lieu of all express or implied warranties including any implied warranty of merchantability or fitness for a particular purpose.

Contractor's warranty obligation is conditioned upon receipt of all payments due from Owner under this Agreement. In addition to the obligation to maintain the Equipment, Contractor hereby warrants to Owner (and only to Owner) any part supplied pursuant to this Agreement or replaced pursuant to this Agreement, to be free from defect in material and workmanship under normal use and service for a period of thirty (30) days from date of installation thereof. This warranty does not cover: (1) Failure of a part due to improper maintenance by entities other than Contractor; (2) damage caused by external sources as described in section 10 below; (3) damage to branch circuit breakers or damages to UPS or load loss caused by external circuit breakers; or (4) structural component damage, such as: commutator, structural frame, bearings, transformers, rust or corrosion, damage to the frame of the UPS unit or its wheels. For any warranty claim, Owner shall provide prompt written notice and explanation of circumstances. Owner's sole and exclusive remedy under this warranty shall be repair or replacement at Contractor's election. Unless otherwise provided for in this Agreement, Contractor's liability under this warranty shall be limited to the repair or replacement of the defective part and all labor charges associated with such repair or replacement.

8. Assignment

Owner may not assign this Agreement or any of its rights hereunder or delegate any of its duties hereunder without the prior written consent of Contractor. This Agreement shall be binding upon all parties hereto, their heirs, successors and assigns.

9. Indemnity

Contractor assumes no responsibility for any damage or injury to any persons and property except such damage or injury that may be held to result solely and directly from or out of (1) any grossly negligent performance by Contractor of its obligations under this Agreement or, (2) any willful misconduct on the part of the Contractor, its agent, or employees.

10. Liability

Notwithstanding anything in this Agreement to the contrary, Contractor shall not be liable for any indirect, incidental, special or consequential damages such as, but not limited to, lost profits, good will, or other economic loss in connection with, or arising out of the services or parts provided under this Agreement, whether or not the possibility of damage was disclosed to Contractor or could have been reasonably foreseen by Contractor. Contractor shall not be liable for the payment of any subcontractor or other contractor for materials, service or labor furnished except where the same is reasonably necessary for Contractor to perform the services described in this Agreement at any location described in the attached Quote(s) provided that Contractor has approved of payment to the subcontractor in writing for materials, service or labor furnished by such contractor or subcontractor as long as it does not include any services upon Equipment to be performed by Contractor pursuant to this Agreement. The liability of the Contractor for any cause whatsoever shall not exceed in value the total of 125% of the contract amount, except in the event that any damage to the equipment has been caused by the Contractor's personnel while at the Owner's site performing routine maintenance or emergency service, in which case liability shall be limited to the extent of the replacement of parts and installation thereof by the Contractor.

11. General

This Agreement and any written amendments represent the entire Agreement between the parties, with neither party relying upon any representations or promises not incorporated in writing herein. Any amendment to this Agreement shall be in writing and duly executed by the authorized representatives of the parties. Either Owner or Contractor may terminate this Agreement at any time upon thirty (30) days written notice. Contractor shall be relieved of any and all obligations, liabilities, and responsibilities hereunder with regard to any Power Module and/or Battery that has been subject to neglect, accident, fire, flood, lightning, vandalism, acts of God, misuse, misapplication, incorrect connection, external damage or that has been subject to repair or alteration not authorized by Contractor in writing. Service prices do not include rotary bearing changes on flywheel and rotary UPS equipment. Owner shall be invoiced for, and shall pay for, all services not expressly provided for by the terms hereof, including without limitation, site calls involving an inspection that determines no corrective maintenance is required. Should parts be taken out of inventory and allocated for a specific job, Contractor reserves the right to invoice separately for the parts if the installation or labor portion of this job is delayed by Owner. If any provision of this Agreement is invalidated for any reason, this Agreement shall remain in force except for the invalid provision. No action arising out of this Agreement, may be brought by either Owner or Contractor more than two (2) years after the cause of action has arisen or, in the case of action for nonpayment, more than two (2) years after the due date of the last payment. This Agreement shall be construed in accordance with and governed by the laws of the State of Minnesota. Owner and Contractor hereby agree that all disputes arising out of this Agreement shall be submitted solely to the jurisdiction of the State and Federal Courts located in Hennepin County, Minnesota. Owner shall be liable to Contractor for collection costs, including reasonable attorney's fees, Contractor incurs in collecting any amount payable by Owner under this Agreement.

12. Cancellation Policy

If Owner cancels this Agreement by giving Contractor at least thirty (30) days written notice before the cancellation date, Contractor will credit Owner with the unearned amount of the contract price less any unpaid amount for spare parts supplied or labor provided by Contractor in connection with emergency service. If Owner cancels this Agreement without giving Contractor at least thirty (30) days written notice, Owner's credit will be reduced by a cancellation fee equal to one and one-half (1 1/2) months of the contract price.

13. Confidentiality

The parties recognize that certain technical information which may be disclosed by each to the other in connection with the services provided under this Agreement represents confidential and valuable and proprietary information, and neither party will, without the written consent of the other, disclose such information to any person other than those of its employees who must have access to such information in order to utilize it for the Agreement. All such employees shall be required to maintain such information in confidence and each of the parties will take such reasonable steps as may be suggested by the other to encourage or require its employees or former employees to preserve the confidentiality of such information.

14. Acceptance

Signing a DC Group Contract quote signifies understanding and acceptance of the above Terms and Conditions. This Agreement shall supersede any other agreement between Owner and Contractor.

Strategic Technology Plan
Dare County Regional 911

Overview

The Dare County Regional 911 Center serves Dare, Tyrrell and Hyde Counties. The mission is to implement new technology and procedures.

Implement a new CAD system to better serve the needs of those we serve.

New technology will enable this PSAP to provide a better level of service with the same amount of workforce.

About Our Organization

Dare The County Regional 911 Center serves the citizens and visitors of Dare, Hyde, and Tyrrell County. This center serves as the primary PSAP for those three counties. The mission of the Dare County Regional 911 Center is to maintain, enhance and coordinate the 9-1-1 system as the primary means of access for those in the region who need emergency public safety services and to enhance the ability of public safety personnel and emergency responders to effectively communicate through all phases of emergency incidents and planned events.

Organizational Goals

A bullet list of the goals / objectives in your organization's current strategic plan. If you don't have a current strategic plan, a list of program areas and projects could be included here.

- Improve the efficiency of dispatch to better serve the lives of the community
- Implement a CAD system that is on par with industry standards.
- Implement automatic dispatch to improve dispatcher workflow.
- Implement automatic vehicular location (AVL) to improve the officer safety and dispatch efficiency
- Improve radio signal coverage in marginal areas with SmartConnect to improve upon community and officer safety.
- Improve the accuracy of our maps to better serve our community
- Prepare for first PSAP review

Technology Goals

A mapping between your strategic goals and your tech goals. This can be done in table format as outlined in the following example:

* Mission statement focus

<i>*Goals from strategic plan</i>	<i>Technology related goals</i>
Improve times from call to dispatch and lessen load on telecommunicators	Implement automatic dispatch software Location.
Implement modern CAD system	Provide online self paced training as well as on site for telecommunicators and end users..
Ensure Continuity of Operations.	Conduct regular quality checks on 911 calls received using voice recorder.
Prepare for PSAP peer review	retain proper documentation and technological programs to perform this goal.

<i>*Goals from strategic plan</i>	<i>Technology related goals</i>

Technology Assets

Technology Infrastructure

This section should describe the infrastructure that an organization has – computers, internet connections, printers, etc.

Item	Description	Purchase Date	Replacement Plan	Delineate Eligible %
Telephone Sets				
CPE Equipment				
Headsets	Plantronics			
Monitors	Dell			
Keyboards	Logitech			
Point to Point Connection	N/a			
CAD	CentralSquare Technologies - ONESolution CAD			
GIS Software	ArcGIS			
Voice Logging	NICE			
Time Synchronization Device	Spectracom NetClock			
Protocol Software and Flip Cards	Priority Dispatch PRO Q A			
Quality Assurance	Priority Dispatch AQUA			

ALI Database Software	Intrado			
Software Licenses	CAD, EMD, ESRI, Windows, PageGate, ect.			
Radio Console Software	Elite Dispatch			
Console Audio Box Software	Managed by Motorola / Mobile Comm America			
Paging Software	PageGate			
CAD to CAD	N/a			
Automated Digital Voice Dispatch Software	N/a			
Message Switch Software	CSTECH - ONESolution CAD			
Servers	8 Servers			
Computer Workstations	15 Dispatch computers			
UPS	3 UPS systems			
Generator	3 Generators			
Radio Network Switching Equipment	Managed by Motorola / Mobile Comm America			

Fax Modem	Netowork SuperFax with standard fax modem interfaced			
Printers	3 Ricoh multifunction printers			
Radio Console Ethernet Switch	Managed by Motorola / Mobile Comm America			
Radio Console Access Router	Managed by Motorola / Mobile Comm America			
Backup Storage for 911 Database	Veeam			
Alpha Numeric Pager/Tone Generator	Managed by Motorola / Mobile Comm America			
Radio Consolette	Managed by Motorola / Mobile Comm America			
Handheld GPS	Dare County GIS manages			
Monitors	4 monitors for each CAD position. 1 monitor for each radio position. 1 monitor for each phone position.			

Technical Skills

List all the technical skills of your staff, what training is absent and necessary to be productive - e.g. writing HTML, social media, good at using Excel

- Good with windows environment
- Good with dispatch software

- Good at using multiple spreadsheet technologies
- Good at using multiple word processing technologies
- Basic HTML and javascript
- Good with Google apps suite

Supervisors' ability to troubleshoot in order to determine outside support call out.

Vendor Relationships

List all your relationships - past and present - with vendors or IT companies who have done technology work for you.

Vendor	Service Provided	Level of Support
CAD - CentralSquare Technologies	Technical support for Software	Remote
Phone - AT&T	Technical support for hardware and software	Remote
Radio - Motorola / Mobile Comm America	Technical support for hardware and software	Remote and on-site
VPN - Netmotion	Technical support for software	Remote
CAD Servers - Stratus Technologies	Technical support for hardware and software	Remote
Medical dispatch - Priority Dispatch	Technical support for software	Remote and on-site

Technology Assessment

Strengths & Challenges

Based on your assessment of technology assets, assess your organization's technology strengths and challenges.

	Strengths	Challenges
Infrastructure	Phone system is hosted via AT&T ESINET. We will be deploying a new CAD system.	
Software	Locution Automatic Dispatch will take the workload off of telecommunicators	New program will take extensive training for all telecommunicators
Vendor Relationships	Foster an open-minded welcoming environment for current and potential vendors	Funding to purchase new products is a challenge. Seeking out 911 approved products and services are helpful
Attitudes towards technology (management, staff, clients, board)	Staff is open-minded with regards to accepting new technology and processes for carrying out their duties.	

Set Priorities

Most urgent (high impact) to least priority (low impact)

1.- CAD replacement

2- CPE replacement needed- no longer under support

	High Impact	Low Impact	Cost
Examples:			
1. CAD replacement	<u>X</u>		<u>370,000</u>
1. Locution Automatic Dispatch	X		223,382
2. UPS Back-Up	X		4,187.75
3. Voice Recorder for Back-Up Center		X	119,952

NC 911 Board Approved Best Practices on Replacing Equipment

Using the information, you've already gathered, you can figure out when you should purchase equipment. Keep in mind how long it takes to get RFP responses etc. when determining when to replace.

Equipment from Eligible 911 Expenditure List	Replacement Recommendation	Year Purchased	Year To Replace
<u>Phone Systems:</u>	<u>Years</u>	<u>Year</u>	<u>Year</u>
Telephones sets used to answer 911 calls	2	2022	2024

CPE equipment	5	2020	2025
Headsets	1.5	2022	2023.5
Touchscreen Monitor	4	2020	2024
Monitors	3	N/a	N/a
Keyboards	1	2021	2022
Mouse	1	2021	2022
Servers used exclusively for Telephone Sets.	5	2020	2025
<u>Furniture:</u>	<u>Years</u>		
Cabinets	10	2017	2027
Tables	10	2017	2027
Desks that hold eligible 911 equipment	7	2017	2024
Telecommunicator Chairs	3	2020	2023
<u>Hardware:</u>	<u>Years</u>		
Servers used exclusively for Telephone	5	N/a cloud	N/a cloud
CAD Server	5	Replacing this year	N/a
Voice Logging Recorder	5	2020	2025
GIS Server	5	Replacing this year	N/a
Paging	5	Replacing this year	N/a
Console/Alias Database Management	4	Managed by Radio Vender	Managed by Radio Vender
Radio Console Network Switching	3	Managed by Radio Vendor	Managed by Radio Vender
Radio Console Touchscreen Monitor	4	Managed by Radio Vendor	Managed by Radio Vender
Radio Console Monitor	3	Managed by Radio Vendor	Managed by Radio Vender

Radio Console Keyboard	1	Managed by Radio Vendor	Managed by Radio Vendor
Radio Console Mouse.	1	Managed by Radio Vendor	Managed by Radio Vendor
Computer work stations used exclusively for Telephone, CAD, voice logging recorder, GIS and Radio console software systems	3	Purchased in 2017, but upgraded hardware in 2019 and 2021	Plan to upgrade in 2023
Touchscreen Monitor	4	N/a	N/a
Monitor	3	2017	Plan in progress
Keyboard	1	2021	2022
Mouse	1	2021	2022
Microphones	3	2021	2022
Speakers	3	2017	Plan in progress
Headset jacks	1	2017	Plan in progress
Footswitches	1	2017	Plan in progress
Console audio box (CAB).	4	2017	No plan
Time synchronization devices (e.g. Spectracom Net Clock)	5	2017	Plan in progress
Facility Uninterrupted Power Supply (UPS) for 911 only related equipment (excluding batteries)	15	2017	2032
Emergency Power Generator that serves the 911 center	20	2017	2037
Eligible dispatch equipment	5	N/a	N/a

Radio Network Switching Equipment used exclusively for PSAP's Radio Dispatch Consoles	5	2021	2026
Fax Modem (for rip & run)	3	2017	2023
Printers (CAD, CDR, Reports, etc)	3	2021	2024
Radio Console Ethernet Switch	5	Managed by Radio Vender	Managed by Radio Vender
Radio Console Access Router	4	Managed by Radio Vender	Managed by Radio Vender
Back Up Storage Equipment for 911 Data Base Systems	5	2018	2023
Mobile Message Switch	5	2018	2023
Paging Interface with Computer Aided Dispatch (CAD) system	3	2017	2023
Alpha / Numeric Pager Tone Generator	3	Managed by Radio Vender	Managed by Radio Vender
Radio Console (portable or mobile radio configured for exclusive use at the dispatcher work station for dispatcher operation to perform dispatch function when there is no traditional console installed at the workstation)	5	2018	Plan in progress
Handheld GPS devices that are used strictly for 911 addressing that meet or exceed the requirements of "Mapping Grade GPS Receiver" as defined in the Global Positioning System	5	N/a	N/a
Activity Monitor used to graphically display the location of incoming 911 calls for viewing by all telecommunicators within the communications center	4	RapidSOS	RapidSOS

Three Year Technology Budget

This section provides a high level technology budget. An example is provided here (costs are not necessarily representative):

<i>Item</i>	<i>2023</i>	<i>2024</i>	<i>2025</i>	<i>Notes</i>
Automatic Dispatch (Locution)	\$223,382	\$24,788	\$24,788	Automatic Dispatch for Fire/EMS/Ocean Rescue calls. 2023 initial purchase, 2024,2025 annual maintenance cost.
UPS Back UP	\$4,187.75	\$3,936	\$3,936	Initial purchase 2023, 2024,2025 yearly maintence
Voice Logging Recorder	\$111,952	0	0	Initial purchase 2023
<i>Total</i>	<i>\$339,521. 75</i>	<i>\$28,724</i>	<i>\$28,724</i>	

Action Plan

This section provides a high level list of all of the tasks required to implement your technology plan.

% Eligible Expense	Task	Due by
	<i>Automatic Dispatch. Quote Received and Vendor chosen</i>	<i>2023</i>
	<i>UPS Quote received and vendor chosen</i>	<i>2023</i>
	Voice Logging Recorder for Back up center. Quote received and vendor chosen	2023

Tab 8c)

Proposed FY2023 PSAP

Distribution

(Roll Call Vote Required)

PSAP	PSAP Distribution FY2020 (Column B)	PSAP Distribution FY2021 (Column C)	Maximum Allowable 20% Carry Forward (Column B+C/2*20%)	Fund Balance FY2021 (Column F)	Fund Balance FY2020 (Column G)	Fund Balance +/- (Column F & G)	Carry forward (Ok) or Over 20% (Reduce)	Excess Funds over Maximum Allowable 20% Carry forward (Column J)	Proposed 5-YR rolling Average before carry forward reduction (Column K)	Estimated PSAP Proposed Yearly Distribution FY2023 (Column K-J)	Estimated PSAP Proposed Monthly Distribution FY2023
Alamance County Central Communications	\$604,648.02	\$620,965.04	\$122,561.31	700,028.87	779,123.98	-\$79,095.11	-	0.00	519,173.35	\$519,173.35	\$43,264.45
Secondary Burlington PD	118,918.08	166,060.00	\$28,497.81	45,686.96	21,937.15	\$23,749.81	-	0.00	133,669.80	\$133,669.80	11,139.15
Alexander County Communications	205,594.59	217,612.80	\$42,320.74	287,559.08	381,276.23	-\$93,717.15	-	0.00	254,364.18	\$254,364.18	21,197.02
Alleghany County E911	182,945.07	195,405.36	\$37,835.04	106,147.37	138,189.43	-\$32,042.06	-	0.00	120,151.49	\$120,151.49	10,012.62
Anson County Emergency Communications	200,282.36	172,121.88	\$37,240.42	572,662.52	462,491.74	\$110,170.78	Reduce	-72,930.36	134,505.21	\$61,574.85	5,131.24
Ashe County Communications	366,255.27	371,145.48	\$73,740.08	382,368.74	252,620.74	\$129,748.00	Reduce	-56,007.93	206,768.65	\$150,760.73	12,563.39
Avery County Communications Center	180,508.18	132,089.52	\$31,259.77	525,897.94	513,783.05	\$12,114.89	-	0.00	85,131.13	\$85,131.13	7,094.26
Beaufort County Communications Center	292,304.22	304,189.08	\$59,649.33	482,743.25	335,526.45	\$147,216.80	Reduce	-87,567.47	202,703.11	\$115,135.64	9,594.64
Bertie County Sheriff's Communications	203,145.88	216,304.32	\$41,945.02	217,001.49	160,440.82	\$56,560.67	Reduce	-14,615.65	106,505.02	\$91,889.37	7,657.45
Bladen County Sheriff's Communications	277,911.07	277,856.76	\$55,576.78	431,325.22	371,708.90	\$59,616.32	Reduce	-4,039.54	113,423.84	\$109,384.30	9,115.36
Brunswick County 9-1-1	757,912.55	799,291.44	\$155,720.40	1,701,575.84	1,533,293.77	\$168,282.07	Reduce	-12,561.67	419,311.41	\$406,749.74	33,895.81
Buncombe County Emerg. Communications	24,984.00	553,845.95	\$57,883.00	1,917,913.33	2,228,964.49	-\$311,051.16	-	0.00	660,801.58	\$660,801.58	55,066.80
Burke County Emerg. Communications	581,125.58	668,564.88	\$124,969.05	1,381,609.07	1,226,222.05	\$155,387.02	Reduce	-30,417.97	461,624.11	\$431,206.14	35,933.84
Cabarrus County Sheriff Communications	694,860.25	703,111.92	\$139,797.22	765,591.90	629,959.27	\$135,632.63	-	0.00	614,089.28	\$614,089.28	51,174.11
Caldwell County Communications	418,622.70	320,650.32	\$73,927.30	726,871.64	652,457.51	\$74,414.13	Reduce	-486.83	213,153.01	\$212,666.18	17,722.18
Carteret County Communications	372,448.53	279,393.24	\$65,184.18	1,450,379.45	1,405,000.41	\$45,379.04	-	0.00	199,535.38	\$199,535.38	16,627.95
Caswell County 911 Communications	303,687.05	244,936.32	\$54,862.34	372,102.71	454,683.37	-\$82,580.66	-	0.00	243,244.22	\$243,244.22	20,270.35
Catawba Co Communications Center	853,712.01	786,709.48	\$164,042.15	1,127,268.45	1,016,311.85	\$110,956.60	-	0.00	864,090.91	\$864,090.91	72,007.58
Secondary Hickory PD	213,786.90	90,724.92	\$30,451.18	131,368.54	124,934.47	\$6,434.07	-	0.00	115,608.35	\$115,608.35	9,634.03
Secondary Newton Pd	40,370.40	19,139.12	\$5,950.95	25,846.04	25,035.31	\$810.73	-	0.00	23,559.25	\$23,559.25	1,963.27
Chatham County Emergency Operations Center	506,302.00	535,273.80	\$104,157.58	311,586.17	445,830.88	-\$134,244.71	-	0.00	423,372.40	\$423,372.40	35,281.03
Cherokee County 911	272,270.23	295,875.84	\$56,814.61	75,443.41	51,212.57	\$24,230.84	-	0.00	322,155.76	\$322,155.76	26,846.31
Chowan Central Communications	275,826.41	261,497.76	\$53,732.42	291,528.52	203,736.76	\$87,791.76	Reduce	-34,059.34	189,354.56	\$155,295.22	12,941.27
Clay County E911 Communications	222,660.19	47,761.44	\$27,042.16	317,620.96	480,699.19	-\$163,078.23	-	0.00	157,310.71	\$157,310.71	13,109.23
Cleveland County Communications Center	203,352.64	94,031.04	\$29,738.37	1,449,084.33	1,474,810.95	-\$25,726.62	-	0.00	142,798.89	\$142,798.89	11,899.91
Kings Mountain (City of)	100,403.79	56,220.36	\$15,662.41	163,906.85	175,317.53	-\$11,410.68	-	0.00	79,664.02	\$79,664.02	6,638.67
Shelby Police Communications	119,189.16	35,192.48	\$15,438.16	231,411.02	249,574.13	-\$18,163.11	-	0.00	66,971.61	\$66,971.61	5,580.97
Columbus Central Communications	322,399.54	325,810.68	\$64,821.02	915,650.31	845,135.37	\$70,514.94	Reduce	-5,693.92	185,154.51	\$179,460.59	14,955.05
Craven County Sheriff Communications	288,035.30	153,448.56	\$44,148.39	734,891.31	685,315.04	\$49,576.27	Reduce	-5,427.88	131,384.75	\$125,956.87	10,496.41
Havelock Public Safety Comm.	149,339.28	129,505.95	\$27,884.52	104,143.24	139,466.46	-\$35,323.22	-	0.00	164,709.01	\$164,709.01	13,725.75
New Bern Communications Center	295,570.70	217,088.95	\$51,265.97	191,505.27	297,292.06	-\$105,786.79	-	0.00	233,477.56	\$233,477.56	19,456.46
Cumberland County Communications	861,166.07	755,204.16	\$161,637.02	3,197,742.41	2,889,605.10	\$308,137.31	Reduce	-146,500.29	618,448.14	\$0.00	0.00
Fayetteville City Communications	919,978.18	963,132.63	\$188,311.08	873,073.17	780,519.65	\$92,553.52	-	0.00	363,580.56	\$363,580.56	30,298.38
Currituck Central Communications	212,237.71	199,032.24	\$41,127.00	361,153.15	322,686.66	\$38,466.49	-	0.00	204,688.58	\$204,688.58	17,057.38
Dare Central Communications	0.00	340,767.48	\$34,076.75	435,626.84	509,496.05	-\$73,869.21	-	0.00	278,999.44	\$278,999.44	23,249.95

PSAP	PSAP Distribution FY2020 (Column B)	PSAP Distribution FY2021 (Column C)	Maximum Allowable 20% Carry Forward (Column B+C/2*20%)	Fund Balance FY2021 (Column F)	Fund Balance FY2020 (Column G)	Fund Balance +/- Column F & G	Carry forward (Ok) or Over 20% (Reduce)	Excess Funds over Maximum Allowable 20% Carry forward (Column J)	Proposed 5-YR rolling Average before carry forward reduction (Column K)	Estimated PSAP Proposed Yearly Distribution FY2023 (Column K-J)	Estimated PSAP Proposed Monthly Distribution FY2023
Davidson County 911	486,024.05	565,045.44	\$105,106.95	189,365.56	775,413.13	-\$586,047.57	-	0.00	373,465.98	\$373,465.98	31,122.17
Davie County Communications	214,101.99	218,748.12	\$43,285.01	486,150.49	482,051.42	\$4,099.07	-	0.00	138,948.70	\$138,948.70	11,579.06
Duplin County/Kenansville PSAP	261,285.36	350,200.80	\$61,148.62	528,787.31	508,928.91	\$19,858.40	-	0.00	197,128.31	\$197,128.31	16,427.36
Durham Emergency Communications	1,666,795.05	814,087.18	\$248,088.22	2,446,646.12	2,166,679.58	\$279,966.54	Reduce	-31,878.32	656,994.72	\$625,116.40	52,093.03
Edgecombe County E911	197,868.62	115,881.00	\$31,374.96	480,738.14	646,256.45	-\$165,518.31	-	0.00	157,796.83	\$157,796.83	13,149.74
Tarboro Police Communications	143,421.70	108,007.59	\$25,142.93	74,535.87	83,282.82	-\$8,746.95	-	0.00	104,508.74	\$104,508.74	8,709.06
Forsyth County 911 Communications	328,370.73	327,003.47	\$65,537.42	1,877,213.22	1,616,725.86	\$260,487.36	Reduce	-194,949.94	253,598.90	\$0.00	0.00
Secondary Kernersville PD	14,688.00	20,563.20	\$3,525.12	0.20	1,479.00	-\$1,478.80	-	0.00	3,173.40	\$3,173.40	264.45
Winston Salem Police/Fire Communications	528,587.65	446,454.41	\$97,504.21	2,176,857.58	1,997,541.09	\$179,316.49	Reduce	-81,812.28	336,479.44	\$0.00	0.00
Franklin County Sheriff Communications	604,890.74	585,134.76	\$119,002.55	971,652.28	650,087.10	\$321,565.18	Reduce	-202,562.63	452,318.53	\$249,755.90	20,812.99
Gaston County Communications	698,275.97	579,741.37	\$127,801.73	1,017,565.09	942,607.79	\$74,957.30	-	0.00	761,179.36	\$761,179.36	63,431.61
Mount Holly Police Department	67,075.86	70,922.39	\$13,799.83	360,488.02	364,060.14	-\$3,572.12	-	0.00	73,923.23	\$73,923.23	6,160.27
Gates County Communications	150,580.26	142,470.48	\$29,305.07	142,041.21	60,686.77	\$81,354.44	Reduce	-52,049.37	102,166.87	\$50,117.50	4,176.46
Graham County Communications	124,873.36	76,593.72	\$20,146.71	475,029.38	532,486.74	-\$57,457.36	-	0.00	64,011.13	\$64,011.13	5,334.26
Granville County Emergency Communications	377,887.27	374,803.20	\$75,269.05	395,381.22	542,161.77	-\$146,780.55	-	0.00	363,723.88	\$363,723.88	30,310.32
Greene County Communications	161,789.00	191,946.12	\$35,373.51	313,515.71	249,354.31	\$64,161.40	Reduce	-28,787.89	202,300.54	\$173,512.65	14,459.39
Guilford Metro 911	2,594,180.12	2,174,618.88	\$476,879.90	1,902,763.63	1,788,427.11	\$114,336.52	-	0.00	2,046,554.33	\$2,046,554.33	170,546.19
High Point 911	534,947.22	1,665,465.52	\$220,041.27	127,125.39	89,717.20	\$37,408.19	-	0.00	661,445.94	\$661,445.94	55,120.50
Halifax County Central Communications	283,655.25	359,980.08	\$64,363.53	563,359.85	448,496.01	\$114,863.84	Reduce	-50,500.31	247,207.48	\$196,707.17	16,392.26
Harnett County Communications	863,118.64	893,534.28	\$175,665.29	600,934.86	500,099.33	\$100,835.53	-	0.00	872,801.29	\$872,801.29	72,733.44
Haywood County 911	433,942.65	376,810.68	\$81,075.33	658,618.12	662,604.47	-\$3,986.35	-	0.00	209,371.00	\$209,371.00	17,447.58
Henderson County Communications	612,658.03	626,922.23	\$123,958.03	507,871.36	196,266.92	\$311,604.44	Reduce	-187,646.41	246,125.46	\$58,479.05	4,873.25
Secondary Hendersonville PD	54,905.61	59,130.97	\$11,403.66	24,380.65	52,576.12	-\$28,195.47	-	0.00	22,069.08	\$22,069.08	1,839.09
Hertford County Communications	94,700.31	110,382.24	\$20,508.26	549,439.62	589,809.84	-\$40,370.22	-	0.00	74,409.96	\$74,409.96	6,200.83
Hoke County Emergency Communications	278,456.30	301,261.44	\$57,971.77	102,703.56	72,304.98	\$30,398.58	-	0.00	214,309.83	\$214,309.83	17,859.15
Iredell County Emergency Communications	607,556.02	658,684.82	\$126,624.08	614,376.75	371,762.31	\$242,614.44	Reduce	-115,990.36	471,364.06	\$355,373.70	29,614.48
Secondary Mooresville PD	11,821.60	18,733.10	\$3,055.47	0.42	13,613.48	-\$13,613.06	-	0.00	40,824.16	\$40,824.16	3,402.01
Statesville PD	42,408.00	37,773.69	\$8,018.17	57,426.40	92,469.71	-\$35,043.31	-	0.00	46,440.94	\$46,440.94	3,870.08
Jackson County Emergency Communications	420,248.96	410,868.72	\$83,111.77	1,206,836.18	988,962.85	\$217,873.33	Reduce	-134,761.56	241,048.68	\$0.00	0.00
Johnston County Communications	1,377,276.75	1,184,578.32	\$256,185.51	1,571,449.76	1,548,081.66	\$23,368.10	-	0.00	486,552.38	\$486,552.38	40,546.03
Lee County Emergency 911 Center	404,574.56	421,709.40	\$82,628.40	799,921.69	631,811.70	\$168,109.99	Reduce	-85,481.59	356,651.63	\$271,170.04	22,597.50
Lenoir County Communications	550,472.58	386,056.20	\$93,652.88	917,619.27	924,434.47	-\$6,815.20	-	0.00	397,447.61	\$397,447.61	33,120.63
Lincoln County Communications Center	253,029.37	196,247.40	\$44,927.68	583,718.69	692,331.54	-\$108,612.85	-	0.00	217,033.66	\$217,033.66	18,086.14
Macon County Communications	354,430.76	379,139.04	\$73,356.98	787,740.45	614,013.31	\$173,727.14	Reduce	-100,370.16	262,345.30	\$161,975.14	13,497.93
Madison County EOC	193,235.04	146,215.56	\$33,945.06	385,921.38	341,480.82	\$44,440.56	Reduce	-10,495.50	124,039.69	\$113,544.19	9,462.02

PSAP	PSAP Distribution FY2020 (Column B)	PSAP Distribution FY2021 (Column C)	Maximum Allowable 20% Carry Forward (Column B+C/2*20%)	Fund Balance FY2021 (Column F)	Fund Balance FY2020 (Column G)	Fund Balance +/- (Column F & G)	Carry forward (Ok) or Over 20% (Reduce)	Excess Funds over Maximum Allowable 20% Carry forward (Column J)	Proposed 5-YR rolling Average before carry forward reduction (Column K)	Estimated PSAP Proposed Yearly Distribution FY2023 (Column K-J)	Estimated PSAP Proposed Monthly Distribution FY2023
Martin County Communications Center	213,699.88	105,163.80	\$31,886.37	532,094.31	528,910.34	\$3,183.97	-	0.00	118,730.02	\$118,730.02	9,894.17
McDowell County Sheriff's Communications	332,296.06	344,270.16	\$67,656.62	229,098.41	16,128.44	\$212,969.97	Reduce	-145,313.35	252,929.13	\$107,615.78	8,967.98
Charlotte-Mecklenburg Police Department	2,363,858.92	2,539,963.30	\$490,382.22	6,523,546.27	6,268,555.77	\$254,990.50	-	0.00	2,408,227.23	\$2,408,227.23	200,685.60
Secondary Charlotte Fire	26,724.41	42,882.67	\$6,960.71	1,105.77	1,286.73	-\$180.96	-	0.00	57,833.27	\$57,833.27	4,819.44
Secondary Charlotte MEDIC	344,767.80	248,958.42	\$59,372.62	30,543.63	34,769.41	-\$4,225.78	-	0.00	348,477.14	\$348,477.14	29,039.76
Cornelius Police Communications	115,182.04	135,042.12	\$25,022.42	362,202.53	338,784.42	\$23,418.11	-	0.00	134,876.26	\$134,876.26	11,239.69
Pineville Police Comm. Center	72,319.25	154,358.28	\$22,667.75	461,848.83	423,866.88	\$37,981.95	Reduce	-15,314.20	143,700.10	\$128,385.90	10,698.83
Mitchell County Central Communications	133,345.73	108,528.60	\$24,187.43	301,340.87	272,700.79	\$28,640.08	Reduce	-4,452.65	239,826.60	\$235,373.95	19,614.50
Montgomery County Communications	200,337.82	218,900.64	\$41,923.85	219,731.13	128,016.62	\$91,714.51	Reduce	-49,790.66	199,789.54	\$149,998.88	12,499.91
Moore County Emergency Communications	336,853.60	338,676.00	\$67,552.96	876,648.72	851,087.05	\$25,561.67	-	0.00	389,188.26	\$389,188.26	32,432.36
Nash County Central Communications	454,008.57	451,146.12	\$90,515.47	660,114.47	367,913.74	\$292,200.73	Reduce	-201,685.26	334,578.40	\$132,893.14	11,074.43
Rocky Mount Police Communications	382,460.48	387,401.18	\$76,986.17	555,939.35	362,802.37	\$193,136.98	Reduce	-116,150.81	185,849.70	\$0.00	0.00
New Hanover County Sheriff Communications	652,909.68	715,242.00	\$136,815.17	639,945.19	452,017.84	\$187,927.35	Reduce	-51,112.18	702,424.56	\$651,312.38	54,276.03
Northampton County E-911	200,082.44	204,667.44	\$40,474.99	436,114.99	372,534.47	\$63,580.52	Reduce	-23,105.53	147,061.85	\$123,956.32	10,329.69
Onslow County Communications	235,286.80	289,348.32	\$52,463.51	971,600.03	1,142,484.86	-\$170,884.83	-	0.00	269,449.52	\$269,449.52	22,454.13
Jacksonville E-911	480,254.40	534,221.90	\$101,447.63	366,180.10	74,973.56	\$291,206.54	Reduce	0.00	215,951.44	\$215,951.44	17,995.95
Orange County Emergency Communications	573,225.09	755,470.80	\$132,869.59	87,799.86	23,296.44	\$64,503.42	-	0.00	775,458.62	\$775,458.62	64,621.55
Pamlico County Communications	153,692.80	149,122.80	\$30,281.56	334,773.66	314,433.58	\$20,340.08	-	0.00	67,346.15	\$67,346.15	5,612.18
Pasquotank/Camden Central Communications	404,296.39	325,742.88	\$73,003.93	541,796.41	685,260.84	-\$143,464.43	-	0.00	231,587.69	\$231,587.69	19,298.97
Pender County Sheriff Communications	430,887.32	426,736.68	\$85,762.40	0.00	81,736.56	-\$81,736.56	-	0.00	286,222.80	\$286,222.80	23,851.90
Perquimans County Communications	265,708.49	328,449.60	\$59,415.81	338,382.60	212,144.58	\$126,238.02	Reduce	0.00	194,966.23	\$194,966.23	16,247.19
Person County Communications	588,848.55	626,805.24	\$121,565.38	335,253.11	232,752.69	\$102,500.42	-	0.00	361,615.88	\$361,615.88	30,134.66
Pitt County 911 Communications	707,677.96	729,290.52	\$143,696.85	721,629.71	319,999.52	\$401,630.19	Reduce	-257,933.34	557,887.55	\$299,954.21	24,996.18
Polk County Communications	557,941.15	219,256.56	\$77,719.77	141,990.92	184,322.30	-\$42,331.38	-	0.00	263,673.75	\$263,673.75	21,972.81
Randolph County Emergency Communications	697,309.38	469,377.36	\$116,668.67	1,662,895.68	1,640,459.06	\$22,436.62	-	0.00	571,479.19	\$571,479.19	47,623.27
Richmond County Emergency Comm.	297,456.29	158,977.80	\$45,643.41	397,559.20	402,556.64	-\$4,997.44	-	0.00	212,002.66	\$212,002.66	17,666.89
Robeson County Communications	329,196.57	360,695.04	\$68,989.16	1,101,901.33	1,034,545.43	\$67,355.90	-	0.00	272,098.46	\$272,098.46	22,674.87
Lumberton Emergency Services	188,068.74	135,134.80	\$32,320.35	195,335.19	325,474.69	-\$130,139.50	-	0.00	146,053.46	\$146,053.46	12,171.12
Rockingham County 911 Communications	310,977.41	352,961.04	\$66,393.85	555,692.57	571,509.26	-\$15,816.69	-	0.00	406,334.82	\$406,334.82	33,861.24
Rowan County Telecommunications	653,197.99	443,628.24	\$109,682.62	1,491,068.15	1,432,666.46	\$58,401.69	-	0.00	320,667.40	\$320,667.40	26,722.28
Rutherford County Communications	456,477.91	693,313.91	\$114,979.18	112,282.82	122,432.91	-\$10,150.09	-	0.00	578,330.39	\$578,330.39	48,194.20
Sampson County Sheriff Communications	260,346.19	174,428.16	\$43,477.44	380,337.63	912,654.14	-\$532,316.51	-	0.00	256,105.32	\$256,105.32	21,342.11
Scotland County Emergency Communications	436,067.32	162,941.16	\$59,900.85	110,418.85	183,169.53	-\$72,750.68	-	0.00	230,168.14	\$230,168.14	19,180.68
Stanly County Emergency Communications	412,653.62	430,982.28	\$84,363.59	172,263.24	201,006.07	-\$28,742.83	-	0.00	382,356.17	\$382,356.17	31,863.01
Stokes County Emergency Communications	276,106.57	288,491.88	\$56,459.85	405,310.73	675,256.54	-\$269,945.81	-	0.00	263,804.84	\$263,804.84	21,983.74

PSAP	PSAP Distribution FY2020 (Column B)	PSAP Distribution FY2021 (Column C)	Maximum Allowable 20% Carry Forward (Column B+C/2*20%)	Fund Balance FY2021 (Column F)	Fund Balance FY2020 (Column G)	Fund Balance +/- (Column F & G)	Carry forward (Ok) or Over 20% (Reduce)	Excess Funds over Maximum Allowable 20% Carry forward (Column J)	Proposed 5-YR rolling Average before carry forward reduction (Column K)	Estimated PSAP Proposed Yearly Distribution FY2023 (Column K-J)	Estimated PSAP Proposed Monthly Distribution FY2023
Surry County Communications Center	491,950.09	408,695.35	\$90,064.54	243,714.23	185,791.61	\$57,922.62	-	0.00	279,156.16	\$279,156.16	23,263.01
Secondary Elkin PD	18,412.20	12,928.50	\$3,134.07	9,716.06	8,548.00	\$1,168.06	-	0.00	4,667.52	\$4,667.52	388.96
Secondary Mt. Airy	56,278.80	36,266.10	\$9,254.49	118,512.36	96,810.81	\$21,701.55	Reduce	-12,447.06	13,268.64	\$821.58	68.46
Eastern Band Cherokees	172,659.68	182,971.45	\$35,563.11	564,357.07	420,441.72	\$143,915.35	Reduce	-108,352.24	80,951.15	\$0.00	0.00
Swain County 911 Dispatch	234,772.45	238,744.20	\$47,351.67	421,837.78	257,331.07	\$164,506.71	Reduce	-117,155.05	180,805.86	\$63,650.82	5,304.23
Transylvania County Communications	347,923.37	344,053.55	\$69,197.69	267,088.45	298,993.63	-\$31,905.18	-	0.00	299,258.83	\$299,258.83	24,938.24
Union County	746,597.80	816,658.44	\$156,325.62	2,462,650.24	2,082,364.77	\$380,285.47	Reduce	-223,959.85	554,258.78	\$330,298.93	27,524.91
Vance-Henderson 911 Center	593,071.64	532,572.60	\$112,564.42	396,799.98	551,477.66	-\$154,677.68	-	0.00	434,196.44	\$434,196.44	36,183.04
Cary Police Communications	575,466.69	247,333.20	\$82,279.99	859,816.56	965,472.69	-\$105,656.13	-	0.00	281,110.11	\$281,110.11	23,425.84
Holly Springs Public Safety Center	168,940.09	236,786.40	\$40,572.65	678,549.07	583,998.06	\$94,551.01	Reduce	-53,978.36	149,057.95	\$95,079.59	7,923.30
Raleigh Wake 911 Center	2,587,879.74	2,633,984.76	\$522,186.45	2,136,910.36	1,520,090.43	\$616,819.93	Reduce	-94,633.48	2,064,403.12	\$1,969,769.64	164,147.47
Warren County Sheriff Comm.	180,632.63	146,540.76	\$32,717.34	388,983.55	387,426.72	\$1,556.83	-	0.00	102,228.98	\$102,228.98	8,519.08
Washington County Communications	162,822.22	126,420.72	\$28,924.29	557,893.40	594,801.21	-\$36,907.81	-	0.00	81,197.84	\$81,197.84	6,766.49
Watauga County Sheriff Communications	314,310.86	343,448.16	\$65,775.90	402,162.89	296,848.41	\$105,314.48	Reduce	-39,538.58	196,227.30	\$156,688.72	13,057.39
Beech Mountain Police Dept	65,235.82	103,065.36	\$16,830.12	180,276.68	145,476.30	\$34,800.38	Reduce	-17,970.26	87,680.20	\$69,709.94	5,809.16
Boone Police Department 911	165,601.39	197,394.36	\$36,299.58	13,960.02	66,044.98	-\$52,084.96	-	0.00	136,259.00	\$136,259.00	11,354.92
Wayne County Central 911	601,535.01	338,606.52	\$94,014.15	1,257,440.54	2,081,595.20	-\$824,154.66	-	0.00	438,929.12	\$438,929.12	36,577.43
Wilkes County Sheriff Communications	431,561.47	499,451.04	\$93,101.25	223,196.50	233,355.94	-\$10,159.44	-	0.00	566,426.50	\$566,426.50	47,202.21
Wilson County Emergency Communications	496,433.82	305,462.64	\$80,189.65	715,993.55	756,381.76	-\$40,388.21	-	0.00	322,220.07	\$322,220.07	26,851.67
Yadkin County Emergency Communications	268,040.03	246,870.24	\$51,491.03	330,090.83	361,878.40	-\$31,787.57	-	0.00	220,679.49	\$220,679.49	18,389.96
Yancey County Sheriff Comm.	176,082.84	152,875.92	\$32,895.88	318,938.50	296,432.36	\$22,506.14	-	0.00	125,987.88	\$125,987.88	10,498.99
Totals	\$51,035,619.55	\$49,147,384.99	\$10,018,300.45	\$81,708,125.68	\$77,887,798.36			-\$3,280,488.02	\$39,879,268.30	\$35,664,931.40	\$2,972,077.62

Approved Secondary PSAPs

Received Funding Reconsideration

*Cost Shift Changes will continue as PSAP migrate to the ESInet

PSAPs Non-funded 961,249.98

Tab 8d)

**Proposed FY2023 Budget
Presentation**

(Roll Call Vote Required)

	Approved Budget SFY2022	Proposed Budget SFY2023
North Carolina 911 Board FY2023 Budget		
Service Charge \$0.65 Revenue		\$97,416,259
Int/Div. on Investments	\$192,500	\$198,349
Administrative Account:		
Administrative 1.5% Service Charge Allocation	1,427,819	1,461,244
Administrative--Use of Account balance	98,991	148,037
Sub-total	\$1,526,810	\$1,609,281
Administrative Operational Cost:		
Personnel Services	1,156,039	1,035,595
Contractual Services	183,850	340,138
Operational Services	11,000	26,000
Travel - Staff	69,300	69,300
Travel-Subsistence - Board Member	32,500	32,500
Other Purchased Services	62,621	55,623
Equipment	11,500	50,125
Sub-total	\$1,526,810	\$1,609,281
Revenue/Expenditures balance	\$0	\$0
CMRS Account:		
CMRS Service Charge Allocation	1,939,511	0
CMRS Cost Recovery Use of Account Balance		1,377,496
Sub-total	\$1,939,511	\$1,377,496
CMRS Expenditures:		
CMRS Cost Recovery Reimbursement	\$1,939,303	\$1,377,496
Revenue/Expenditures balance	\$208	\$0
PSAP Account:		
PSAP Service Charge Allocation	61,360,463	56,988,511
PSAP Expenditures		
PSAP Statutory Distribution/911	49,000,000	40,460,748
Revenue/Expenditures balance	\$12,360,463	\$16,527,763

	Approved Budget SFY2022	Proposed Budget SFY2023
North Carolina 911 Board FY2023 Budget		

PSAP Grant and StateWide Projects Account:

PSAP Grant and StateWide Projects Acct 10% Service Charge Allocation	9,518,793	9,741,626
FY-EOY Estimated Transfer (IN) Balance	8,238,202	18,183,239
PSAP Grant and StateWide Projects Account Balance	42,851,451	47,877,725
Sub-total	\$60,608,446	\$75,802,590

PSAP Grant & Statewide Projects Expenditures

Proposed PSAP Grant & Statewide Projects	23,543,247	23,920,000
*Grant Encumbered Awarded Expenditures	27,546,405	29,682,422
Revenue/Expenditures balance	\$9,518,794	\$22,200,168

*Grant Encumbered may be adjusted at year-end based on final reimbursement requests.

NG 911 Reserve Fund

NG 911 Reserve Fund 30% Service Charge Allocation	20,941,345	29,224,878
FY-EOY Estimated Transfer (IN) Balance	0	0
NG 911 Reserve Fund--Use of Fund balance	16,643,785	4,237,300
Sub-total	\$37,585,130	\$33,462,178

NG 911 Reserve Fund Expenditures

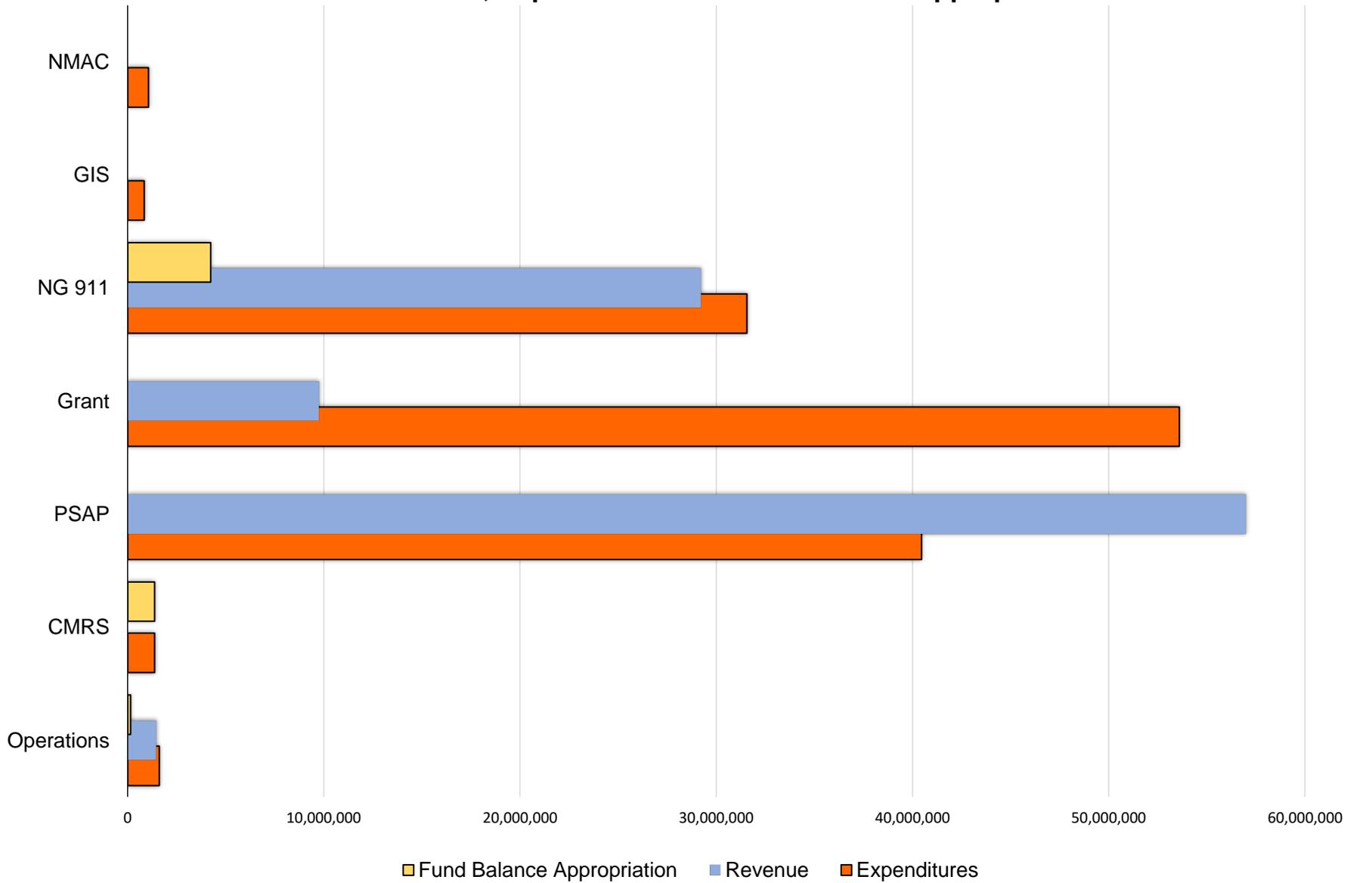
ESInet	35,884,316	31,559,605
GIS	820,668	841,268
NMAC	880,146	1,061,305
Sub-total	\$37,585,130	\$33,462,178
Revenue/Expenditures balance	\$0	\$0

	Approved Budget SFY2022	Proposed Budget SFY2023
TRS FUND (Pass thru)		

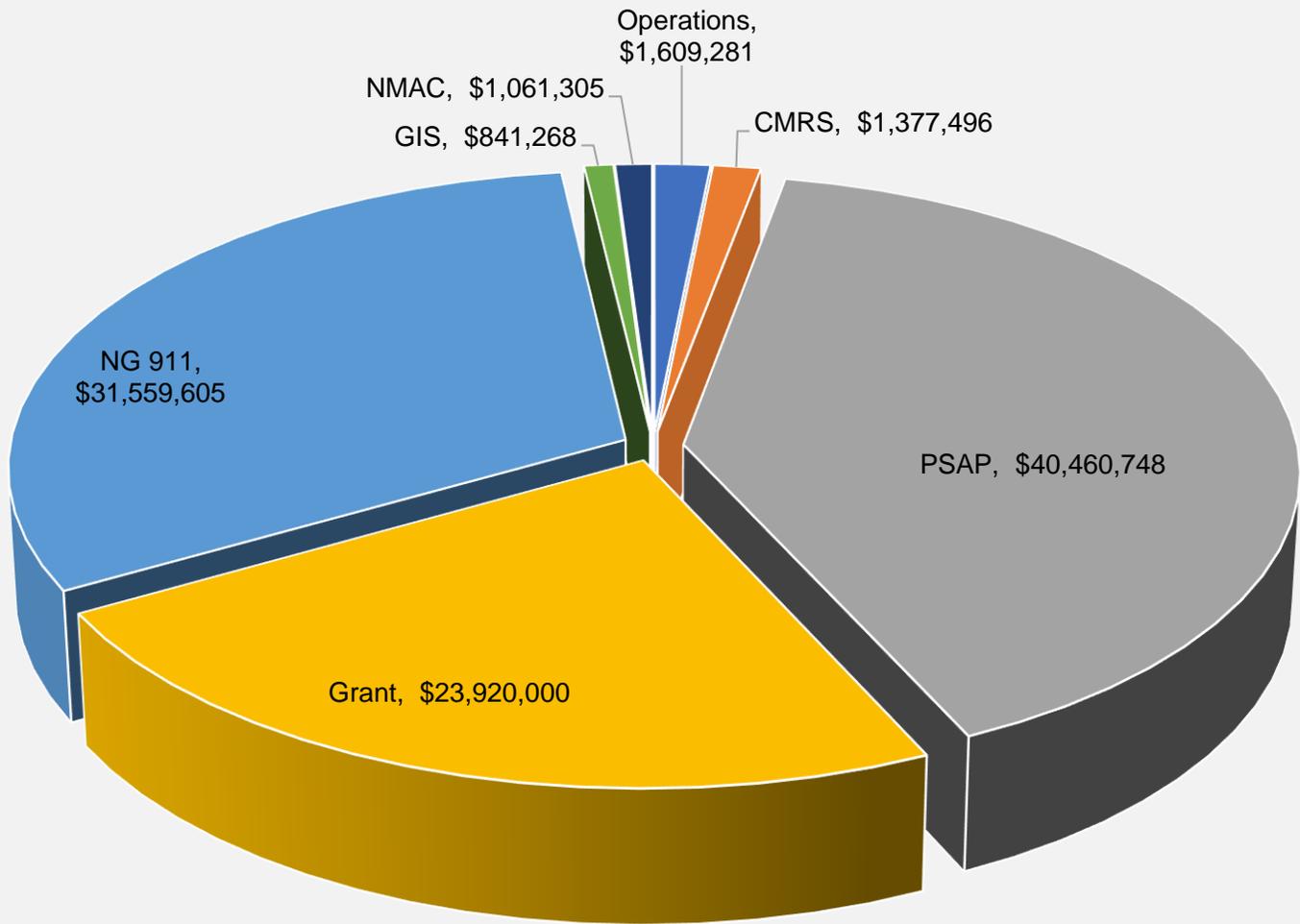
TRS FUND (Pass thru)

TRS Revenue	10,000,000	10,000,000
TRS Revenue Interest	21,000	21,000
	<u>\$10,021,000</u>	<u>\$10,021,000</u>
TRS Expenditure	<u>\$10,000,000</u>	<u>\$10,000,000</u>

NC 911 Board Proposed FY2023 Revenues, Expenditures and Fund Balance Appropriations

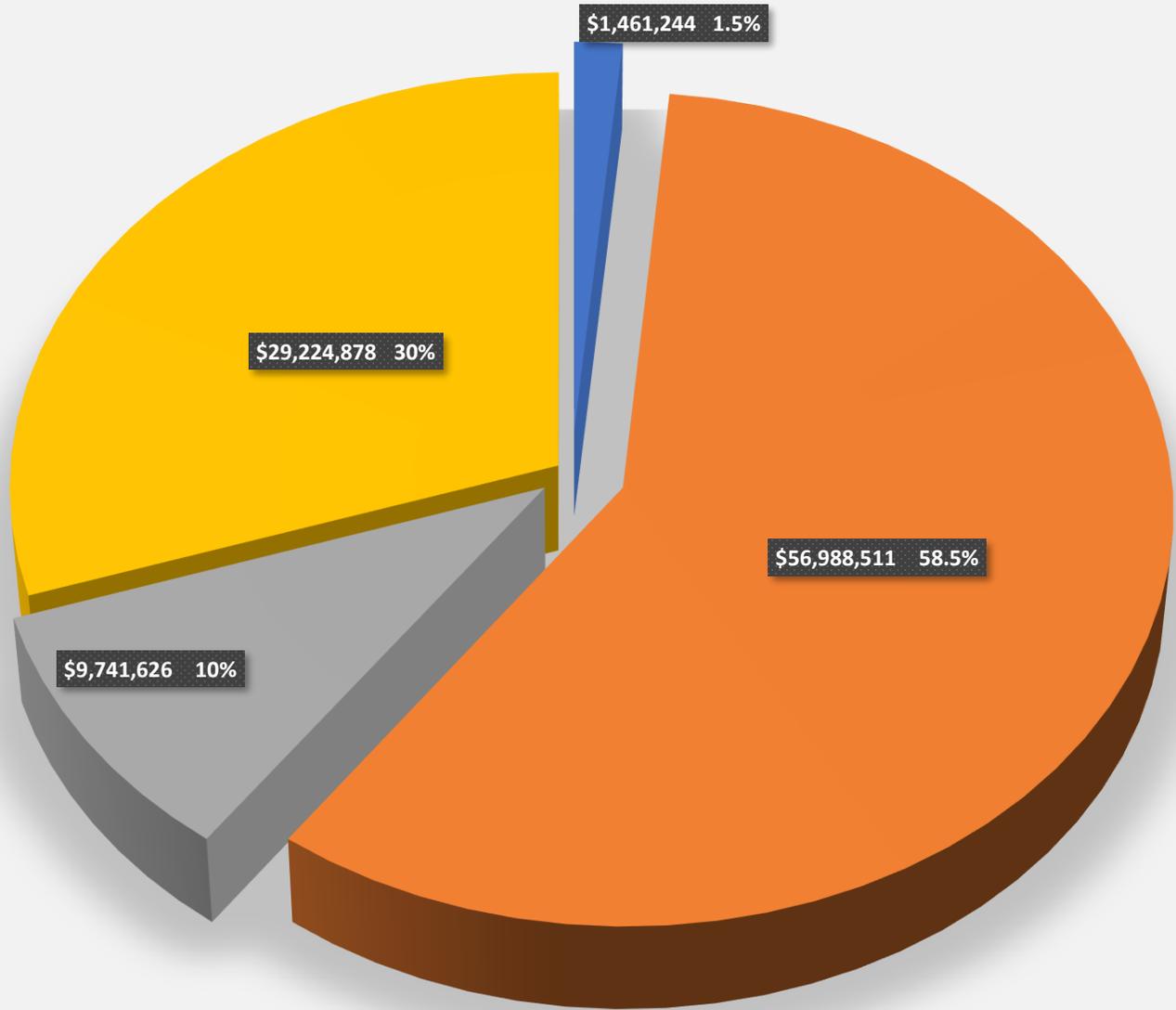


911 Board Estimated FY2023 Expenditures



■ Operations ■ CMRS ■ PSAP ■ Grant

911 Board Estimated Approved FY2023 Service Charge Allocation \$97,416,259



■ Operations ■ PSAP ■ Grant ■ NG 911

Tab 9

Finance Team Report

**Marsha Tapler/Kristen Falco/
Sarah Templeton**

Tab 10

Grant Committee Report

Jeff Shipp/Pokey Harris

Tab 10a)

FY2022 P1 Grant Program

Committee Recommendation

(Roll Call Vote Required)

North Carolina 911 Board Grant Application

PSAP Priority One Collaboration Grant

Fiscal Year 2022

Collaborative efforts are a priority of the 911 Board and the Grant Committee. Identifying this as a priority, the Board allocated \$5,000,000 to fund a significant grant opportunity focusing on PSAP collaboration in the following areas: consolidation of two or more primary 911 centers; consolidation studies, primary to primary backup capabilities; radio communications consolidation; and co-location of two or more primary PSAPs.

The 2022 PSAP Priority One Collaboration Grant Application has been created in Microsoft Word for ease of completion. It is recommended you download this Application into Microsoft Word to enter, cut, paste, and edit as needed.

*****This Application is NOT compatible with iPad, Apple products or apps.
It requires "Active X Interaction". *****

Due to this being a competitive grant process, all applicants must answer all questions. There are no character limitations to the amount of data you can enter in a free text screen. Once the visible field is full, the screen will begin to scroll. Do not submit an application until you are sure you will not need to make any changes. **Do not convert the application to a PDF format.** Attachments must be submitted in either MS Word, MS Excel, or Adobe PDF format and reference which question (i.e., number) the attachment accompanies.

After an application has been completed and submitted, it may NOT be modified by the applicant. If an applicant has questions after submitting an application, the applicant will be required to contact the Regional Coordinator to determine if modifications are possible.

Grant awards, if any, may include partial funding and other conditions as determined by the Board. Grant awards are not negotiable but may be declined if the applicant cannot complete the project as submitted and awarded.

Once completed, the application, along with any accompanying documents, must be emailed to P1Grant@nc.gov. **Applications will only be accepted via email.** Any application received from the U. S. Postal Service, fax, or other media will NOT be accepted. **The deadline for filing is 11:59 pm on Tuesday, February 15, 2022. NO APPLICATIONS WILL BE ACCEPTED AFTER THE DUE DATE.** If you have any questions, please contact Pokey Harris at pokey.harris@nc.gov or 919-754-6621. You may also contact your Regional Coordinator.

Once submitted the application including all necessary attachments, the applicant will receive a reply email within 24 hours advising the grant application has been received. If this email confirmation is NOT received within 24 hours, contact Pokey Harris at pokey.harris@nc.gov or 919-754-6621. **It is the responsibility of the applicant to verify receipt of the submission.**

General Information

Applicant PSAP Name Watauga County Communications

Project Title

Consolidation of the Boone PD PSAP with Watauga County Communications

Project Director

Will Holt

Project Contact

Will Holt

Project Contact Title

Emergency Services Director

Address

184 Hodges Gap Road

Suite D

Boone, NC 28607

Phone

828-264-4235

Email

Will.Holt@watgov.org

2022 Priority One Collaboration Grant Program Workshop

Attendance was required for all grant applicants at the virtual 2022 Priority One Collaboration PSAP Grant Program Workshop held on Thursday, December 9, 2021. If more than one PSAP/jurisdiction is participating in a joint/collaborative Application, all PSAP/jurisdictions involved were required to attend the workshop. Please list the name, title, and PSAP/jurisdiction of each attendee.

Amy Snider, 911 Services Coordinator, Watauga County Emergency Services (Communications)

David Osborne, Lieutenant (PSAP Manager), Boone Police Department

2022 Priority One Grant Miscellaneous Information

1. Has the Revenue/Expenditure report for FY2021 been submitted, finalized, and approved by the NC 911 Board Fiscal Staff for the applicant and all participating PSAPs?
*The FY21 Expenditure report must be finalized and approved by Tuesday, February 1, 2022. (This includes any funds that may need to be repaid to the Emergency Telephone System Fund (ETSF).)

Yes No

2. Do the applicant and participating PSAPs have approved and implemented backup plans? Provide details of the current, approved backup plans.

Yes

Yes, the current back-up plan is that the County and Town are reciprocal backups at each facility. This backup plan will be edited concurrently with the implementation of consolidation to reflect the new relationship with our Regional Coordinator.

3. If the answer to #2 above is NO, please explain in detail why the backup plans have not been approved and/or implemented. Has the NC 911 Board or Board Staff been notified of this status? Please provide details.

Not Applicable

2022 Priority One Collaborative Grant Focus Areas

- Consolidation of two or more primary 911 centers among contiguous or regional jurisdictions where economies of scale and cost savings efficiencies may be realized. This may include bricks and mortar projects, radio communications, and CAD to CAD data use. (Not to include transfer of 911 calls between primary PSAPs.)
- Consolidation studies.

- **Primary to primary backup capabilities. Creation of backup capabilities at a current primary PSAP – removing the standalone backup. (Logical network backup versus a physical backup.)**
- **Radio communications consolidation for dispatching capabilities to establish a single primary answering point with more than one dispatch center in a jurisdiction.**
- **Co-location of two or more primary PSAPs where economies of scale and cost savings efficiencies may be realized. This may include bricks and mortar projects, radio communications, CAD to CAD, servers, recorders, other PSAP technologies, etc.**

Please indicate the Focus Area that reflects your grant request.

Consolidation of Two or More Primary PSAPs

2022 Priority One Grant Project Cost and Funding Sources

Please use this table to summarize the project costs and sources of funds. Please double click in the cell to open the table. Once complete, close out the table to transfer data.

Total Project Cost		\$8,666,679.88
General Funds Provided by the PSAP Applicant(s)		
PSAP Name:	Town of Boone PD	\$539,388.39
PSAP Name:	Watauga County Communications	\$5,009,730.00
PSAP Name:		
PSAP Name:		
PSAP Name:		
Sub-Total		\$5,549,118.39
Emergency Telephone System Fund Balance to be Applied to this Project (911 Eligible Expenses)		
PSAP Name:	Town of Boone PD	\$196,651.19
PSAP Name:	Watauga County Communications	\$123,897.61
PSAP Name:		
PSAP Name:		
PSAP Name:		
Sub-Total		\$320,548.80
PSAP Annual Distribution to be Applied to this Project (911 Eligible Expenses)		
PSAP Name:		
Sub-Total		\$0.00
Potential Amount via Funding Reconsideration (911 Eligible Expenses)		
PSAP Name:		
Sub-Total		\$0.00
Amount Requested via 2022 PSAP Priority One Grant Application (Non-Eligible Expenses)		
PSAP Name:	Watauga County Communications	\$2,797,012.69
PSAP Name:		
Sub-Total		\$2,797,012.69
Balance Remaining (Should be Zero)		\$0.00

*The above referenced project cost and sources of funds must clearly identify the complete funding of the project. The applicant must specifically explain how the funds will be utilized in the project overview, which needs to be completed in the Project Costs and Documentation section. Failure to provide the foregoing information will disqualify the application from further consideration for this grant program.

Project Description

1. Project Overview

- A. Provide a complete and succinct overview of the project. Include all PSAPs that will participate in the project, the timeline and implementation plan.
 - a. This project involves the consolidation of the Primary PSAP of Boone PD under the supervision and direction of Watauga County Communications
- B. Specifically describe how the project will improve 911 services to the communities served.
 - a. For the public, this project greatly reduces margin of error and delayed call processing time due to the regular transfer of 911 calls between the PSAPs.
- C. Describe how the project will leverage the statewide ESInet, collaborative continuity planning, and emerging Next Generation 911 technologies.
 - a. Boone and Watauga County went live on the ESINet in September 2021, this already has allowed for Watauga County to quickly login to Boone's systems when we have covered for them allowing for admin lines and 911 lines to be answered. Regarding continuity planning, this merger will allow for the first true brick and mortar back up system to be put in place as we utilize Boone's current infrastructure as the backup while construction is underway for a new facility. Once the new facility is constructed, that will be the primary PSAP location with the current County PSAP transitioning to the backup.
- D. Provide evidence that clearly identifies Interlocal Agreements (ILAs) between all participating jurisdictions, indicating each jurisdiction's responsibilities relating to the project, how the jurisdictions and PSAPs will collaborate, and how resources will be allocated or shared. In lieu of ILAs, letters of intent must be submitted as a part of the grant application. ILAs will be required prior to the Board entering into a grant contract for any consolidation or colocation.
 - ILAs are currently being drafted and reviewed by both governing bodies. The final drafts will be attached with understanding of final execution prior to entering into a grant agreement. Letters of Intent from both the County Manager and Town Manager are attached indicating overall support for pursuing this endeavor.

IMPORTANT: All information for this section must be included with the grant application. Applications will not be evaluated if this information is omitted. There will be no request from staff to provided omitted information. It is the responsibility of applicant to ensure inclusion.

2. Fiscal Overview

- A. How will this project improve the fiscal efficiencies of all participating jurisdictions?
- a. The current authorized staffing for each PSAP is as follows, Watauga County 14 (with expected 15th position authorized FY22-23) and Boone PD 8. The expected authorized telecommunicator positions to maintain 5 positions with minimum staffing of 4 is 20 telecommunicators. Positions will be saved through attrition. Additional savings will be realized through combining of operational expenditures that have historically been duplicated such as duplicate back up infrastructure, duplicated CAD licenses, etc.
- B. What will be the financial commitment from the participating jurisdictions to ensure the success of the project? Please include information about the emergency telephone system fund and general funds budgeted for the project or for the PSAP operations and expenses.

The Town of Boone will continue to fund the cost of providing 911 services at the estimated cost (see attached budget sheet). The County will take on maintenance of the PSAP infrastructure of the backup site along with transitioning to maintaining both a new PSAP and backup facility. The County also has purchased the necessary networking equipment for the live connection to the backup center at Boone PD and will purchase radio equipment necessary to dispatch Boone PD which currently operates primarily on the VIPER system. All expenditures will be submitted for review by the 911 Board.

- C. Describe the sustainability of the project. If the project will have ongoing expenses, such as monthly or annual recurring charges, identify how the project will be sustained in the future without additional 911 Grant Program funding. Note that costs funded through a grant are not eligible 911 expenses and will not be funded through the monthly distributions to PSAPs (see the attached Grant Policy). Ineligible expenses will be the responsibility of the participating jurisdictions.

The primary recurring expenses will be for the County's increased staff and operations cost which will be funded by the Town of Boone (by ILA as described above). The new facility will be made part of the County's building maintenance plan as all other facilities which includes recurring maintenance, utilities, etc.

IMPORTANT: All information for this section must be included with the grant application. Applications will not be evaluated if this information is omitted. There will be no request from staff to provided omitted information. It is the responsibility of applicant to ensure inclusion.

3. Organizational Management and Operational Overview

A. How will daily operations change with this project?

The biggest changes are noted here:

- A single point of contact for the public for all of Watauga County (minus the very small portion of the Town of Beech Mountain that is in Watauga)
- A large reduction in 911 transfers as the two largest population centers are served by the same PSAP
- A complete operational picture for the PSAP and responding agencies as information is gathered and processed in a single point, reducing the fog of war that occurs in cross-jurisdictional incidents
- Responding units will have a single CAD, and resulting MobileCAD, interface improving both the operational picture and also collection and retention of data
- A single chain of command that will report to the appropriate officials from each governing body, reducing disparities in operations that often result in EMS and Fire units receiving different information from each PSAP.

B. Who will be the managing entity, how will operational decisions be made, and how will the organizational structure and staffing change? Include the number of seats (console positions) and how many have been approved by the Board. Any potential increase in approved seat count is not part of the grant application process. This requires adherence to the funding position policy and submission process.

Watauga County's Emergency Services Department (the current authority for the County PSAP) will be the managing entity. Operational decisions will be made largely by agreed upon Standard Operating Guidelines and other applicable standards with stakeholders providing additional input to the Emergency Services Director for consideration. The current and projected organizational structures are attached for review. At this time, we are not projecting an increased seat count, but rather a consolidation of seat counts from Watauga 3/1 and Boone's 2/1 to a total of 5/1.

IMPORTANT: All information for this section much be included with the grant application. Applications will not be evaluated if this information is omitted. There will be no request from staff to provided omitted information. It is the responsibility of applicant to ensure inclusion.

4. Project Costs and Documentation

A. Provide an overall project budget. Must be inserted here.

- a. \$8,666,679.88

- B. Provide a detailed list of each expenditure in the project with its cost, if the cost is one-time or recurring, and why each is needed. Include any equipment to be reused and equipment or other items to be purchased. Must be inserted here or included with the grant application.
 - a. See attached budget worksheets titled “Consolidation Cost Breakdown with Category” and other referenced sheets.

- C. How will you ensure all old and new equipment/software/infrastructure will be compatible? If equipment is end-of-life, provide documentation from the vendor validating the status.
 - a. This proposal includes the acquisition of new Motorola MCC7500e consoles for both the Primary and Backup PSAPs which will have redundant connections interfacility and with the NCSHP M-Core in Newton. In addition, both PSAPs just went live with new ESINet phones and utilize the same CAD systems which makes consolidation of those straightforward. The CAD vendor has been brought in and will archive the Town’s CAD at the direction of the Town and begin operating with the County’s CAD.

- D. Identify cost categories using the table in the Grant Funding and Project Cost section.
 - a. The cost categories are the General Funds of both government bodies, current 911 Fund balance, and grant requested funds for non-eligible items. No reconsideration of 911 Fund allocation is expected currently.

- E. Provide detailed quote(s) including itemized costs/pricing, scopes of work, and any applicable diagrams. (i.e., radio and furniture diagrams). Ensure this information is included with the grant application.

Click or tap here to enter text.

IMPORTANT: All information for this section must be included with the grant application. Applications will not be evaluated if this information is omitted. There will be no request from staff to provided omitted information. It is the responsibility of applicant to ensure inclusion.

5. Project Oversight

- A. Identify the project manager and/or review panel, including names (if known) and roles, as they apply to the project.
 - a. Will Holt – Overall project manager
 - b. Amy Snider – Watauga County PSAP technical supervisor
 - c. Melissa Harmon – Watauga County PSAP operational supervisor

- d. Andy LeBeau – Town of Boone PSAP manager and primary contact
 - e. Jimmy Isaacs – Town of Boone IT point of contact
- B. Explain in detail how the manager and/or review panel will provide project structure and perform project oversight, including budget management.
- a. As the project moves forward, Watauga County financial policy requires purchase orders for any expense over \$2000 and Board of Commissioner approval of any expenditure over \$15,000.
 - b. Operational concerns regarding procedures, data mergers, and alignment of CAD policies is already well under way with this panel
 - c. Amy Snider is coordinating with Watauga County IT along with Chief Isaacs regarding point-to-point fiber connections and network security concerns
- C. Explain how the project will be completed by identifying the project goals, objectives, timeline, benchmarks, and deliverables, noting any ramifications if they are not met.
- a. Staff Consolidation:
 - i. Consolidation of telecommunicator staff is anticipated to occur no later than June 2022
 - ii. All concerns of pay, benefits, seniority, etc. have been addressed
 - b. Console upgrades:
 - i. The consoles at the current County PSAP will be upgraded as soon as funding is approved with 11 MCC7500e consoles. This facility will transition to the backup PSAP upon completion of the new Emergency Services PSAP
 - ii. The current Boone PD PSAP would upgrade their current positions to MCC7500e consoles, then moving that equipment to the new Emergency Services PSAP once completed
 - c. Emergency Services PSAP:
 - i. Land is already acquired, architectural design is underway
 - ii. Fiber will connect the Primary and Backup PSAPs along with independent fiber connections for the Primary and Backup to the NCSHP M-Core in Newton.
 - iii. Construction is slated to being once grant approval is received, timeline TBD based on selection of contractor and availability of materials.

IMPORTANT: All information for this section must be included with the grant application. Applications will not be evaluated if this information is omitted. There will be no request from staff to provided omitted information. It is the responsibility of applicant to ensure inclusion.

For reference, please see the policies below.

NC 911 Board Grant Policy

PSAP grants are authorized by G.S. 143B-1407(c) and require a PSAP Grant Agreement with the 911 Board. Funding reconsiderations may be considered by the NC 911 Board pursuant to GS 143B-1406(a)(4) and the Board's policies regarding funding reconsiderations.

A) Grant Priorities

The Board may establish one or more priorities to be utilized in evaluating and awarding grants. Priorities shall be established not less than sixty (60) days in advance of advertising grant availability. The Grant Committee shall establish weightings for priorities, if any, established by the Board. The Staff shall identify those weightings in the notice of grant opportunities. Unless otherwise provided by law, the Board may identify a sum or a percentage of revenues to fund grants together with funding priorities. The Grant Committee shall recommend an allocation of available funds for grants after evaluating grant applications.

B) Grant Cycles

The Board may establish one or more grant cycles in each fiscal year. The earliest may occur following notice of the 911 Board's proposed funding in December of each year. In establishing a grant cycle, the Board shall advertise grant availability, and operate the grant program in a manner that leverages local government budgetary processes and available funds. In the first quarter of the Board's fiscal year, the Board may allocate funds for grants as authorized by GS 143B-1405(c) (from CMRS allocations) and GS 143B-1406(b) (from PSAP allocations).

Grant cycles will be advertised as required by GS 143B-1407 and the Board's Rules. Applications shall be due no later than 90 days from the first day of the grant cycle, unless otherwise established by the Board.

Board staff will conduct a grant application process workshop which may be attended in person, subject to available meeting space, or electronically. Staff will review the application form, the priorities established by the Board, conduct a question and answer session, and identify submission requirements such as interlocal agreements, or similar activities pertinent to the grant process. Staff may seek clarification of any cost, price or element presented by an applicant. Clarifications, if any, will be made in writing.

C) Grant Review and Evaluation

The Board's staff will review all grant applications prior to evaluation. Staff shall confer with grant committee regarding need for subject matter experts (SMEs) and take action to secure such services or other action as directed by the Executive Director. Staff shall advise the Grant Committee regarding funding reconsiderations and grant funding, any impact upon a grant applicant's future funding arising from the applicant's request, communications between staff and an applicant to clarify a grant application, past grants awarded, and such other matters as relevant to the grant program.

Grant applicants shall appear before the Grant Committee, or the Board, at a date and time scheduled for oral presentations.

The Grant Committee will consider the applications and evaluate each application after applicants' oral presentations. Evaluation criteria shall include requirements of GS 143B-1407, weighted priorities established by the Board and other criteria as necessary or proper. Following review and evaluation by the Grant Committee, staff shall prepare an action item for reporting out committee's deliberations including fiscal reviews, SME reports/advice, rationale for recommendation, and such other information as directed by the Grant Committee. PSAPs may not seek a grant when the PSAP has more than one active grant. Provided, however, that the Grant Committee may consider a grant application regardless of the foregoing if the PSAP has been unable to complete a grant due to force majeure conditions.

Items or costs identified on the Approved Use of Funds List for funding through the PSAP monthly distributions are not eligible for grant funding.

Grantees submitting applications for costs that were previously submitted but not funded may not receive priority scoring. Projects comprising multiple phases or otherwise segregated and submitted in multiple grant cycles may not receive priority scoring.

An applicant may not file more than one grant application in a grant cycle.

Grant funds shall not be used to purchase or provide goods or services to secondary PSAPs in excess of the secondary PSAP funding policy.

D) Grant Agreements

Grant agreements must be executed by the grantees and returned to the Executive Director with any necessary interlocal agreements or other necessary documentation within ninety (90) days of presentation to the grantee.

E) Grant Funding Modifications

Grantees seeking additional funding through their grant agreements must submit an application in a grant cycle. In the event a grantee submits a request for additional funding as an amendment to a grant agreement, the Board and the Executive Director shall refer the request to the Grant Committee. The 911 Board Staff will review all requests. The Staff may request such other and further information as deemed necessary to fully consider the request. PSAPs shall provide such information as requested pursuant to GS 143B-1406(f).

Grant applications presenting, or including, a funding reconsideration request shall be referred to the Executive Director and the Funding Committee.

F) Grant Termination, Suspension, Close out

PSAP representatives shall attend 911 Board meetings to present their requests, provide additional information, clarification, and support their requests. The Funding Committee

shall act without delay in any action taken and shall make a recommendation to the 911 Board for action no later than the Board's May meeting.

The Executive Director will provide periodic reports on grantees' progress and funding. Upon closing out a grant, any remaining funds allocated to the grant shall revert to the grant fund.

G) Grant Committee Membership

The Board Chair may appoint two or more Board members, and other persons as the Chair determines upon recommendation of a Board member or the Executive Director. The Executive Director may, upon request of the Grant Committee or at the direction of the Board Chair, identify one or more subject matter experts to assist the Grant Committee with review and evaluation of grant applications. In the absence of a Grant Committee, grant applications will be reviewed and evaluated by all members of the 911 Board

Consolidation Policy

Definitions:

PSAP consolidation means the management of all 911 Call Taking performed by two or more PSAPs within a defined geographical area in a single primary PSAP organization having responsibility for all Call Taking in the combined 911 service area.

A co-location of PSAPs means the sharing of physical facilities and may include sharing infrastructure for Call Taking such as CAD, 911 answering positions, radio consoles, and logging recorders while the PSAPs are managed by separate authorities.

Statutes & Principles:

Call Taking: the act of processing a 911 call for emergency assistance by a primary PSAP, including the use of 911 system equipment, call classification, location of a caller, determination of the appropriate response level for emergency responders, and dispatching 911 call information to the appropriate responder. GS 143B-1400(7)

Primary PSAP: the first point of reception of a 911 call by a PSAP. GS 143B-1400(23)

PSAP: a PSAP receives an incoming 911 call and dispatches “appropriate agencies” to respond to the call. GS 143B-1400(25)

The Board has a policy to fund secondary PSAPs in accordance with its statute. That policy is based upon transferring a 911 call to complete the call taking process, where the secondary PSAP acts as an extension of the primary PSAP.

Effective date: 18 May 2018



WATAUGA COUNTY

OFFICE OF THE
COUNTY MANAGER

Administration Building, Suite 205 – 814 West King Street – Boone, NC 28607 – (828) 265-8000
TDD 1-800-735-2962 – Voice 1-800-735-8262 – FAX (828) 264-3230

February 15, 2022

NC 911 Board

Re: Consolidation of PSAPs

Please let this letter serve as the letter of intent for the Town of Boone and Watauga County to consolidate our Primary PSAPs under Watauga County Communications. Formal interlocal agreements are being drafted and will be complete prior to any grant agreements being entered.

Sincerely,

A handwritten signature in blue ink that reads "Deron Geouque". The signature is fluid and cursive.

Deron Geouque,
County Manager

Town of Boone



To: NC 911 Board

Re: Consolidation of PSAPs

Please let this letter serve as the letter of intent for the Town of Boone and Watauga County to consolidate our Primary PSAPs under Watauga County Communications. Formal interlocal agreements are being drafted and will be complete prior to any grant agreements being entered.

Sincerely,

A handwritten signature in blue ink, which appears to read "John A. Ward, III". The signature is fluid and cursive, with a long horizontal stroke at the end.

John A. Ward, III

MCC7500E

CONSOLE SYSTEM



The design, technical, and cost information furnished with this **Error! Unknown document property name.**proposal is proprietary information of Motorola Solutions, Inc. (Motorola). Such information is submitted with the restriction that it is to be used only for the evaluation of the proposal, and is not to be disclosed publicly or in any manner to anyone other than those required to evaluate the proposal, without the express written permission of Motorola Solutions, Inc.

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14 February 2022
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to the restrictions on the cover page.

Motorola Solutions, Inc.
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USA

Tel. + 1 847 576 5000
Fax + 1 847 538 6020

2/14/2022

Will Holt
Watauga County, NC
184 Hodges Gap Rd. Suite D
Boone, NC 28607
Subject: MCC7500E Console System

Dear Will Holt,

Motorola Solutions, Inc. (“Motorola”) is pleased to have the opportunity to provide Watauga County with quality communications equipment and services. The Motorola project team has taken great care to propose a solution that will meet your needs and provide unsurpassed value.

To best meet the functional and operational specifications of this solicitation, Motorola’s solution includes a combination of hardware, software, and services. Specifically, this solution is for MCC7500E console equipment and provides:

- Eleven MCC7500E console operator positions with conventional channel gateway equipment
- One Archiving Interface Server (AIS)
- Five Conventional Channel Gateways (CCGW)

The MCC7500E Console system will connect with the Statewide Viper P25 Radio Network

We thank you for the opportunity to furnish Watauga County with “best in class” solutions and we hope to strengthen our relationship by implementing this project. Our goal is to provide you with the best products and services available in the communications industry.

Sincerely,

Motorola Solutions, Inc.



Kristin Donovan
Area Sales Manager

STATEMENT OF WORK

Motorola is proposing to the Watauga County, NC the installation and configuration of the following equipment at the specified locations.

Site Name	Major Equipment
Watauga County, NC Dispatch Center	MCC7500E Console equipment with CSC and CCGW, Eleven console operator positions. One Archiving Interface Server (AIS). Five CCGWs

The document delineates the general responsibilities between Motorola and the Watauga County, NC as agreed to by contract.

1.1 MOTOROLA RESPONSIBILITIES

Motorola's general responsibilities include the following:

- Perform the programming and optimization of the Motorola supplied equipment described above.
- Schedule the programming and optimization in agreement with Watauga County, NC.
- Install all console operator dispatch and related backroom network equipment.
- Provide and install all required network and peripheral equipment and cables. These to include any KVM extension cables that may be required
- Provide Watauga County, NC with the appropriate system interconnect specifications.

1.2 WATAUGA COUNTY, NC RESPONSIBILITIES

Watauga County, NC will assume responsibility for the installation and performance of all equipment and work necessary for completion of this project that is not provided by Motorola. Watauga County, NC's general responsibilities include the following:

- Provide all buildings, equipment shelters, and towers required for system installation
- Insure communications sites meet space, grounding, power, and connectivity requirements for the installation of all equipment.
- Obtain all licensing, site access, or permitting required for project implementation.
- Obtain frequencies or FCC licenses for project as required.
- Provide required system Ethernet interconnections to the Viper P25 Master Site in Newton, NC.
- Provide adequate physical space, HVAC and electrical requirements at all locations for the new equipment
- Motorola will assist Watauga County with technical requirements and specifications for the console site link.
- Watauga County will provide a dedicated delivery point, such as a warehouse, for receipt, inventory and storage of equipment prior to delivery to the site(s).
- Coordinate the activities for all Watauga County vendors or other contractors.

1.3 ASSUMPTIONS

Motorola has based the system design on information gathered from meetings with Watauga County personnel and an analysis of their existing system and requirements. All assumptions have been listed below for review. Should Motorola's assumptions be deemed incorrect or not agreeable to Watauga County a revised proposal with the necessary changes and adjusted costs will be required. Changes to the equipment or scope of the project after contract will require a change order.

- Eleven new MCC7500E console positions are provided to be located at the Watauga County, NC Dispatch Center. The system will also include console CCGW equipment to operate up to forty conventional radio resources.
- Instant Recall Recorder software for each operator position is included.
- One twenty two (22) touch screen monitor display is included for each operator position
- The standard console system spare equipment package is included for the Dispatch Center
- A Conventional Site Controller is supplied to operate the console in backup mode in the event of a Master Site link failure
- Master Site License expansion costs required for the console system are included.
- The VIPER System Manger must approve the addition of the operator positions for Watauga County. Watauga County personnel shall work directly with VIPER personnel to obtain any working agreements or documentation that may be required regarding use of console systems connected to the VIPER system.
- The Watauga County console site will require Ethernet connectivity with the Viper P25 Zone 2 Master Site in Newton, NC. Obtaining Ethernet connectivity as well as any recurring costs for connectivity shall be the responsibility of Watauga County. Motorola will provide Watauga County with the Ethernet requirements and specifications for the console to Master Site link.
- One Archiving Interface Server (AIS) has been provided with this quote for Watauga County. The AIS will serve as the interface to a IP logger for long term recording of radio traffic. The IP logging recorder is not provided as part of this proposal. Motorola understands that Watauga County will acquire the IP logger as a separate purchase.
- No towers, shelters, generators or UPS devices are included in this pricing.
- The pricing quoted assumes adequate physical space, HVAC and electrical requirements at all locations for the new equipment

SYSTEM DESCRIPTION

In response to a request from the Watauga County, NC, Motorola is providing pricing for a MCC7500E Console System as detailed below. Consoles are anticipated to be utilized with the State of North Carolina P25 VIPER radio network. The pricing provided is based on the Design Assumptions listed below. Services include installation, optimization, and project management.

The system design consists of a MCC7500E IP based Console System to be located at the Watauga County, NC Dispatch facility. The proposal provides an eleven operator position MCC7500E IP based Console System that will support operations for Watauga County and Boone. Consoles are anticipated to be utilized and connected with the Statewide NC Viper P25 radio network Zone two Master site in Farmville, NC. Conventional Channel Gateway (CCGW) equipment is provided to control up to forty conventional resources for use with the MCC7500E consoles. Examples of conventional resources are backup 800 MHz resources for Viper, conventional UHF, and VHF channel resources.

A Conventional Site Controller (CSC) is supplied to operate the console in backup mode in the event of a Master Site link failure

Twenty two (22) inch touch screen display monitors are provided for use at each operator position.

Software based Instant Recall voice recorder systems will be installed on each operator position computer. This will allow for recall of recordings of recent voice traffic by the dispatch operator. This system is not a replacement for and does not provide functionality of a long term voice recorder or recording storage system. Long term voice recording equipment or IP logging recording equipment is not part of this quotation.



2.1 COMMUNICATIONS CONSOLES

Motorola Solutions proposes our MCC 7500E dispatch console to provide Watauga County with the confidence of state-of-the-art secure communications, seamless IP-based connectivity, flexible system architecture with scalable components, and centralized console management.

Motorola Solutions designs its console to help reduce the total cost of owning an IP-based, feature-rich dispatch system without compromising quality and reliability. The console provides Watauga County with sophisticated network management and easy migration to future capabilities.

2.2 DISPATCH CONSOLE CONFIGURATION FOR WATAUGA

The proposed console system will interface seamlessly with the Statewide Viper ASTRO® 25 system.

The proposed solution offers Watauga County eleven dispatch positions. The figure titled “MCC 7500E Dispatch Position” shows an MCC 7500E operator position.



Figure 2-1: MCC 7500E Dispatch Position provides a small form factor, familiar GUI, and advanced features.

The table titled "Dispatch Locations" outlines the number of consoles and their location.

Table 1: Dispatch Locations

Number of Operator Positions	Location Name
11	Watauga County, NC Dispatch Center

2.3 EMBRACING INTEROPERABILITY AND INTEGRATION

Motorola Solutions is an active participant in establishing P25 standards for interoperability. The proposed console is a key component for the interoperability of the ASTRO 25 system. When a situation requires coordination between multiple agencies, the proposed dispatcher can patch together Mutual Aid radios and required subscribers on the ASTRO 25 system (see the figure titled "Mutual Aid Components").

Incident conversations are seamless from the moment of the patch initiation and can be recorded like any talkgroup conversation within the Land Mobile Radio (LMR) network. The dispatcher can also take part in and monitor conversations for the duration of the incident, as necessary.

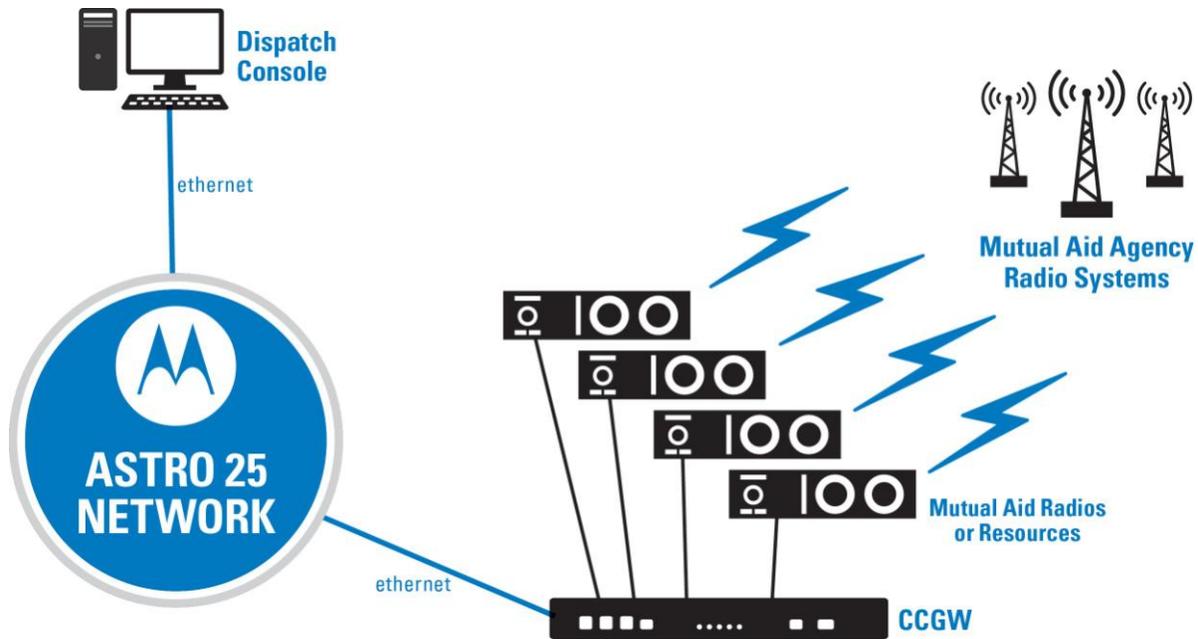


Figure 2-2: Mutual Aid Components - Mutual Aid agency radio systems connect to the ASTRO 25 network through a CCGW.

2.3.1 Integration with the ASTRO 25 Network

The proposed dispatch console seamlessly integrates into the ASTRO 25 system without interface boxes, digital voice gateways, or backroom electronics for an integrated, mission-critical network. This tight union between radio infrastructure and console equipment has several operational benefits.

The physical space to accommodate the proposed console is comparable to that required for a personal computer. The console can access both trunked talkgroups and conventional radio channels over the same network. This architecture reduces overall transport costs and the need for duplicate fixed network equipment.

2.3.2 Connection to ASTRO 25 System

The flexibility of the ASTRO 25 system architecture allows the connection of the proposed console to be suited specifically to Watauga County's needs.

Single Site Link

A single site gateway will provide an interface that handles the following IP traffic between the dispatch center and the Viper ASTRO 25 system's core site:

- Network management traffic.
- Call control and audio traffic for all the calls being handled by the dispatch positions.
- Aux I/O traffic for the Aux I/Os being handled by the dispatch positions.

The site gateway fragments large IP packets according to industry standards, prioritizes packets, and converts Ethernet data to the desired transport medium.

LAN Switches

The site LAN switches provide LAN interfaces for console site equipment and a LAN port for the link to the core site. Through the switch, service technicians can access the system's configuration manager and service the equipment.

Advanced Conventional

This option provides the dispatcher with the ability to control ASTRO 25 conventional channels and/or MDC 1200 channels.

Conventional Base Station Interfaces

The proposed consoles access and control Watauga County, NC's analog and digital conventional base stations through the use of Enhanced Conventional Channel Gateways (ECCGW). The console processes audio received from the station and controls various features on the stations, such as frequency selection, private line selection, and repeater on/off.

2.4 MAKING CONSOLES EASY TO OPERATE

Motorola Solutions designs its proposed console to provide mission-critical audio between the dispatcher and users in the field. It is optimized for real-time audio, prioritizing emergency calls over other traffic, and minimizing voice queuing. Using robust error mitigation to maintain call quality even when the system is heavily loaded, the proposed console reduces communication errors that may force dispatchers or radio users to repeat their transmissions.

2.4.1 Customizable Dispatch Interface

The proposed console provides dispatchers with a graphical user interface (GUI) that can be customized by agency or by individual users to optimize user efficiency. Based on dispatcher preference, the proposed GUI can be customized to show details of trunked and conventional RF channels on a per-channel basis.

Busy dispatchers can respond to a missed call by simply clicking on an entry in the Activity Log. The number of calls and call information displayed in the Activity Log is customizable to suit the needs of the user. The status of Auxiliary I/Os can be easily interpreted from the GUI with the use of familiar graphical icons, such as a door shown open or closed.

Elite Dispatch Graphical User Interface

The proposed Elite Dispatch GUI is an enhanced version of Motorola Solutions' Gold Elite Dispatch GUI. For existing Gold Elite users, the GUI allows a smooth transition and minimal training for

dispatchers. For new users, the graphical icons and customization options make the proposed console GUI easy to learn and operate.

Auxiliary Inputs/Outputs

The proposed console supports Global Auxiliary Inputs/Outputs (Aux I/Os) for remote status indications or remote control through dispatch positions. Global Aux I/Os are typically implemented by hardware that is independent of the dispatch positions in a system and may be accessible to multiple dispatch positions. Aux I/O Servers provide the Aux I/O feature for the consoles.

2.4.2 Standard Radio Transmission and Reception

A typical proposed dispatch position has a headset and two speakers. One speaker is for selected audio and the second speaker is for all remaining unselected audio. Additional speakers can be added to a console allowing dispatchers to configure a specific speaker for a set of designated audio sources. This simplifies multitasking between multiple audio sources and allows flexibility in the way the audio is presented to the dispatcher.

Receiving Calls from the Field and Other Dispatchers

The proposed console provides dispatchers with greater flexibility for how to hear calls from field radio users and other dispatchers. Each dispatcher can define his or her own audio reception profile by selecting a single audio source, whether conventional or talkgroup, to be heard on a selected speaker or headset (Single Select). The dispatcher can also define groups of radio resources that can all be heard on a selected speaker or headset (Multi- Select).

Initiating Calls to the Field and Other Dispatchers

The dispatcher has several different ways of initiating a call. In most circumstances, a General Transmit is appropriate. With the General Transmit, the dispatcher selects a resource on the console and activates the transmission through a footswitch, headset transmit button, or a microphone transmit button. If the dispatcher needs to quickly transmit on a resource that is not selected, the dispatcher uses the Instant Transmit function.

An Instant Transmit safety switch prevents accidental activation of functions that may cause negative consequences. The safety switch can be used with Aux I/Os and preprogrammed pages, as well as Instant Transmit switches.

Audio Communication to the Field and Other Dispatchers

The dispatcher can transmit audio in different ways. They can make calls to all users listening to a specific conventional radio resource or a specific trunking talkgroup. When multiple resources are required, the dispatcher can select additional talkgroups and/or conventional channels, as needed using the Multi-Select feature.

The proposed console also enables dispatchers to make private calls to individual field radio users or dispatchers. Once a private call is established, it can be patched in with another resource at the dispatcher's discretion.

Controlling Console Audio

The proposed console offers dispatchers several different ways of controlling or muting the audio on their consoles, such as the following:

- Audio volume can be changed for any specific resource.
- All non-selected resources on the console can be muted for 30 seconds (All Mute) or unmuted, if already muted.

- A dispatcher can transmit on a resource while receiving audio from the same resource or other resources.
- A dispatch position can be configured to automatically mute the other dispatch audio on a shared resource to prevent acoustic feedback when a co-located dispatch position transmits.
- RF Cross Mute automatically mutes the receive audio from a specified channel when the dispatcher transmits on another specified channel to prevent acoustic feedback.

Controlling Network Audio

Dispatchers can control audio on the ASTRO 25 network. The dispatcher can enable or disable radio users to compartmentalize traffic, reduce interruptions, and maintain communications between dispatch and the field. When this function is enabled or disabled, all dispatch consoles with this resource assigned are updated with the current status of the feature. This feature can be controlled from any dispatch position.

2.4.3 Emergency Radio Transmission and Reception

As part of a mission-critical communications network, the proposed dispatch console facilitates immediate prioritization and resolution of emergency communications between Watauga County Dispatch and first responders in the field. This enables dispatchers and first responders to focus on their mission and not their equipment, especially during critical situations.

Receiving an Emergency Call

When a user in the field or another dispatcher initiates an emergency call, the console emits both visual and audible indications (Emergency Alarm). The audible indication alerts the dispatcher that an emergency is underway; the visual indication directs the dispatcher's attention to the specific resource making the emergency call. The dispatcher can immediately reserve a voice channel for the duration of the emergency.

Responding to an Emergency Call

A dispatcher can bypass the standard console interface to auto-open a quick list, which contains specific controls for recognizing an emergency call, initiating an emergency call, and ending an emergency call (Auto-Open of Quick List). The dispatcher can then recognize the emergency call, which ends the audible emergency indication and notifies all dispatchers that the emergency is being addressed (Emergency Recognize).

The audible emergency indication may also be muted by a dispatcher without recognizing the emergency alarm (Mute Tones at a Single Op). This can be used in a situation where one agency is monitoring a channel that belongs to another agency. That channel can be configured to not generate audible and/or visual emergency indications.

Ending an Emergency Call

When an emergency is over, the dispatcher can end the Emergency Alarm. The visual indication on the dispatch position GUI is removed, and the console informs the other dispatch positions that the emergency is over (Emergency End/ Knockdown). The emergency mode remains active on the initiating radio unit until it is ended (reset) by the radio user.

2.4.4 Radio Patch Control

The dispatcher can patch communication between trunked and/or conventional radios that are normally unable to communicate with each other due to different features, programming, or even

different frequency bands. A patch group is a group of linked resources that can both receive messages from a console and transmit to all other members of the patch group.

Setting up a Standard Patch

Patches are supported between trunked resources and/or conventional resources. After the patch is created, the dispatch position transmits all audio on one resource to all other resources in the patch group. In a patch between trunked resources, patched radio users with displays see the ID or alias of the other patched radio(s), as opposed to that of the console. This minimizes confusion and the need for the dispatcher to intervene in the call. Patches are automatically reestablished, if interrupted, so the dispatcher can concentrate on continuing operations.

Predefined Patches

Patches can be predefined and automatically reinitiated each time a dispatch position computer is restarted (Patch Auto-Start).

2.4.5 Call Management and Control

The dispatcher can use the following functionality to manage and control audio for different types of calls between the dispatch position and radio users or other dispatchers.

Automatic Prioritization of Calls

Calls on the dispatch position are prioritized through a transmission hierarchy. Calls from primary supervisors take priority over those from secondary supervisors, which in turn take priority over non-supervisors. Instant Transmit or All-Points Bulletin (APB) transmissions, regardless of whether they are from a supervisor, take priority over general or patch transmissions.

Multiple dispatchers can be designated as primary supervisors on the same system, which is useful when multiple agencies share one system. With the Network Manager Client installed, supervisors can disable and enable dispatch console functionality as needed.

Manual Prioritization of Calls

System Access Priority Select allows a dispatcher to prioritize trunked resources on the system as either normal or tactical. A dispatcher can change the priority of a trunked resource to tactical to give the resource a better chance of gaining communication access on a busy system. Only emergency calls have a higher priority than tactical.

When the System Access Priority Select status of a resource is changed, it is updated at all dispatch consoles in the systems that are monitoring that trunked resource.

Using the Multi-Select Feature

The Multi-Select feature allows a dispatch position to define groups of selected radio resources. When a Multi-Select group is opened, all of the resources in the group are simultaneously selected. Resources can be added or removed from a Multi-Select group while the group is open. The dispatcher can transmit on several resources simultaneously or can listen to multiple resources simultaneously in their headset or select speakers.

Standard Call Indications

The dispatch position indicates the availability of any given resource, regardless of whether the resource is involved in a transmission. An inbound call indication provides the dispatcher with a visual cue of audio activity on a radio resource and allows a dispatcher to see at a glance what the status of a resource is at any moment.

Call Alerting

A dispatcher can use Call Alert to page an unattended radio or dispatch position through a series of beeps and an indication of the sender's ID. When available, the radio user or dispatcher sees the unit ID of the calling dispatch console or radio ID and is able to return the call.

Additionally, a Call Alert can trigger an activity. For instance, a Call Alert may cause a vehicle's horn to sound and its lights to flash. The dispatcher can even send a Call Alert to a user who is involved in voice and data communications over the network.

2.5 CAPTURING AND LOGGING AUDIO

The proposed console system includes an Archiving Interface Server (AIS) that will interface with a third party logging recorder subsystem (not provided by Motorola) that enables the recording and replay of audio and other information associated with real-time conversations over the network.

This proposal does not include an IP logging recorder for the console system. IP Logging Recorder information is provided for informational reference only for Watauga County personnel. Motorola understands that the IP logger for the Watauga County Dispatch Center will be procured as part of a separate project. The AIS will interface the console system with this third party IP logging recorder. This allows the third party logger to provide voice recording and additional information from the system as explained in the following description. Motorola is not providing the IP logging recorder as part of this proposal. The following description of logging recorder functionality is provided as informational only for Watauga County.

In addition to recording audio, the logging recorder has the ability to capture the following information, if supported:

- Talkgroup and channel information
- User identification, such as unit ID and alias
- Call type, such as Talkgroup Call, Telephone Patch Call, and Emergency Call
- Non-voice events, such as Call Alerts, Radio Status Check, and Radio Message

Upon playback, this information can be displayed and searched to retrieve a desired call. The logging recorder's capacity is based on the number of radio transmissions it needs to record simultaneously, not on the number of channels that it can record.

A call can be saved either as a complete call (audio and any information associated with the call) or as a simple .wav file. Files saved as complete calls must be played using the application included with the logging recorder. Files saved as .wav files can be played on any application that supports them.

2.5.1 Record and Replay of Archived Calls

The logging recorder for Watauga County would be an IP-based recorder that can record all IP traffic sent to it. It would provide the capability to record audio at the same level of quality as that heard at the dispatch position. In addition, it can record information associated with the call beyond just the audio.

2.5.2 Management of Logging Recorder Subsystem

Security and fault management for a logging recorder subsystem are configured and managed by a common administration application, residing on either a playback station or a dedicated PC.

Administrative personnel can use the management controls of the logging recorder subsystem to configure how calls are recorded.

On a global level, administrators can define which calls are recorded by which agency or department. On a more granular level, administrators can define the following recording behavior:

- Which talkgroups and conventional resources to record and which resources are critical.
- Whether secure calls are recorded.
- What access rights are assigned to replay station user accounts.
- What operational characteristics are assigned to the recorders (for example watermark limits for the recording media, or what to do when the recording media fills up).

2.5.3 Long-Term Logging Port

The long-term logging port allows an external logging recorder to be connected to a dispatch console. Long-term audio recording is used to record a portion of the inbound and outbound audio present on a specific dispatch position. These recordings are typically archived for long-term storage, and provide a historical record of the radio communications made at a given dispatch position.

The long-term logging port can be configured to log any combination of these audio sources, such as:

- Audio received from a currently selected radio.
- Microphone audio being transmitted by this dispatcher to the currently selected or unselected radio resources.
- Any tones generated by the dispatch position that appear in its speakers (trunking tones, emergency tones, etc.) or tones generated by an external paging encoder.

This output may be used with an instant recall recorder as well as a long-term logging recorder.

2.6 PROTECTING CONSOLES AND COMMUNICATIONS

The console enables end-to-end encryption from the dispatcher to the ASTRO 25 network, so that Watauga County's communications will not be undermined by unencrypted transmissions. Each dispatcher is able to fully participate in secure communications while being confident that sensitive, vital information is not heard by unauthorized individuals.

2.6.1 Secure Access to the Console

To use the dispatch position, a dispatcher must enter a valid radio system user account name and password. The dispatch position validates that information with the radio system's network manager and allows the dispatcher to access only the resources for which the user has access rights. This also applies to third-party applications that use the dispatch console's API.

2.6.2 Secure Communications at the Console

The console encrypts and decrypts radio voice messages. Thus, radio voice messages are encrypted from end-to-end between the radio user to the dispatch position. The dispatcher can choose whether to encrypt their transmissions on a particular trunked resource. Dispatchers can interface with agencies that have different encryption configurations without any manual intervention or delay.

2.6.3 Securing Communications at the Logging Recorder

Not only are real-time communications encrypted, encryption extends to call logging to ensure that even recorded communications are not vulnerable to retrieval by unauthorized people. The AIS can support different encryption algorithms simultaneously.

Like the dispatch console, the AIS also requires a valid radio system user account name and password be entered and validated by the radio system's network manager before it allows access to recorded information. A user can access only the recordings for which the user has access rights. This enables agencies to keep their logs private from other agencies on the same system.

2.7 INCORPORATING CONSOLE CONFIGURATION AND MANAGEMENT

The proposed console system is configured and managed by the same configuration manager, fault manager, and performance reporting applications as the radio system. The user can define exactly which resources are available and how they are presented to the dispatcher. VIPER and Motorola personnel will configure and maintain the system level configuration and database for the console network. This provides a single point for configuring and managing the entire set of console systems statewide within the VIPER network. Changes are automatically distributed throughout the system. Authorized Watauga County, NC personnel will have the ability to make console operator position screen configuration changes only.

This centralized approach saves valuable time and effort for system administrators and technicians and reduces the errors that can occur when radio IDs and other data are entered at multiple locations. In addition, call traffic and performance reports for each dispatch position can be generated from the system's network manager, enabling administrators to quickly and easily ensure optimal effectiveness and efficiency. Motorola and Viper personnel will manage the system level configuration and administration of the console system, Watauga County, NC administrative personnel will have console screen configuration privileges.

2.8 INTERFACING WITH COMPUTER-AIDED DISPATCH (CAD)

The console is capable of an interface with a computer aided dispatch (CAD) system through Application Programming Interfaces (APIs). These APIs provide CAD vendors with access to the same features and functionality as the dispatchers. These are optional interface APIs and if required are purchased separately as required for the specific need, No APIs are provided or required by this proposal. Descriptions are informational only for Watauga County, NC.

The console supports three third-party APIs. Each of these APIs performs a different function in the console/CAD interface allowing for control of the console through the CAD system and information transfer between the console and the CAD system.

Console Dispatch Interface API

This API does the following:

- Provides overall management and maintenance of the connections between a software application and the dispatch system.

- Authenticates the dispatcher's login account and associates it with the security groups defined in the radio system's network manager.
- Allows a CAD application to interface with the console system.
- Delivers API messages either directly to the CAD application or enables retrieval of API messages upon request by the CAD application.

Resource Configuration API

This API performs the following:

- Retrieves configuration information, such as lists of radio resources, capabilities/features available on each radio resource, and lists of accessible Auxiliary input/output signals.
- Retrieves aliasing information, such as the end user radio unit IDs (for example, Unit 4352 = Division ABCD) and end user radio unit status (for example, Status 7 = En Route).

Console Features API

This API performs the following:

- Monitors and controls subscriber and console activity on the radio system.
- Initiates voice and data radio communications with a subscriber unit and controls access to external equipment.

2.8.1 Software Developer Kit for the APIs

To aid in the integration of the console system with the CAD system, Motorola Solutions provides a Software Developer Kit (SDK) that contains all information necessary to enable access and use the APIs described above. The SDK's manuals document the supported dispatch APIs, including access to various dispatch features, configuration information, and aliasing information.

The SDK also includes various files needed by software developers as they create applications that use the APIs. These files include source code header/include (.h) files, library (.LIB) files, and dynamic link libraries (DLLs).

All SDK licensing fees and software development costs associated with CAD integration with the MCC 7500E dispatch console through APIs are the responsibility of the Watauga County, NC and its selected CAD vendor. Depending upon the vendor's implementation, additional equipment may be required such as firewalls or a dedicated console position, which are not included in this proposal. Shared or multi-agency systems may have policies in place that restrict some vendor implementations. For more information, please review the API Developer Considerations document.

2.9 DISPATCH CONSOLE SOLUTION COMPONENTS

The proposed components are connected together and to the rest of the ASTRO 25 system on an IP network through console site routers and switches. The console functions as an integrated component of the total radio system and fully participates in system-level features, such as end-to-end encryption and Agency Partitioning.

The console connects directly to the radio system's IP transport network. Audio processing, encryption, and switching intelligence for dispatch are performed within each software-based dispatch position without additional centralized electronics.

Since the network is IP-based, the system interfaces and components can be distributed physically throughout the network. Some of the available console components are identified below.

2.9.1 MCC 7500E Console Operator Position

The dispatch position supports commercially available accessories, including a USB microphone, USB headset, and USB footswitch, as shown in the figure titled “MCC 7500E Dispatch Position.” The following list describes the components included in the proposed configuration.

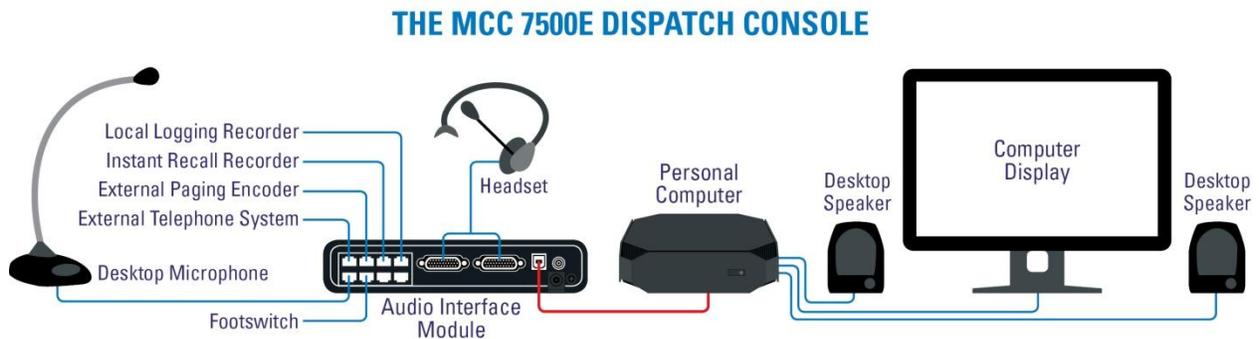


Figure 2-3: MCC 7500E Dispatch Position supports multiple accessories.

Audio Interface Module (AIM)

The USB Audio Interface Module (AIM) acts as an interface between analog devices and the dispatch position and as a general purpose input/output module. The USB AIM supports audio routing between the dispatcher and Motorola Solutions standard peripherals. The USB AIM connects to the MCC 7500E dispatch position with a USB cable.

Personal Computer (PC)

The personal computer included with the dispatch position is Windows-based and certified by Motorola Solutions.

Computer Display

The dispatch position will use a 22 inch Computer Display with Touch Screen.

Enhanced Integrated Instant Recall Recorder (IRR)

The Enhanced IRR is seamlessly integrated with the dispatch position’s software, allowing audio and call data from any radio or telephony resource to be recorded and easily played back. Call data includes PTT IDs, name of resource, start time and date, and stop time and date. Two analog inputs are available for use with recording audio from external devices.

Desktop Speakers

Two audio speakers have been included with each dispatch position and can be configured to transmit audio from a specific talkgroup or set of talkgroups. Each speaker is a self-contained unit, with individual volume controls, and can be placed on a desktop or mounted on a rack or computer display.

Headset Jack

The dispatch position supports up to two headset jacks, both push-to-talk (PTT) and non-PTT-enabled, for simultaneous use by the dispatcher and a supervisor. The headset jack contains two volume controls for the separate adjustment of received radio and telephone audio.

Headset

The proposed headset consists of two elements. The headset base includes an audio amplifier, a Push-to-Talk switch, and a long cord that connects to the dispatch position. The headset top consists of the earpiece and microphone as well as a short cable that connects to the headset base.

Gooseneck Microphone

The microphone controls the dispatch position's general transmit and monitor features through two buttons on its base. The microphone can be fastened down or left loose. It can be used alone or in conjunction with a headset.

Footswitch

Each dispatch position includes a dual pedal footswitch that controls general transmit and monitor functions.

Telephone Headset Interface Port

The telephone/headset port provides a connection for an external telephone to the dispatch position. This allows the operator to use a single headset to communicate on both the radio system and a telephone system.

Redundant Ethernet Connection

The optional redundant Ethernet connections increase MCC 7500E console availability by protecting against the loss of multiple dispatch positions. In the event of a LAN switch failure, the system will automatically detect and switchover with no manual intervention required. Dispatching operations will not be interrupted.

SECTION 3

EQUIPMENT LIST

This section lists the equipment necessary for the proposed solution.

Console System

Eleven operator position Console System

QTY	NOMENCLATURE	DESCRIPTION
1	B1948	MCC 7500E DISPATCH POSITION LICENSES
11	UA00653AA	ADD: BASIC CONSOLE OPERATION
11	UA00654AA	ADD: ASTRO 25 TRUNKING OPERATION
11	UA00655AA	ADD: ADVANCED CONVENTIONAL OPERATION
11	UA00659AA	ADD: ADP/AES/DES-OFB ENCRYPTION
11	UA00658AA	ADD: SECURE OPERATION
11	UA00652AA	ADD: 160 RADIO RESOURCES LICENSE
11	UA00661AA	ADD: ENHANCED IRR
1	B1949	MCC 7500E SOFTWARE DVD
11	DSEV221B	TECH GLOBAL EVOLUTION SERIES 22INCH WITH TOUCH
11	TT3903A	Z2 G5 MINI WORKSTATION NON RETURNABLE
22	B1952	SPEAKER, DESKTOP, USB
22	CA03405AA	ADD: POWER SUPPLY WITH DC CORD
22	CA03406AA	ADD: AC LINE CORD, NORTH AMERICA
22	CA03412AA	ADD: USB CABLE, TYPE C TO TYPE C, 4.5M
11	B1941	USB AUDIO INTERFACE MODULE
11	B1951	MICROPHONE, DESKTOP, USB
11	CA03413AA	ADD: USB CABLE, TYPE A TO TYPE C, 4.5M
22	B1913	MCC SERIES HEADSET JACK
11	DSTWIN6328A	PROVIDES ONE DUAL PEDAL FOOTSWITCH FOR USE WITH MOTOROLA MCC 7500 DISP
11	T8742	MCAFEE FOR WINDOWS CLIENT, A2019.2
4	DSF2B56AA	USB EXTERNAL DVD DRIVE
11	DSST7300U3M	STARTECH 7 PORT USB 3.0 HUB
1	T8806A	WINDOWS SUPP TRANS CONFIG, A2020.1/A2021.1
12	T8742	MCAFEE FOR WINDOWS CLIENT, A2019.2
1	T8639	JUNIPER FIREWALL APPLIANCE
3	CLN1868	2930F 24-PORT SWITCH
1	T8492	SITE ROUTER & FIREWALL- AC
1	CA03445AA	ADD: MISSION CRITICAL HARDENING
1	CA03448AA	ADD: STATEFUL FIREWALL
1	F4543	SITE MANAGER BASIC

1	VA00874	ADD: AUX I-O SERV FW CURR ASTRO REL
1	V266	ADD: 90VAC TO 260VAC PS TO SM
3	V592	AAD TERM BLCK & CONN WI
1	T7038	GCP 8000 SITE CONTROLLER
1	CA03677AA	ADD: ASTRO SYSTEM RELEASE 2020.1
1	CA00303AA	ADD: QTY (1) SITE CONTROLLER
1	CA01136AA	MCC 7500 CONVEN SITE OPER
1	X153AW	ADD: RACK MOUNT HARDWARE
1	SQM01SUM0205	GGM 8000 GATEWAY
1	CA01616AA	ADD: AC POWER
1	CA02086AA	ADD: HIGH DENSITY ENH CONV GATEWAY
1	SQM01SUM0205	GGM 8000 GATEWAY
1	CA01616AA	ADD: AC POWER
1	CA02086AA	ADD: HIGH DENSITY ENH CONV GATEWAY
1	SQM01SUM0205	GGM 8000 GATEWAY
1	CA01616AA	ADD: AC POWER
1	CA02086AA	ADD: HIGH DENSITY ENH CONV GATEWAY
1	SQM01SUM0205	GGM 8000 GATEWAY
1	CA01616AA	ADD: AC POWER
1	CA02086AA	ADD: HIGH DENSITY ENH CONV GATEWAY
1	SQM01SUM0205	GGM 8000 GATEWAY
1	CA01616AA	ADD: AC POWER
1	CA02086AA	ADD: HIGH DENSITY ENH CONV GATEWAY
1	B1905	MCC 7500 ASTRO 25 SOFTWARE
1	B1933	MOTOROLA VOICE PROCESSOR MODULE
1	CA00288AB	ADD: MCC 7500 ARCHIVING INTERFACE SERVER SOFTWARE LICENSE
1	CA00147AF	ADD: MCC 7500 SECURE OPERATION
1	CA00143AC	ADD: DES-OFB ALGORITHM
1	CA00182AB	ADD: AES ALGORITHM
1	CA00245AA	ADD: ADP ALGORITHM
1	CA00140AA	ADD: AC LINE CORD, NORTH AMERICAN
1	DSEV221B	TECH GLOBAL EVOLUTION SERIES 22INCH WITH TOUCH
1	TT3903A	Z2 G5 MINI WORKSTATION NON RETURNABLE
1	TRN7343	SEVEN AND A HALF FOOT RACK
1	B1941	USB AUDIO INTERFACE MODULE
1	B1952	SPEAKER, DESKTOP, USB
1	CA03405AA	ADD: POWER SUPPLY WITH DC CORD
1	CA03406AA	ADD: AC LINE CORD, NORTH AMERICA
1	CA03412AA	ADD: USB CABLE, TYPE C TO TYPE C, 4.5M
1	B1914	MCC SERIES DESKTOP GOOSENECK MICROPHONE
1	B1913	MCC SERIES HEADSET JACK
1	TT3903A	Z2 G5 MINI WORKSTATION NON RETURNABLE
1	B1934	MCC 7500 VOICE PROCESSOR MODULE FRU
1	CA00143AC	ADD: DES-OFB ALGORITHM

1	CA00147AF	ADD: MCC 7500 SECURE OPERATION
1	CA00182AB	ADD: AES ALGORITHM
1	CA00245AA	ADD: ADP ALGORITHM
1	SQM01SUM0205	GGM 8000 GATEWAY
1	CA01616AA	ADD: AC POWER
1	CA02086AA	ADD: HIGH DENSITY ENH CONV GATEWAY
1	T8492	SITE ROUTER & FIREWALL- AC
1	CA03445AA	ADD: MISSION CRITICAL HARDENING
1	CA03448AA	ADD: STATEFUL FIREWALL
1	CLN1868	2930F 24-PORT SWITCH
1	SQM01SUM0323	ASTRO MASTER SITE
1	CA03517AC	ADD: CORE EXPANSION
3	UA00156AA	ADD: MCC7500 CONSOLE LICENSES (QTY 5)

SECTION 4

PRICING

Motorola is pleased to provide the following equipment and services to Watauga County, NC:

Eleven position MCC7500E Console addition:

Equipment:

MCC7500 IP Console System

\$ 699,298.40 **\$135,440.13** - 4 positions
 $\$135,440.13 / \$699,298.40 = 0.193$, 19% eligible

Services:

Installation/System Integration Services

\$ 279,418.00 $\$279,418.00 * .19 =$
\$53,089.42 eligible

Equipment and Services Total

\$ 978,716.40
02152022 ST: **Total eligible \$188,529.55**

SUA III (Required by Viper)

2024

\$ 38,715.78

2027

\$ 58,073.67

SUA III Total

\$ 96,789.45

Maintenance (Advanced Package)

Year 2

\$ 55,444.12

Year 3

\$ 58,216.32

Year 4

\$ 61,127.14

Year 5

\$ 64,182.11

Maintenance Total

\$ 238,969.69

**Pricing in accordance with NC 725G State Contract*

CONTRACT INFORMATION

Motorola Solutions, Inc. (“Motorola”) and Watauga County, North Carolina (“Customer”) enter into this “Agreement,” pursuant to which Customer will purchase and Motorola will sell the System and Services, as described below. Motorola and Customer may be referred to individually as a “Party” and collectively as the “Parties.” For good and valuable consideration, the Parties agree as follows:

Section 1 ATTACHMENTS

1.1. EXHIBITS. The Exhibits listed below are exhibits related to the System sale and implementation. These Exhibits are incorporated into and made a part of this Agreement.

Exhibit A	“Motorola Software License Agreement”
Exhibit B	“Payment”
Exhibit C	Motorola Proposal dated August ____, 2020
Exhibit D	“System Acceptance Certificate”

1.2. ADDENDUM (ADDENDA). Customer may elect to purchase professional or subscription services in addition to the System and related services. Any such services will be governed by the terms in the main body of the Agreement and an applicable Addendum containing terms specific to such service. Such Addenda will be labeled with the name of the service being purchased.

1.3 ORDER OF PRECEDENCE. In interpreting this Agreement and resolving any ambiguities: 1) the main body of this Agreement takes precedence over the exhibits (unless otherwise specified in an exhibit), and any inconsistency between Exhibits A through D will be resolved in their listed order, and 2) The applicable service Addendum will take precedence over the main body of the Agreement and the Exhibits.

Section 2 DEFINITIONS

Capitalized terms used in this Agreement have the following meanings:

“Acceptance Tests” means those tests described in the Acceptance Test Plan.

“Addendum (Addenda)” is the title of the document(s) containing a specific set of terms and conditions applicable to a particular service or other offering beyond the Communication System and System implementation services. The terms in the Addendum are applicable only to the specific service or offering described therein.

“Administrative User Credentials” means an account that has total access over the operating system, files, end user accounts and passwords at either the System level or box level. Customer’s personnel with access to the Administrative User Credentials may be referred to as the Administrative User.

“Beneficial Use” means when Customer first uses the System or a Subsystem for operational purposes (excluding training or testing).

“Confidential Information” means all information consistent with the fulfillment of this Agreement that is (i) disclosed under this Agreement in oral, written, graphic, machine recognizable, and/or sample form, being clearly designated, labeled or marked as confidential or its equivalent or (ii) obtained by examination, testing or analysis of any hardware, software or any component part thereof provided by discloser to recipient. The nature and existence of this Agreement are considered Confidential Information. Confidential Information that is disclosed orally must be identified as confidential at the time of disclosure and confirmed by the discloser by submitting a written document to the recipient within thirty (30) days after such disclosure. The written document must contain a summary of the Confidential Information disclosed with enough specificity for identification purpose and must be labeled or marked as confidential or its equivalent.



“Contract Price” means the price for the System and implementation Services, excluding applicable sales or similar taxes and freight charges. Further, unless otherwise stated in Exhibit B, “Payment” or the pricing pages of the proposal, recurring fees for maintenance, SUA, or subscription services are not included in the Contract Price.

“Deliverables” means all written information (such as reports, specifications, designs, plans, drawings, analytics, Solution Data, or other technical or business information) that Motorola prepares for Customer in the performance of the Services and is obligated to provide to Customer under this Agreement. The Deliverables, if any, are more fully described in the Statement of Work.

“Derivative Proprietary Materials” means derivatives of the Proprietary Materials that Motorola may from time to time, including during the course of providing the Services, develop and/or use and/or to which Motorola provides Customer access.

“Effective Date” means that date upon which the last Party executes this Agreement.

“Equipment” means the hardware components of the Solution that Customer purchases from Motorola under this Agreement. Equipment that is part of the System is described in the Equipment List.

“Feedback” means comments or information, in oral or written form, given to Motorola by Customer in connection with or relating to Equipment or Services, during the term of this Agreement.

“Force Majeure” means an event, circumstance, or act that is beyond a Party’s reasonable control, such as an act of God, an act of the public enemy, an act of a government entity, strikes, other labor disturbances, supplier performance, hurricanes, earthquakes, fires, floods, epidemics, embargoes, war, riots, or any other similar cause.

“Motorola Software” means software that Motorola or its affiliated companies owns.

“Non-Motorola Software” means software that a party other than Motorola or its affiliated companies owns.

“Open Source Software” (also called “freeware” or “shareware”) means software with either freely obtainable source code, license for modification, or permission for free distribution.

“Proprietary Materials” means certain software tools and/or other technical materials, including, but not limited to, data, modules, components, designs, utilities, subsets, objects, program listings, models, methodologies, programs, systems, analysis frameworks, leading practices and specifications which Motorola has developed prior to, or independently from, the provision of the Services and/or which Motorola licenses from third parties.

“Proprietary Rights” means the patents, patent applications, inventions, copyrights, trade secrets, trademarks, trade names, mask works, know-how, and other intellectual property rights in and to the Equipment and Software, including those created or produced by Motorola under this Agreement and any corrections, bug fixes, enhancements, updates or modifications to or derivative works from the Software whether made by Motorola or another party.

“Services” means system implementation, maintenance, support, subscription, or other professional services provided under this Agreement, which may be further described in the applicable Addendum and/or SOW.

“Software” (i) means proprietary software in object code format, and adaptations, translations, de-compilations, disassemblies, emulations, or derivative works of such software; (ii) means any modifications, enhancements, new versions and new releases of the software provided by Motorola; and (iii) may contain one or more items of software owned by a third party supplier. The term “Software” does not include any third party software provided under separate license or third party software not licensable under the terms of this Agreement.

“Software License Agreement” means the Motorola Software License Agreement (Exhibit A).

“Software Support Policy” (“SwSP”) means the policy set forth at <http://www.motorolasolutions.com/softwarepolicy> describing the specific technical support that will be provided to Customers under the Warranty Period and during



any paid maintenance support period for Motorola Software. This policy may be modified from time to time at Motorola's discretion.

"Solution" means the combination of the System(s) and Services provided by Motorola under this Agreement.

"Solution Data" means Customer data that is transformed, altered, processed, aggregated, correlated or operated on by Motorola, its vendors or other data sources and data that has been manipulated or retrieved using Motorola know-how to produce value-added content to data consumers, including customers or citizens which is made available to Customer with the Solution and Services.

"Specifications" means the functionality and performance requirements that are described in the Technical and Implementation Documents.

"SUA" or "SUA II" means Motorola's Software Upgrade Agreement program.

"Subsystem" means a major part of the System that performs specific functions or operations. Subsystems are described in the Technical and Implementation Documents.

"System" means the Equipment, including incidental hardware and materials, Software, and design, installation and implementation services that are combined together into an integrated system; the System(s) is (are) described in the Technical and Implementation Documents.

"System Acceptance" means the Acceptance Tests have been successfully completed.

"System Data" means data created by, in connection with or in relation to Equipment or the performance of Services under this Agreement.

"Warranty Period" for System Hardware, Software, or services related to system implementation means one (1) year from the date of System Acceptance or Beneficial Use, whichever occurs first. Unless otherwise stated in the applicable Addendum, Warranty Period for other Services means ninety (90) days from performance of the Service.

Section 3 SCOPE OF AGREEMENT AND TERM

3.1. **SCOPE OF WORK.** Motorola will provide, install and test the System(s), and perform its other contractual responsibilities to provide the Solution, all in accordance with this Agreement. Customer will perform its contractual responsibilities in accordance with this Agreement.

3.2. **CHANGE ORDERS.** Either Party may request changes within the general scope of this Agreement. If a requested change causes an increase or decrease in the cost or time required to perform this Agreement, the Parties will agree to an equitable adjustment of the Contract Price or applicable subscription fees, Performance Schedule, or both, and will reflect the adjustment in a change order or Addendum. Neither Party is obligated to perform requested changes unless both Parties execute a written change order.

3.3. **TERM.** Unless terminated in accordance with other provisions of this Agreement or extended by mutual agreement of the Parties, the term of this Agreement begins on the Effective Date and continues until the date of Final Project Acceptance or expiration of the Warranty Period, or completion of the Services, whichever occurs last. The term and the effective date of recurring Services will be set forth in the applicable Addendum.

3.4. **ADDITIONAL EQUIPMENT OR SOFTWARE.** For three (3) years after the expiration date of the Agreement, Customer may order additional Equipment or Software, if it is then available. Each purchase order must refer to this Agreement, the expiration date of the Agreement, and must specify the pricing and delivery terms. The Parties agree that, notwithstanding expiration of the Agreement, the applicable provisions of this Agreement (except for pricing, delivery, passage of title and risk of loss to Equipment, warranty commencement, and payment terms) will govern the purchase and sale of the additional Equipment or Software. Additional or contrary terms in the purchase order will be inapplicable, unless signed by both parties. Title and risk of loss to additional Equipment will pass at shipment, warranty will commence upon delivery, and payment is due within thirty (30) days after the invoice date. Motorola will send Customer an invoice as the additional Equipment is

shipped or Software is licensed. Alternatively, Customer may register with and place orders through Motorola Online (“MOL”), and this Agreement will be the “Underlying Agreement” for those MOL transactions rather than the MOL On-Line Terms and Conditions of Sale. MOL registration and other information may be found at <https://businessonline.motorolasolutions.com> and the MOL telephone number is (800) 814-0601.

3.5. **MOTOROLA SOFTWARE.** Any Motorola Software, including subsequent releases, is licensed to Customer solely in accordance with the Software License Agreement. Customer hereby accepts and agrees to abide by all of the terms and restrictions of the Software License Agreement.

3.6. **NON-MOTOROLA SOFTWARE.** Any Non-Motorola Software is licensed to Customer in accordance with the standard license, terms, and restrictions of the copyright owner on the Effective Date unless the copyright owner has granted to Motorola the right to sublicense the Non-Motorola Software pursuant to the Software License Agreement, in which case it applies and the copyright owner will have all of Licensor’s rights and protections under the Software License Agreement. Motorola makes no representations or warranties of any kind regarding Non-Motorola Software. Non-Motorola Software may include Open Source Software.

3.7. **SUBSTITUTIONS.** At no additional cost to Customer, Motorola may substitute any Equipment, Software, or services to be provided by Motorola, if the substitute meets or exceeds the Specifications and is of equivalent or better quality to the Customer. Any substitution will be reflected in a change order.

3.8. **OPTIONAL EQUIPMENT OR SOFTWARE.** This paragraph applies only if a “Priced Options” exhibit is shown in Section 1, or if the parties amend this Agreement to add a Priced Options exhibit. During the term of the option as stated in the Priced Options exhibit (or if no term is stated, then for one (1) year after the Effective Date), Customer has the right and option to purchase the equipment, software, and related services that are described in the Priced Options exhibit. Customer may exercise this option by giving written notice to Seller which must designate what equipment, software, and related services Customer is selecting (including quantities, if applicable). To the extent they apply, the terms and conditions of this Agreement will govern the transaction; however, the parties acknowledge that certain provisions must be agreed upon, and they agree to negotiate those in good faith promptly after Customer delivers the option exercise notice. Examples of provisions that may need to be negotiated are: specific lists of deliverables, statements of work, acceptance test plans, delivery and implementation schedules, payment terms, maintenance and support provisions, additions to or modifications of the Software License Agreement, hosting terms, and modifications to the acceptance and warranty provisions.

Section 4 SERVICES

4.1. If Customer desires and Motorola agrees to continue Services beyond the Term, Customer’s issuance and Motorola’s acceptance of a purchase order for Services will serve as an automatic extension of the Agreement for purposes of the continuing Services. Only the terms and conditions applicable to the performance of Services will apply to the extended Agreement.

4.2. During the Warranty Period, in addition to warranty services, Motorola will provide maintenance Services for the Equipment and support for the Motorola Software pursuant to the applicable maintenance and support Statements of Work. Support for the Motorola Software will be in accordance with Motorola’s established Software Support Policy. Copies of the SwSP can be found at <http://www.motorolasolutions.com/softwarepolicy> and will be sent by mail, email or fax to Customer upon written request. Maintenance Services and support during the Warranty Period are included in the Contract Price. Unless already included in the Contract Price, if Customer wishes to purchase 1) additional maintenance or software support services during the Warranty Period; or 2) continue or expand maintenance, software support, installation, and/or SUA services after the Warranty Period, Motorola will provide the description of and pricing for such services in a separate proposal document. Unless otherwise agreed by the parties in writing, the terms and conditions in this Agreement applicable to maintenance, support, installation, and/or SUA Services, will be included in the Maintenance and Support Addendum, SUA Addendum, the applicable Statements of Work, and the proposal, (if applicable). These collective terms will govern the provision of such Services.

To obtain any such additional Services, Customer will issue a purchase order referring to this Agreement and the separate proposal document. Omission of reference to this Agreement in Customer’s purchase order will not affect the applicability of this Agreement. Motorola’s proposal may include a cover page entitled “Service

Agreement” or “Installation Agreement”, as applicable, and other attachments. These cover pages and other attachments are incorporated into this Agreement by this reference

4.3. **PROFESSIONAL AND SUBSCRIPTION SERVICES.** If Customer purchases professional or subscription Services as part of the Solution, additional or different terms specific to such Service will be included in the applicable Addendum and will apply to those Services. Customer may purchase additional professional or subscription services by issuing a purchase order referencing this Agreement and Motorola’s proposal for such additional services.

4.4. Any information in the form of specifications, drawings, reprints, technical information or otherwise furnished to Customer in providing Services under this Agreement or Motorola data viewed, accessed, will remain Motorola’s property, will be deemed proprietary, Confidential Information. This Confidential Information will be promptly returned at Motorola's request.

4.5. **TOOLS.** All tools, equipment, dies, gauges, models, drawings or other materials paid for or furnished by Motorola for the purpose of providing Services under this Agreement will be and remain the sole property of Motorola. Customer will safeguard all such property while it is in Customer’s custody or control, be liable for any loss or damage to this property, and return it to Motorola upon request. This property will be held by Customer for Motorola’s use without charge and may be removed from Customer’s premises by Motorola at any time without restriction. Upon termination of the contract for any reason, Customer shall return to Motorola all equipment delivered to Customer.

4.6. **COVENANT NOT TO EMPLOY.** During the term of this Agreement and continuing for a period of two (2) years thereafter, Customer will not hire, engage on contract, solicit the employment of, or recommend employment to any third party of any employee of Motorola or its subcontractors without the prior written authorization of Motorola. This provision applies only to those employees of Motorola or its subcontractors who are responsible for rendering Services under this Agreement. If this provision is found to be overly broad under applicable law, it will be modified as necessary to conform to applicable law.

4.7. **CUSTOMER OBLIGATIONS.** If the applicable Statement of Work or Addendum contains assumptions that affect the Services or Deliverables, Customer will verify that they are accurate and complete. Any information that Customer provides to Motorola concerning the Services or Deliverables will be accurate and complete in all material respects. Customer will make timely decisions and obtain any required management approvals that are reasonably necessary for Motorola to perform the Services and its other duties under this Agreement. Unless the Statement of Work states the contrary, Motorola may rely upon and is not required to evaluate, confirm, reject, modify, or provide advice concerning any assumptions and Customer-provided information, decisions and approvals described in this paragraph.

4.8. **ASSUMPTIONS.** If any assumptions or conditions contained in this Agreement, applicable Addenda or Statements of Work prove to be incorrect or if Customer’s obligations are not performed, Motorola’s ability to perform under this Agreement may be impacted and changes to the Contract Price, subscription fees, project schedule, Deliverables, or other changes may be necessary.

4.9. **NON-PRECLUSION.** If, as a result of the Services performed under this Agreement, Motorola recommends that Customer purchase products or other services, nothing in this Agreement precludes Motorola from participating in a future competitive bidding process or otherwise offering or selling the recommended products or other services to Customer. Customer represents that this paragraph does not violate its procurement or other laws, regulations, or policies.

4.10. **PROPRIETARY MATERIALS.** Customer acknowledges that Motorola may use and/or provide Customer with access to Proprietary Materials and Derivative Proprietary Materials. The Proprietary Materials and the Derivative Proprietary Materials are the sole and exclusive property of Motorola and Motorola retains all right, title and interest in and to the Proprietary Materials and Derivative Proprietary Materials.

4.11. **ADDITIONAL SERVICES.** Any services performed by Motorola outside the scope of this Agreement at the direction of Customer will be considered to be additional Services which are subject to additional charges. Any agreement to perform additional Services will be reflected in a written and executed change order,

Addendum or amendment to this Agreement.

Section 5 PERFORMANCE SCHEDULE

The Parties will perform their respective responsibilities in accordance with the Performance Schedule. By executing this Agreement, Customer authorizes Motorola to proceed with contract performance.

Section 6 CONTRACT PRICE, PAYMENT AND INVOICING

6.1. Customer affirms that a purchase order or notice to proceed is not required for contract performance or for subsequent years of service, if any, and that sufficient funds have been appropriated in accordance with applicable law. The Customer will pay all invoices as received from Motorola and any changes in scope will be subject to the change order process as described in this Agreement. At the time of execution of this Agreement, the Customer will provide all necessary reference information to include on invoices for payment in accordance with this Agreement.

6.2. CONTRACT PRICE. The Contract Price in U.S. dollars is \$978,716.40. If applicable, a pricing summary is included with the Payment schedule in Exhibit B. Motorola has priced the Services, Software, and Equipment as an integrated System. A change in Software or Equipment quantities, or Services, may affect the overall Contract Price, including discounts if applicable. Fees for professional, System Upgrade Assurance (SUA), and/or subscription services which are not included in the Contract Price may be listed in Exhibit B, the pricing pages of the proposal, or the applicable Addendum.

6.3. INVOICING AND PAYMENT. Motorola will submit invoices to Customer according to the Payment schedule in Exhibit B. Invoices will be mailed or emailed to Customer pursuant to Section 6.5, Invoicing and Shipping Addresses. Except for a payment that is due on the Effective Date, Customer will make payments to Motorola within thirty (30) days after the date of each invoice. Customer will make payments when due in the form of a wire transfer, check, or cashier's check from a U.S. financial institution. Overdue invoices will bear simple interest at the maximum allowable rate. For reference, the Federal Tax Identification Number for Motorola is 36-1115800.

6.4. FREIGHT, TITLE, AND RISK OF LOSS. Motorola will pre-pay and add all freight charges to the invoices. Title and risk of loss to the Equipment will pass to Customer upon shipment. Title to Software will not pass to Customer at any time. Motorola will pack and ship all Equipment in accordance with good commercial practices.

6.5. INVOICING AND SHIPPING ADDRESSES. Invoices will be sent to the Customer at the following address:

Name: _____
Address: _____
Phone: _____

E-INVOICE. To receive invoices via email:

Customer Account Number: _____
Customer Accounts Payable Email: _____
Customer CC(optional) Email: _____

The address which is the ultimate destination where the Equipment will be delivered to Customer is:

Name: _____
Address: _____

The Equipment will be shipped to the Customer at the following address (insert if this information is known):

Name: _____
Address: _____
Phone: _____

Customer may change this information by giving written notice to Motorola.

Section 7 SITES AND SITE CONDITIONS

7.1. **ACCESS TO SITES.** In addition to its responsibilities described elsewhere in this Agreement, Customer will provide a designated project manager; all necessary construction and building permits, zoning variances, licenses, and any other approvals that are necessary to develop or use the sites and mounting locations; and access to the worksites or vehicles identified in the Technical and Implementation Documents as reasonably requested by Motorola so that it may perform its duties in accordance with the Performance Schedule and Statement of Work. If the Statement of Work so indicates, Motorola may assist Customer in the local building permit process.

7.2. **SITE CONDITIONS.** Customer will ensure that all work sites it provides will be safe, secure, and in compliance with all applicable industry and OSHA standards. To the extent applicable and unless the Statement of Work states to the contrary, Customer will ensure that these work sites have adequate: physical space; air conditioning and other environmental conditions; adequate and appropriate electrical power outlets, distribution, equipment and connections; and adequate telephone or other communication lines (including modem access and adequate interfacing networking capabilities), all for the installation, use and maintenance of the System. Before installing the Equipment or Software at a work site, Motorola may inspect the work site and advise Customer of any apparent deficiencies or non-conformities with the requirements of this Section. This Agreement is predicated upon normal soil conditions as defined by the version of E.I.A. standard RS-222 in effect on the Effective Date.

7.3. **SITE ISSUES.** If a Party determines that the sites identified in the Technical and Implementation Documents are no longer available or desired, or if subsurface, structural, adverse environmental or latent conditions at any site differ from those indicated in the Technical and Implementation Documents, the Parties will promptly investigate the conditions and will select replacement sites or adjust the installation plans and specifications as necessary. If change in sites or adjustment to the installation plans and specifications causes a change in the cost or time to perform, the Parties will equitably amend the Contract Price, Performance Schedule, or both, by a change order.

Section 8 TRAINING

Any training to be provided by Motorola to Customer will be described in the applicable Statement of Work. Customer will notify Motorola immediately if a date change for a scheduled training program is required. If Motorola incurs additional costs because Customer reschedules a training program less than thirty (30) days before its scheduled start date, Motorola may recover these additional costs.

Section 9 SYSTEM ACCEPTANCE

9.1. **COMMENCEMENT OF ACCEPTANCE TESTING.** Motorola will provide to Customer at least ten (10) days notice before the Acceptance Tests commence. System testing will occur only in accordance with the Acceptance Test Plan.

9.2. **SYSTEM ACCEPTANCE.** System Acceptance will occur upon successful completion of the Acceptance Tests. Upon System Acceptance, the Parties will memorialize this event by promptly executing a System Acceptance Certificate. If the Acceptance Test Plan includes separate tests for individual Subsystems or phases of the System, acceptance of the individual Subsystem or phase will occur upon the successful completion of the Acceptance Tests for the Subsystem or phase, and the Parties will promptly execute an acceptance certificate for the Subsystem or phase. If Customer believes the System has failed the completed Acceptance Tests, Customer will provide to Motorola a written notice that includes the specific details of the failure. If Customer does not provide to Motorola a failure notice within thirty (30) days after completion of the Acceptance Tests, System Acceptance will be deemed to have occurred as of the completion of the Acceptance Tests. Minor omissions or variances in the System that do not materially impair the operation of the System as a whole will not postpone System Acceptance or Subsystem acceptance, but will be corrected according to a mutually agreed schedule.

9.3. **BENEFICIAL USE.** Customer acknowledges that Motorola's ability to perform its implementation and testing responsibilities may be impeded if Customer begins using the System before System Acceptance. Therefore, Customer will not commence Beneficial Use before System Acceptance without Motorola's prior



written authorization, which will not be unreasonably withheld. Motorola is not responsible for System performance deficiencies that occur during unauthorized Beneficial Use. Upon commencement of Beneficial Use, Customer assumes responsibility for the use and operation of the System.

9.4. FINAL PROJECT ACCEPTANCE. Final Project Acceptance will occur after System Acceptance when all deliverables and other work have been completed. When Final Project Acceptance occurs, the parties will promptly memorialize this final event by so indicating on the System Acceptance Certificate.

Section 10 REPRESENTATIONS AND WARRANTIES

10.1. SYSTEM FUNCTIONALITY. Motorola represents that the System will perform in accordance with the Specifications in all material respects. Upon System Acceptance or Beneficial Use, whichever occurs first, this System functionality representation is fulfilled. Motorola is not responsible for System performance deficiencies that are caused by ancillary equipment not furnished by Motorola which is attached to or used in connection with the System or for reasons or parties beyond Motorola's control, such as natural causes; the construction of a building that adversely affects the microwave path reliability or radio frequency (RF) coverage; the addition of frequencies at System sites that cause RF interference or intermodulation; or Customer changes to load usage or configuration outside the Specifications.

10.2. EQUIPMENT WARRANTY. During the Warranty Period, Motorola warrants that the Equipment under normal use and service will be free from material defects in materials and workmanship. If System Acceptance is delayed beyond six (6) months after shipment of the Equipment by events or causes beyond Motorola's control, this warranty expires eighteen (18) months after the shipment of the Equipment.

10.3. SOFTWARE WARRANTY. Except as described in the SwSP and unless otherwise stated in the Software License Agreement, during the Warranty Period, Motorola warrants the Software in accordance with the warranty terms set forth in the Software License Agreement and the provisions of this Section that are applicable to the Software. If System Acceptance is delayed beyond six (6) months after shipment of the Motorola Software by events or causes beyond Motorola's control, this warranty expires eighteen (18) months after the shipment of the Motorola Software. Nothing in this Warranty provision is intended to conflict or modify the Software Support Policy. In the event of an ambiguity or conflict between the Software Warranty and Software Support Policy, the Software Support Policy governs.

10.4. EXCLUSIONS TO EQUIPMENT AND SOFTWARE WARRANTIES. These warranties do not apply to: (i) defects or damage resulting from: use of the Equipment or Software in other than its normal, customary, and authorized manner; accident, liquids, neglect, or acts of God; testing, maintenance, disassembly, repair, installation, alteration, modification, or adjustment not provided or authorized in writing by Motorola; Customer's failure to comply with all applicable industry and OSHA standards; (ii) breakage of or damage to antennas unless caused directly by defects in material or workmanship; (iii) Equipment that has had the serial number removed or made illegible; (iv) batteries (because they carry their own separate limited warranty) or consumables; (v) freight costs to ship Equipment to the repair depot; (vi) scratches or other cosmetic damage to Equipment surfaces that does not affect the operation of the Equipment; and (vii) normal or customary wear and tear.

10.5. SERVICE WARRANTY. During the Warranty Period, Motorola warrants that the Services will be provided in a good and workmanlike manner and will conform in all material respects to the applicable Statement of Work. Services will be free of defects in materials and workmanship for a period of ninety (90) days from the date the performance of the Services are completed. Customer acknowledges that the Deliverables may contain recommendations, suggestions or advice from Motorola to Customer (collectively, "recommendations"). Motorola makes no warranties concerning those recommendations, and Customer alone accepts responsibility for choosing whether and how to implement the recommendations and the results to be realized from implementing them.

10.6. WARRANTY CLAIMS. To assert a warranty claim, Customer must notify Motorola in writing of the claim before the expiration of the Warranty Period. Upon receipt of this notice, Motorola will investigate the warranty claim. If this investigation confirms a valid Equipment or Software warranty claim, Motorola will (at its option and at no additional charge to Customer) repair the defective Equipment or Motorola Software, replace it with the same or equivalent product, or refund the price of the defective Equipment or Motorola Software. These actions

will be the full extent of Motorola's liability for the warranty claim. In the event of a valid Services warranty claim, Customer's sole remedy is to require Motorola to re-perform the non-conforming Service or to refund, on a pro-rata basis, the fees paid for the non-conforming Service. If this investigation indicates the warranty claim is not valid, then Motorola may invoice Customer for responding to the claim on a time and materials basis using Motorola's then current labor rates. Repaired or replaced product is warranted for the balance of the original applicable warranty period. All replaced products or parts will become the property of Motorola.

10.7. ORIGINAL END USER IS COVERED. These express limited warranties are extended by Motorola to the original user purchasing the System or Services for commercial, industrial, or governmental use only, and are not assignable or transferable.

10.8. DISCLAIMER OF OTHER WARRANTIES. THESE WARRANTIES ARE THE COMPLETE WARRANTIES FOR THE EQUIPMENT AND MOTOROLA SOFTWARE PROVIDED UNDER THIS AGREEMENT AND ARE GIVEN IN LIEU OF ALL OTHER WARRANTIES. MOTOROLA DISCLAIMS ALL OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, NON-INFRINGEMENT, AND FITNESS FOR A PARTICULAR PURPOSE.

Section 11 DELAYS

11.1. FORCE MAJEURE. Neither Party will be liable for its non-performance or delayed performance if caused by a Force Majeure. A Party that becomes aware of a Force Majeure that will significantly delay performance will notify the other Party promptly (but in no event later than fifteen days) after it discovers the Force Majeure. If a Force Majeure occurs, the Parties will execute a change order to extend the Performance Schedule or applicable Addenda for a time period that is reasonable under the circumstances.

11.2. PERFORMANCE SCHEDULE DELAYS CAUSED BY CUSTOMER. If Customer (including its other contractors) delays the Performance Schedule, it will make the promised payments according to the Payment schedule as if no delay occurred; and the Parties will execute a change order to extend the Performance Schedule and, if requested, compensate Motorola for all reasonable charges incurred because of the delay. Delay charges may include costs incurred by Motorola or its subcontractors for additional freight, warehousing and handling of Equipment; extension of the warranties; travel; suspending and re-mobilizing the work; additional engineering, project management, and standby time calculated at then current rates; and preparing and implementing an alternative implementation plan.

Section 12 DISPUTES

The Parties will use the following procedure to address any dispute arising under this Agreement (a "Dispute").

12.1. GOVERNING LAW. This Agreement will be governed by and construed in accordance with the laws of the State of North Carolina.

12.2. NEGOTIATION. Either Party may initiate the Dispute resolution procedures by sending a notice of Dispute ("Notice of Dispute"). The Parties will attempt to resolve the Dispute promptly through good faith negotiations including 1) timely escalation of the Dispute to executives who have authority to settle the Dispute and who are at a higher level of management than the persons with direct responsibility for the matter and 2) direct communication between the executives. If the Dispute has not been resolved within ten (10) days from the Notice of Dispute, the Parties will proceed to mediation.

12.3. MEDIATION. The Parties will choose an independent mediator within thirty (30) days of a notice to mediate from either Party ("Notice of Mediation"). Neither Party may unreasonably withhold consent to the selection of a mediator. If the Parties are unable to agree upon a mediator, either Party may request that American Arbitration Association nominate a mediator. Each Party will bear its own costs of mediation, but the Parties will share the cost of the mediator equally. Each Party will participate in the mediation in good faith and will be represented at the mediation by a business executive with authority to settle the Dispute.

12.4. LITIGATION, VENUE and JURISDICTION. If a Dispute remains unresolved for sixty (60) days after receipt of the Notice of Mediation, either Party may then submit the Dispute to a court of competent jurisdiction in



the State of North Carolina. Each Party irrevocably agrees to submit to the exclusive jurisdiction of the courts in such state over any claim or matter arising under or in connection with this Agreement.

12.5. CONFIDENTIALITY. All communications pursuant to subsections 12.2 and 12.3 will be treated as compromise and settlement negotiations for purposes of applicable rules of evidence and any additional confidentiality protections provided by applicable law. The use of these Dispute resolution procedures will not be construed under the doctrines of laches, waiver or estoppel to affect adversely the rights of either Party.

Section 13 DEFAULT AND TERMINATION

13.1. DEFAULT BY A PARTY. If either Party fails to perform a material obligation under this Agreement, the other Party may consider the non-performing Party to be in default (unless a Force Majeure causes the failure) and may assert a default claim by giving the non-performing Party a written and detailed notice of default. Except for a default by Customer for failing to pay any amount when due under this Agreement which must be cured immediately, the defaulting Party will have thirty (30) days after receipt of the notice of default to either cure the default or, if the default is not curable within thirty (30) days, provide a written cure plan. The defaulting Party will begin implementing the cure plan immediately after receipt of notice by the other Party that it approves the plan. If Customer is the defaulting Party, Motorola may stop work on the project until it approves the Customer's cure plan.

13.2. FAILURE TO CURE. If a defaulting Party fails to cure the default as provided above in Section 13.1, unless otherwise agreed in writing, the non-defaulting Party may terminate any unfulfilled portion of this Agreement. In the event of termination for default, the defaulting Party will promptly return to the non-defaulting Party any of its Confidential Information. If Customer is the non-defaulting Party, terminates this Agreement as permitted by this Section, and completes the System through a third Party, Customer may as its exclusive remedy recover from Motorola reasonable costs incurred to complete the System to a capability not exceeding that specified in this Agreement less the unpaid portion of the Contract Price. Customer will mitigate damages and provide Motorola with detailed invoices substantiating the charges. In the event Customer elects to terminate this Agreement for any reason other than default, Customer shall pay Motorola for the conforming Equipment and/or Software delivered and all services performed.

Section 14 INDEMNIFICATION

14.1. GENERAL INDEMNITY BY Motorola. Motorola will indemnify and hold Customer harmless from any and all liability, expense, judgment, suit, cause of action, or demand for personal injury, death, or direct damage to tangible property which may accrue against Customer to the extent it is caused by the negligence of Motorola, its subcontractors, or their employees or agents, while performing their duties under this Agreement, if Customer gives Motorola prompt, written notice of any claim or suit. Customer will cooperate with Motorola in its defense or settlement of the claim or suit. This Section sets forth the full extent of Motorola's general indemnification of Customer from liabilities that are in any way related to Motorola's performance under this Agreement.

14.2. GENERAL INDEMNITY BY CUSTOMER. To the extent allowed by law, Customer will indemnify and hold Motorola harmless from any and all liability, expense, judgment, suit, cause of action, or demand for personal injury, death, or direct damage to tangible property which may accrue against Motorola to the extent it is caused by the negligence of Customer, its other contractors, or their employees or agents, while performing their duties under this Agreement, if Motorola gives Customer prompt, written notice of any the claim or suit. Motorola will cooperate with Customer in its defense or settlement of the claim or suit. This Section sets forth the full extent of Customer's general indemnification of Motorola from liabilities that are in any way related to Customer's performance under this Agreement.

14.3. PATENT AND COPYRIGHT INFRINGEMENT.

14.3.1. Motorola will defend at its expense any suit brought against Customer to the extent it is based on a third-party claim alleging that the Equipment manufactured by Motorola or the Motorola Software ("Motorola Product") directly infringes a United States patent or copyright ("Infringement Claim"). Motorola's duties to defend and indemnify are conditioned upon: Customer promptly notifying Motorola in writing of the Infringement Claim; Motorola having sole control of the defense of the suit and all negotiations for its settlement or compromise; and



Customer providing to Motorola cooperation and, if requested by Motorola, reasonable assistance in the defense of the Infringement Claim. In addition to Motorola's obligation to defend, and subject to the same conditions, Motorola will pay all damages finally awarded against Customer by a court of competent jurisdiction for an Infringement Claim or agreed to, in writing, by Motorola in settlement of an Infringement Claim.

14.3.2 If an Infringement Claim occurs, or in Motorola's opinion is likely to occur, Motorola may at its option and expense: (a) procure for Customer the right to continue using the Motorola Product; (b) replace or modify the Motorola Product so that it becomes non-infringing while providing functionally equivalent performance; or (c) accept the return of the Motorola Product and grant Customer a credit for the Motorola Product, less a reasonable charge for depreciation. The depreciation amount will be calculated based upon generally accepted accounting standards.

14.3.3 Motorola will have no duty to defend or indemnify for any Infringement Claim that is based upon: (a) the combination of the Motorola Product with any software, apparatus or device not furnished by Motorola; (b) the use of ancillary equipment or software not furnished by Motorola and that is attached to or used in connection with the Motorola Product; (c) Motorola Product designed or manufactured in accordance with Customer's designs, specifications, guidelines or instructions, if the alleged infringement would not have occurred without such designs, specifications, guidelines or instructions; (d) a modification of the Motorola Product by a party other than Motorola; (e) use of the Motorola Product in a manner for which the Motorola Product was not designed or that is inconsistent with the terms of this Agreement; or (f) the failure by Customer to install an enhancement release to the Motorola Software that is intended to correct the claimed infringement. In no event will Motorola's liability resulting from its indemnity obligation to Customer extend in any way to royalties payable on a per use basis or the Customer's revenues, or any royalty basis other than a reasonable royalty based upon revenue derived by Motorola from Customer from sales or license of the infringing Motorola Product.

14.3.4. This Section 14 provides Customer's sole and exclusive remedies and Motorola's entire liability in the event of an Infringement Claim. Customer has no right to recover and Motorola has no obligation to provide any other or further remedies, whether under another provision of this Agreement or any other legal theory or principle, in connection with an Infringement Claim. In addition, the rights and remedies provided in this Section 14 are subject to and limited by the restrictions set forth in Section 15.

Section 15 LIMITATION OF LIABILITY

Except for personal injury or death, Motorola's total liability, whether for breach of contract, warranty, negligence, strict liability in tort, indemnification, or otherwise, will be limited to the direct damages recoverable under law, but not to exceed the price of the Equipment, Software, or implementation and other one-time Services with respect to which losses or damages are claimed. With respect to all subscription or other ongoing Services and unless as otherwise provided under the applicable Addenda, Motorola's total liability will be limited to the direct damages recoverable under law, but not to exceed the price of twelve (12) months of Services preceding the incident giving rise to the claim. **ALTHOUGH THE PARTIES ACKNOWLEDGE THE POSSIBILITY OF SUCH LOSSES OR DAMAGES, THEY AGREE THAT MOTOROLA WILL NOT BE LIABLE FOR ANY COMMERCIAL LOSS, INCONVENIENCE, LOSS OF USE, LOSS TIME, DATA, GOODWILL, REVENUES, PROFITS OR SAVINGS; OR OTHER SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES IN ANY WAY RELATED TO OR ARISING FROM THIS AGREEMENT, THE SALE OR USE OF THE EQUIPMENT OR SOFTWARE, OR THE PERFORMANCE OF SERVICES BY MOTOROLA PURSUANT TO THIS AGREEMENT.** This limitation of liability provision survives the expiration or termination of the Agreement and applies notwithstanding any contrary provision. No action for contract breach or otherwise relating to the transactions contemplated by this Agreement may be brought more than one (1) year after the accrual of the cause of action, except for money due upon an open account.

Section 16 CONFIDENTIALITY AND PROPRIETARY RIGHTS

16.1. CONFIDENTIAL INFORMATION.

16.1.1. Each party is a disclosing party ("Discloser") and a receiving party ("Recipient") under this Agreement. All Deliverables will be deemed to be Motorola's Confidential Information. During the term of this Agreement and for a period of three (3) years from the expiration or termination of this Agreement, Recipient will (i) not disclose

Confidential Information to any third party; (ii) restrict disclosure of Confidential Information to only those employees (including, but not limited to, employees of any wholly owned subsidiary, a parent company, any other wholly owned subsidiaries of the same parent company), agents or consultants who must be directly involved with the Confidential Information for the purpose and who are bound by confidentiality terms substantially similar to those in this Agreement; (iii) not copy, reproduce, reverse engineer, decompile, or disassemble any Confidential Information; (iv) use the same degree of care as for its own information of like importance, but at least use reasonable care, in safeguarding against disclosure of Confidential Information; (v) promptly notify Discloser upon discovery of any unauthorized use or disclosure of the Confidential Information and take reasonable steps to regain possession of the Confidential Information and prevent further unauthorized actions or other breach of this Agreement; and (vi) only use the Confidential Information as needed to fulfill this Agreement.

16.1.2. Recipient is not obligated to maintain as confidential, Confidential Information that Recipient can demonstrate by documentation (i) is now available or becomes available to the public without breach of this agreement; (ii) is explicitly approved for release by written authorization of Discloser; (iii) is lawfully obtained from a third party or parties without a duty of confidentiality; (iv) is known to the Recipient prior to such disclosure; or (v) is independently developed by Recipient without the use of any of Discloser's Confidential Information or any breach of this Agreement.

16.1.3. All Confidential Information remains the property of the Discloser and will not be copied or reproduced without the express written permission of the Discloser, except for copies that are absolutely necessary in order to fulfill this Agreement. Within ten (10) days of receipt of Discloser's written request, Recipient will return all Confidential Information to Discloser along with all copies and portions thereof, or certify in writing that all such Confidential Information has been destroyed. However, Recipient may retain one (1) archival copy of the Confidential Information that it may use only in case of a dispute concerning this Agreement. No license, express or implied, in the Confidential Information is granted other than to use the Confidential Information in the manner and to the extent authorized by this Agreement. The Discloser warrants that it is authorized to disclose any Confidential Information it discloses pursuant to this Agreement.

16.2. **PRESERVATION OF MOTOROLA'S PROPRIETARY RIGHTS.** Motorola, the third party manufacturer of any Equipment, and the copyright owner of any Non-Motorola Software own and retain all of their respective Proprietary Rights in the Equipment and Software, and nothing in this Agreement is intended to restrict their Proprietary Rights. All intellectual property developed, originated, or prepared by Motorola in connection with providing to Customer the Equipment, Software, or related services remain vested exclusively in Motorola, and this Agreement does not grant to Customer any shared development rights of intellectual property. Except as explicitly provided in the Software License Agreement, Motorola does not grant to Customer, either directly or by implication, estoppel, or otherwise, any right, title or interest in Motorola's Proprietary Rights. Customer will not modify, disassemble, peel components, decompile, otherwise reverse engineer or attempt to reverse engineer, derive source code or create derivative works from, adapt, translate, merge with other software, reproduce, distribute, sublicense, sell or export the Software, or permit or encourage any third party to do so. The preceding sentence does not apply to Open Source Software which is governed by the standard license of the copyright owner.

16.3 **VOLUNTARY DISCLOSURE.** Except as required to fulfill its obligations under this Agreement, Motorola will have no obligation to provide Customer with access to its Confidential Information and/or proprietary information. Under no circumstances will Motorola be required to provide any data related to cost and pricing.

16.4 DATA AND FEEDBACK.

16.4.1 To the extent permitted by law, Customer owns all right, title and interest in System Data created solely by it or its agents (hereafter, "Customer Data"), and grants to Motorola the right to use, host, cache, store, reproduce, copy, modify, combine, analyze, create derivatives from, communicate, transmit, publish, display, and distribute such Customer Data.

16.4.2 Motorola owns all right, title and interest in data resulting from System Data that is or has been transformed, altered, processed, aggregated, correlated or operated on (hereafter, "Derivative Data").

16.4.3 Any Feedback given by Customer is and will be entirely voluntary and, even if designated as confidential,



will not create any confidentiality obligation for Motorola. Motorola will be free to use, reproduce, license or otherwise distribute and exploit the Feedback without any obligation to Customer. Customer acknowledges that Motorola's receipt of the Feedback does not imply or create recognition by Motorola of either the novelty or originality of any idea. The parties further agree that all fixes, modifications and improvements made to Motorola products or services conceived of or made by Motorola that are based, either in whole or in part, on the Feedback are the exclusive property of Motorola and all right, title and interest in and to such fixes, modifications or improvements to the Motorola product or service will vest solely in Motorola.

Section 17 GENERAL

17.1. **TAXES.** The Contract Price does not include any excise, sales, lease, use, property, or other taxes, assessments or duties, all of which will be paid by Customer except as exempt by law. If Motorola is required to pay any of these taxes, Motorola will send an invoice to Customer and Customer will pay to Motorola the amount of the taxes (including any interest and penalties) within thirty (30) days after the date of the invoice. Customer will be solely responsible for reporting the Equipment for personal property tax purposes, and Motorola will be solely responsible for reporting taxes on its income or net worth.

17.2. **ASSIGNABILITY AND SUBCONTRACTING.** Except as provided herein, neither Party may assign this Agreement or any of its rights or obligations hereunder without the prior written consent of the other Party, which consent will not be unreasonably withheld. Any attempted assignment, delegation, or transfer without the necessary consent will be void. Notwithstanding the foregoing, Motorola may assign this Agreement to any of its affiliates or its right to receive payment without the prior consent of Customer. In addition, in the event Motorola separates one or more of its businesses (each a "Separated Business"), whether by way of a sale, establishment of a joint venture, spin-off or otherwise (each a "Separation Event"), Motorola may, without the prior written consent of the other Party and at no additional cost to Motorola, assign this Agreement such that it will continue to benefit the Separated Business and its affiliates (and Motorola and its affiliates, to the extent applicable) following the Separation Event. Motorola may subcontract any of the work, but subcontracting will not relieve Motorola of its duties under this Agreement.

17.3. **WAIVER.** Failure or delay by either Party to exercise a right or power under this Agreement will not be a waiver of the right or power. For a waiver of a right or power to be effective, it must be in a writing signed by the waiving Party. An effective waiver of a right or power will not be construed as either a future or continuing waiver of that same right or power, or the waiver of any other right or power.

17.4. **SEVERABILITY.** If a court of competent jurisdiction renders any part of this Agreement invalid or unenforceable, that part will be severed and the remainder of this Agreement will continue in full force and effect.

17.5. **INDEPENDENT CONTRACTORS.** Each Party will perform its duties under this Agreement as an independent contractor. The Parties and their personnel will not be considered to be employees or agents of the other Party. Nothing in this Agreement will be interpreted as granting either Party the right or authority to make commitments of any kind for the other. This Agreement will not constitute, create, or be interpreted as a joint venture, partnership or formal business organization of any kind.

17.6. **HEADINGS AND SECTION REFERENCES.** The section headings in this Agreement are inserted only for convenience and are not to be construed as part of this Agreement or as a limitation of the scope of the particular section to which the heading refers. This Agreement will be fairly interpreted in accordance with its terms and conditions and not for or against either Party.

17.7. **NOTICES.** Notices required under this Agreement to be given by one Party to the other must be in writing and either personally delivered or sent to the address provided by the other Party by certified mail, return receipt requested and postage prepaid (or by a recognized courier service, such as Federal Express, UPS, or DHL), or by facsimile with correct answerback received, and will be effective upon receipt.

17.8. **COMPLIANCE WITH APPLICABLE LAWS.** Each Party will comply with all applicable federal, state, and local laws, regulations and rules concerning the performance of this Agreement or use of the System. Customer will obtain and comply with all Federal Communications Commission ("FCC") licenses and authorizations required for the installation, operation and use of the System before the scheduled installation of the Equipment. Although

Motorola might assist Customer in the preparation of its FCC license applications, neither Motorola nor any of its employees is an agent or representative of Customer in FCC or other matters.

17.9 FUTURE REGULATORY REQUIREMENTS. The Parties acknowledge and agree that this is an evolving technological area and therefore, laws and regulations regarding Services and use of Solution may change. Changes to existing Services or the Solution required to achieve regulatory compliance may be available for an additional fee. Any required changes may also impact the price for Services.

17.10. AUTHORITY TO EXECUTE AGREEMENT. Each Party represents that it has obtained all necessary approvals, consents and authorizations to enter into this Agreement and to perform its duties under this Agreement; the person executing this Agreement on its behalf has the authority to do so; upon execution and delivery of this Agreement by the Parties, it is a valid and binding contract, enforceable in accordance with its terms; and the execution, delivery, and performance of this Agreement does not violate any bylaw, charter, regulation, law or any other governing authority of the Party.

17.11. ADMINISTRATOR LEVEL ACCOUNT ACCESS. If applicable to the type of System purchased by Customer, Motorola will provide Customer with Administrative User Credentials. Customer agrees to only grant access to the Administrative User Credentials to those personnel with the training and experience to correctly use them. Customer is responsible for protecting Administrative User Credentials from disclosure and maintaining Credential validity by, among other things, updating passwords when required. Customer may be asked to provide valid Administrative User Credentials when in contact with Motorola System support personnel. Customer understands that changes made as the Administrative User can significantly impact the performance of the System. Customer agrees that it will be solely responsible for any negative impact on the System or its users by any such changes. System issues occurring as a result of changes made using the Administrative User Credentials may impact Motorola's ability to perform Services or other obligations under the Agreement. In such cases, a revision to the appropriate provisions of the Agreement, including the Statement of Work, may be necessary. To the extent Motorola provides assistance to correct any issues caused by or arising out of the use of or failure to maintain Administrative User Credentials, Motorola will be entitled to bill Customer and Customer will pay Motorola on a time and materials basis for resolving the issue.

17.12. SURVIVAL OF TERMS. The following provisions will survive the expiration or termination of this Agreement for any reason: Section 3.5 (Motorola Software); Section 3.6 (Non-Motorola Software); if any payment obligations exist, Sections 6.2 and 6.3 (Contract Price and Invoicing and Payment); Subsection 10.8 (Disclaimer of Implied Warranties); Section 12 (Disputes); Section 15 (Limitation of Liability); and Section 16 (Confidentiality and Proprietary Rights); and all of the General provisions in Section 17.

17.13. ENTIRE AGREEMENT. This Agreement, including all Exhibits, constitutes the entire agreement of the Parties regarding the subject matter of the Agreement and supersedes all previous agreements, proposals, and understandings, whether written or oral, relating to this subject matter. This Agreement may be executed in multiple counterparts, and shall have the same legal force and effect as if the Parties had executed it as a single document. The Parties may sign in writing, or by electronic signature, including by email. An electronic signature, or a facsimile copy or computer image, such as a PDF or tiff image, of a signature, shall be treated as and shall have the same effect as an original signature. In addition, an electronic signature, a true and correct facsimile copy or computer image of this Agreement shall be treated as and shall have the same effect as an original signed copy of this document. This Agreement may be amended or modified only by a written instrument signed by authorized representatives of both Parties. The preprinted terms and conditions found on any Customer purchase or purchase order, acknowledgment or other form will not be considered an amendment or modification of this Agreement, even if a representative of each Party signs that document.

The Parties hereby enter into this Agreement as of the Effective Date.

Motorola Solutions, Inc.

Watauga County, NC

By: _____

By: _____

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____



Exhibit A
MOTOROLA SOFTWARE LICENSE AGREEMENT

This Exhibit A Motorola Software License Agreement ("Agreement") is between Motorola Solutions, Inc. ("Motorola") and the Watauga County, NC, North Carolina ("Licensee"). For good and valuable consideration, the parties agree as follows:

Section 1 DEFINITIONS

1.1 "Designated Products" means products provided by Motorola to Licensee with which or for which the Software and Documentation is licensed for use.

1.2 "Documentation" means product and software documentation that specifies technical and performance features and capabilities, and the user, operation and training manuals for the Software (including all physical or electronic media upon which such information is provided).

1.3 "Open Source Software" means software with either freely obtainable source code, license for modification, or permission for free distribution.

1.4 "Open Source Software License" means the terms or conditions under which the Open Source Software is licensed.

1.5 "Primary Agreement" means the agreement to which this exhibit is attached.

1.6 "Security Vulnerability" means a flaw or weakness in system security procedures, design, implementation, or internal controls that could be exercised (accidentally triggered or intentionally exploited) and result in a security breach such that data is compromised, manipulated or stolen or the system damaged.

1.7 "Software" (i) means proprietary software in object code format, and adaptations, translations, de-compilations, disassemblies, emulations, or derivative works of such software; (ii) means any modifications, enhancements, new versions and new releases of the software provided by Motorola; and (iii) may contain one or more items of software owned by a third party supplier. The term "Software" does not include any third party software provided under separate license or third party software not licensable under the terms of this Agreement.

Section 2 SCOPE

Motorola and Licensee enter into this Agreement in connection with Motorola's delivery of certain proprietary software or products containing embedded or pre-loaded proprietary software, or both. This Agreement contains the terms and conditions of the license Motorola is providing to Licensee, and Licensee's use of the proprietary software and affiliated documentation.

Section 3 GRANT OF LICENSE

3.1. Subject to the provisions of this Agreement and the payment of applicable license fees, Motorola grants to Licensee a personal, limited, non-transferable (except as permitted in Section 7) and non-exclusive license under Motorola's copyrights and Confidential Information (as defined in the Primary Agreement) embodied in the Software to use the Software, in object code form, and the Documentation solely in connection with Licensee's use of the Designated Products. This Agreement does not grant any rights to source code.

3.2. If the Software licensed under this Agreement contains or is derived from Open Source Software, the terms and conditions governing the use of such Open Source Software are in the Open Source Software Licenses of the copyright owner and not this Agreement. If there is a conflict between the terms and conditions of this Agreement and the terms and conditions of the Open Source Software Licenses governing Licensee's use of the Open Source Software, the terms and conditions of the license grant of the applicable Open Source Software Licenses will take precedence over the license grants in this Agreement. If requested by Licensee, Motorola will use commercially reasonable efforts to: (i) determine whether any Open Source Software is provided under this Agreement; and (ii) identify the Open Source Software (or specify where that license may be found).

3.3 TO THE EXTENT, IF ANY, THAT THERE IS A SEPARATE LICENSE AGREEMENT PACKAGED WITH, OR PROVIDED ELECTRONICALLY WITH, A PARTICULAR PRODUCT THAT BECOMES EFFECTIVE ON AN ACT OF ACCEPTANCE BY THE END USER, THEN THAT AGREEMENT SUPERSEDES THE SOFTWARE LICENSE AGREEMENT AS TO THE END USER OF EACH SUCH PRODUCT.

Section 4 LIMITATIONS ON USE

4.1. Licensee may use the Software only for Licensee's internal business purposes and only in accordance with the Documentation. Any other use of the Software is strictly prohibited. Without limiting the general nature of these restrictions, Licensee will not make the Software available for use by third parties on a "time sharing," "application service provider," or "service bureau" basis or for any other similar commercial rental or sharing arrangement.

4.2. Licensee will not, and will not allow or enable any third party to: (i) reverse engineer, disassemble, peel components, decompile, reprogram or otherwise reduce the Software or any portion to a human perceptible form or otherwise attempt to recreate the source code; (ii) modify, adapt, create derivative works of, or merge the Software; (iii) copy, reproduce, distribute, lend, or lease the Software or Documentation to any third party, grant any sublicense or other rights in the Software or Documentation to any third party, or take any action that would cause the Software or Documentation to be placed in the public domain; (iv) remove, or in any way alter or obscure, any copyright notice or other notice of Motorola's proprietary rights; (v) provide, copy, transmit, disclose, divulge or make the Software or Documentation available to, or permit the use of the Software by any third party or on any machine except as expressly authorized by this Agreement; or (vi) use, or permit the use of, the Software in a manner that would result in the production of a copy of the Software solely by activating a machine containing the Software. Licensee may make one copy of Software to be used solely for archival, back-up, or disaster recovery purposes; *provided* that Licensee may not operate that copy of the Software at the same time as the original Software is being operated. Licensee may make as many copies of the Documentation as it may reasonably require for the internal use of the Software.

4.3. Unless otherwise authorized by Motorola in writing, Licensee will not, and will not enable or allow any third party to: (i) install a licensed copy of the Software on more than one unit of a Designated Product; or (ii) copy onto or transfer Software installed in one unit of a Designated Product onto one other device. Licensee may temporarily transfer Software installed on a Designated Product to another device if the Designated Product is inoperable or malfunctioning, if Licensee provides written notice to Motorola of the temporary transfer and identifies the device on which the Software is transferred. Temporary transfer of the Software to another device must be discontinued when the original Designated Product is returned to operation and the Software must be removed from the other device. Licensee must provide prompt written notice to Motorola at the time temporary transfer is discontinued.

4.4 Licensee will maintain, during the term of this Agreement and for a period of two years thereafter, accurate records relating to this license grant to verify compliance with this Agreement. Motorola or an independent third party ("Auditor") may inspect Licensee's premises, books and records, upon reasonable prior notice to Licensee, during Licensee's normal business hours and subject to Licensee's facility and security regulations. Motorola is responsible for the payment of all expenses and costs of the Auditor. Any information obtained by Motorola and the Auditor will be kept in strict confidence by Motorola and the Auditor and used solely for the purpose of verifying Licensee's compliance with the terms of this Agreement.

Section 5 OWNERSHIP AND TITLE

Motorola, its licensors, and its suppliers retain all of their proprietary rights in any form in and to the Software and Documentation, including, but not limited to, all rights in patents, patent applications, inventions, copyrights, trademarks, trade secrets, trade names, and other proprietary rights in or relating to the Software and Documentation (including any corrections, bug fixes, enhancements, updates, modifications, adaptations, translations, de-compilations, disassemblies, emulations to or derivative works from the Software or Documentation, whether made by Motorola or another party, or any improvements that result from Motorola's processes or, provision of information services). No rights are granted to Licensee under this Agreement by implication, estoppel or otherwise, except for those rights which are expressly granted to Licensee in this Agreement. All intellectual property developed, originated, or prepared by Motorola in connection with providing the Software, Designated Products, Documentation or related services, remains vested exclusively in Motorola, and Licensee will not have any shared development or other intellectual property rights.

Section 6 LIMITED WARRANTY; DISCLAIMER OF WARRANTY

6.1. Unless otherwise stated in the Primary Agreement, the commencement date and the term of the Software warranty will be a period of ninety (90) days from Motorola's shipment of the Software (the "Warranty Period"). If Licensee is not in breach of any of its obligations under this Agreement, Motorola warrants that the unmodified Software, when used properly and in accordance with the Documentation and this Agreement, will be free from a reproducible defect that eliminates the functionality or successful operation of a feature critical to the primary functionality or successful operation of the Software. Whether a defect occurs will be determined by Motorola solely with reference to the Documentation. Motorola does not warrant that Licensee's use of the Software or the Designated Products will be uninterrupted, error-free, completely free of Security Vulnerabilities, or that the Software or the Designated Products will meet Licensee's particular requirements. Motorola makes no representations or warranties with respect to any third party software included in the Software. Notwithstanding, any warranty provided by a copyright owner in its standard license terms will flow through to Licensee for third party software provided by Motorola.

6.2 Motorola's sole obligation to Licensee and Licensee's exclusive remedy under this warranty is to use reasonable efforts to remedy any material Software defect covered by this warranty. These efforts will involve either replacing the media or attempting to correct significant, demonstrable program or documentation errors or Security Vulnerabilities. If Motorola cannot correct the defect within a reasonable time, then at Motorola's option, Motorola will replace the defective Software with functionally-equivalent Software, license to Licensee substitute Software which will accomplish the same objective, or terminate the license and refund the Licensee's paid license fee.

6.3. Warranty claims are described in the Primary Agreement.

6.4. The express warranties set forth in this Section 6 are in lieu of, and Motorola disclaims, any and all other warranties (express or implied, oral or written) with respect to the Software or Documentation, including, without limitation, any and all implied warranties of condition, title, non-infringement, merchantability, or fitness for a particular purpose or use by Licensee (whether or not Motorola knows, has reason to know, has been advised, or is otherwise aware of any such purpose or use), whether arising by law, by reason of custom or usage of trade, or by course of dealing. In addition, Motorola disclaims any warranty to any person other than Licensee with respect to the Software or Documentation.

Section 7 TRANSFERS

Licensee will not transfer the Software or Documentation to any third party without Motorola's prior written consent. Motorola's consent may be withheld at its discretion and may be conditioned upon transferee paying all applicable license fees and agreeing to be bound by this Agreement. If the Designated Products are Motorola's radio products and Licensee transfers ownership of the Motorola radio products to a third party, Licensee may assign its right to use the Software (other than CPS and Motorola's FLASHport® software) which is embedded in or furnished for use with the radio products and the related Documentation; *provided* that Licensee transfers all copies of the Software and Documentation to the transferee, and Licensee and the transferee sign a transfer form to be provided by Motorola upon request, obligating the transferee to be bound by this Agreement.

Section 8 TERM AND TERMINATION

8.1 Licensee's right to use the Software and Documentation will begin when the Primary Agreement is signed by both parties and will continue for the life of the Designated Products with which or for which the Software and Documentation have been provided by Motorola, unless Licensee breaches this Agreement, in which case this Agreement and Licensee's right to use the Software and Documentation may be terminated immediately upon notice by Motorola.

8.2 Within thirty (30) days after termination of this Agreement, Licensee must certify in writing to Motorola that all copies of the Software have been removed or deleted from the Designated Products and that all copies of the Software and Documentation have been returned to Motorola or destroyed by Licensee and are no longer in use by Licensee.

8.3 Licensee acknowledges that Motorola made a considerable investment of resources in the development, marketing, and distribution of the Software and Documentation and that Licensee's breach of this Agreement will result in irreparable harm to Motorola for which monetary damages would be inadequate. If Licensee breaches this Agreement, Motorola may terminate this Agreement and be entitled to all available remedies at law or in equity (including immediate injunctive relief and repossession of all non-embedded Software and associated Documentation unless Licensee is a Federal agency of the United States Government).

Section 9 COMMERCIAL COMPUTER SOFTWARE

9.1 *This Section 9 only applies to U.S. Government end users.* The Software, Documentation and updates are commercial items as that term is defined at 48 C.F.R. Part 2.101, consisting of "commercial computer software" and "computer software documentation" as such terms are defined in 48 C.F.R. Part 252.227-7014(a)(1) and 48 C.F.R. Part 252.227-7014(a)(5), and used in 48 C.F.R. Part 12.212 and 48 C.F.R. Part 227.7202, as applicable. Consistent with 48 C.F.R. Part 12.212, 48 C.F.R. Part 252.227-7015, 48 C.F.R. Part 227.7202-1 through 227.7202-4, 48 C.F.R. Part 52.227-19, and other relevant sections of the Code of Federal Regulations, as applicable, the Software, Documentation and Updates are distributed and licensed to U.S. Government end users: (i) only as commercial items, and (ii) with only those rights as are granted to all other end users pursuant to the terms and conditions contained herein.

9.2 If Licensee is licensing Software for end use by the United States Government or a United States Government agency, Licensee may transfer such Software license, but only if: (i) Licensee transfers all copies of such Software and Documentation to such United States Government entity or interim transferee, and (ii) Licensee has first obtained from the transferee (if applicable) and ultimate end user an enforceable end user license agreement containing restrictions substantially identical to the ones contained in this Agreement. Except as stated in the foregoing, Licensee and any transferee(s) authorized by this subsection 9.2 may not otherwise use or transfer or make available any Motorola software to any third party nor permit any party to do so.

Section 10 CONFIDENTIALITY

Licensee acknowledges that the Software and Documentation contain Motorola's valuable proprietary and Confidential Information and are Motorola's trade secrets, and that the provisions in the Primary Agreement concerning Confidential Information apply.

Section 11 LIMITATION OF LIABILITY

The Limitation of Liability provision is described in the Primary Agreement.

Section 12 NOTICES

Notices are described in the Primary Agreement.

Section 13 GENERAL

13.1. **COPYRIGHT NOTICES.** The existence of a copyright notice on the Software will not be construed as an admission or presumption of publication of the Software or public disclosure of any trade secrets associated with the Software.

13.2. **COMPLIANCE WITH LAWS.** Licensee acknowledges that the Software is subject to the laws and regulations of the United States and Licensee will comply with all applicable laws and regulations, including export laws and regulations of the United States. Licensee will not, without the prior authorization of Motorola and the appropriate governmental authority of the United States, in any form export or re-export, sell or resell, ship or reship, or divert, through direct or indirect means, any item or technical data or direct or indirect products sold or otherwise furnished to any person within any territory for which the United States Government or any of its agencies at the time of the action, requires an export license or other governmental approval. Violation of this provision is a material breach of this Agreement.

13.3 **FUTURE REGULATORY REQUIREMENTS.** The Parties acknowledge and agree that this is an evolving technological area and therefore, laws and regulations regarding Services and use of Solution may change. Changes to existing Services or the Solution required to achieve regulatory compliance may be available for an additional fee. Any required changes may also impact the price for Services.

13.4. **ASSIGNMENTS AND SUBCONTRACTING.** Motorola may assign its rights or subcontract its obligations under this Agreement, or encumber or sell its rights in any Software, without prior notice to or consent of Licensee.

13.5. **GOVERNING LAW.** This Agreement is governed by the laws of the United States to the extent that they apply and otherwise by the internal substantive laws of the State of North Carolina. The terms of the U.N. Convention on Contracts for the International Sale of Goods do not apply. In the event that the Uniform Computer Information Transaction Act, any version of this Act, or a substantially similar law (collectively "UCITA") becomes applicable to a party's performance under this Agreement, UCITA does not govern any aspect of this Agreement or any license granted under this Agreement, or any of the parties' rights or obligations under this Agreement. The governing law will be that in effect prior to the applicability of UCITA.

13.6. **THIRD PARTY BENEFICIARIES.** This Agreement is entered into solely for the benefit of Motorola and Licensee. No third party has the right to make any claim or assert any right under this Agreement, and no third party is deemed a beneficiary of this Agreement. Notwithstanding the foregoing, any licensor or supplier of third party software included in the Software will be a direct and intended third party beneficiary of this Agreement.

13.7. **SURVIVAL.** Sections 4, 5, 6.4, 7, 8, 9, 10, 11 and 13 survive the termination of this Agreement.

13.8. **ORDER OF PRECEDENCE.** In the event of inconsistencies between this Exhibit and the Primary Agreement, the parties agree that this Exhibit prevails, only with respect to the specific subject matter of this Exhibit, and not the Primary Agreement or any other exhibit as it applies to any other subject matter.

13.9. **SECURITY.** Motorola uses reasonable means in the design and writing of its own Software and the acquisition of third party Software to limit Security Vulnerabilities. While no software can be guaranteed to be free from Security Vulnerabilities, if a Security Vulnerability is discovered, Motorola will take the steps set forth in Section 6 of this Agreement.

Exhibit B PAYMENT

Except for a payment that is due on the Effective Date, Customer will make payments to Motorola within thirty (30) days after the date of each invoice. Customer will make payments when due in the form of a check, cashier's check, or wire transfer drawn on a U.S. financial institution. If Customer has purchased additional Professional or Subscription services, payment will be in accordance with the applicable addenda. Payment for the System purchase will be in accordance with the following milestones.

System Purchase (excluding Subscribers, if applicable)

1. 25% of the Contract Price due upon contract execution (due upon effective date);
2. 60% of the Contract Price due upon shipment of equipment from Staging;
3. 10% of the Contract Price due upon installation of equipment; and
4. 5% of the Contract Price due upon Final Acceptance.

If Subscribers are purchased, 100% of the Subscriber Contract Price will be invoiced upon shipment (as shipped).

Motorola shall make partial shipments of equipment and will request payment upon shipment of such equipment. In addition, Motorola shall invoice for installations completed on a site-by-site basis or when professional services are completed, when applicable. The value of the equipment shipped/services performed will be determined by the value shipped/services performed as a percentage of the total milestone value. Unless otherwise specified, contract discounts are based upon all items proposed and overall system package. For invoicing purposes only, discounts will be applied proportionately to the FNE and Subscriber equipment values to total contract price. Overdue invoices will bear simple interest at the maximum allowable rate by state law.

For Lifecycle Support Plan and Subscription Based Services:

Motorola will invoice Customer annually in advance of each year of the plan.

The chart below outlines the hourly labor rates for Motorola System Integration resources to be used. The staffing requirements shall be multiplied by the appropriate rate per resource in the table below. The hourly labor rates are fully burdened. The hourly rates per resource type and level are listed in Table 1.

Levels	Resource Types			
	Project Management	System Engineering	System Technologist	Project Administration
4	\$ 290.00	\$ 300.00	\$ 280.00	\$ 200.00
3	\$ 240.00	\$ 250.00	\$ 240.00	\$ 180.00
2	\$ 220.00	\$ 220.00	\$ 220.00	\$ 170.00
1	\$ 190.00	\$ 210.00	\$ 210.00	\$ 160.00

Table 1 - Hourly Rates

These rates apply to ordinary days and times (Monday to Friday during the hours 8am to 5pm). Additional surcharges may apply to work done outside these timeframes. The minimum charge for any resource will be 4 hours. Travel expenses are not included in these rates and may be charged separately. The qualifications of each type and level of resource are defined in the tables found at <https://www.motorolasolutions.com/content/dam/msi/secure/services/labor-rates-exhibit-160408.pdf>. All Motorola System Integration personnel assigned to this project will be classified according these levels. Project Administrative roles are varied and their specific duties and qualifications will be determined by the complexity and requirements of each project.

EXHIBIT C

Motorola's Proposal dated February 11, 2022

EXHIBIT D

System Acceptance Certificate

Customer Name: _____

Project Name: _____

This System Acceptance Certificate memorializes the occurrence of System Acceptance. Motorola and Customer acknowledge that:

1. The Acceptance Tests set forth in the Acceptance Test Plan have been successfully completed.
2. The System is accepted.

Customer Representative:

Motorola Representative:

Signature: _____

Signature: _____

Print Name: _____

Print Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

FINAL PROJECT ACCEPTANCE:

Motorola has provided and Customer has received all deliverables, and Motorola has performed all other work required for Final Project Acceptance.

Customer Representative:

Motorola Representative:

Signature: _____

Signature: _____

Print Name: _____

Print Name: _____

Title: _____

Title: _____

Date: _____

Date: _____



We have prepared a quote for you

Watauga County Communications - New Recording Solution

Quote # 000405
Version 1

Prepared for:

Watauga County Communications

Will Holt
will.holt@watgov.org

Friday, November 05, 2021

Watauga County Communications
Will Holt
184 Hodges Gap Rd
Boone, NC 28607
will.holt@watgov.org

Dear Will,

We are excited to submit to Watauga County Communications, the enclosed proposal for a communications recording system. After discussing with you, we are presenting a proposal which details the most beneficial approach to meet and exceed your current recording needs. As we have hopefully demonstrated through our interactions, Carolina Recording Systems prides itself in offering a relationship-focused service to each of our customers and are passionate about doing what is right through a collaborative approach to each solution.

Carolina Recording Systems brings to this project over 20 years of recording experience as a company along with a team possessing decades of experience and knowledge of technical solutions and operational knowledge of best practices from the user perspective. When partnering with Carolina Recording Systems, we hope you will experience service levels far beyond any provider in our industry.

We thank you and look forward to the continued relationship with your agency. We are excited for the opportunity to work with Watauga County Communications, as your long-term partner to provide the next level of progression in recording systems. If there are any questions you may have regarding this proposal or our company, please feel free to reach out and contact us.

Respectfully,

Screen Recording Options



Vic Williams
Sr. Account Manager
CRS / Carolina Recording Systems, LLC

ABOUT US

CAROLINA RECORDING SYSTEMS, LLC

Carolina Recording Systems is a leading designer, installer, and service provider of communication recording systems. Operating since 2001, we pride ourselves in providing reliable products designed specifically to meet the needs and requirements of mission-critical call centers.

Knowing the importance of personal relationships, customer service and accessibility, our primary focus is being a high touch service provider to fill a void we see in our industry. Carolina Recording Systems continues to add local service technicians even as others follow the trend of diminishing that support.

Our increasing success as a solutions provider is attributed to our company's ability to:

- specialize in selling, installing, and servicing communication recording systems designed specifically for mission-critical call centers
- only focus on recording systems and solutions, which allows us extensive knowledge of the products and the industries we serve
- be the trusted expert of recording systems and solutions for our customers
- provide and service multiple solutions in a customized approach
- perpetually monitor and evaluate manufacturers' developments
- ensure our technicians are certified and continue to receive up-to-date vendor training
- always do what is right

CRS full-time technicians provide comprehensive on-site service and training and are strategically located throughout our geographic territory. Although we believe there is no substitute for on-site visits, we do have the capabilities to do remote-in work and provide 24/7 response.

Our relationship focus keeps us thoroughly involved in national and local industry association chapters, thus providing an opportunity to stay abreast of the latest industry needs and opportunities.

EXECUTIVE SUMMARY

RECORDING SYSTEM

To fulfill the recording requirements of Watauga County Communications, we are proposing the Eventide NexLog DX communications recording system. Eventide invented the first digital communications recorder in 1989. With thousands of communications recorders in service in such diverse applications as corporate call centers, NORAD, nuclear submarines, NASA, maximum security prisons, air traffic control, hospitals, universities, transit and 9-1-1 call centers throughout the world, Eventide continues its tradition of combining unmatched ease-of-use with mission-critical reliability.

Eventide's NexLog DX mission-critical communications logging systems reliably capture, store, protect, reproduce, and help you manage important interactions and critical data. NexLog logging systems have been designed to help you securely document and retrieve incidents, comply with regulations, and improve your facility's operations

SOLUTION

DESIGN INFORMATION

The Eventide NexLog DX is a purpose-built Linux operating system configured with multiple levels of resilience, including dual hot-swap redundant power supplies, redundant hard disk drives, redundant network capability (via NIC bonding), and multiple choices for archive redundancy and network archiving to another NexLog recorder. **Eventide's recording systems are designed, assembled, tested, and supported exclusively in the USA.**

Configuration, playback, retrieval, and incident management is accessed via a secured web interface. The web-based application eliminates the need for software to install or updates to manage. The system can also be accessed over a VPN without the need to install additional software, creating a simplified PC deployment process.

A multi-tier security system controls user access based on role and channel assignments. Password policy options include complexity enforcement, automatic aging, change reminders, expiration, and lock-out. System access can also be controlled by an SMB share or active directory. In addition, each user's access and actions are audited and available for review.

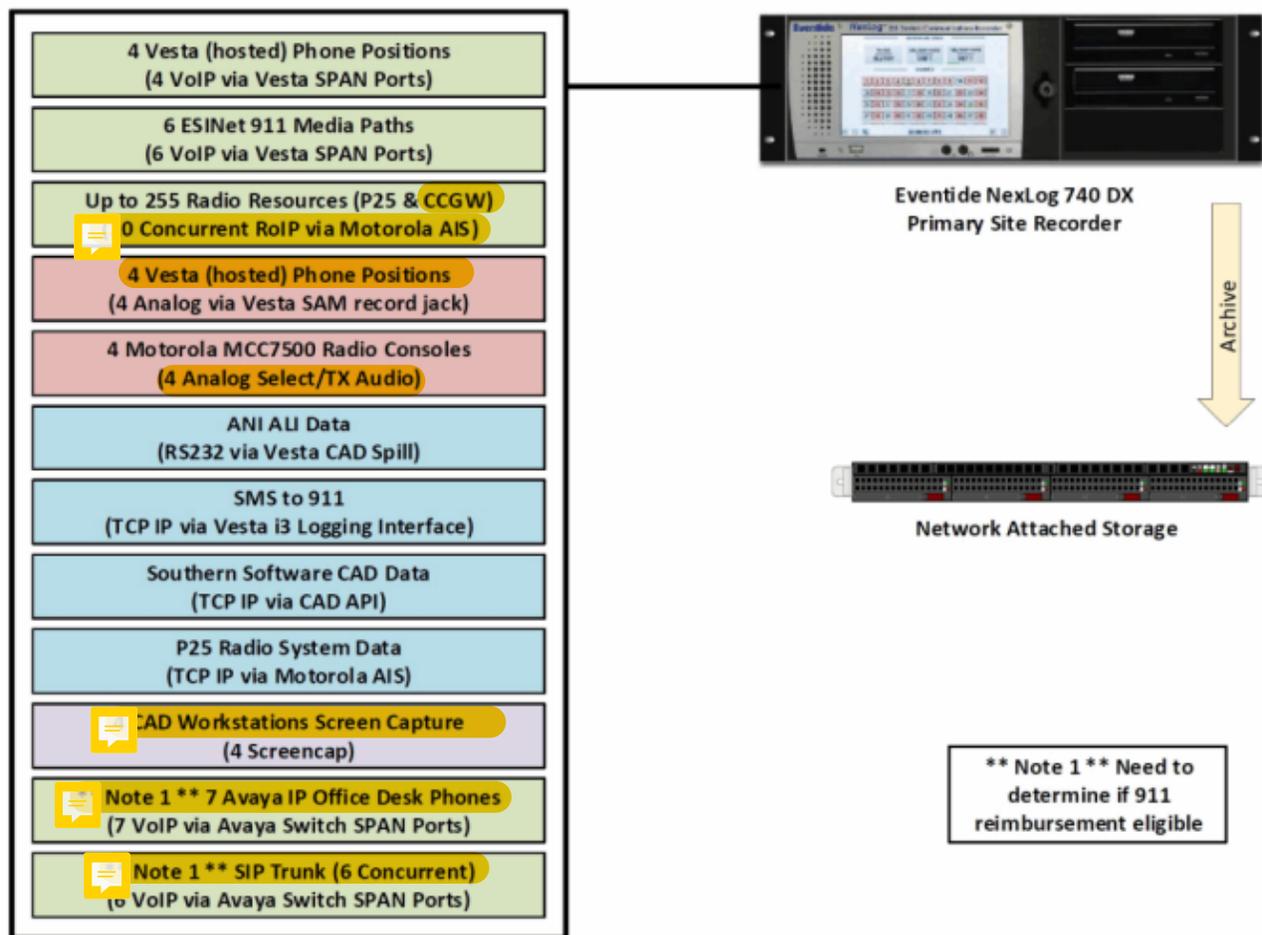
The proposed Eventide NexLog DX recorder is equipped with **RAID Array Storage** that combines multiple hard disks into a logical drive for redundancy and increased performance. In the event of a drive failure, the logical drive is not affected. Data integrity and recording functions are unaffected and redundancy is automatically restored once the failed component is replaced.

To meet the recording needs for Watauga County Communications, our solution has been crafted to provide the highest level of redundancy, security, and usability.

ARCHITECTURE

HIGH LEVEL DIAGRAM

Watauga County 911 – Recording Inputs



SCOPE

STATEMENT OF WORK

CRS will complete the following steps for Watauga County Communications:

- Conduct an initial project kickoff and site walkthrough to define physical recorder installation and structure cabling details and requirements
- Document critical technical details required to complete recorder configuration such as TCP/IP addresses, system hostname, NTP server, channel definition and requirements, etc.
- Insert appropriate recording solution hardware and apply licenses.
- Complete NexLog DX system burn-in and staging for recorder(s) to ensure no immediate component failure.
- Complete NAS system burn-in and staging, if purchased, to ensure no immediate component failure.
- Configure basic recording solution system parameters as a part of the system staging process for recorder(s).
- Transport the recording solution to the Watauga County Communications communications data center for onsite staging.
- Mount new 66 blocks and run new analog cabling.
- Rack and power the NexLog DX and NAS within their respective data center locations.
- Configure advanced recording solution system parameters required for radio, phone and CAD integration for recorder(s).
- Install screen agents onto CAD systems for agent desktop recording for recorder(s).
- Conduct end user training as needed by Watauga County Communications personnel.

In addition to completing the above steps as a part of the recording solution implementation, CRS will provide a dedicated project manager to ensure consistent project status communication and on-time, on budget project delivery.

STANDARD FEATURES

MEDIAWORKS PLUS

MediaWorks Plus is a browser-based software which provides a comprehensive set of easy-to-use tools for search, replay, instant recall, incident reconstruction and call export. Capabilities include live call monitoring, multi-parameter search, multiple-call replay via graphical time-line with pan/zoom, waveform displays, variable-speed replay, drag and drop into incident tabs, call notes, text annotations, redaction, obfuscation, and protection. The incident reconstruction software helps users quickly find and export recordings via email, DVD or Blu-Ray.

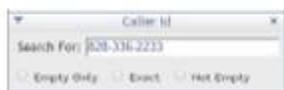
MediaWorks Plus gives a system administrator the easy-to-use capability for defining customized groups, users and channels through mouse click functionality. Carolina Recording Systems will also initially assist in the customized set up of the desired groupings during the installation process.

Secure Browser Based Playback

Securely access assigned resources via networked PCs using a variety of browsers.

Multi-Parameter Search

Finding recordings is quick and easy. Search by date/time, channel, resource, and any metadata.



Multi-Channel Graphical Time-Line

Quickly view the timing of recordings across any number of channels, and replay from the time-line.

Flexible Playback Capabilities Recordings may be replayed sequentially or mixed. Controls include itch-corrected adjustable speed, loop, skip forward/back, playback Automatic Gain Control and more.

Waveform Displays

You can visually determine the locations of audio content and silence within important recordings.



Text and Voice Annotations

Multiple text and voice annotations can be quickly added to recordings along the time-line, documenting the timing of important actions and events.



Metadata Display on the Call-View Grid

Easily customize which metadata fields are presented on the call-view grid. Recordings may be sorted (ascending or descending) using any of the displayed metadata columns.

Instant Recall The multi-channel Instant Recall tab helps call takers and dispatchers improve their accuracy and performance by quickly confirming what was said.

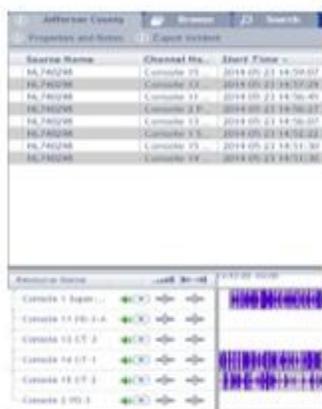
Call Notes

You can quickly create a note that summarizes the important events within each recording.

Channel Name	Start Time	Note
Audio 1	2019-12-02 11:54:19 - 05:00	Twice County Recording

Incident Tabs

Incident-related recording can be easily grouped together onto dedicated Incident Tabs. Incidents may be named, saved and recalled at a later date.



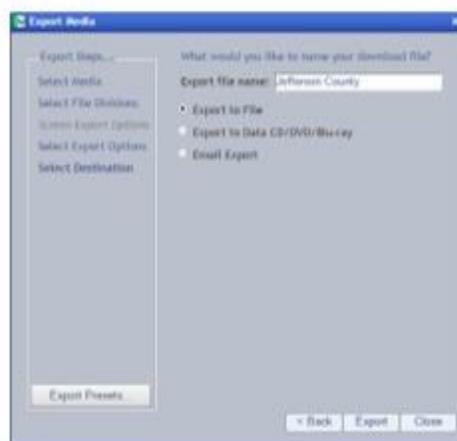
The screenshot shows a software interface with a table of recording channels and a section for incident tabs. The table lists source names, channel IDs, and start times. The incident tabs section shows a list of console recordings with play/pause buttons and a waveform visualization.

Talking Date and Time

Spoken date and time can be enabled during replay and may be incorporated within exported media.

Flexible Export and Email

The menu-driven export tool lets you quickly make copies of complete incidents or individual calls. Send via email or export to USB, CD, DVD or Blu-ray.



The screenshot shows the 'Export Media' dialog box. It has sections for 'Export Steps' (Select Media, Select File Division, Select Export Options, Select Destination) and 'What would you like to name your download file?'. The 'Export file name' is set to 'Jefferson County'. There are radio buttons for 'Export to File', 'Export to Data CD/DVD/Blu-ray', and 'Email Export'. An 'Export Results' button is at the bottom left, and 'Back', 'Export', and 'Close' buttons are at the bottom right.

Live Monitoring

Multi-channel live monitoring allows you to conveniently listen to calls as they are occurring.

Channel Name	Ch...	Live Mon...	Channel Status
screen 1	001	[M]	Idle
Audio 1	002	[M]	Recording
this is position 1	003	[M]	Idle
audio 2	004	[M]	Idle
Artec 1	005	[M]	Inactive
Artec 2	006	[M]	Inactive
Channel 7	007	[M]	Inactive
Channel 8	008	[M]	Inactive
sky 1	009	[M]	Inactive
sky 2	010	[M]	Inactive
sky 3	011	[M]	Inactive
sky 4	012	[M]	Inactive

SYSTEM STATUS NOTIFICATIONS

System Status Notifications are available in a variety of ways on the NexLog platform.

Administrators and Service Technicians can be notified by email, client interface, SNMP, and the 7" front panel display.

Numerous notifications options include, but are not limited to, channel inactivity, failure to record, unusual recording length, system disconnection, hard disk failure, process failure, and network disruption.

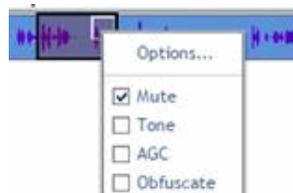
IDENTITY PROTECTION

Identity Protection is available via the voice obfuscation and redaction tool.

It allows the user to modify and export recordings with silence, beep tones, and increased volume in the selections you choose.

It also allows the pitch of the dispatcher or caller's voice to be altered for privacy purposes.

The original call is left in its original, unaltered form for legal authenticity verification.



AVAILABLE OPTIONS

ENHANCED REPORTING (included in total)

NexLog DX communications recording systems include tabular and graphical reports that can be run at any time. These daily, weekly, and monthly reports provide managers with valuable information about call volumes and channel activity.

NexLog
Enhanced Reporting Package

The highly-flexible Enhanced Reporting option for NexLog recorders comes pre-loaded with standard reports, or you can easily build custom reports. Reports are delivered automatically to users at designated times, days and intervals. NexLog Enhanced Reports get actionable information to supervisors and directors when they need it, increasing awareness and potentially changing the outcomes of critical situations.

Radio Report Examples

CALL COUNTS BY SITE

Report for 2016-01-01 through 2016-01-25

TALKPATH UTILIZATION (1 MONTH)

Report for 2016-01-01 through 2016-01-25

TALKGROUP DETAIL (15 MIN)

Report for 2016-01-01 through 2016-01-01 00:15:00

TALKGROUP	RADIO ID	START TIME	DURATION	PLAYBACK
CHILL_PD_DISP	21610p10 (136090)	2016-01-01 12:02:43 AM EST	00:00:04	▶
CHILL_PD_DISP	ZCB1360314 (1360314)	2016-01-01 12:02:53 AM EST	00:00:02	▶
CHILL_PD_DISP	68CHPD14076M (136042)	2016-01-01 12:02:56 AM EST	00:00:02	▶

UTILIZATION BY INDIVIDUAL POLICE DEPARTMENT

Report for 2016-01-01 through 2016-01-25

TRANSMISSION TYPES (HILLS_PD_DISP)

Report for 2016-01-01 through 2016-01-25

TRAFFIC SUMMARY (BY TALKGROUP)

Report for 2016-01-01 through 2016-01-25

TALKGROUP	NUMBER OF CALLS	TOTAL DURATION	AVERAGE DURATION
OCSO_DISP	50076	48:03:42	00:00:03
CHILL_PD_DISP	48807	39:08:55	00:00:02
OCEMS_VHF	12660	18:04:16	00:00:05
CARRL_PD_DISP	16224	15:54:39	00:00:03
HILLS_PD_DISP	15213	13:24:30	00:00:03

Eventide Eventide Inc.
 One Alan Way, Little Ferry, NJ 07643 USA Tel: +201-641-1200 Fax: +201-641-1640

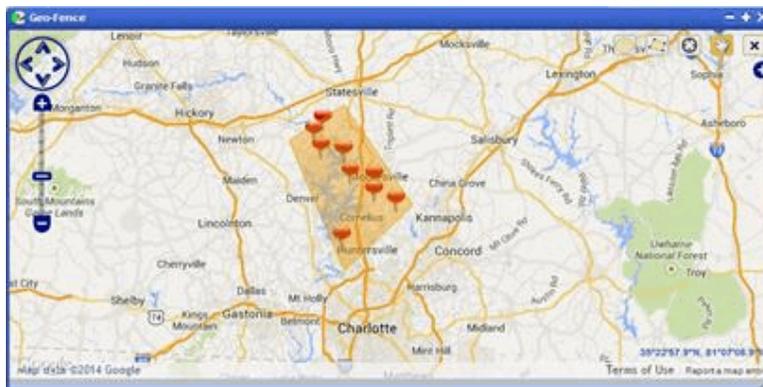
EventideCommunications.com

GEO-FENCE SEARCH (included in total)

Geo-Fence Search Utilizes Google Maps and allows searching by a polygonal geographic area or circular radius.

All calls/radio transmissions with a latitude/longitude can be displayed in real time on a heat/saturation map.

Local proprietary maps can be added/utilized as well, for an additional fee.



QUALITY FACTOR (available for a fee)

Quality Factor is call evaluation software that helps managers evaluate and quantify call taker proficiency in each area of performance specific to a communications center.

Quality Factor includes an Evaluation Form builder to quickly design forms that identify key performance results on an individual, shift, and center basis.

Quality Factor helps focus on areas that need improvement, provide analytical support data to bolster budgetary requests, and address citizen or government quality/performance inquiries.

Quality Factor™ Software

- ▶ How are your dispatchers and call takers performing?
- ▶ What training should you offer them?
- ▶ Who are your stars?
- ▶ Who needs to improve what in order to get that raise or promotion?

Eventide has developed Quality Factor software to help you answer those questions and more. Quality Factor software is a tool to help communications center managers evaluate and quantify the performance of dispatchers and call takers. With Quality Factor software, managers can easily measure performance trends and identify the skills needing improvement. Quality Factor software includes an Evaluation Form builder that lets you very quickly design forms that are specific to your center's needs. Rather than just having a general sense of a staff members' skills like communications, empathy, accuracy, conformance, and software tool usage, Quality Factor software allows you to breakdown a call or series of calls to identify and quantify call taker and dispatcher proficiency in each of these areas of performance.

Quality Factor reports help identify key performance results on an individual, shift, and center basis so that training can be focused on areas that need improvement. Quality Factor reports also provide analytical support data to bolster budgetary requests and to address citizen and government quality/performance inquiries.

Evaluations are performed within *MediaWorks Plus* software. Simply select a call (or calls), right-click, select Evaluate, and choose the desired form. The evaluation form (shown below) appears in a new tab.

Key Features

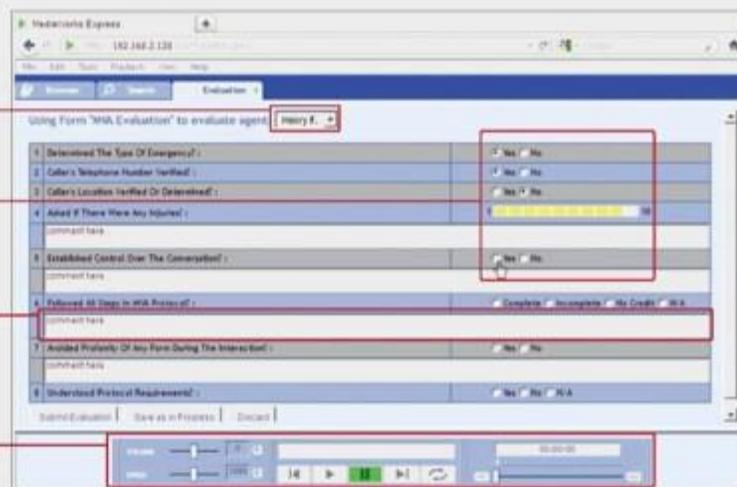
- Flexible and easy-to-manage Call Evaluation and Reporting tool
- Evaluation forms are easily created and modified as needs change
- Automatic flagging of below threshold scores
- Auto-fail capability based on quantity of flags
- Reports provide valuable insight into performance and skill competency
- Agents may review their own evaluations & calls
- Secure role-based user access
- Operates within Eventide MediaWorks Plus browser based software

Select the Agent to be evaluated

Score each question via a single click

Enter a text comment (if applicable)

Replay controls are provided for use during evaluation



The screenshot shows a web browser window with the Quality Factor software interface. The main area displays an evaluation form for agent 'Henry E.'. The form consists of several numbered questions with radio button options for 'Yes' and 'No'. A red box highlights the 'Yes' and 'No' options for question 4. Below the questions is a text input field for comments. At the bottom of the form, there is a playback control bar with buttons for 'Replay', 'Next', 'Previous', and 'End'. The browser address bar shows '192.168.2.128'.

LETTER OF CERTIFICATION - GSA

Eventide®

January 1, 2021

To: Whom it may concern:

Subject: Eventide Inc. Fully Certified Factory Trained Sales & Service Center

Eventide Inc. has certified **Carolina Recording Systems** as a fully authorized Eventide **factory trained sales and service center** for the region covering North Carolina, South Carolina, West Virginia, Virginia, Tennessee & Maryland. As such, superior sales support and after sales service support can be guaranteed.

Carolina Recording Systems is the **only company** in this region to receive this certification from Eventide.

CRS is authorized to quote GSA prices from our GSA Contract to State & Local government agencies.

Cordially,



Gordon Moore
General Manager
Eventide Inc.

Copy:
Byron Burns
Manager
Carolina Recording Systems
Ph: (704) 578-8025
Fax: (888) 776-0201
byron.burns@crsnc.com

ASTRO 25 Considerations

AIS Procured Equipment

In addition to the quoted Eventide licensing, the ASTRO 25 recording solution requires the following items that will need to be procured from Motorola:

- MCC 7500 Archive Interface Server (AIS)
- MCC 7500 Voice Processing Module (VPM)
- Motorola Control Room Firewall

Each AIS and VPM combination is limited to 120 concurrent talkpaths and up to 256 talkgroups that can be recorded. If a site has more than 256 groups that they may need recorded, they will need more than one AIS, VPM, and integration license to accommodate.

Recorder

Product Details	Quantity	List Price	Unit Price	Ext. Price
GSA Contract # GS-35F-0415V				
NexLog740D X NexLog 740 DX-Series base system: 3U rack-mountable, Core i5 CPU, 16GB DDR4 RAM, 2 Network Ports (100/1000), Embedded Linux, NexLog DX-Series software, web- based configuration manager, audio contro 33411	1	\$7,995.00	\$6,524.89	\$6,524.89
DX701 Integrated 7" Color LCD Touch Screen Display 33411	1	\$1,595.00	\$1,301.71	\$1,301.71
DX730 Standard NexLog 740 DX-Series Archive: 1 Blu-ray Drive (also supports single-side DVD-RAM media) Open Market	1	\$0.00	\$0.00	\$0.00
DX711 Upgrade NexLog 740 DX-Series (at time of order) to 4x2TB HotSwap RAID5=6TB storage 33411	1	\$4,790.00	\$3,909.22	\$3,909.22
108109 Rack Mount Slides - 2 Post Center Mt., 3U (for NexLog 740DX) 33411	1	\$450.00	\$367.25	\$367.25
Channel/Network Card(s)				
DXANA16 16 Channel Analog PCIe (PCI Express) Card, 16 Ch. Licenses 811212	1	\$4,000.00	\$3,264.48	\$3,264.48
109033-003 Quick Install Kit (9 ft. Cable + "66" Block): 33411	1	\$220.00	\$179.55	\$179.55
DX755 Quad Port 100/1000 PCIe (PCI Express) Network Card (for NexLog 740 DX-Series recorder only) 811212	1	\$1,440.00	\$1,175.21	\$1,175.21
VoIP Licensing				
271052 Internal IP Recorder with First 8 G.711 Channels 511210	1	\$3,850.00	\$3,468.51	\$3,468.51
271035 Additional Internal IP G.711 8-Channel license pack 33411	2 1 eligible	\$1,750.00	\$938.54	\$1,877.08 \$938.54

Recorder

Product Details		Quantity	List Price	Unit Price	Ext. Price
Integrations					
271140	Eventide Interface license (audio) for Motorola VESTA 911 (and Motorola CallWorks) IP/SPAN Recording 511210	1	\$2,495.00	\$2,036.22	\$2,036.22
209029	911 NENA ANI/ALI CAD Spill Integration - USA/Canada only 511210	1	\$3,495.00	\$2,852.34	\$2,852.34
DX902	Motorola-Vesta SMS recording via i3 Logging Events 511210	1	\$4,795.00	\$3,913.30	\$3,913.30
271083	8 pack MediaWorks DX (web) concurrent license 33411	1	\$995.00	\$812.04	\$812.04
DX903	Eventide "CAD API" access (for use of Eventide's "CAD API" by 3rd Party CAD vendor) 511210	1	\$5,000.00	\$4,080.60	\$4,080.60
Screen Recording					
271070	Windows Screen Recording (First 5 PCs on recorder) 511210	1	\$2,500.00	\$2,040.30	\$2,040.30
Archiving					
271051	Additional Network Archive License (1 is included): 511210	1	\$250.00	\$204.03	\$204.03
271014	Central Archive License (for archive to another NexLog) 511210	1	\$1,670.00	\$1,362.92	\$1,362.92

Subtotal: \$39,369.65

Motorola Astro P25 AIS - Primary Site Recorder

Product Details	Quantity	List Price	Unit Price	Ext. Price
209220 Integration to Motorola ASTRO 25 system - Initial ASTRO version - SINGLE AIS Open Market	1	\$14,995.00	\$14,995.00	\$14,995.00
271141 Mandatory license fee for Initial Astro System Release - for end-customer with ONE AIS (or FIRST AIS) (Non-Discountable; must be pre-paid) Open Market	1	\$54,995.00	\$54,995.00	\$54,995.00
324720 DVSI 2-Port USB Decoder Unit (for P25, DMR, MOTOTRBO, NXDN) - Max 8 33411	2	\$3,000.00	\$2,448.36	\$4,896.72
115015 Mandatory Remote Install Prep for P25 or TETRA; (Non-Discountable) 33411	1	\$3,500.00	\$2,856.42	\$2,856.42

Subtotal: **\$77,743.14**

Non-Eligible Items & Options

Product Details	Quantity	List Price	Unit Price	Ext. Price
271035 Additional Internal IP G.711 8-Channel license pack 33411	2	\$1,750.00	\$938.54	\$1,877.08
271111 Eventide MP3 option for MediaWorks DX 511210	1	\$195.00	\$159.14	\$159.14
271098 Geo Search/View (Requires Lat/Lon, MW PLUS, Google Maps) 33411	1	\$995.00	\$812.04	\$812.04
115021 Enhanced Reports Engine 511210	1	\$1,495.00	\$812.04	\$812.04

Subtotal: **\$3,660.30**

Peripherals

Product Details	Quantity	List Price	Unit Price	Ext. Price
NAS-24508 Network Attached Storage Server: 1U Rack Mount, 8TB Hot Swap RAID 5, Windows 10, Intel CPU, 16GB RAM Open Market	1	\$3,495.00	\$3,495.00	\$3,495.00

Subtotal: **\$3,495.00**

Installation Services

Product Details	Quantity	List Price	Unit Price	Ext. Price
INSTALL Services include pre-installation site survey, installation, configuration, testing and unlimited training. Includes connection to, and testing of, a single AIS server.	1	\$0.00	\$12,500.00	\$12,500.00

Subtotal: **\$12,500.00**

Shipping

Product Details	Quantity	List Price	Unit Price	Ext. Price
MAN S&H Manufacturer Shipping and Handling	2	\$175.00	\$175.00	\$350.00

Subtotal: **\$350.00**

Watauga County Communications - New Recording Solution

Prepared by:

CRS / Carolina Recording Systems, LLC

Vic Williams
 (252) 375-6579
 vic.williams@crsnc.com

Prepared for:

Watauga County Communications

184 Hodges Gap Rd
 Boone, NC 28607
 Will Holt
 8282655668
 will.holt@watgov.org

Quote Information:

Quote #: 000405

Version: 1
 Delivery Date: 11/05/2021
 Expiration Date: 12/31/2021

Quote Summary

Description	Amount
Recorder	Total Eligible \$38,431.11, Not eligible \$938.54
Motorola Astro P25 AIS - Primary Site Recorder	\$77,743.14
Non-Eligible Items & Options	Not eligible
Peripherals	\$3,495.00
Installation Services	\$119,669.25/\$124,268.09 = 0.962, 96% eligible for installation \$12,500 * .96 = \$12,000.00
Shipping	\$350.00

02152022 ST: **Total eligible \$132,019.25.** Ineligible \$5,098.84

Total: \$137,118.09

Taxes, shipping, handling and other fees may apply. We reserve the right to cancel orders arising from pricing or other errors.

Installation Considerations:

Customer's radio, telephone, and CAD vendors should provide the proper inputs, identified and terminated within 6 feet of the recorder's physical location. Customer is responsible for insuring the necessary 3rd party licensing, installation, and integration work is completed by its other vendors.

Order Remittance: Please approve orders online via the provided secure link or email Purchase Orders to orders@crsnc.com.

CRS / Carolina Recording Systems, LLC

Watauga County Communications

Signature: 

Name: Vic Williams

Title: Sr. Account Manager

Date: 11/05/2021

Signature: _____

Name: Will Holt

Date: _____



Carolina Recording Systems, LLC

MOTOROLA ASTRO P25 RECORDING SUMMARY

REVISION 6: FEBRUARY 10, 2021

CONTENTS

Overview	1
Integration Information	1
Required Motorola Supplied Equipment	1
Firewall Configuration	2
Motorola AIS Data Elements	2
Motorola AIS Connection Diagram	3

OVERVIEW

This integration applies to a NexLog DX recording systems integrated with a Motorola AIS server version 7.1x or A20xx.

The Eventide NexLog recording system interfaces via integration with a dedicated Motorola MCC 7500 Archiving Interface Server (AIS) for Metadata, and a Voice Processing Module (VPM) for audio.

To enable the Eventide recorder access to the voice media and metadata on the MCC 7500, Eventide software is installed on the AIS server. This software is referred to by Eventide as “The Eventide Proxy for AIS”. The Proxy acts as a gateway to the Eventide recorder, and utilizes the MCC7500 Logging API to perform the following functions on behalf of the NexLog recorder:

- Relay events and commands to and from the NexLog recorder
- Request Logging Resource Assignments (note that the AIS limits the quantity to 256 per AIS Server)
- Request Logging Resource De-assignments
- Request Critical Resource Selects (Critical Resources will be given priority for audio delivery to the recorder if the AIS PC is running at or near full capacity)
- Assign the Logging Destination (the network address of the NexLog recorder)
- Receive call-by-call event data and Emergency Activations
- Receive change notifications from the radio system’s Network Management System

INTEGRATION INFORMATION

REQUIRED MOTOROLA SUPPLIED EQUIPMENT

- Motorola MCC 7500 Archive Interface Server (AIS) PC
- Motorola MCC 7500 Voice Processing Module (VPM)
- Motorola Control Room firewall (RNI Firewall)

FIREWALL CONFIGURATION

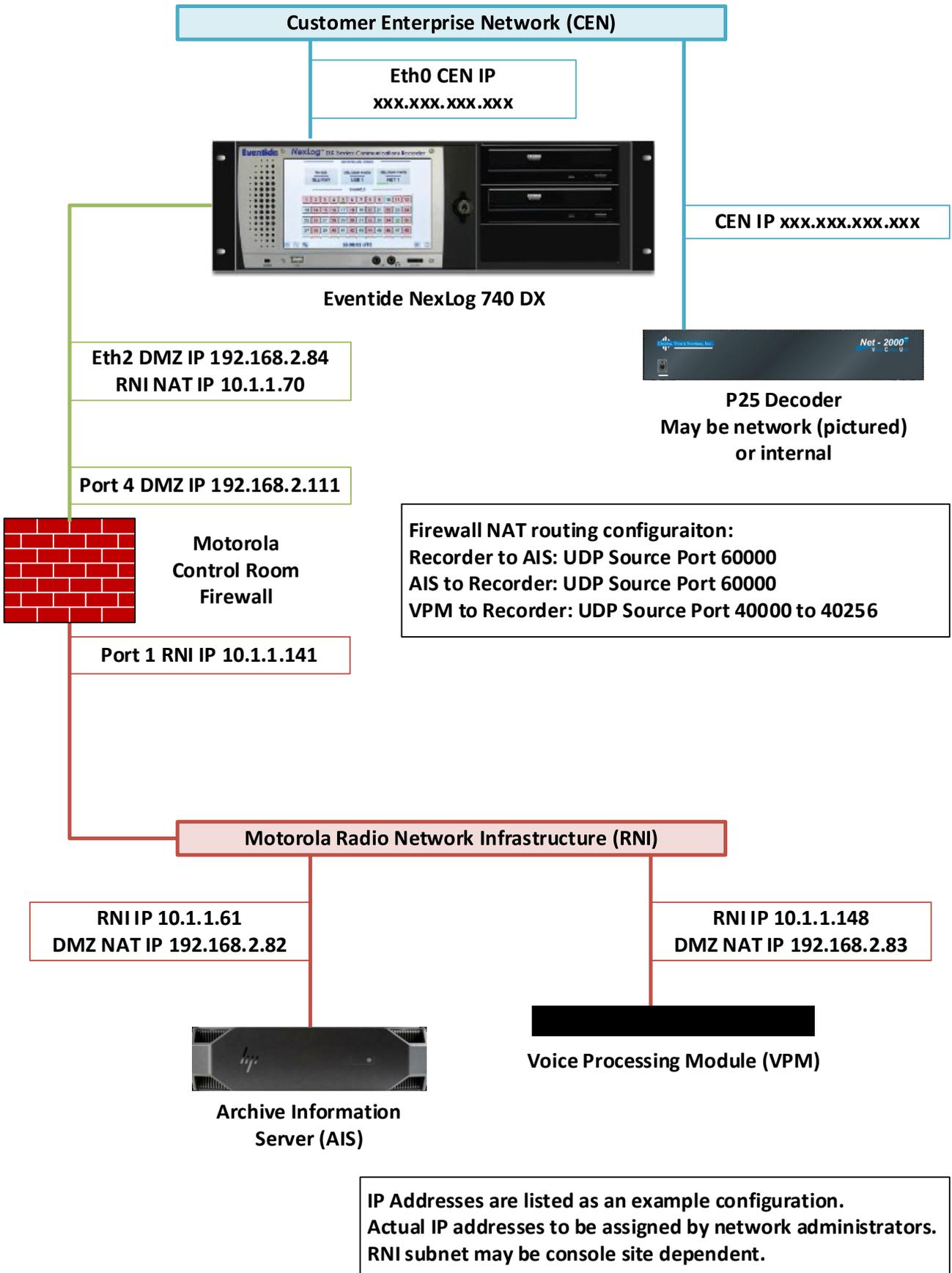
Both the AIS Server, and its associated VPM are connected to the Motorola radio Infrastructure (RNI).

The Eventide NexLog recorders are equipped with dual network ports. One interface is connected to the Customer Enterprise Network (CEN) for playback and management, while the other interface is dedicated to accessing the Motorola Network via the Motorola RNI firewall. Communications between the Eventide NexLog recorder and the MCC 7500 AIS Server and VPM use Network Address Translation (NAT) on both sides of the firewall.

Device	Device	Ports / Protocols	Note
Motorola P25 Recorders	Motorola AIS Server (NAT Address via Motorola Firewall)	UDP 60000 (Bi-Directional)	Connection to Eventide Proxy service running on AIS PC
Motorola P25 Recorders	Motorola MCC 7500 VPM (NAT Address via Motorola Firewall)	UDP 40000 – 40255 (Uni-Directional VPM to Recorder)	Audio forwarding from Motorola VPM

MOTOROLA AIS DATA ELEMENTS

Eventide Data Field Name	Data Element
CallerID	Radio Alias and Radio ID
Calltype	Displays Radio
DTMF	Motorola System Talk Group Alias and Talk Group ID
Site	Radio system Site ID
Zone	Radio system Zone ID
Annotations	Emergency Activation information
OTA Encryption	Encryption Status





PO Box 759
West Jefferson, NC 28694
800-759-2226

Service & Equipment Agreement

County Of Watauga - Administration (Boone PD)

Street Address: **814 West King St Ste 205**

Enterprise Ethernet Connection

City: **Boone** State: **N.C.** Zip: **28607**

Site Contact: **Drew Eggers**

Site Contact Phone: **828 265-8000**

This Service & Equipment Agreement dated **November 15, 2021** is between **SkyLine/SkyBest** and the **County of Watauga, NC**. This Agreement sets forth the terms and conditions for the provision of a Dedicated, Symmetrical Enterprise Ethernet Connection by SkyLine/SkyBest that will connect Boone Police Department to the Watauga County Court House via the existing Aggregate Ethernet connection currently in place. This new link will be installed to the following location:

This agreement is for 60 months of service.

- 1500 Blowing Rock Road, Boone, NC

The contract price will be paid as follows:

Total Non-Recurring Service \$ 750.00 (New Connection)

Total Monthly Recurring Service: \$ 465.00 (100 Mbps Ethernet connection) (60 month) (Boone PD)

* The Purchase price does NOT include any sales, use, excise, property, or other taxes. Applicable taxes will be added to the Purchase Price and appear on the invoice when it is issued.

This provision of services and/or equipment by SkyLine/SkyBest is subject to the terms and conditions set forth in the Attachments hereto and incorporated herein. Customer acknowledges by his signature, that he has read and understands all terms and conditions set forth herein above and in the Attachments and Schedules as applicable and understands this contract is for five (5) consecutive years. IN WITNESS HEREOF, SkyLine/ SkyBest and customer have executed this Agreement or each has caused it to be executed on their behalf, on the dates indicated below their signatures.

AGREED:

SkyLine/ SkyBest Authorized Representative		County of Watauga	
By:		By:	
Printed: Edward Hinson		Printed:	
Title: Chief Marketing and Sales Officer		Title:	
Date:		Date:	

Deliver to Will West Jeff... 28694

Electronics

Hello, William Account & Lists Returns & Orders

0

All Amazon Basics Coupons Pet Supplies Find a Gift Amazon Home Shopper Toolkit Beauty & Personal Care Gift card upon approval

Computers Laptops Desktops Monitors Tablets Computer Accessories PC Components PC Gaming Deals

Electronics > Computers & Accessories > Networking Products > Switches

Sponsored



Roll over image to zoom in

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Visit the HP Store

2 ratings

Price: \$3,400.00

Pay \$283.33/month for 12 months (plus S&H, tax) with 0% interest equal monthly payments when you're approved for an Amazon Store Card.

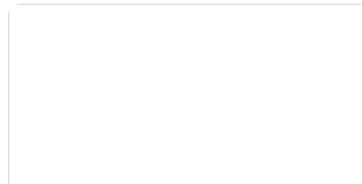
Brand	HP
Switch Type	Bipolar Transistor
Material	Plastic
Item Dimensions LxWxH	12 x 2 x 17 inches

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About this item

- Manufacturer- HP
- HP Part Number- JL357A
- Product Type- Network Switches

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Buy new: \$3,400.00

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Deliver to Will - West Jefferson 28694

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Qty: 1

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FREE delivery: **Jan 10 - 13**
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Total price: \$5,367.50

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New & Used (13) from \$2,655.95 & FREE Shipping

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✓ **This item:** HP JL357A 2540 48G PoE+ 4SFP+, Switch, 48 Ports, Managed, Rack-mountable **\$3,400.00**

✓ HP J9772A 2530-48G-PoE+ 48 Port Gigabit Switch **\$1,817.00**

✓ Ubiquiti Networks UniFi UAP-AC-PRO, 3dBi, 22dBm, 450Mbps, 3x3 @ 2.4GHz & 3dBi, 22dBm, 1300Mbps,

\$3,828.99 [Add to Cart](#)

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Sold by: The Factory Depot

\$3,829.00 [Add to Cart](#)

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NETGEAR 10-Port Ultra60 PoE Gigabit Ethernet Smart Switch (GS710TUP)...

107

\$499.99



HPE OfficeConnect 1820 8-Port PoE Gig Smart Switch-8xGE | PoE on 4 Ports (65W) | Fa...

41

\$156.99



NETGEAR 8-Port Gigabit Ethernet Unmanaged PoE+ Switch (GS308PP) - with 8 x PoE+ @ 8...

1,656

\$115.49



Aruba 2930I 4SFP + Switch Layer 3 10 G Switch

\$2,365.00

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What's in the box

- Switch
- Accessories

Compare with similar items

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This item HP JL357A 2540 48G PoE+ 4SFP+, Switch, 48 Ports, Managed, Rack-mountable	HP J9772A 2530-48G-PoE+ 48 Port Gigabit Switch	HP J9772A 2530-48G-PoE+ 48 Port Gigabit Switch	HP 2530 J9772A ProCurve 48 Port Gigabit Switch
Add to Cart	Add to Cart	Add to Cart	Add to Cart
Customer Rating	(2)	(12)	(5)
Price	\$3,400.00	\$1,817.00	\$1,650.00
Sold By	Secure Hardwares	ITS Distribution	CompuLand Direct
Item Dimensions	12 x 2 x 17 inches	17.44 x 12.7 x 1.75 inches	13 x 2 x 17 inches
Item Weight	2.20 lbs	10.41 lbs	10.00 lbs
Number of Ports	48	48	48
Wattage	459 watts	476 watts	476 watts

Product Description

Designed for the digital workplace, the Aruba 2540 Switch Series is optimized for mobile users. With advanced security and network management tools — Aruba ClearPass Policy Manager and Aruba AirWave — this Layer 2 access switch is easy to deploy and manage. With support from cloud-based Aruba Central, you can quickly set up remote branch sites with little or no IT support. The 2540 delivers entry level features for the enterprise campus, SMB and branch offices. It provides built-in 10GbE uplinks, robust QoS, static and RIP routing, IPv6, PoE+ models and requires no software licensing.

Product information

Technical Details

[Collapse all](#)

Summary

RAM 1024 MB

Other Technical Details

Brand HP

Series 2540 48G POE+4SFP

Item model number JL357A

Item Weight 2.2 pounds

Product Dimensions 12 x 2 x 17 inches

Item Dimensions LxWxH 12 x 2 x 17 inches

Flash Memory Size 4096

Manufacturer HP Inc-613567

ASIN B01MXKGHV7

Is Discontinued By Manufacturer No

Date First Available November 16, 2016

Additional Information

Customer Reviews

[2 ratings](#)

5.0 out of 5 stars

Best Sellers Rank

#1,226 in [Computer Networking Switches](#)

Warranty & Support

Amazon.com Return Policy: You may return any new computer purchased from Amazon.com that is "dead on arrival," arrives in damaged condition, or is still in unopened boxes, for a full refund within 30 days of purchase. Amazon.com reserves the right to test "dead on arrival" returns and impose a customer fee equal to 15 percent of the product sales price if the customer misrepresents the condition of the product. Any returned computer that is damaged through customer misuse, is missing parts, or is in unsellable condition due to customer tampering will result in the customer being charged a higher restocking fee based on the condition of the product. Amazon.com will not accept returns of any desktop or notebook computer more than 30 days after you receive the shipment. New, used, and refurbished products purchased from Marketplace vendors are subject to the returns policy of the individual vendor.

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1,656

\$115.49



HPE OfficeConnect 1820 8-Port PoE Gig Smart Switch-8xGE | PoE on 4 Ports (65W) | Fa...

41

\$156.99



HEWLETT-PACKARD HP J9536A Expansion Module (Renewed)

\$375.00



HP J9627A E2620-48-PoE+ Layer 3 Switch - J9627-61001

\$249.00

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Customer Questions & Answers

[See questions and answers](#)

Customer reviews

5 out of 5

2 global ratings

- 5 star 100%
- 4 star 0%
- 3 star 0%
- 2 star 0%
- 1 star 0%

[How are ratings calculated?](#)

No customer reviews

There are 0 customer reviews and 2 customer ratings.

Sponsored

4 stars and above

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TP-Link 24 Port gigabit PoE switch | 24 PoE+ Port @192W, w/ 4 SFP Slots | Smart Man...
151

\$449.00

Aumox 18-Port Gigabit Network Unmanaged Switch, 16-Port PoE with 2 Uplink Gigabit P...
1,465

\$175.99

YuanLey 26 Port PoE Switch, 24 PoE+ Port 100Mbps, 2 Uplink Gigabit, 802.3af/at...
391

\$169.99

TRENDnet 5-Port Gigabit PoE+ Switch, Camera DIP Switch extends PoE+ 200m (656 ft.),...
274

\$78.78

NICGIGA 26 Port PoE Switch with 24 Ports 10/100Mbps PoE+@400W, 2...
101

\$169.99

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Current Personnel							
Cost	Per TCI	Per TCII	8 FTEs at County Rates (5 TCI, 3 TCII)	Boone (8 FTE)*	Boone (8 FTE)**	Boone Staff Savings	
Salary	\$ 41,374.00	\$ 44,085.18	\$ 339,125.54	\$ 325,751.00	\$ 309,382.00	\$ 16,369.00	
FICA	\$ 3,165.11	\$ 3,372.52	\$ 26,357.91	\$ 24,920.00	\$ 23,668.00	\$ 1,252.00	
401K	\$ 2,068.70	\$ 2,204.26	\$ 17,227.40	\$ 16,289.00	\$ 15,469.00	\$ 820.00	
State retirement	\$ 4,733.19	\$ 5,043.34	\$ 39,416.28	\$ 37,170.00	\$ 35,300.00	\$ 1,870.00	
W/C	\$ 108.81	\$ 115.94	\$ 906.16	\$ 775.00	\$ 775.00	\$ -	
Cell phone	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	
457	\$ 360.00	\$ 360.00	\$ 2,880.00	\$ -	\$ -	\$ -	
Unemployment Insurance	\$ -	\$ -	\$ -	\$ 1,488.00	\$ 1,488.00	\$ -	
Life Insurance	\$ 33.60	\$ 33.60	\$ 268.80	\$ 816.00	\$ 816.00	\$ -	
Dental	\$ 333.60	\$ 333.60	\$ 2,668.80	\$ 5,568.00	\$ 5,568.00	\$ -	
Health insurance ** (County line includes \$1,000 HSA)	\$ 10,573.00	\$ 10,573.00	\$ 84,584.00	\$ 72,384.00	\$ 72,384.00	\$ -	
Subtotal	\$ 62,750.01	\$ 66,121.44	\$ 513,434.89	\$ 485,161.00	\$ 464,850.00	\$ 20,311.00	

*Provided by ToB, pre-Interim and other TCs resigning
**ToB, Current/Vacant positions

Current Operations		
Cost	Boone	County
Total Costs Minus Staff	\$ 51,907.00	\$ 66,200.00
Operations Cost (50% estimate increase for County)	\$ 25,953.50	\$ 92,153.50

Annual Budget	
Estimated Add'l Costs to the County	\$ 539,388.39
Boone Subsidy	\$ 539,388.39
County Cost After Subsidy	\$ -
Boone Savings After Subsidy	\$ (2,320.39)

Initial Capital Cost	
Console (Radio)*	\$ 59,143.00
Network Items	\$ 8,000.00
Computers	\$ 2,000.00
CAD Merger*	\$ -

*May be partially E-911 Fundable

Cost	Amount	Category
Transfer of Staff to Watauga County	\$ 513,434.89	Boone General Fund
Increased Operation cost	\$ 25,953.50	Boone General Fund

Subtotal \$ 539,388.39

***Full Breakdown in separate spreadsheet titled "Budget - December 16th"**

Cost	Amount	Category
MCC7500e Equipment	\$ 135,440.13	911 Fund Balance to be applied (Eligible Expense)
MCC7500 Installation	\$ 53,089.42	911 Fund Balance to be applied (Eligible Expense)
MCC7500 Equipment	\$ 563,585.27	Grant Requested (Non-Eligible Expense)
MCC7500 Installation	\$ 226,328.58	Grant Requested (Non-Eligible Expense)

Subtotal 911 Balance \$ 188,529.55

Subtotal Grant Requested \$ 789,913.85

Subtotal MCC7500e \$ 978,443.40

Full Breakdown in separate PDF titled "Radio Console (911 Fundable breakdown)

Cost	Amount	Category
Recorder package	\$ 132,019.25	911 Fund Balance to be applied (Eligible Expense)
Non-eligible items & maintenance	\$ 5,098.84	Grant Requested (Non-Eligible Expense)

Subtotal 911 Balance \$ 132,019.25
Subtotal Grant Requested \$ 5,098.84

Full Breakdown in separate PDF titled "Recorder (911 Fundable breakdown)

Cost	Amount	Category
100M Transport Initial Build	\$ 750.00	911 Fund Balance to be applied (Eligible Expense)
Computer Hardware	\$ 2,000.00	Grant Requested (Non-Eligible Expense)
Network Switch	\$ 3,400.00	911 Fund Balance to be applied (Eligible Expense)
100M Transport First-year Maintenance	\$ 5,580.00	911 Fund Balance to be applied (Eligible Expense)

Subtotal Watauga General Fund \$ 9,730.00

Subtotal Grant Requested \$ 2,000.00

Cost	Amount	Category
Estimate 300/sqft; 10,000 sqft building	\$ 5,000,000.00	Watauga County
	\$ 2,000,000.00	Grant Requested (Non-Eligible Expense)

Subtotal Watauga General Fund \$ 5,000,000.00
 Subtotal Grant Requested \$ 2,000,000.00

Tab 10b)

PSAP Grant Program Progress Reports

PSAP Grant Program Progress Report

*** The progress report should be completed by the grant project contact and submitted 10 days prior to presentation date.
The same information will be presented to the NC 911 Board.***

1. PSAP Name: [Bladen County Central Communications](#)
2. Form Completed By: [Nathan Dowless, Emergency Services Director](#)
3. Completion Date: [April 19, 2022](#)
4. Grant Name: [Project Melioem](#)
5. Total Cost of Project: [\\$747,862.98](#)
6. Total Grant Award for Project: [\\$334,937.99](#)
7. Project Accomplishments and Milestones to Date: [March 15, 2022 the Cad software was install and went live. Since going live CAD has been running properly with no issues. JMS admin training and end user training has been conducted. RMS admin training has been conducted with police departments and sheriff's office.](#)
8. Project Challenges and/or Risks to Date: [Their have been many Challenges to date. I will highlight two major ones. The first being the departure of our PSAP manager the spear headed this project. As you can imagine that left serval people to try to put the pieces together and finding out things were not getting done in a timely manner. Second major challenge was the cooperation of our current CAD vendor and acquiring our legacy data from them.](#)
9. Is Your Project Meeting the Submitted Timeline? Yes No
10. If the answer is no, provide a brief explanation and updated timeline. [This project has not meet the deadline of the original deadline. The project is back on track now and will meet the current deadline of the June 3 extension.](#)
11. Have monthly reports been submitted in a timely manner? Yes No



12. If the answer is no, please provide a brief description why. This is one thing that I found out that our former project manager/PSAP manager was not doing on time. To my knowledge I have caught up progress reports to this point.

PSAP Grant Program Progress Report

*** The progress report should be completed by the grant project contact and submitted 10 days prior to presentation date.
The same information will be presented to the NC 911 Board.***

1. PSAP Name: **Clay County 911 Communications, Hayesville, NC**
2. Form Completed By: **Kevin Sellers, 911 Director**
3. Completion Date: **March 28, 2022**
4. Grant Name: **Clay County New 911 Facility**
5. Total Cost of Project: **\$4,864,682.00**
6. Total Grant Award for Project: **\$2,500,000.00**
7. Project Accomplishments and Milestones to Date: **Location for the new facility has been chose, Architect has been chosen, and waiting for architect to complete required reports and maps to begin construction.**
8. Project Challenges and/or Risks to Date: **Inflation – increase in construction costs and availability of construction materials and labor to construct the building.**
9. Is Your Project Meeting the Submitted Timeline? Yes No
10. If the answer is no, provide a brief explanation and updated timeline.
11. Have monthly reports been submitted in a timely manner? Yes No
12. If the answer is no, please provide a brief description why. [Click or tap here to enter text.](#)

PSAP Grant Program Progress Report

*** The progress report should be completed by the grant project contact and submitted 10 days prior to presentation date.
The same information will be presented to the NC 911 Board.***

1. PSAP Name: Sampson County 911 Communication Center
2. Form Completed By: Cliff Brown
3. Completion Date:4/11/2022
4. Grant Name: Regional 911 System
5. Total Cost of Project:\$6,293,724.00
6. Total Grant Award for Project:\$5,479,453.00
7. Project Accomplishments and Milestones to Date: Design of the facility has completed, construction is underway, expected to complete in July. Technology procurements and planning also in progress, set to begin after facility completion.
8. Project Challenges and/or Risks to Date: Various challenges based on COVID, including supply chain delays and budget increases.
9. Is Your Project Meeting the Submitted Timeline? Yes No
10. If the answer is no, provide a brief explanation and updated timeline.
11. Have monthly reports been submitted in a timely manner? Yes No
12. If the answer is no, please provide a brief description why. [Click or tap here to enter text.](#)

PSAP Grant Program Progress Report

*** The progress report should be completed by the grant project contact and submitted 10 days prior to presentation date.
The same information will be presented to the NC 911 Board.***

1. PSAP Name: Burke County Emergency Communications Center
2. Form Completed By: Brock Hall
3. Completion Date: 4/14/2022
4. Grant Name: CAD ACQUISITION AND IMPLEMENTATION
5. Total Cost of Project: \$289.136
6. Total Grant Award for Project: \$135,303.57

7. Project Accomplishments and Milestones to Date: [Click or tap here to enter text.](#)

December 6, 2021-	Training Schedule proposed by Motorola and discussed with agencies
December 7, 2021	IBR tables TBOFF and TROFF uploaded
December 9, 2021	Burke County, NC - Flex Project Status Meeting
December 16, 2021	Agency meeting to discuss Motorola project status
December 22, 2021	Agency concerns forwarded to project Manager
	Shared data systems policy draft sent to agencies

North Carolina 911 Board

January 6, 2022-	Project Status Meeting with Motorola and Agencies
January 7, 2022-	Discuss data conversion tables with agencies
January 20, 2022-	Project Status Meeting with Motorola and Agencies
January 25, 2022-	Follow up with Motorola/VIPER for portable radios GPS integration with CAD
January 26, 2022-	Discuss connectivity issue for Town of Drexel, also agencies coordinated training dates for RMS/JMS
January 27, 2022-	Active Directory Integration with Motorola also scheduled follow up for RMS permissions training, February 22-24.
February 3, 2022-	Project Status Meeting with Motorola and Agencies
February 17, 2022-	Project Status Meeting with Motorola and Agencies
February 22-24, 2022-	End to End Testing with Motorola on site
February 28, 2022-	Data Conversion Progress Call
March 1-3, 2022-	Jail Suite Training
March 3, 2022-	Project Status Call
March 8-10-	Jail Suite and Patrol Suite Training
March 17, 2022-	Project Status Call
March 28-31, 2022	Flex Dispatch Training

7. Project Challenges and/or Risks to Date: Challenges with Data Conversion and creating appropriate response plans to replicate current setup.
8. Is Your Project Meeting the Submitted Timeline? Yes No
9. If the answer is no, provide a brief explanation and updated timeline.
10. Have monthly reports been submitted in a timely manner? Yes No
11. If the answer is no, please provide a brief description why. [Click or tap here to enter text.](#)

North Carolina 911 Board

April 29, 2022

PSAP Grant Program Progress Report

*** The progress report should be completed by the grant project contact and submitted 10 days prior to presentation date.
The same information will be presented to the NC 911 Board.***

1. PSAP Name: **Union County 911 Communications**
2. Form Completed By: **Vicki Callicutt, Communication Director**
3. Completion Date: **4/15/2022**
4. Grant Name: **Communications 911 Technology**
5. Total Cost of Project: **\$2,989,032**
6. Total Grant Award for Project: **\$484,021**
7. Project Accomplishments and Milestones to Date: **Generator: Units installed / connection in progress / testing pending building construction progress; Radio Tower: Bid documents under review/edit by county engineer and finance/procurement; Microwave Equipment: Equipment received/staged for installation; Structured Cabling: Installation in progress; Radio Distribution Surge Protection: Awaiting building construction progress to install; Racks for Equipment: Equipment received/staged for installation; Awaiting building construction progress to install.**
8. Project Challenges and/or Risks to Date: **The major significant risk to grant completion is the receipt and installation of the communications tower due to procurement & bidding issues. Currently the documents are moving through the county's procurement process and is anticipated to be bid next month, with construction projected to be completed in the first quarter of 2023. Subsequently, a request for consideration for a grant extension has been submitted to extend the grant period through March 31, 2023. Transition of our 911/EsiNET to the new facility will not occur until late August due to provisioning delays with the new AVPN circuits by ATT/CLECs. Building construction experienced a delay in construction start which has extended the overall facility project from original completion planned dates, however**

North Carolina 911 Board

facility is now expected to be substantially complete mid-June; Some procurement/supply chain issues have caused delays in receipt of some grant related technology, however as noted above most of the equipment has either been installed or is staged for installation pending facility availability;

9. Is Your Project Meeting the Submitted Timeline? Yes No
10. If the answer is no, provide a brief explanation and updated timeline. **It is anticipated that the structured cabling, radio distribution surge protection, and equipment racks will be installed in the coming weeks, prior to substantial completion of the facility mid-June; The microwave equipment will be installed once the tower structure is completed, currently projected for January 2023. Project review and closeout will then occur to align with the requested grant extension date of March 31, 2023.**
11. Have monthly reports been submitted in a timely manner? Yes No
12. If the answer is no, please provide a brief description why. **n/a**

Tab 10c)
General Report

Tab 11
Standards Committee Report
Donna Wright

Tab 12
Technology Committee Report
Jeff Shipp/Tom Rogers

Tab 13

911 Regional Coordinator Reports
Gardner/Newberry/Turbeville/Conner

Tab 14

Other
Pokey Harris

Adjourn

*Next NC 911 Board Meeting – Friday, June 24, 2022, 10:00 AM - Noon
Via Simultaneous Communication*

