

RESOLUTION TO APPROVE FINANCIAL SUPPORT FOR A STATION ALERTING
SYSTEM FOR GM911 AND ALL GFD FIRE STATIONS IN THE AMOUNT OF
\$1,394,129.81, WITH US DIGITAL DESIGNS

WHEREAS, Guilford Metro 911 and the Greensboro Fire Department are undergoing upgrades that will reduce dispatch times and overall response times to emergency incidents;

WHEREAS, Guilford Metro 911 Dispatchers use the Phoenix G2 system to improve the customer experience for the caller by never putting the caller on hold. Within seconds, the correct fire station(s) is alerted and on their way, and the dispatcher can stay on the line if needed until responders arrive;

WHEREAS, First responders receive automated dispatch announcements throughout the station via audio and visual alerting devices called peripherals. As firefighters make their way to the fire apparatus, they can view scrolling message signs, and listen to the alert on the speakers;

WHEREAS, Fire administration professionals rely on the Phoenix G2 system to improve their average emergency response times, thus improving their ISO ratings and maintaining our International Accreditation;

WHEREAS, The Phoenix G2 Fire Station Alerting System will be purchased and installed in the GM911 Center and all GFD Fire Stations in the amount not to exceed \$1,394,129.81; and

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF GREENSBORO:

That the Greensboro Fire Department is authorized to enter into agreement with US Digital Designs for the purchase and installation of the Phoenix G2 Station Alerting System to be installed in all fire stations and GM911 Center.