

TUESDAY, NOVEMBER 4, 2014
CITY COUNCIL REVISED AGENDA
6:00 PM

- I. Call to Order.
- II. Pledge of Allegiance/Invocation (Councilman Anderson).
- III. Minute Approval.
- IV. Special Presentation.

"Operation: Implementation"
Family Justice Department
Rachel Hicks, Program Coordinator
"Know Your Government"

- V. Ordinances – Final Reading:

PLANNING

- a. [2014-085 Frank Goodwin \(R-3 Residential Zone to C-3 Central Business Zone\). An ordinance to amend Chattanooga City Code, Part II, Chapter 38, Zoning Ordinance, so as to rezone property located in the 1400 block of Adams Street, more particularly described herein, from R-3 Residential Zone to C-3 Central Business Zone, subject to certain conditions. \(Recommended for approval by Planning and Staff\) \(District 8\)](#)

MAYOR'S OFFICE

- b. [An ordinance to amend Chattanooga City Code, Part II, Chapter 2, Article IV, Section 2-526 relating to the appropriation and disbursement of municipal funds to non-profit charitable and civic organizations.](#)

- VI. Ordinances – First Reading:

- VII. Resolutions:

CITY ATTORNEY'S OFFICE

- a. [A resolution authorizing the City Attorney's office to extend the contract with Thomson Reuters regarding on-line legal research through March 31, 2015, for an additional contract amount of \\$36,000.00, based upon the contract terms dated March 18, 2010.](#)

PUBLIC WORKS AND TRANSPORTATION

Transportation

- b. A resolution authorizing the Administrator for the Department of Transportation to apply for and, if awarded, accept a grant from the Tennessee Department of Transportation (TDOT) for Fiscal Year 2015 Transportation Alternatives Program for multi-use path and bicycle facility improvements along Shallowford Road and Caine Lane as an extension to the South Chickamauga Creek Greenway, for the estimated total cost of **\$468,659.80**, with 80% being the TDOT share and 20% being required from the City as local matching funds. **(District 5) (Revised)**

- c. A resolution authorizing Zeke Arter and Trey Wall to use temporarily 407 Broad Street to install a sign above the existing awning attached to the side of the building, as shown on the photo and drawing attached hereto and made a part hereof by reference, subject to certain conditions. **(Recommended for approval by Transportation) (District 7)**

VIII. Departmental Reports:

- a) Police.
- b) Fire.
- c) Economic and Community Development.
- d) Youth and Family Development.
- e) Transportation.
- f) Public Works.
- g) Finance.

IX. Other Business.

X. Committee Reports.

XI. Agenda Session for Tuesday, November 11, 2014

XII. Recognition of Persons Wishing to Address the Council on Non-Agenda Matters.

XIII. Adjournment.

TUESDAY, NOVEMBER 11, 2014
CITY COUNCIL AGENDA
6:00 PM

1. Call to Order.
2. Pledge of Allegiance/Invocation (Councilman Freeman).
3. Minute Approval.
4. Special Presentation.
5. Ordinances – Final Reading:
6. Ordinances – First Reading:

PLANNING

- a. 2014-109 Hixson Investors, LLC/Mary Eastman (Lift Conditions). An ordinance to amend Chattanooga City Code, Part II, Chapter 38, Zoning Ordinance, so as to Lift Conditions 1 through 9 from Ordinance No. 11827 of previous Case Number 2006-028 from properties located at 6300, 6302, and 6306 Grubb Road and part of the 5800 block of Highway 153, more particularly described herein. **(Recommended for approval by Planning) (District 3)**

2014-109 Hixson Investors, LLC/Mary Eastman (Lift Conditions). An ordinance to amend Chattanooga City Code, Part II, Chapter 38, Zoning Ordinance, so as to Lift Conditions 1 through 9 from Ordinance No. 11827 of previous Case Number 2006-028 from properties located at 6300, 6302, and 6306 Grubb Road and part of the 5800 block of Highway 153, more particularly described herein. **(Staff Version)**

- b. 2014-110 Polestar Development, LLC/Sarah Henshall Rutherford (R-4 Special Zone to C-2 Convenience Commercial Zone). An ordinance to amend Chattanooga City Code, Part II, Chapter 38, Zoning Ordinance, so as to rezone property located at 7911 East Brainerd Road, more particularly described herein, from R-4 Special Zone to C-2 Convenience Commercial Zone, subject to certain conditions. **(Recommended for approval by Planning and Staff) (District 4)**

2014-110 Polestar Development, LLC/Sarah Henshall Rutherford (R-4 Special Zone to C-2 Convenience Commercial Zone). An ordinance to amend Chattanooga City Code, Part II, Chapter 38, Zoning Ordinance, so as to rezone property located at 7911 East Brainerd Road, more particularly described herein, from R-4 Special Zone to C-2 Convenience Commercial Zone. **(Applicant Version)**

- c. [2014-111 Polestar Development, LLC/First Cumberland Presbyterian \(R-1 Residential Zone to C-2 Convenience Commercial Zone\). An ordinance to amend Chattanooga City Code, Part II, Chapter 38, Zoning Ordinance, so as to rezone property located at 1505 North Moore Road, more particularly described herein, from R-1 Residential Zone to C-2 Convenience Commercial Zone. \(Recommended for approval by Planning and Staff\) \(District 5\)](#)
- d. [2014-105 Charles Ankar/Joyce Douglas \(M-1 Manufacturing Zone to C-3 Central Business Zone\). An ordinance to amend Chattanooga City Code, Part II, Chapter 38, Zoning Ordinance, so as to rezone properties located at 1812, 1816, and 1818 Madison Street, more particularly described herein, from M-1 Manufacturing Zone to C-3 Central Business Zone, subject to certain conditions. \(Recommended for approval by Planning and Staff\) \(District 7\)](#)
- [2014-105 Charles Ankar/Joyce Douglas \(M-1 Manufacturing Zone to C-3 Central Business Zone\). An ordinance to amend Chattanooga City Code, Part II, Chapter 38, Zoning Ordinance, so as to rezone properties located at 1812, 1816, and 1818 Madison Street, more particularly described herein, from M-1 Manufacturing Zone to C-3 Central Business Zone. \(Applicant Version\)](#)
- e. [2014-112 Passpointe Engineering, PLLC/Walnut Street Enterprises/Marvin Berke/Claudette C. Braley \(R-4 Special Zone to C-3 Central Business Zone\). An ordinance to amend Chattanooga City Code, Part II, Chapter 38, Zoning Ordinance, so as to rezone properties located at 102 Walnut Street and 213 East Aquarium Way, more particularly described herein, from R-4 Special Zone to C-3 Central Business Zone, subject to certain conditions. \(Recommended for approval by Planning and Staff\) \(District 7\)](#)
- [2014-112 Passpointe Engineering, PLLC/Walnut Street Enterprises/Marvin Berke/Claudette C. Braley \(R-4 Special Zone to C-3 Central Business Zone\). An ordinance to amend Chattanooga City Code, Part II, Chapter 38, Zoning Ordinance, so as to rezone properties located at 102 Walnut Street and 213 East Aquarium Way, more particularly described herein, from R-4 Special Zone to C-3 Central Business Zone. \(Applicant Version\)](#)
- f. [2014-108 Alan Haniszewski/HP Partners \(M-1 Manufacturing Zone and R-2 Residential Zone to M-2 Light Industrial Zone\). An ordinance to amend Chattanooga City Code, Part II, Chapter 38, Zoning Ordinance, so as to rezone properties located at 1200 South Watkins Street, 1206 Lyerly Street, and 2308 East 12th Street, more particularly described herein, from M-1 Manufacturing Zone and R-2 Residential Zone to M-2 Light Industrial Zone, subject to certain conditions. \(Recommended for approval by Planning\) \(District 8\)](#)

[2014-108 Alan Haniszewski/HP Partners \(M-1 Manufacturing Zone and R-2 Residential Zone to M-2 Light Industrial Zone\). An ordinance to amend Chattanooga City Code, Part II, Chapter 38, Zoning Ordinance, so as to rezone properties located at 1200 South Watkins Street, 1206 Lyerly Street, and 2308 East 12th Street, more particularly described herein, from M-1 Manufacturing Zone and R-2 Residential Zone to M-2 Light Industrial Zone, subject to certain conditions. \(Staff Version\)](#)

[2014-108 Alan Haniszewski/HP Partners \(M-1 Manufacturing Zone and R-2 Residential Zone to M-2 Light Industrial Zone\). An ordinance to amend Chattanooga City Code, Part II, Chapter 38, Zoning Ordinance, so as to rezone properties located at 1200 South Watkins Street, 1206 Lyerly Street, and 2308 East 12th Street, more particularly described herein, from M-1 Manufacturing Zone and R-2 Residential Zone to M-2 Light Industrial Zone. \(Applicant Version\)](#)

- g. [An ordinance to amend Chattanooga City Code, Part II, Chapter 38, Zoning Ordinance, to amend Article VIII, Board of Appeals for Variances and Special Permits; add and amend Article II, Definitions; and add to Article V, Zone Regulations to include Special Permit for Two-family or Multi-family Dwellings on Lots of Record.](#)

POLICE

- h. [An ordinance to amend Chattanooga City Code, Part II, Chapter 7, relative to reference "the Animal Center" and to amend Chattanooga City Code, Chapter 7, relative to animal permits by creating new provisions for dealer permits, kennel permits, animal performance permits, animal rescue permits, and dogs in outdoor dining areas permits.](#)

PUBLIC WORKS AND TRANSPORTATION

Public Works

- i. [An ordinance to amend Chattanooga City Code, Part II, Chapter 31, Article VIII, Sections 31-301 through 31-356 relative to Stormwater Management.](#)

Transportation

- j. [MR-2014-059 Brad Slayden, Ragan-Smith Associates/Parkridge Health System \(Abandonment\). An ordinance closing and abandoning of the opened 200 block of McConnell Street, opened and unopened portions of the 200 block of McConnell Lane, and the 200 block of Watkins Street, subject to certain conditions. \(District 9\)](#)

7. Resolutions:

ECONOMIC AND COMMUNITY DEVELOPMENT

- a. [A resolution authorizing the Administrator of Economic and Community Development to allocate and enter into an agreement with Chattanooga Community Development Housing Organization \(CCHDO\) for \\$109,899.00 in HOME Investment Partnership funds, reserved for community housing development organizations, to develop affordable housing.](#)

FINANCE AND ADMINISTRATION

- b. A resolution to amend the Mass Mutual Retirement Plan document to comply with recent regulatory guidance from the IRS pursuant to Revenue Ruling 2013-17 and Notice 2014-19.
- c. A resolution authorizing the City Finance Officer to execute a professional services contract with Public Financial Management, Inc. for financial advisory services for a period of three (3) years beginning November 1, 2014, plus two (2) one (1) year extensions.

PLANNING

- d. 2014-107 Southern Land Company/Obar Investments, LLC (Special Exceptions Permit). A resolution approving a Special Exceptions Permit for a Residential Planned Unit Development for property located in the 900 block of River Gorge Drive, subject to certain conditions. **(District 1)**

PUBLIC WORKS AND TRANSPORTATION

Transportation

- e. A resolution authorizing Vincent Properties c/o Mack B. McCarley, P.E. to use temporarily a portion of 221 River Street to complete landscaping work to improve appearance and stabilization, as shown on the attached map, drawing, and photos attached hereto and made a part hereof by reference, subject to certain conditions. **(Recommended for approval by Transportation) (District 2)**
- f. A resolution authorizing Oak Hills Neighborhood Association c/o Terry McCullough to use temporarily 4221 Grand Avenue for a bus shelter, as shown on the maps, drawings, and photos attached hereto and made a part hereof by reference, subject to certain conditions. **(Recommended for approval by Transportation) (District 7)**
- g. A resolution authorizing Sturm Haus Beer Market c/o Marsha Sturm to use temporarily a sidewalk located at 1120 Houston Street for outdoor patio seating, as shown on the photos attached hereto and made a part hereof by reference, subject to certain conditions. **(Recommended for approval by Transportation) (District 8)**

8. Departmental Reports:
 - a) Police.
 - b) Fire.
 - c) Economic and Community Development.
 - d) Youth and Family Development.
 - e) Transportation.
 - f) Public Works.
 - g) Finance.
9. Other Business.
10. Committee Reports.
11. Agenda Session for Tuesday, November 18, 2014.
12. Recognition of Persons Wishing to Address the Council on Non-Agenda Matters.
13. Adjournment.

Purposed City Council Purchases for 11-04-2014

DEPARTMENT REQUISITION NO.	ITEM DESCRIPTION	BIDS REQUESTED	BIDS RETURNED	LOWEST/BEST BIDDER	COST	FUND NAME	NOTES
R104527 Information Technology	Annual Motorola Customer Service Representative System Maintenance Agreement Renewal			Motorola	\$42,600	General Fund	Annual Motorola Customer Service Representative System Maintenance Agreement Renewal. TCA 6-56-304.2 allows for this single source purchase exempted from the usual advertising and bidding procedures.
R81784 Public Works	Blanket Contract Extension for Trees	15	8	John Deere Landscapes	Estimated \$30,000 Annually	General Fund	Extension of blanket contract 523243 for Trees as needed by the Public Works Department. There were 15 direct bid solicitations sent out and we received 8 response in the publically advertised bid proceedings. John Deere Landscapes, was the lowest responsible bidder that met specifications.

Purposed City Council Purchases for 11-04-2014

<p style="text-align: center;">R66903 Public Works</p>	<p style="text-align: center;">Blanket Contract Renewal for overhead Door Maintenance and Repair Services</p>	<p style="text-align: center;">8</p>	<p style="text-align: center;">4</p>	<p style="text-align: center;">Certified Door and Dock Services, LLC</p>	<p style="text-align: center;">Estimated \$40,000 Annually</p>	<p style="text-align: center;">Interceptor Sewer Operations</p>	<p style="text-align: center;">Blanket Contract Renewal for Overhead Door and Maintenance and Repair Services. There were 8 direct bid solicitations and we received 4 responses in the publically advertised bid proceedings. Certified Door and Dock Services, LLC was the lowest responsible bidder that met specifications.</p>
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City of Chattanooga

Mayor Andy Berke

October 29, 2014

Mr. Brent Messer
Administrator of Information Technology
Information Technology Department
100 East 11th Street
City Hall Annex, 4th Floor
Chattanooga, TN 37402

Subject: Requisition No. 104527 – Motorola CSR System Maintenance Renewal –
Information Technology Department

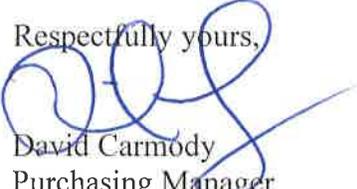
Dear Mr. Messer:

Council approval is recommended to issue an agreement for Annual Motorola CSR System Maintenance Renewal. The proposed service agreement is with Motorola for the 311 Call Center. The agreement term is for one (1) year from November 1, 2014 through October 31, 2015.

This sole source purchase from Motorola will be in the amount of \$42,600.00. The quote from the vendor and the department's memorandum of justification are attached for your review.

TCA 6-56-304.2 allows this single source purchase exempted from the usual advertising and bidding requirements.

Respectfully yours,


David Carmody
Purchasing Manager

DC/sl

Attachments



Preferences Help Close Window

Worklist >

Purchase Requisition 104527 for Cannon, Karen (42,600.00 USD)

[Approve](#) [Reject](#) [Send to IS](#) [Reassign](#) [More Information Request](#)

From **Cannon, Karen** Description **311-Motorola Solutions-Extension to Maintenance and Support Agreement 710 Product:PremierOne CSR**
 To **Purchase Approval Pool** Requisition Total **42,600.00 USD**
 Sent **29-Oct-2014 09:58:09** Estimated Tax **0.00 USD**
 Due **05-Nov-2014 09:58:09** Attachments **Motorola Solutions-311 Ext to Maintenance & Support Agreement 710 PremierOne CSR**
 ID **1026467**

Requisition Lines

Line	Description	Supplier	Cost Center	Unit	Quantity	Price (USD)	Amount (USD)
1	311-Motorola Solutions-Extension to Maintenance and Support Agreement"710 Product:PremierOne CSR	Motorola Solutions Inc	A00504	Dollar	42600	1	42,600.00

This Requisition requires Purchasing Approval or Rejection.

APPROVAL of this requisition will forward it to the next approval level.

REJECTION of this requisition will return it to the requestor with a rejection notification.

Approval Sequence



Num	Name	Action	Action Date	Note
1	Cannon, Karen Murphy	Submitted	27-Oct-2014 14:52:28	
2	White, Breeann K.	Approved	27-Oct-2014 15:30:31	
3	Silvenis, Brian D	Approved	28-Oct-2014 12:08:25	
4	Messer, Derek Brent (Brent)	Approved	28-Oct-2014 16:14:46	
5	Messer, Derek Brent (Brent)	Approved	28-Oct-2014 16:18:15	
6	Kitchen, Fredia Forshee	Approved	29-Oct-2014 09:58:09	

Related Applications

- [Edit Requisition](#)
- [View Requisition Details](#)
- [Open Document](#)

Response

Note: Renewal effective 11/1/2014-10/31/2015

[Return to Worklist](#)

Display next notification after my response

[Approve](#) [Reject](#) [Send to IS](#) [Reassign](#) [More Information Request](#)

[Privacy Statement](#)

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MOTOROLA SOLUTIONS

September 8, 2014

Ms. Nancy Nason
City of Chattanooga
101 East 11th Street
Chattanooga, TN 37401

**RE: Extension to Maintenance and Support Agreement: 710
Product: PremierOne CSR**

Dear Ms. Nason:

By means of this letter, Motorola Solutions, Inc. hereby extends City of Chattanooga maintenance and support agreement as referenced above. Enclosed is one (1) copy of the updated Exhibit A Description of Covered Products, Exhibit B Support Plan, and Exhibit C Support Plan Options and Pricing Worksheet for the period **November 1, 2014 through October 31, 2015**. Pursuant to Section 3.2 of the original agreement as referenced above, all terms and conditions shall remain in full force and effect.

Please indicate acceptance of this extension by signing the acceptance block below and returning one copy to my attention by e-mailing it to christinelay@motorolasolutions.com or faxing it to (847) 761-4957 on or before **November 1, 2014**.

If you have any questions or need further clarification, please contact me directly at (909) 598-2964 or e-mail christinelay@motorolasolutions.com.

Sincerely,

Christine Lay

Christine Lay
Customer Service Manager
Motorola Solutions, Inc.

Accepted by:

MOTOROLA SOLUTIONS, INC.

CITY OF CHATTANOOGA

By: *Shelley Rhoads*

By: _____

Name: Shelley Rhoads

Name: _____

Title: Sr. Services Business Operations Manager

Title: _____

Date: September 8, 2014

Date: _____

Exhibit A
DESCRIPTION OF COVERED PRODUCTS

MAINTENANCE AND SUPPORT AGREEMENT 710
 CUSTOMER: City of Chattanooga

TERM: 11/01/14-10/31/15

Site Identification Numbers

<i>Product</i>	<i>Site Identification Number</i>
PremierOne CSR	PSA00016 (CSR)

The following table lists the Products under maintenance coverage:

Product	Description	Version Number	Qty	Term Fees
PremierOne CSR	PremierOne CSR Application	4.4	25	\$42,600.00
	Application Hub		1	
			TOTAL	\$42,600.00

Exhibit B
CUSTOMER SUPPORT PLAN

MAINTENANCE AND SUPPORT AGREEMENT 710

TERM: 11/01/14-10/31/15

CUSTOMER: City of Chattanooga

Introduction

Welcome to Motorola Solutions Customer Support. We appreciate your business and look forward to serving your needs on your Public Service Applications system.

The Customer Support Plan is designed to provide Motorola Solutions customers the details necessary for understanding Motorola Solutions overall support processes and policies as a compliment to the Motorola Solutions Maintenance and Support Agreement.

The Motorola Solutions Maintenance and Support Agreement is the legal and binding contractual terms for which services are provided under. Questions or concerns regarding your support plan can be directed to your Support Manager.

Below are the topics outlined in this Customer Support Plan:

- I. **Service Offerings**
- II. **Accessing Customer Support**
- III. **Severity Levels and Case Management**
- IV. **Responsibilities**
- V. **Customer Call Flow**
- VI. **Contacts**

I. Service Offerings

Motorola Solutions Customer Support organization includes a staff of Support Analysts whom are managed by Motorola Solutions Customer Support Managers and are chartered with the direct front-line support of our customers. A Support Analyst is a system technologist responsible for providing direct or escalation support. A Support Analyst is sometimes referred to as a Customer Support Analyst ("CSA") or Technical Support Analyst ("TSA") or Technical Support Representative.

Motorola Solutions Support Organization offers a multi-layered approach to a total service solution. Levels of support are defined as follows:

Service Levels

Level 0	Logging, dispatching and tracking service requests
Level 1	Selected 1 st call support, triage and resolution
Level 2	Telephone and/or on-site support for normal technical requirements
Level 3	High-level technical support prior to Engineering escalation
Level 4	Engineering software code fixes and changes

Motorola Solutions provides to customers on an active maintenance and support agreement defined services and Software Releases. Specific support definitions, offerings and customer responsibilities are detailed in section 3 of the main body of the maintenance and support agreement.

II. Accessing Customer Support

The Motorola Solutions System Support Center Operations

Motorola Solutions Public Service Applications Technical Support personnel in cooperation with Motorola Solutions System Support Center ("SSC") provide the gateway to technical support for all of Motorola Solutions Public Service Application systems. Accessing support through Motorola Solutions toll free 800 number, web ticketing or email ticketing ensures accurate case handling and tracking. The goal of the Support team and SSC is to make certain systems are restored and running at peak levels as quickly as possible. This is accomplished by obtaining accurate customer and problem details and by directing your requests to the right support team in a timely manner.

The System Support Center offers total call management including:

- Single point of contact for Motorola Solutions service requests
- Logging, dispatching and tracking of service requests
- System capabilities to identify pending cases and automatically escalate to management
- Database and customer profile management
- Standard reports with on-demand distribution
- Case notification

Motorola Solutions System Support Center operates 24 hours a day, 7 days a week, 365 days a year. That means you can call us anytime. Support Center personnel enter requests for service, technical assistance, or telephone messages into a database system. Every time you call us, we log information about your request into the tracking system so that the information is available for reference and analysis to better serve your future service needs. Another benefit of logging every service request is that Motorola Solutions and customers can track the progress from initial contact to final resolution.

There are three options for accessing Support at Motorola Solutions:

1. **Motorola Solutions System Support Center Toll Free Number**
2. **eCase Management through Motorola Solutions On-Line**
3. **Email Case Ticketing**

Option 1 - Call Motorola Solutions System Support Center

Call Motorola Solutions Toll free 800-323-9949

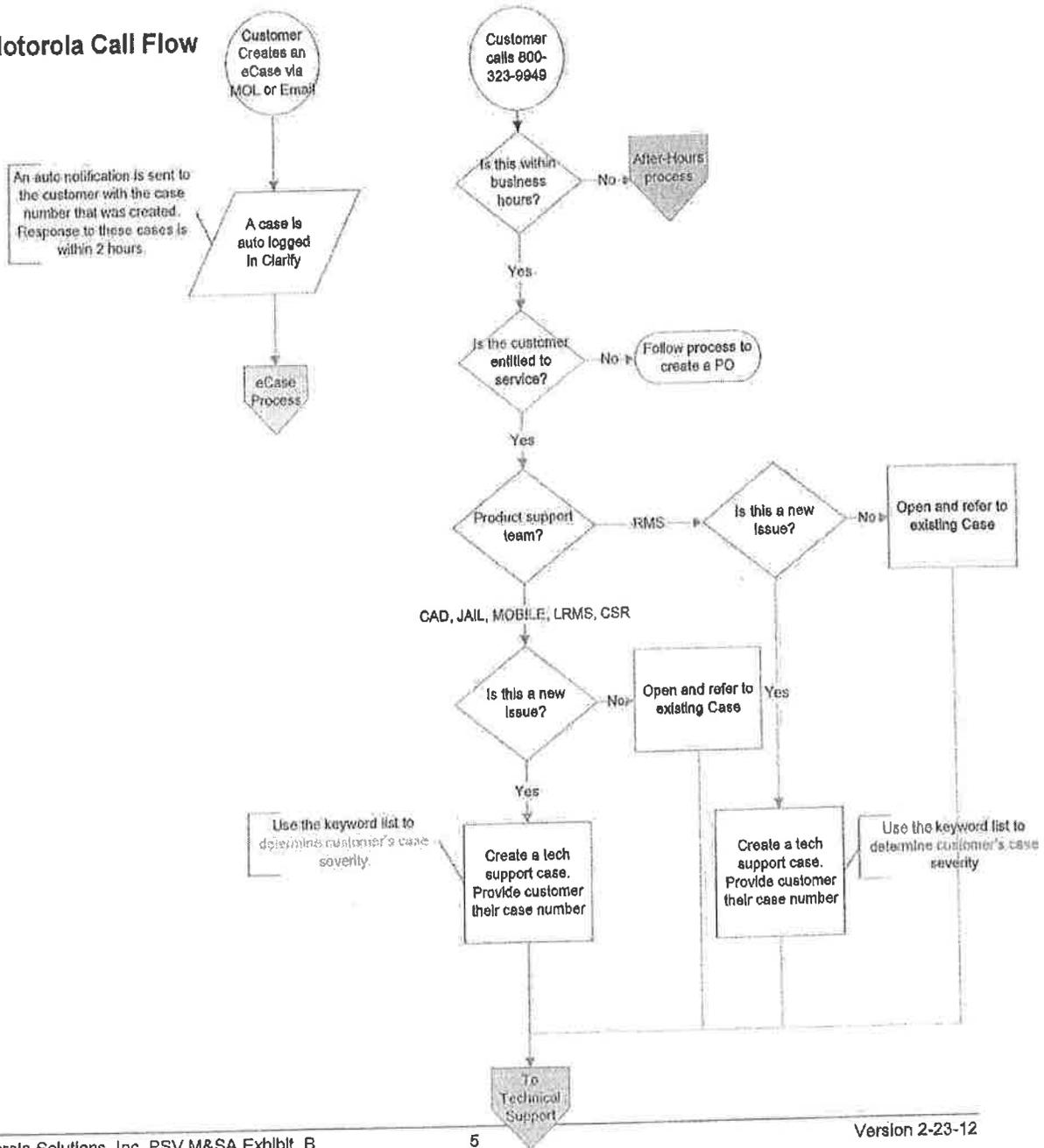
- Select from the auto attendant as follows:
 - **Option 2 – Technical Support of Infrastructure Products**
 - **Then select Option 6 – Public Safety Applications**
 - **Next select the appropriate system type option**
 1. CAD
 2. RMS
 3. Mobile Applications
 4. Jail Management Systems
 5. Law Records (LRMS)
 6. Customer Service Request System (CSR)
 0. All Other Applications

Upon contact with the SSC personnel, you will provide the name and phone number for Customer contact and your agency and product specific Site Identification number. Providing a brief problem description will assist in defining the severity level and determine proper case routing to the appropriate Motorola

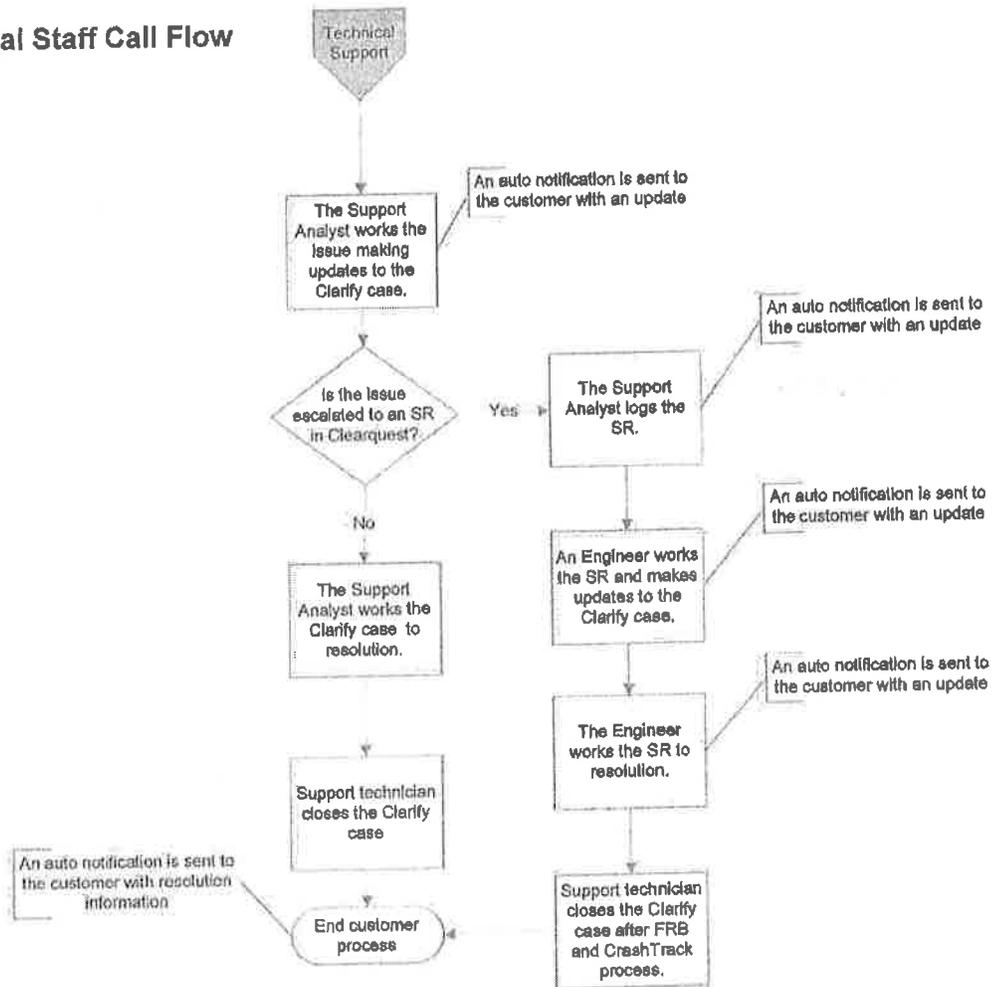
Solutions technical support team member. A unique tracking number will be provided to your agency for future reference.

Generally customers calling the toll-free 800 number will access Public Service Applications technical support directly. For heavy call times or after hours the caller will be directed to Motorola Solutions System Support Call Center Operations. Once the logging process is complete customers are transferred directly to a Technical Support Analyst during Technical Support Operation Hours (6:00 a.m. to 6:00 p.m. Mountain Time, Monday to Friday). After support operation hours (6:00 p.m. to 6:00 a.m. Mountain Time, Weekends and Motorola Solutions Holidays) customers will be contacted within the contractually specified period of time by a Technical Support Analyst.

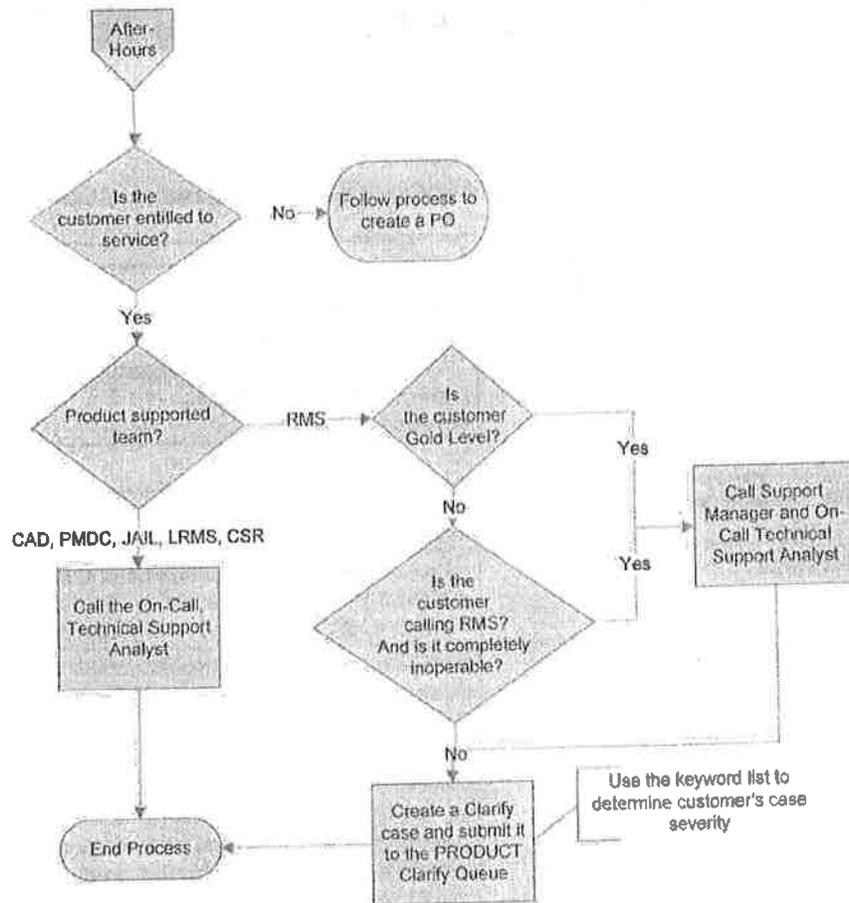
Motorola Call Flow



Technical Staff Call Flow



Call Flow After-Hours



How to Obtain Technical Support for Products

Action / Response											
<p>Step 1. Call the System Support Center 1-800-323-9949 Step 2. Select option 2 (Technical Support) Step 3. Select option 6 (Public Safety Applications) Step 4. Select product specific option Step 5. Provide Site Identification Number (See Exhibit A-Description of Covered Products for Site Identification Numbers)</p>											
Step 6. Provide Your Information	<p>Caller Name Contact Phone Number Description of problem Severity of system problem determined at time of call Time available for call back Email address</p>										
Step 7. Case Number Generated	<p>Caller will receive a Case number for tracking the service request.</p>										
Check Status	<p>The caller may check the status of a Case at any time by calling the System Support Center at 1-800-323-9949 and following steps 2-4 above and providing the case number.</p>										
Case Assignment	<p>The Customer Support Representative will determine a course of action and assign the Case to the appropriate group.</p>										
Standard Response Time	<p>RESPONSE See Section III for Severity Level definitions</p> <table> <tr> <td>Severity 1:</td> <td>1 hour</td> </tr> <tr> <td>Severity 2:</td> <td>3 business hours</td> </tr> <tr> <td>Severity 3:</td> <td>2 business days</td> </tr> <tr> <td>Severity 4:</td> <td>7 business days</td> </tr> <tr> <td>Severity 5:</td> <td>Determined by Motorola Product Mgr</td> </tr> </table>	Severity 1:	1 hour	Severity 2:	3 business hours	Severity 3:	2 business days	Severity 4:	7 business days	Severity 5:	Determined by Motorola Product Mgr
Severity 1:	1 hour										
Severity 2:	3 business hours										
Severity 3:	2 business days										
Severity 4:	7 business days										
Severity 5:	Determined by Motorola Product Mgr										
Step 8. Notification of CASE All Activity	<p>Case Notifications are available for up to 4 persons. Notifications are sent via pager or email when any of the following events occur on a Case: Open, Assigned, Site Arrival, Deferred or Closure.</p> <p>To request case notifications, please contact your Support Manager.</p>										
Notification of CASE Open/Close Activity	<p>Case Notifications are available for up to 4 persons. Notifications are sent via pager or email when any of the following events occur on a Case: Open or Closure.</p> <p>To request case notifications, please contact your Support Manager.</p>										

Option 2 - Submit a ticket via eCase Management from Motorola Solutions On-Line

Motorola Solutions On-Line eCase Management provides a fast, intuitive, and efficient interface for Technical Case Management that allows customers to open, update, and view the status of their cases on the web.

Setting Up a Motorola Solutions On-Line Account

To set up a Motorola Solutions On-Line account, please visit <https://businessonline.motorola.com> and follow the directions on the link for "Sign Up Now."

A User ID and Password are not required for setting up your account. After accessing the link above, indicate in the "Additional Information" field you are a Public Service customer seeking access to eCase Management. Once you submit your request, you will receive a confirmation email indicating receipt and including additional details about the Motorola Solutions On-Line account set up. In approximately 4-5 business days an additional email will be sent which includes details about your On-Line account.

Accessing the Technical Case Management web site

Once you have set up your agency's Motorola Solutions On-Line Account, to access the site simply log onto Motorola Solutions at businessonline.motorola.com with your user ID and password, click on the Contact Us → Open Case, and select System Support Issue from the Issue Type drop-down.

Primary Features of On-Line Technical Case Management

Motorola Solutions customers have three main functions available through Motorola Solutions On-Line to manage their cases:

- A. Open new cases**
- B. Search for existing cases and view details of the existing case**
- C. Update existing cases by adding notes**

A. Open a New Case

1. Log into Motorola Solutions On-Line
2. Click on the "Contact Us" → Open Case
3. Then select the Reason Code = **System Support Issue** (and the page will automatically reload)



Open Case

Welcome to the Open Request Screen. From here, you may open a request which will be tracked and routed to the proper Motorola Employees.

To permanently change your email address or phone number, you must go to the [Motorola Membership Site](#)

Contact Name: Motorola Online WebID
 Contact Phone: 800-814-0601
 Contact Email: cucmh10@hotmail.com

Reason:

Title:

Description:

4. Fill in the Case Title (description of request) and choose the applicable Site (which are listed alphabetically)
5. Choose case type **Technical Support**, Severity Level and **Public Safety Applications System**
6. Fill in a detailed description of your issue
7. Click "Create Case"

Screen Shot from Steps 4-6

Open Case

Welcome to the Open Request Screen. From here, you may open a request which will be tracked and routed to the proper Motorola Employees.

To permanently change your email address or phone number, you must go to the [Motorola Membership Site](#)

Contact Name: Penn State Test WebID
 Contact Phone: 647 725 4902
 Contact Email: pennstate1test@aol.com

Reason:

Title:

System Support Site:

Case Type:

Severity:

System:

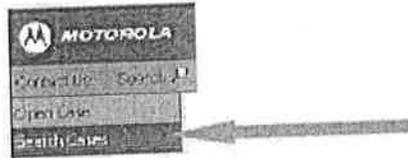
Description:

Email Confirmation

1. eCase Management will give immediate confirmation of case number (new case numbers are 8 digits long)
2. The confirmation screen includes "expand all" and "collapse all" buttons for case notes

B. Search for a Case

1. Log into Motorola Solutions On-Line
2. Click on the "Contact Us" → Search Case
3. Select the "System Support Issue" type (the webpage will automatically reload)



C. Add Notes to an Existing Case

1. You can also add notes after submitting your case, by clicking on the "Add Notes" button

Case Condition: Open
 Customer Name: TEST CUSTOMER
 Case Status: Not Assigned
 Issue Type: System Support
 Case Source: Web
 Contact Name: Test Test World
 Contact Phone: 647 725 4002
 Contact Email: 1 test@test.comtest

System Site ID: MDP130
 System Site Name: Test Site as an example
 Case System: IT
 Case Type: Network Management

Activity	Date/Time	Activity Summary
Create	12/12/07 2:19:53 PM	Hi! Reasoned by contact! Please specify, Status = Not Assigned
Update	12/10/07 8:50:52 PM	Hi! Acknowled by contact

Expand/Collapse Buttons

Add Notes

Motorola Solutions On-Line Support

1. Motorola Solutions does not recommend using this tool for opening Severity 1 or 2 cases. For any critical issues, customers should contact the System Support Center by calling 800-323-9949 and following the appropriate prompts.
2. The same guidelines would apply to updating cases with critical information. Any critical updates should be reported directly to Support at 800-323-9949.
3. When updating case notes, please provide your contact information, which includes your phone number, pager number, etc.

For questions on Motorola Solutions On-Line eCase Management or administrative support, please contact the Motorola Solutions Online Helpdesk at molhelp1@motorolasolutions.com or call 800-814-0601. Requirements for effective usage:

Browser: Internet Explorer 5.0 or greater
Valid MOL user ID and Password

Option 3 - Submit a ticket via Email Case Management

An alternative Customer Support tool is available for PSA customers. Along with the toll-free phone number and Motorola Solutions Online, customers can request technical support by email. For many customers who use their PDA as a means to open cases, email ticketing provides additional flexibility for initiating cases.

To ensure proper case management and contractual response, email ticketing is only available for severity levels three and four. In order to properly process a ticket via email, the message must be formatted exactly as described below: Instructions are also located under "Resources" at: <https://motonline.mot.com>

1. Address your email to PSACASE@motorolasolutions.com.
2. Type **PSA Service Request** and a brief description of the system issue in the Subject line of the e-mail message. This will become the case title
3. Type **Site ID** = followed by the site identification number of the system location
4. Type **Product Type**= followed by the product family type. Choose from the following list:
 - CAD (OR FRIENDS OF CAD, such as AWW, ATM, AVL and UDT)
 - CSR (CUSTOMER SERVICE REQUEST)
 - INFOTRAK, LRMS
 - JAIL MANAGEMENT (OFFENDERTRAK)
 - MOBILE APPLICATIONS (PMDC, AIRMOBILE, TXMESSENGER)
 - NETRMS
5. Type **Contact First Name** = followed by your first name or the name of the person you would like support personnel to contact
6. Type **Contact Last Name** = followed by your last name or the name of the person you would like support personnel to contact.
7. Type **Phone Number** = followed by the area code and phone number where the contact person may be reached
8. Type **Severity Level** = followed by either severity level 3 or 4. All severity level one or two cases must be opened via the toll-free PSA customer support number
9. Type **Problem Description** = followed by a comprehensive description of the problem
10. Send the message to us. You will receive an email with your case number for future reference.

If an email response is not received, or if you need to open a severity level one or two case, please contact the PSA customer support at 1 800-323-9949 for further assistance.

SAMPLE Email Ticket Formatting:

To:	psacase@motorola.com
Cc:	
Subject:	PSA Service Request: NetRMS Reports Not Functional
<p>Site ID number: PSA12345_(NetRMS) <i>(Clarify site identification number)</i> Product type: NetRMS <i>(Specific product such as LRMS, NetRMS, Premier MDC, etc.)</i> Contact first name: John Contact last name: Doe Phone number: 303-123-4567 Severity level: Level 3 <i>(Email ticketing is available for severity levels three and four only)</i> Problem description: NetRMS does not allow for the creation of manual-case reports which is affecting the generation of daily reports <i>(Include a comprehensive description of the problem)</i></p>	

III. Severity Levels and Case Management

Motorola Solutions services and response times are based on the severity levels of the error a customer is experiencing as defined below. This method of response allows Motorola Solutions to prioritize its resources for availability on our customer's more severe service needs. Severity level response time defines the actions that will be taken by Motorola Solutions Support team. Due to the urgency involved in some service cases, Motorola Solutions will make every reasonable effort to provide a temporary or work around solution. When a permanent solution is developed and certified through testing, it will be incorporated in to the applicable Supplemental and or Standard Release.

SEVERITY LEVEL	DEFINITION	RESPONSE TIME	TARGET RESOLUTION TIME
1	Total System Failure - occurs when the System is not functioning and there is no workaround; such as a Central Server is down.	Telephone conference within one (1) hour of initial voice notification	Resolve within twenty-four (24) hours of initial notification
2	Critical Failure - Critical process failure occurs when a crucial element in the System that does not prohibit continuance of basic operations is not functioning and there is usually no suitable work-around. Note that this may not be applicable to intermittent problems.	Telephone conference within three (3) Standard Business Hours of initial voice notification	Resolve within seven (7) Standard Business Days of initial notification
3	Non-Critical Failure - Non-Critical part or component failure occurs when a System component is not functioning, but the System is still useable for its intended purpose, or there is a reasonable workaround.	Telephone or email conference within two (2) Standard Business Days of initial notification	Resolve within 180 days in a Motorola-determined Patch or Release.
4	Inconvenience - An inconvenience occurs when System causes a minor disruption in the way tasks are performed but does not stop workflow.	Telephone or email conference within seven (7) Standard Business Days of initial notification	At Motorola's discretion, may be in a future Release.
5	Customer request for an enhancement to System functionality is the responsibility of Motorola's Product Management.	Determined by Motorola's Product Management.	If accepted by Motorola's Product Management, a release date will be provided with a fee schedule, when appropriate.

Incoming cases are automatically assigned an initial Severity Level of 3, unless otherwise indicated or determined at the time the case is logged. When escalation is required, Motorola Solutions adheres to strict policy dictated by the level of problem severity.

Severity Level One Escalation

Once an issue is escalated to Engineering, the following table is used as an Engineering resolution guideline for standard product problems.

Escalation Policy- Severity Level 1		
CRITICAL	ACTION	RESPONSIBILITY
0 Hours	Initial service request is placed. Support Analyst begins working on problem and verifies / determines severity level.	Support Analyst
2 Hours	If a resolution is not identified within this timeframe, SA escalates to the Customer Support Manager who assigns additional resources. Email notification to Director of Customer Support and Director of System Integration.	Support Analyst Customer Support Manager
4 Hours	If a resolution is not identified within this timeframe, Customer Support Manager escalates to the Director of Customer Support and Director of System Integration to assign additional resources. Email notification to Vice President of System Integration and Vice President Customer Support.	Customer Support Manager Director of Customer Support Director of Systems Integration
8 Hours	If a resolution is not identified within this timeframe, Director of Customer Support escalates to Vice President of System Integration, Vice President of Support, and account team.	Customer Support Manager Director of Customer Support Director of Systems Integration VP of System Integration VP of Customer Support
12 Hours	If a resolution is not identified within this timeframe, Director of Customer Support escalates to Vice President of System Integration, Vice President of Support, and account team, Senior Vice President's of Operations, System Integration, Customer Support and Engineering.	Senior Management Support Operations Systems Integration Engineering

All **Severity Level 1** problems will be transferred or dispatched immediately to the assigned Motorola Solutions technical support representative, to include notification to Motorola Solutions management 24x7. All other severity level problems logged after business hours will be dispatched the next business morning.

3.1 **Reporting a Problem.** Customer will assign an initial Severity Level for each error reported, either verbally or in writing, based upon the definitions listed above. Because of the urgency involved, Severity Level 1 or 2 problems must be reported verbally to the Motorola Solutions call incoming center. Motorola Solutions will notify the Customer if Motorola Solutions makes any changes in Severity Level (up or down) of any Customer-reported problem.

3.2 Motorola Solutions will use best efforts to provide Customer with a resolution for Severity 1 and Severity 2 issues within a reasonable time and in accordance with the assigned Severity Level when Customer allows timely access to the System and Motorola Solutions diagnostics indicate that a Residual Error is present in the Software. Should Customer report an error that Motorola Solutions cannot reproduce, Motorola Solutions may enable a detail error capture/logging process to monitor the System. If Motorola Solutions is unable to correct the reported Residual Error within a reasonable time, Motorola Solutions will escalate its procedure and assign such personnel or designee to correct such Residual Error promptly. Should Motorola Solutions, in its sole discretion, determine that such Residual Error is not present in its Release, Motorola Solutions will verify: (a) the Software operates in conformity to the

System Specifications, (b) the Software is being used in a manner for which it was intended or designed, and (c) the Software is used only with approved hardware or software.

3.3 **Error Correction Status Report.** Motorola Solutions will provide verbal status reports on Severity Level 1 and 2 Residual Errors. Written status reports on outstanding Residual Errors will be provided to System Administrator on a monthly basis.

IV. Key Responsibilities

4.1 Motorola Solutions Responsibilities

4.1.2 **Customer Notifications.** Motorola Solutions will provide access to (a) Field Changes; (b) Customer Alert Bulletins; and (c) hardware and firmware updates, as released and if applicable.

4.1.4 **Remote Installation.** At Customer's request, Motorola Solutions will provide remote installation advice or assistance for Updates for a fee.

4.1.5 **Software Release Compatibility.** At Customer's request, Motorola Solutions will provide: (a) current list of compatible hardware operating system releases, if applicable; and (b) a list of Motorola Solutions Software Supplemental or Standard Releases

4.1.6 **On-Site Correction.** Unless otherwise stated herein, all suspected Residual Errors will be investigated and corrected from Motorola Solutions facilities. Motorola Solutions will decide whether on-site correction of any Residual Error is required and will take appropriate action.

4.1.15 Support on Motorola Solutions Software

Motorola Solutions will provide any required software fixes in the form of either a "patch" or in a Supplemental (maintenance) Release.

4.1.16 Maintenance Contract Administration

Motorola Solutions Maintenance Contracts Administration Department manages the maintenance agreement following the warranty term that may be included in the purchase of a Motorola Solutions system.

Approximately four months prior to the expiration of the warranty period, the Contracts Administration team will contact the customer to discuss the options available for their specific site. The terms of the agreement can be customized to your agency's budgetary requirements and cycle. Motorola Solutions offers various levels of support to meet an agency's requirements, for example:

- Telephone, dial in support for software fixes
- Varying hours of coverage
- Third party vendor services
- On-site services
- Users Conference
- Professional Services

4.1.17 Reports

Service history reports and notifications are available from the Motorola Solutions call tracking system. If you are interested in obtaining access to service history reports and ticketing notifications, inquire with your Technical Support Representative.

4.2 Customer Responsibilities

- 4.2.1 Initial logging of issue
- 4.2.2 Assist in assessing severity level
- 4.2.3 Contact Motorola Solutions to escalate service requests
- 4.2.4 Parts replacement (if applicable)
- 4.2.5 Dial in connectivity and telephone access to Motorola Solutions personnel
- 4.2.6 **Anti-virus software.** Customer is responsible for running any installed anti-virus software.
- 4.2.7 **Operating System ("OS") Upgrades.** Unless otherwise stated herein, Customer is responsible for any OS upgrades to its System. Before installing any OS upgrade, Customer will contact Motorola Solutions to verify that a given OS upgrade is appropriate.
- 4.2.8 **Trouble Report Form** To better assist us in gathering details for analyzing and repairing your system errors, Motorola Solutions has created the Trouble Report Form (page 17). Completion of this form by the customer is voluntary.

The Trouble Report form helps Motorola Solutions Technical Support reduce errors by increasing the understanding of the problem description definition. It may also improve repair time by understanding the probability of repeat errors. Additionally, should escalation to Motorola Solutions Engineering team be required, information gathered on this form will aid by potentially avoiding the wait associated with error reoccurrence.

Information customers provide on the Trouble Report form will assist Motorola Solutions Support team expedite the troubleshooting process. Your assistance in providing the information is appreciated. Once you complete the form, please e-mail or fax this form to the Technical Support Representative assigned to work on the issue reported.

Trouble Report Form

Agency Name:	<input type="text"/>	Motorola Solutions Case Number:	<input type="text"/>
Contact Name:	<input type="text"/>	E-mail Address:	<input type="text"/>
Contact Phone:	<input type="text"/>	Contact Fax:	<input type="text"/>
Severity Level:	<input type="text"/>	CAD Correction#:	<input type="text"/>
Subject:	<input type="text"/>		
Product/Version:	<input type="text"/>		
Problem Description:	<p>Please ensure that the description provided is as detailed as possible. By including accurate details, Motorola Solutions opportunity to resolve the issue promptly and successfully increases. Please be sensitive to the use of verbiage that is specific to your agency or area of the country. Full understanding of the facts on a reported issue increases Motorola Solutions probability of locating a root cause and achieving a timely resolution.</p>		
	<input type="text"/>		
Steps to Duplicate:	<p>Motorola Solutions understands that duplication is not always easy. However, if you are able to duplicate the issue, providing us with the detailed keystrokes will greatly improve our ability to correct the issue in question. When unable to duplicate the issue on demand, providing us with detailed steps that preceded the issue reported will greatly help.</p>		
Step One:	<input type="text"/>		
Step Two:	<input type="text"/>		
Step Three:	<input type="text"/>		
Step Four:	<input type="text"/>		
Step Five:	<input type="text"/>		
Step Six:	<input type="text"/>		
Step Seven:	<input type="text"/>		
Additional Steps:	<input type="text"/>		
Expected Results:	<input type="text"/>		
Actual Results:	<input type="text"/>		
Configuration Checked:	<input type="text"/>		

V. Customer Call Flow

To Be Provided By Customer

VI. Contact Information

Motorola Solutions Contacts

CONTACT	PHONE NUMBER
Motorola Solutions System Support Center	(800) 393-9949
Doug Walkinshaw Director, Customer Support Doug.Walkinshaw@motorolasolutions.com	(850) 225-6242
Gayle Leary Technical Support – Public Service Gayle.Leary@motorolasolutions.com	(850) 803-1820
Shelley Rhoads Senior Manager, Services Business Operations Manager srhoads@motorolasolutions.com	(951) 934-3285

Customer Contacts (to be provided by Customer)

<u>Customer Agency Name:</u> Address: City, State and Zip:
<u>Billing Contact Name:</u> Phone No: Fax No: Email:
<u>Backup System Administrator Name:</u> Phone No: Fax No: Email:
<u>Service Escalations Contact Name:</u> Title: Phone No: Email:

Exhibit C

SUPPORT PLAN OPTIONS AND PRICING WORKSHEET

Maintenance and Support Agreement # 710 Term Length 12 Months
 Term Start Date November 1, 2014 Term End Date October 31, 2015

CUSTOMER AGENCY	City of Chattanooga	BILLING AGENCY	City of Chattanooga
Address	101 East 11 th Street	Address	101 East 11 th Street
City, State, Zip	Chattanooga, TN 37401	City, State, Zip	Chattanooga, TN 37401
Contact Name	Nancy Nason	Contact Name	Nancy Nason
Contact Title		Contact Title	
Telephone Number	(423) 643-6337	Telephone Number	(423) 643-6337
Fax Number	(423) 643-6355	Fax Number	(423) 643-6355
Email Address	nason_nancy@chattanooga.gov	Email Address	nason_nancy@chattanooga.gov

For support and updates on products below, please contact Motorola Solutions Public Service Application's Customer Support: (800) 323-9949 Option 2, Option 6, then select the corresponding product prompts as follows:

6 CSR PRODUCTS

- | | | | |
|---|---|------------------------------------|---|
| <input checked="" type="checkbox"/> PremierOne CSR™ | <input type="checkbox"/> Infor Radio Asset Management | <input type="checkbox"/> Cityworks | <input type="checkbox"/> Custom Interfaces |
| <input type="checkbox"/> CSR | <input type="checkbox"/> Other | <input type="checkbox"/> | <input type="checkbox"/> Administrative Hearings (AHMS) |

MOTOROLA SOLUTIONS SERVICES

TERM FEES

<input checked="" type="checkbox"/> STANDARD SUPPORT SERVICES	\$ 42,600.00
1 Customer Support Plan	\$ Included
2 Case Management 24X7	\$ Included
3	
Technical Support Monday through Friday 8:00 a.m. to 5:00 p.m. Customer local time	\$ Included
4 Third-party Vendor Coordination	\$ Included
5 On-site Support (when applicable)	\$ Included
6	\$ Included
7 SW Releases: Standard & Supplemental	\$ Included
8 Access to Users Group Site	\$ Included
<input type="checkbox"/> SUPPLEMENTAL SERVICE OPTIONS	
<i>Service Descriptions Available Upon Request</i>	
1 24x7 Technical Support Svcs	\$ N/A
2 Time and Materials	\$ N/A
3 Professional Services Training	\$ N/A
4 Professional Services Upgrades	\$ N/A
5 Preventive Maintenance	\$ N/A
6 Users Conference Advance Purchase	\$ N/A
7 On-site Support (Dedicated Resource)	\$ N/A
8 GeoFile Services	\$ N/A

MOTOROLA SOLUTIONS TOTAL FEES \$ 42,600.00

USERS CONFERENCE ATTENDANCE ADVANCE PURCHASE DETAILS

<input type="checkbox"/> Users Conference Attendance (\$2,650 per Attendee)	Year 2016	Number Attendees 0
• Registration fee	• Roundtrip travel for event (booked by Motorola Solutions)	
• Hotel accommodations (booked by Motorola Solutions)	• Rental car (booked by Motorola Solutions)	
• Daily meal allowance (determined by Motorola Solutions guidelines)		

TERM GRAND TOTAL* \$ 42,600.00

**Excludes taxes if applicable*

Prepared by: Christine Lay, (909) 598-2964, christinelay@motorolasolutions.com



City of Chattanooga

Mayor Andy Berke

October 28, 2014

Mr. Lee Norris, Administrator
Public Works Department
Development Resource Center
1250 Market Street – Suite 2100
Chattanooga, TN 37402

Subject: 519099 – Blanket Contract Renewal: Overhead Door Maintenance and Repair Services – Waste Resources Division - Public Works Department

Dear Mr. Norris:

Council approval is recommended to renew the blanket contract for Overhead Door Maintenance and Repair Services for the Waste Resources Division of the Public Works Department. This blanket contract with Certified Door & Dock Services, LLC started in January 2013 and to date has provided \$57,672 of maintenance and repair services for Waste Resources. Annual usage of this blanket contract is expected to remain approximately \$40,000 per year.

I recommend renewing this blanket contract with Certified Door & Dock Services, LLC for a one (1) year term through January 2016. There are options for two (2) additional one (1) year contract renewals beyond 2016.

Respectfully yours,

A handwritten signature in blue ink, appearing to read "DC", written over a circular stamp or watermark.

David Carmody
Purchasing Agent

DC/gh



City of Chattanooga

Mayor Andy Berke

October 24, 2014

Mr. Lee Norris, Administrator
Public Works Department
Development Resource Center
1250 Market Street, Suite 2100
Chattanooga TN, 37402

Subject: R81784 – Trees - Public Works Department

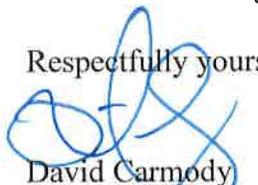
Dear Mr. Norris;

Council approval is recommended to extend blanket contract 523243 for Trees as needed by the Public Works Department. The estimated annual expenditure under this contract is \$30,000.00.

The invitation to bid was sent to fifteen (15) vendors as well as formally advertised. Eight (8) bids were received. The bids are retained on file in the Purchasing Office for your review upon request.

I recommend extending this blanket contract with John Deere Landscapes, based on the lowest bid meeting the specifications for the City of Chattanooga.

Respectfully yours,



David Carmody
Purchasing Agent

DC/wt
Attachment