



Clarke County Fire & EMS Commission
101 Chalmers Court, Suite B
Berryville, Virginia 22611
(540) 955-5132

AGENDA

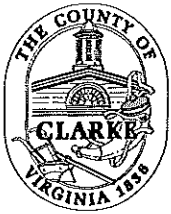
December 14th, 2017

6:30pm

Clarke County Government Center – Meeting Room AB

1. Approval of Agenda
2. Approval of Minutes – November 9th, 2017
3. Committee Reports –
 - Standards
 - i. Response Report-Information only
 - Technology
 - i. Service Proposal
 - Budget
 - i. Sub-committee budget recommendation
4. Unfinished Business
 - a. Strategic Plan Review/Update
5. Report from the Fire and Rescue Association
6. Report from the Director of Fire and EMS
7. Public Comment
8. New Business
9. Adjourn

Next meeting is on January 11th, 2017 at 6:30pm in the Clarke County Government Center – Meeting Room AB



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MINUTES

November 9th, 2017 6:30pm
Clarke County Government Center – Meeting Room AB

Attendees: Van Armacost, Chairman
Bryan Conrad
Jacob White
Matt Hoff
Diane Harrison
David Weiss
Andrew Nicholson

Absent: Tony Roper

Staff: Brian Lichty
Pam Hess

Chairman Armacost called the meeting to order at 6:35pm.

1. Mr. Hoff made a motion to approve the agenda. The motion passed with all in favor.
2. Mr. Conrad made a motion to approve the minutes from the October 12th, 2017 meeting as presented. The motion was passed with all in favor.
3. Committee Reports –
 - Standards - The committee met on Wednesday November 8th 2017 (see attached evaluation sheet) Mr. Lichty and Mr. Hoff presented that the rate of failures have come down and are continuing in the right direction. Areas of concern are staying consistent but awareness is playing the main role in helping to correct these concerns. Definitions of Overburden, Failure and Delayed Response were provided to Mr. Nicholson.
 - Technology-In Mr. Ropers absence Ms. Hess reported that nothing new other than there were discussions of the First Net public safety communications with better broadband capabilities.



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- Budget – The committee met on Wednesday October 25, 2017 setting the priorities. The November meeting is scheduled for Tuesday the 21st with Tom Judge from JAS/finance in hopes to have a rough draft ready for December to submit to the commission and in January or February to have everything finalized to go to the appropriate committees for approvals.
4. Unfinished Business
 - Mr. Lichty stated that the insurance policy annual renewal is taking place. He has received a quote of a \$1320.00 increase annually for the potential changes on some of the equipment for the replacement value versus the insured value. This has been brought to Mr. Ash who is researching a little more prior to making a final decision.
 - Mr. Armacost attended the Top Of Virginia Regional Chamber awards banquet on Thursday November 2nd. Clarke County was presented with multiple awards to include two Gold Awards of Valor for FF/Paramedic Wade Wilson and FF/EMT Doug Nalls in recognition of their acts involving supreme sacrifice or extreme personal risk and heroism which are clearly above and beyond the call of duty.
 5. Report from the Fire and Rescue Association –Matt & Bryan stated the association discussed how some of the 4 for Life funds were helping pay for new trauma bags and drugs required to upgrade for the new protocols.
 6. Report from the Director of Fire and EMS-(see attached)
Response report- ESN map was presented to all per Ms. Harrison's request. Mr. Weiss requested an update from the Recruitment/Retention committee meeting. Mr. Lichty stated that the committee has discussed many ideas and are looking at potential areas to improve. There was a 2014/2015 survey that helped to unveil the main problem areas. Mr. Nicholson asked if there are any outreach programs, field trips, or bringing the firetrucks/ambos to the schools as extra exposure. Mr. Lichty explained about the WOW program that Clarke County participates in which helps to promote to the 7th/8th graders sparking their potential interest earlier. Chief Neil White took a lead role for the Explorers program and will present a combination of police and fire/rescue information. Mr. Hoff and Mr.



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Conrad stated that Boyce Volunteer Fire and Rescue Company has had their first Shenandoah University student approach them for a potential live-in program and some of the Physician Assistant students are also showing some interest.

7. Public Comment-none
8. New Business- Mr. Weiss was pleased to inform the Commission that once the annual budget was finalized there were some carryover of funds. Last year \$30,000.00 was placed in a vehicle fund and as of today they were able to add an additional \$20,000.00 to bring the total now to \$50,000.00.
9. Adjourn - Mr. White made a motion to adjourn. Motion passed all in favor at 7:18pm.

Next meeting is on December 14th, 2017 at 6:30pm in the Clarke County Government Center – Meeting Room AB



County of Clarke, Virginia
Department of Fire, EMS and Emergency Management
Director Brian Lichty

DIRECTORS REPORT

Month-Dec 2017 (updated 12/11/2017)

Standard Reports

-Response Report – Will be handed out at meeting, Standards sub-committee meets on Tuesday morning 12/12/17

-Billing Report –November collections \$33,645.60

Updates-

-Career staff –

- Top 3 categories for Errors – This replaces the top 3 reason non-billable which remains the same.
 - Pt. Movement
 - Narrative
 - Procedures
- Current SOGs being worked on;
 - None
- Upcoming SOGs
 - Accountability
 - Special Events
 - Knox Box/Lock Box – Chiefs Review
 - Minimum Staffing
 - Emergency Radio Procedures – Chiefs Review
- We are examining the FLSA and shift schedule information for career staff to make possible future changes to save county funding. Looking at making this move in November/December. Sent first batch of information to Mr. Judge

-Emergency Management

- EOP review continues, VDEM has reviewed the final parts-It is on the consent agenda for December's meeting.
- In 2017 LEMPG is broken into 4 different projects, 1 – Video conferencing capabilities to each station (this is an expansion from last year's Polycom grant), 2- Prep for state damage assessment program (equipment), 3-Improving

- communication capabilities for Director vehicle (Wi-Fi system), 4-Assist with current costs (cell phone) – initial approval for purchasing is complete and items ordered, an extension of the internet line will take place to the Enders Social hall and the separate apparatus bay and Blue Ridge-These projects will take place in January
- Had an EOC workshop on Oct. 25th, this was a review of some basic stuff about the EOC. Think this over well, will be working to conduct individual department needs after the first of the year.
 - We have begun the implementation of Crisis Track. This is a damage assessment tool used by the state and we will be working on training for the program in the first quarter of 2018.

-Budget

- RSAF Grant for fall 2017 is complete laryngoscopes, this grant has been submitted as an 80/20 grant. It has made it past the Lord Fairfax EMS Council review process, did well. – **Unofficial notification has been made of approval**
- Next year's grants will be looked at as part of the FY19 Budget process
- The budget workgroup has completed their final scheduled meeting and recommendations will be made by the Fire-EMS commission sub-committing at the December meeting.
- The town of Berryville approved upto \$15,000 for expenses on providing a Tanker Driver M-F from 0600 – 1800 during the large reservoir work (est Mar 2018 – July 2018). Once we get a little closer to this time we will be working on completing the plan for this part – **update – the first phase of this project has started.**

-Strategic Goals

1) Strategic Vision and Effective Leadership

- Strategic plan updates are complete and have been reviewed by the Chairman of the Commission; updates sent out to the commission and will be discussed at December meeting.
- A review of the Dispatch procedures and ESN's will take place in 2018 this is in line with strategic plan.
- Information has been requested for the End of Year report. I have received some information, but still need more from each department.

2) Fire and EMS Operations

- Working on updating the Mutual Aid agreement with Jefferson County WV (last updated in '97) – **Update – On-going, this will take some time. – Had a**

meeting with Director in WV on 10/18, they are taking a draft copy back to their departments.

- We have completed classes for the new EMS protocols that went into effect on October 1, 2017; but providers are allowed until the first of the year to complete required training per OMD. Clarke County currently has 87 EMS providers on the Authorized to Practice list for the 2017 protocols.

Postponed until Jan. 1, 2018

- Mr. Barenklau conducted 3 classes on 2017 Image Trend updates (1 in each station). Feedback of this update was very positive. Additionally a demonstration of new reporting computer requirements was given.

3) Recruitment and Retention

- Clarke County Schools is working with the Lord Fairfax EMS Council in setting up a high school EMT program this is set up for next school year. **Update- this was updated at November BOS meeting, this will be a regional school approach with Clarke County having slots for each class.**

4) Resource Management

- The WC and AD&D insurance – Update – working with Joint Administrative Services (JAS) to make sure we have procedures set up. Beneficiary information sheets (first round) have been completed, entered into information held at the County level and turned into the Insurance company. – Update – **additional beneficiary information sheets still need to be turned in but have received more.**
- Building Damage to Co. 1 is complete; all insurance money has been received and waiting for invoices from the department – **Update have started to process invoices received from Enders, there was a supplemental to this claim.**

5) Health and Safety

- None at this time

6) Employee Development

- Mrs. Radford attended and completed her CEU certifications for billing in Hersey. – **Update – she has provided the sub-committee with possible additional revenue options for this year's budget process**

- The Jurisdictional Coordinator Wade Wilson attended the EMS symposium - As part of this he was able to sit in the review process for the RSAF grants meeting.

7) Community Outreach

- We have had 3 additional smoke detector installs as part of the Red Cross program in the past 30days.
- Currently working on establishing a community survey similar to the Sheriff's Office survey to be posted on facebook and/or county website – UPDATE – Still working on this will be done through google docs- rough draft done.

Other remarks



CLARKE COUNTY FIRE-RESCUE FISCAL YEAR 2019 BUDGET RECOMMENDATIONS



Overview

The Clarke County Fire-EMS Commission in July of this year appointed a sub-committee to work with the Director of Fire-Rescue and the Volunteer Companies to develop a Fire-Rescue Budget for Fiscal Year 2019. This sub-committee consisted of two members of the Commission. In part, a workgroup was formed consisting of a minimum of one representative from each department and the two sub-committee members. This workgroup has spent the past four months developing recommendations to this year's budget, outlining the needs of all departments. Areas of concern included funding sources and amounts, expenses, current department inventories and capital needs.

Each year the volunteer fire companies must rely more and more on fundraising and grants to support their fiscal needs. It is the opinion of this sub-committee that these funding methods would be better served as "bonuses" of the system rather than the norm. If a grant is awarded or if fundraising is better than anticipated the focus should be on how future capital needs can be addressed earlier rather than becoming the major factor in determining replacement capabilities.

The goal of the sub-committee was to establish a budget that included both the county emergency services department and the volunteer companies. However, after careful deliberation and evaluation of the sub-committee feels the first step should be to divide the budget into two parts, the volunteer combined budget request, and the Emergency Services Department of the county with the goal of combining the two parts in FY 20's budget process.

Part 1 of this recommendation is split further into Option A-Stipend Allocation and Option B-Apparatus Replacement. The sub-committee feels at the current time these two options are the best approach to maintaining a robust and fiscally responsible volunteer fire-rescue system.

To help support the funding listed below the sub-committee further established a list of recommended revenue sources. These recommendations are listed as part 3 of this report.

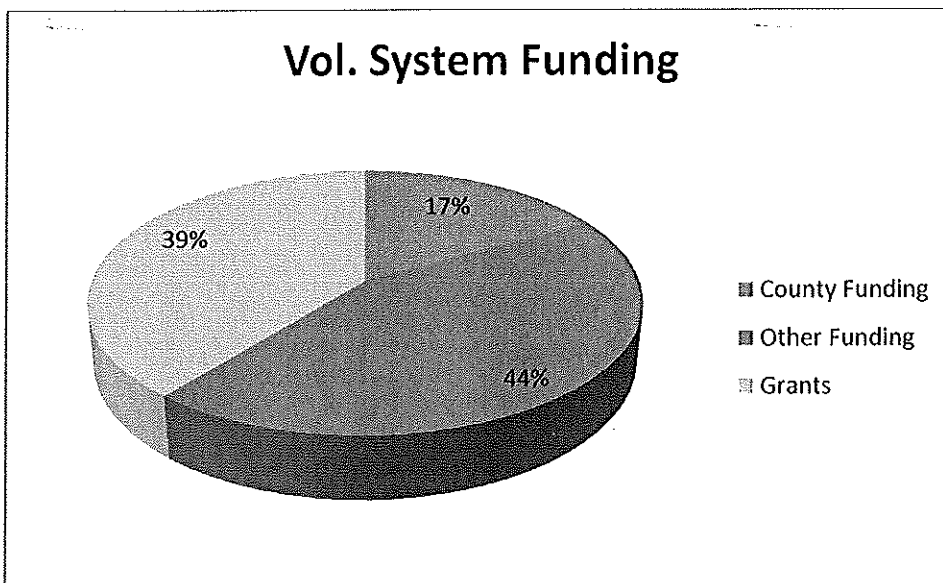
Part 1 – Combined Volunteer Budget Recommendation

Option A – Stipend Allocation

For the past several years the Volunteer Departments have received stipends totaling \$175,000. This amount was divided into the following; \$50,000 for the Boyce VFD, \$50,000 for the Blue Ridge VFD and

\$75,000 for the Enders VFD. These stipends are critical to maintaining each department's operational needs. However, in table 1 you can see how these funds are only a small part of the overall system funding.

Table 1

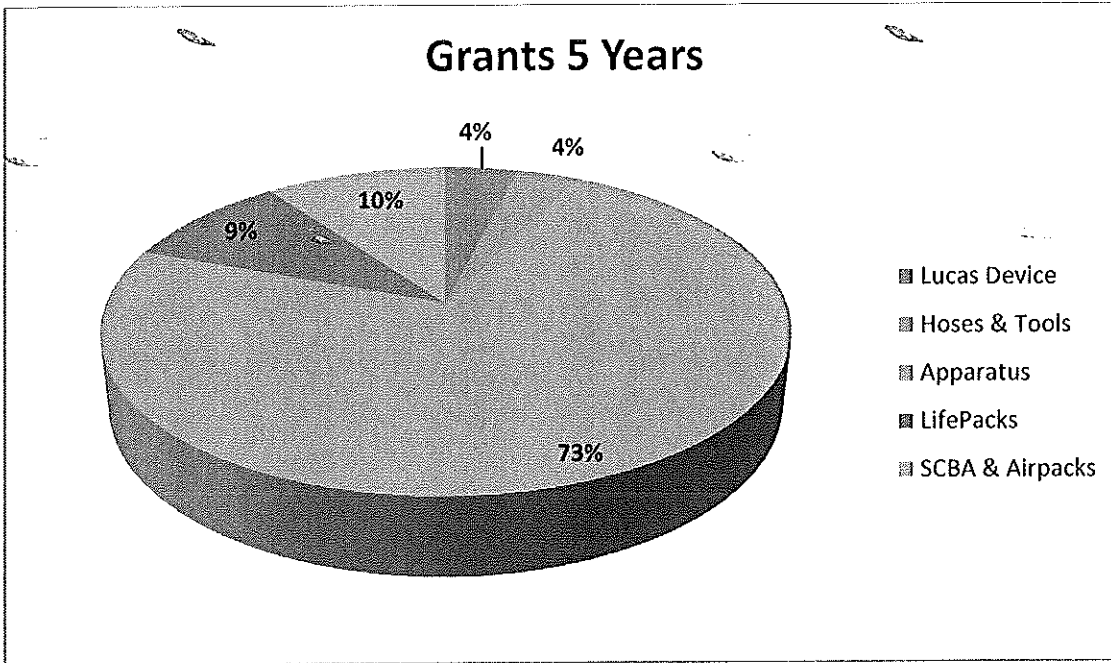


In addition to these stipends each department must rely heavily on grant opportunities. These grants play a critical role in maintaining equipment, apparatus and supplies for each department. In table 2a and 2b below you can see all of the different grants received over the past five years.

Table 2a

Lucas Device	\$43,873
Hoses & Tools	\$37,674
Apparatus	\$805,094
LifePacks	\$102,442
SCBA & Airpacks	\$110,000
Total	\$1,099,083

Table 2b



It is the recommendation of this sub-committee that the stipends for each department be increased 100% for a total of \$350,000. These stipends would be distributed as such; \$100,000 Boyce VFD, \$100,000 for Blue Ridge VFD and \$150,000 Enders VFD. In addition, each station would be required to show how there increased stipend is address long term capital needs such as SCBA replacement, Apparatus replacement and Building renovations/repairs. As an example in Table 3 below you see how the increased stipends to each department can effectively save the county over \$1.5 million dollars over the next 5 years.

Table 3

	FY 19	FY 20 -21	FY 22	FY 23 - 24	Total
Apparatus Replacement	\$512,500	\$1,362,500	\$775,000	\$1,045,000	\$3,695,000
County Stipend	\$350,000	\$700,000	\$350,000	\$700,000	\$2,100,000
Savings	\$162,500	\$662,500	\$425,000	\$345,000	\$1,595,000

*Stipends reflect recommended increases

As part of the stipend increase each department would be required to show how there increased stipend is addressing their capital needs. A required quarterly report would be required to show progress made towards there capital needs such as SCBA replacement and Apparatus replacement. Each department would not receive the next quarter's allotments until this report is completed and submitted.

Option B – Apparatus Replacement

In lieu of increased stipends to each department it is the recommendation of this sub-committee for the county to assume the heavy burden of apparatus replacement. By removing apparatus replacement it allows the volunteer companies to focus funding on day to day operations and replacing other capital needs such as SCBA and gas meter replacements, station renovations and establishing combined contractual services such as Lifepack and stretcher maintenance.

Table 4 below shows the recommended apparatus replacement of all the volunteer companies over the next 5 years. This includes the costs associated with each replacement.

Table 4

Fire-Rescue Apparatus Replacement Schedule FY 19 - FY 23	FY 2019	FY 2020	FY 2021	FY 2022	FY 2023
Emergency Vehicles (Apparatus)					
-Ambulances	150,000				165,000
-Engines/Pumpers/Tankers			725,000	745,000	
-Specialties		1,000,000			800,000
-Utilities/Command				30,000	
-Brush Units			80,000		80,000
Total-	150,000	1,000,000	805,000	775,000	1,045,000

Part 2 – Emergency Services Department Budget

The Emergency Services Department of the county plays a key role in providing quality fire and EMS services. These services include manpower during times of limited volunteers, administrative support for billing, reporting and system policy development. The budget to providing these services is as critical as the services they provide.

It is the recommendation of this sub-committee to support the Directors recommendation to change his current staffing schedule from 4 shifts into 3. This would require the hiring of 2 additional full-time employees (FTE's). This change facilitates a need to reduce the reliance on part-time employee which has becoming increasing more difficult. In addition address the need and ability to reduce the large leave balances held by many of these employees. The estimated cost of this change is approximately \$150,000 (\$75,000 per employee-salary and benefits).

Radios and reporting computers are critical to the system's ability to bill for services and stay safe during emergency operations. The age of these items should also be included into the Emergency Service budget. Table 5 below outlines the replacement of these items over the next 5 years.

Table 5

Radios & Reporting Computers	FY 19	FY 20	FY 21	FY 22	FY 23	FY 24
Radios - Portables & Charger*	0	40,000	40,000	50,000	50,000	50,000
Radio - Mobiles**	0	30,000	30,000	30,000	30,000	15,000
Radio Maint-Contract	7,000	7,200	7,400	7,600	7,800	8,000
Radio Maint-Equipment	500	500	500	750	750	750
Reporting Computers***	0	4,000	4,000	4,000	7,700	7,700
Total-	7,500	81,700	81,900	92,350	96,250	81,450

*68 Total in system

**46 Total in system

***Replacement cost est. \$3850

Part 3 – Revenue Options

As there is an increased demand for funding additional funding sources must also be examined. In looking at additional options for funding the sub-committee strongly recommends the consideration of the following revenue options;

- 1) Add patient balance billing to the fee for service program. In billing patient balances the revenue in this program could raise considerably. This would continue with the “soft billing” practices currently used.
- 2) Add billing for non-transport incidents. Considerable amounts of incident conclude with no transport therefore no fees collected. The billing for non-transport services is now being allowed by many insurance companies.
- 3) Establishment of a “Fire Levy” by the county. This is allowed by the Code of Virginia Title 27-23.1 and would designate a portion of the tax collected specifically for Fire-EMS needs. This allows an increase when needed and advises the public on what part of their tax is used for Fire-EMS services.

Table 6 below shows possible revenue generated from these options

Table 6

	Collections		
	40%	45%	50%
Patient Balances	\$61,857	\$69,589	\$77,321
Non-Transport	\$12,180	\$13,702	\$15,225
Total	\$74,037	\$83,291	\$92,546

Conclusion

Providing excellent Fire and Emergency Medical Services is number two on our Strategic Goals. There are several factors that come into play in providing this service to include response operations, financial capabilities, geographic and many others. Although increase funding can be a difficult choice it must be weighed against the needs of the system. The capital needs of the Clarke County Fire-Rescue system are increasing each year. In continued efforts to limit budgetary impacts grants will be sought in as many areas as possible. However, regardless of grant success, all budget requests remain a high priority and recommended approvals remains the same. These recommendations will assist in meeting those capital needs.



CLARKE COUNTY FIRE – RESCUE RESPONSE EVALUATION REPORT

November 2017

Introduction

In January of 2017 the Fire and EMS Commission of Clarke County established a sub-committee consisting of three members of the Commission and the Director of Fire and EMS. This sub-committee was tasked with evaluating the eleven minute “failures” of each station and the system as a whole each month. Starting in February of 2017 the sub-committee started breaking down each recorded “failure” into four basic categories;

- 1) True Failures – When a requested company did not respond with a unit before the 11-min failure mark.
- 2) Overburdens – When a company was tasked to respond with multiple units from a single company, but was unable respond with all requested units prior to the 11-min failure mark.
- 3) Delayed Response – When a company did respond but it was past the 11-minute failure mark but
- 4) Removed – The information provided did not any of the above criteria and the sub-committee removed the incident from the failure list.

It should be noted that the definition of a “failure” is that a company did not respond to a call for service. This “failure” does not indicate that the call for service went unanswered, resources from either the next due company or mutual aid provided service for these calls. The current goal of the Clarke County Fire-Rescue system is to keep the 11-minute failure at or below 10% each month.

Each department is splint into a fire company to track fire responses and an EMS company to track EMS responses, for a total of six companies.

These categories are further broken down into an AM and PM sub-category to assist in further analysis. The AM time is for incidents that occur from the period of 0600 to 1800 daily. The PM time is for incidents that occur from the period of 1800 to 0600 daily.

After nine months of incident evaluations the sub-committee has produced the following recommendations. These recommendations are focused on the continued improvement to providing quality fire and EMS services.

Analysis

In 3 of the 9 months the system (all companies combined) exceeded the 11-minute failure standard, with an overall average during the 9 month period of 9.0%. There were 2 companies who exceeded the 11-minute goal in 7 out of the 9 months. There were 3 companies who exceeded the 11-minute goal in 3 out of the 9 months. See the table 1 below; highlighted percentage represents the exceeded 11-minute goal.

TABLE 1

	Feb -17	Mar - 17	Apr - 17	May - 17	Jun - 17	Jul - 17	Aug - 17	Sept - 17	Oct-17
% of total responses	23.8%	16.1%	32.3%	25.0%	28.6%	10.7%	25.7%	17.4%	15.6%
% of total responses	5.0%	0.0%	0.0%	25.0%	9.5%	5.9%	0.0%	0.0%	0.0%
% of total responses	20.9%	14.3%	9.3%	20.0%	22.4%	23.1%	12.0%	17.0%	7.8%
% of total responses	16.7%	0.0%	9.5%	4.8%	11.5%	0.0%	19.0%	0.0%	0.0%
% of total responses	4.3%	7.6%	2.5%	5.4%	3.3%	4.5%	1.7%	1.7%	2.2%
% of total responses	6.5%	6.8%	6.5%	4.2%	2.5%	3.0%	6.5%	0.0%	13.3%
Above Avg Areas-	3	2	1	3	3	2	3	2	2
PM	2	0	1	2	3	1	3	1	0
AM	1	1	0	1	0	2	0	1	2
WKD	0	1	0	0	0	0	0	0	0

On average the system responds to 276.3 calls per month with an average of 23 "True Failures" per month, 6 "Overburdens", 1.7 "Delayed Responses" and .8 "Removed" (see table 2 below).

TABLE 2

	Feb -17	Mar -17	Apr -17	May -17	Jun -17	Jul -17	Aug -17	Sept -17	Oct -17	Avg.
TOTAL RESP. MONTH	251	278	258	260	354	281	276	254	275	276.3
OVERBURDENS	2	5	4	4	8	4	11	14	2	6.0
TRUE FAILURES	21	23	21	28	40	20	23	15	16	23.0
DELAYED RESP	0	1	1	2	7	0	3	0	1	1.7
REMOVED	0	0	4	1	0	0	2	0	0	0.8
TOTAL MONTH	23	29	30	35	55	24	39	29	19	31.4
% of Fails for Month	8.4%	8.3%	8.1%	10.8%	11.3%	7.1%	8.3%	11.4%	6.9%	9.0%
Above Avg Areas-	3	2	1	3	3	2	3	2	2	2.33
PM	2	0	1	2	3	1	3	1	0	1.4
AM	1	1	0	1	0	2	0	1	2	0.9

Although the focus of the sub-committee is to help identify the "True Failures" the other categories outlined such as overburdens and delayed responses have a direct effect on the efficiency of our system. Overburdens can cause a delay in service delivery and delayed responses can have significant impacts on patient outcome and fire progression.

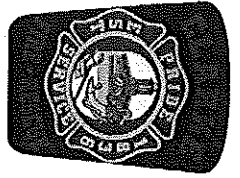
Recommendations

After a careful review of the information collected the following is a list of recommendations from the Standards sub-committee;

1. An evaluation of the number of units requested from one single company per incident.
2. Any company with three consecutive months above the 10% goal will be notified by the Director. Any company with five or more consecutive months above the 10% goal will be required to submit a plan of improvement.
3. The development of a system wide "station staffing" policy/plan that focuses on keeping volunteers in the stations during peak times and/or reducing times for home response as defined by the "Response Time Standard".
4. Establish a "Response Time Standard" that aligns with the Strategic Plan and the expectations of the Clarke County Board of Supervisors. The recommended Response Time Standard will be further defined by the subcommittee in the 1st quarter of 2018.
5. The development of a "request for assistance policy/procedure" for departments in order to request staffing assistance from the County on known days of limited volunteers.

It is further recommended that guidelines be established to outline the requirements for unit response to include but not limited to minimum staffing levels and certification/qualification requirements. This can reduce the needs on each department while maintaining the functionality of each unit.

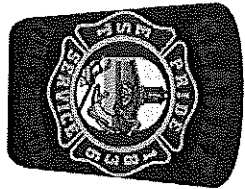
It is the opinion of the Standards sub-committee that these recommendations have the opportunity to significantly reduce the failures by each individual department and the Fire-Rescue system in its entirety.



Division of Fire and Rescue Services
Response Review Report
Year to Date 2017-2018

EMS - Month	Total Count	Total Fail Count	Total Pct.
July 2017	199	21	10.6%
August 2017	203	17	8.3%
September 2017	194	15	7.7%
October 2017	217	12	5.5%
November 2017	222	20	9.0%
December 2017			
January 2018			
February 2018			
March 2018			
April 2018			
May 2018			
June 2018			

Fire - Month	Total Count	Total Fail Count	Total Pct.
July 2017	82	3	3.7%
August 2017	73	6	8.2%
September 2017	60	0	0.0%
October 2017	58	4	6.8%
November 2017	81	1	1.2%
December 2017			
January 2018			
February 2018			
March 2018			
April 2018			
May 2018			
June 2018			



Division of Fire and Rescue Services
EMS Billing Report – All Stations
Year to Date 2016-2017

Month	Total Reports EMS	Billable Reports	Total Pct. Billable	Total Billed Month (Allowed)	Total Revenue Month (Net)	Revenue Percentage
November 2016	110	69	62.7%	\$41,787.40	\$33,501.41	80.2%
December 2016	144	99	68.8%	\$40,965.56	\$31,401.28	76.7%
January 2017	131	79	60.3%	\$41,062.94	\$31,724.33	77.3%
February 2017	122	82	67.2%	\$39,977.39	\$28,420.62	71.1%
March 2017	128	81	63.3%	\$45,605.96	\$31,531.63	69.1%
April 2017	123	75	61%	\$32,543.89	\$25,246.04	77.6%
May 2017	137	86	62.8%	\$46,858.97	\$36,264.20	77.4%
June 2017	173	91	52.6%	\$42,644.93	\$32,876.48	77.1%
July 2017	140	89	63.6%	\$47,407.53	\$35,644.59	75.2%
August 2017	128	69	53.9%	\$44,109.11	\$33,339.01	75.6%
September 2017	121	81	67%	\$34,244.55	\$27,269.63	79.6%
October 2017	159	85	53.5%	\$44,356.11	\$33,725.02	76.0%
November 2017	159	74	46.5%	\$41,626.46	\$33,645.60	80.8%

Response Calls EMS – Number of calls that generated an EMS report-non duplicate

Revenue Percentage – Total Month Billed (Allowed)/Total Revenue Month (Net)

Total Reports EMS – Updated to match Response Review Report



MOTOROLA SOLUTIONS

CLARKE COUNTY, VIRGINIA

SUBSCRIBER SERVICE PROPOSAL

NOVEMBER 30, 2017



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November 30, 2017

Clarke County, Virginia
100 North Church Street
Berryville, VA 22611
Attn: Travis Sumption

Re: Subscriber Service Proposal

Dear Travis,

Motorola is pleased to provide you with this Subscriber Service Proposal. The Services we are proposing include Service from the Start LITE, and an Annual Preventative Maintenance check. The attached pricing will be effective beginning 11-7-17 and continue through 3-7-17.

Service from the Start (SfS) -LITE

Service from the Start (SfS) gives you the support you need to help you keep your subscriber radios operating in peak condition. When repair is required, the Motorola Depot tests, repairs, and returns the radio to original factory specifications. Firmware is also upgraded to the latest version. SfS adheres to a proven process of analysis and restoration, backed by a 90-day warranty. Service agreements allow you to budget your maintenance costs on an annual basis. Equipment covered under service agreements also receives higher service priority, which results in quicker repair times.

Annual Price: \$9,411.20 (see Table 1 below for pricing detail).

Preventative Maintenance

Preventative Maintenance (PM) provides for one annual operation test to ensure Customer's Equipment meets and continues to meet manufacturer's specifications.

SfS and Preventative Maintenance Price: \$18,651.20 (see Table 2 below for pricing detail).

These prices are based on the attached equipment type and quantities. Thank you for allowing Motorola to propose these services. If you have any questions feel free to contact me at 443-542-1586.

Sincerely,

Dawn Nobles
Customer Support Manager
Motorola Solutions, Inc.

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SECTION 1

PRICING DETAIL

Table 1: Pricing Detail for SFS Lite

SFS Lite Pricing Detail								
	XTS1500	XTL1500	XTS2500	XTL2500	APX4000	APX6500	APX7500	TOTAL
SFS Lite	\$50.40	\$74.40	\$50.40	\$74.40	\$50.40	\$74.40	\$95.20	
Quantities	66	41	20	23	1	1	2	
Total Price	\$3,326.40	\$3,050.40	\$1,008.00	\$1,711.20	\$50.40	\$74.40	\$190.40	\$9,411.20

\$12,000.00

Table 2: Pricing Detail for SFS Lite with PM

SFS Lite with PM Pricing Detail								
	XTS1500	XTL1500	XTS2500	XTL2500	APX4000	APX6500	APX7500	TOTAL
SFS Lite	\$50.40	\$74.40	\$50.40	\$74.40	\$50.40	\$74.40	\$95.20	
PM	\$60.00	\$60.00	\$60.00	\$60.00	\$60.00	\$60.00	\$60.00	
Total per unit	\$110.40	\$134.40	\$110.40	\$134.40	\$110.40	\$134.40	\$155.20	
Quantities	66	41	20	23	1	1	2	
Total Price with PM	\$7,286.40	\$5,510.40	\$2,208.00	\$3,091.20	\$110.40	\$134.40	\$310.40	\$18,651.20



SECTION 2

STATEMENTS OF WORK

2.1 SERVICE FROM THE START – LITE

Provided on the following pages.



Statement of Work

Service From the Start - LITE End Users

1.0 Description

Service From the Start-LITE provides board level service for the Equipment that is specifically named in the applicable agreement to which this Statement of Work (SOW) is attached or any of the agreement's subsequent revisions. Services are performed at the Radio Support Center (RSC), or Federal Technical Support Center.

In addition to Equipment specifically named in the applicable agreement to which this Statement of Work is attached, Service From the Start LITE includes service on single mobile control heads provided that they are required for normal operation of the Equipment and are included at the point of manufacture.

Service From the Start LITE excludes repairs to: optional accessories; standard mobile palm microphones; non-standard mobile microphones; iDEN accessories; iDEN mobile microphones; portable remote speaker microphones; optional or additional control heads; mobile external speakers; single and multiple unit portable chargers; batteries; mobile power and antenna cables; mobile antennas; portable antennas, and power supplies. Engraving service is not covered under standard Service From the Start LITE. This service does not cover defects, malfunctions, performance failures or damage to the unit resulting from physical, liquid, or chemical damage. An estimate for non-covered repairs will be provided for units displaying extensive damage.

Service From the Start LITE is non-cancelable and non-refundable. If Equipment is added to the agreement subsequent to the Start Date, these units are also non-cancelable and non-refundable for the agreement duration. All added Equipment must be in "good working order" on the Start Date or when additional Equipment is added to the agreement. To ensure "good working order", added equipment will incur a time and material (T&M) repair fee if a repair is requested on that equipment within 30 days after being added to the agreement. Equipment may only be added to the agreement, via a customer signed or emailed Motorola Inventory Adjustment Form (IAF). Complete and accurate serial numbers and model descriptions must be supplied or the added unit will not be included under the agreement and will incur a T&M repair fee.

All inventory adjustment requests for add-on subscriber units received prior to the 15th of the month will be effective the 1st of the following month. Equipment add-on requests received after the 15th of the month will be effective the 1st of the next succeeding month.

Equipment deletions from the agreement may only be deleted under the following limited conditions:

- a) Equipment was stolen and proof of theft is provided to Motorola; or
- b) Motorola determines Equipment is damaged beyond repair; or
- c) Motorola determines Equipment is no longer supportable or is obsolete; or
- d) Equipment had already been under a previous contract for at least the twelve month requirement.

Equipment deletions, where applicable, will be effective at the end of the month in which the request was received.

The terms and conditions of this Statement of Work are an integral part of the Motorola Service Agreement or other applicable agreement to which it is attached and made a part thereof by this reference. If there are any inconsistencies between the provisions of the Motorola Service Agreement or other applicable agreement and this Statement of Work, the provisions of this Statement of Work shall prevail.

2.0 Motorola has the following responsibilities:

- 2.1 Test and Restore the Equipment to Motorola factory specifications, including Factory Mutual (FM), and Mine Hazard Safety Association (MHSA).
- 2.2 Reprogram Equipment to original operating parameters based on the Customer template, if retrievable, or from a Customer supplied backup. If the Customer template or code plug is not usable, a generic template or code plug utilizing the latest Radio Service Software (RSS) or Customer Programming Software (CPS) version for that Equipment will be used. The Equipment will require additional programming by the Customer to Restore the original template. All Firmware is upgraded to the latest release for each individual product line.
- 2.3 Clean external housing of the Equipment. External components of unit will only be replaced when functionality has been diminished.
- 2.4 Pay the outbound freight charges. Motorola will pay the inbound freight charges if the Customer uses the Motorola designated delivery service.
- 2.5 Provide the Motorola repair request and Inventory Adjustment Form (IAF) via Motorola On Line (MOL).
- 2.6 Process inventory adjustment requests received by email or fax from Customer. If the request is received by email, Motorola will email an acknowledgement to the sender.
- 2.7 Perform covered services as requested by Customer on the Motorola repair request form.
- 2.8 If applicable, notify Customer of changes in Motorola designated inventory adjustment email address or fax number.

3.0 Customer has the following Responsibilities:

- 3.1 Supply Motorola complete and accurate serial numbers and model description.
- 3.2 Utilize the Motorola designated delivery service program to obtain Motorola payment for inbound shipping
- 3.3 Access the Motorola repair request form and Inventory Adjustment Form (IAF) through Motorola On Line (MOL).
- 3.4 Initiate service request via Motorola On Line (MOL) or complete a Motorola repair request form with contract number referenced, and submit with each unit of Equipment sent in for service. Mobile control heads or accessory items sent in must reference the serial number of the main unit.
- 3.5 If desired, supply Motorola with a Software template or programming in order to assist in returning the Equipment to original operating parameters. This step must be completed for Equipment that will not power up. If applicable, record the current flashcode for each radio.
- 3.6 If Motorola must utilize a generic template or code plug to Restore Equipment to operating condition, Customer is responsible for any programming required to Restore Equipment to desired parameters.
- 3.7 Provide a signed or emailed Motorola Inventory Adjustment Form (IAF) for all Equipment additions.
- 3.8 Local services or annual maintenance required for maintaining normal operation of the equipment, unless specified on the service agreement.

2.2 SUBSCRIBER REPAIR - PREVENTATIVE MAINTENANCE

Provided on the following pages.





Statement of Work Subscriber Repair - Preventative Maintenance

1.0 Description

Preventative Maintenance (PM) provides for one annual operation test to ensure Customer's Equipment meets and continues to meet manufacturer's specifications. This will be provided during standard business days at the Motorola Radio Support Center.

2.0 Services

The following services will be provided during the PM process if applicable:

- Physically inspect the Equipment
- Remove any dust, and/or foreign substances internally from the Equipment
- Measure, record, align and adjust the following applicable Equipment parameters outlined by the manufacturer
 - Receive frequency
 - Transmit frequency
 - Deviation
 - Transmitter power
 - Reflected power in antenna line (mobile antennas only as applicable)
 - Receive sensitivity
 - Audit output levels

If unit fails the above tests, the customer will be contacted to approve repair charge unless the unit is still in warranty, the customer has purchased Repair Service Advantage (RSA), or the customer has an RSA service agreement. Excessive physical, liquid, or chemical damage repair is not covered under PM.

Additional services that may be provided during the PM process include:

- Disassemble the unit and inspect for FM compliance if applicable
 - Replace required seals and reassemble unit if applicable
- Vacuum test of the unit if applicable
- Check and make any PSD, SRN updates
- Check and upgrade to the latest firmware version

3.0 Motorola has the following responsibilities:

- 3.1 Test and Restore the Equipment to Motorola factory specifications, including Factory Mutual (FM), and Mine Hazard Safety Association (MHSA).
- 3.2 Reprogram Equipment to original operating parameters based on the Customer template, if retrievable, or from a Customer supplied backup diskette. If the Customer template is not usable, a generic template or code plug utilizing the latest Radio Service Software (RSS) or Customer Programming Software (CPS) version for that Equipment will be used. The Equipment will require additional programming by the Customer to restore the original template. All Firmware is upgraded to the latest release for each individual product line.
- 3.3 Clean external housing of the Equipment. External components of unit will only be replaced when functionality has been diminished.
- 3.4 Pay the inbound (when customer utilizes the appropriate delivery process) and outbound freight charges for only Preventative Maintenance service agreement Customers.
- 3.5 Provide Customer with the Motorola repair request form and Inventory Adjustment Form (IAF).
- 3.6 Perform covered services as requested by Customer on the Motorola repair request form.
- 3.7 Process inventory adjustment requests received by email or fax from Customer. If the request is received by email, Motorola will email an acknowledgement to the sender.
- 3.8 If applicable, notify Customer of changes in Motorola designated inventory adjustment email address or fax number.



4.0 Customer has the following Responsibilities:

- 4.1 Supply Motorola complete and accurate serial numbers and model description for all Equipment covered by the Preventative Maintenance service agreement.
- 4.2 Access the Motorola repair request form and Inventory Adjustment Form (IAF) through Motorola On Line, if the PM is covered on an RSA Service Agreement.
- 4.3 Initiate service request via Motorola On Line or complete a Motorola repair request form with contract number referenced, shipping information and submit it with each unit of Equipment sent in for service. Mobile control heads or accessory items sent in must reference the serial number of the main unit.
- 4.4 If desired, supply Motorola with a 3.5" backup diskette with the Software template or programming in order to assist in returning the Equipment to original operating parameters. This step must be completed for Equipment that will not power up. If applicable, record the current flashcode for each radio.
- 4.5 If Motorola must utilize a generic template or code plug to Restore Equipment to operating condition, Customer is responsible for any programming required to Restore Equipment to desired parameters.
- 4.6 Provide a signed or emailed Motorola Inventory Adjustment Form (IAF) for all Equipment additions.