## AGENDA ITEM SUMMARY
**January 2, 2024, Organizational City Council Meeting**
**Item Number: 11**

Presented by: Chief Ken Noble    Police Department

### ITEM SUMMARY:

Consider for approval the renewal of the 12-month contract for CLEAR investigative software for 15 users. The Police Department currently has (10) users and needs to increase the number by (5) during the renewal process.

### SPECIAL CONSIDERATIONS OR CONCERNS:

This software is used by both the Criminal Investigations Division and the Uniform Patrol Division. The purpose of the software is to search for information on individuals for investigative purposes during an active investigation.

### STAFF RECOMMENDATION:

Staff recommends approval.

### FINANCIAL IMPACT:

(15) Users for CLEAR investigative software = $405.00 per month or $4,860.00 per year.
Current year for (10) users = $359.20 per month or $4,310.40 per year.
Difference for (5) more users is $45.80 per month or $549.60 per year.

### FUNDING SOURCE:

Line Item: 100-5.1535.52.1301

### ATTACHMENTS:

(1) Quote with amended terms.

### OTHER DEPARMENTAL REVIEW NEEDED:

X Yes    __ No

### OTHER DEPARMENTAL REVIEW

_X___ Technology Services

| THOMSON REUTERS | **Order Form** **Order ID:Q-07897671** Contact your representative tyler.murray@thomsonreuters.com with any questions. Thank you. |
|---|---|

**Subscriber Information**

| Sold To Account Address | Shipping Address | Billing Address |
|---|---|---|
| Account #: 1003131142<br>MCDONOUGH POLICE DEPT<br>CLEAR<br>50 LAWRENCEVILLE ST<br>MCDONOUGH GA 30253-2351 US<br><br>"Customer" | Account #: 1003131142<br>MCDONOUGH POLICE DEPT<br>CLEAR<br>50 LAWRENCEVILLE ST<br>MCDONOUGH GA 30253-2351 US | Account #: 1003131142<br>MCDONOUGH POLICE DEPT<br>CLEAR<br>50 LAWRENCEVILLE ST<br>MCDONOUGH, GA 30253-2351 US |

This Order Form is a legal document between Customer and

A. West Publishing Corporation to the extent that products or services will be provided by West Publishing Corporation, and/or
B. Thomson Reuters Enterprise Centre GmbH to the extent that products or services will be provided by Thomson Reuters Enterprise Centre GmbH.

A detailed list of products and services that are provided by Thomson Reuters Enterprise Centre GmbH and current applicable IRS Certification forms are available at: https://www.tr.com/trorderinginfo

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**Thomson Reuters General Terms and Conditions for Federal Subscribers** is located at https://static.legalsolutions.thomsonreuters.com/static/Federal-ThomsonReuters-General-Terms-Conditions.pdf In the event that there is a conflict of terms between the General Terms and Conditions and this Order Form, the terms of this Order Form control. This Order Form is subject to our approval.

**ProFlex Products**
**See Attachment for details**

| Material # | Product | Monthly Charges | Minimum Terms (Months) |
|---|---|---|---|
| 41308780 | CLEAR Proflex | $405.00 | 12 |

**Minimum Terms**

Your subscription is effective upon the date we process your order ("Effective Date") and Monthly Charges will be prorated for the number of days remaining in that month, if any. Your subscription will continue for the number of months listed in the Minimum Term column above counting from the first day of the month following the Effective Date. Your Monthly Charges during the first twelve (12) months of the Minimum Term are as set forth above. If your Minimum Term is longer than 12 months, then your Monthly Charges for each year of the Minimum Term are displayed in the Attachment to the Order Form.

**Post Minimum Terms**

At the end of the Minimum Term, we will notify you of any change in Monthly Charges at least 60 days before each 12-month term starts. Either of us may cancel the Post-Minimum Term subscription by sending at least 30 days written notice.

**Federal Government Subscribers Optional Minimum Term**. Federal government subscribers that chose a multi-year Minimum Term, those additional months will be implemented at your option pursuant to federal law.

**Miscellaneous**

**Applicable Law.** If you are a state or local governmental entity, your state's law will apply, and any claim may be brought in the state or federal courts located in your state. If you are a non-governmental entity, this Order Form shall be interpreted under Minnesota state law and any claim by one of us shall exclusively be brought in the state or federal courts in Minnesota. If you are a United States Federal Government subscriber, United States federal law will apply, and any claim may be brought in any federal court.

**Charges, Payments & Taxes.** You agree to pay all charges in full within 30 days of the date of invoice. You are responsible for any applicable sales, use, value added tax (VAT), etc. unless you are tax exempt. If you are a non-government subscriber and fail to pay your invoiced charges, you are responsible for collection costs including attorneys' fees.

**eBilling Contact.** All invoices for this account will be emailed to your e-Billing Contact(s) unless you have notified us that you would like to be exempt from e-Billing.

**Credit Verification**. If you are applying for credit as an individual, we may request a consumer credit report to determine your creditworthiness. If we obtain a consumer credit report, you may request the name, address and telephone number of the agency that supplied the credit report. If you are applying for credit on behalf of a business, we may request a current business financial statement from you to consider your request.

**Cancellation Notification Address**. Send your notice of cancellation to Customer Service, 610 Opperman Drive, P.O. Box 64833, Eagan MN 55123-1803

**Regulated Data**. Due to the regulated or private nature of some data in our information products such as credit header data, motor vehicle data, driver license data and voter registration data, you may need to complete a credentialing process which will include certifying what your legally permissible use of the data will be. You agree to immediately notify us if any of the information you provided in your ordering document or during the credentialing process changes. You agree to and warrant that you are the end user of this data and that you will only use it for your own internal business purposes. You also warrant that you will strictly limit the access, use and distribution of this data to user permitted under applicable laws, rules and regulations and as permitted by the third party additional terms. You will keep the data confidential. You will use industry standard administrative, physical and technical safeguards to protect the data. You will not disclose it to anyone except as necessary to carry out your permissible use. You will immediately report any misuse, abuse or compromise of the data. You agree to cooperate with any resulting inquiry. If we reasonably believe that the data has been misused, abused or compromised, we may block access without additional notice. You are responsible for all damages caused by misuse, abuse or compromise of the data by you, your employees and any person or entity with whom you shared the data. We will be responsible for damages cause by us. We are not a consumer reporting agency. You may use information product data to support your own processes and decisions but you may not deny any service or access to a service to a consumer based solely upon the information product data. Examples of types of service include eligibility for credit or insurance, employment decisions and any other purpose described in the Fair Credit Reporting Act (15 U.S.C.A. 1681b). If the Financial Industry Regulatory Authority regulations apply to you, you may use our information products to verify the accuracy and completeness of information submitted to you by each applicant for registration on Form U4 or Form U5 in compliance with the requirements of FINRA Rule 3110. You may use the information products in this manner only in furtherance of written policies and procedures that are designed to achieve your compliance with FINRA Rule 3110 or as otherwise allowed by the General Terms and Conditions.

**Excluded Charges And Schedule A Rates.** If you access products or services that are not included in your subscription you will be charged our then-current rate ("Excluded Charges"). Excluded Charges will be invoiced and due with your next payment. For your reference, the current Excluded Charges schedules are located http://static.legalsolutions.thomsonreuters.com/static/agreement/schedule-a-clear.pdf and Excluded Charges change from time-to-time upon 30 days written or online notice. We may, at our option, make certain products and services Excluded Charges if we are contractually bound or otherwise required to do so by a third party provider or if products or services are enhanced or if new products or services are released after the effective date of this ordering document. Modification of Excluded Charges or Schedule A rates is not a basis for termination under paragraph 10 of the General Terms and Conditions.

**CLEAR Fixed Rate Usage** :If the transactional value of your CLEAR fixed rate usage exceeds your then-current Monthly Charges by more than 10 times in any month (or by 20 times in any month for Enterprise Law Enforcement subscribers), we may limit access to live gateways and request that the parties enter into good faith renegotiation or terminate upon 10 days written notice. Transactional value of your CLEAR usage is calculated based upon our then-current Schedule A rate. Schedule A rates may change upon at least 30 days written or online notice.

**Batch Usage** :If you have a fixed rate batch and/or batch alerts subscription and the total of your batch inputs or batch alerts exceeds your annual fixed rate batch or total batch alerts allotment, we may: 1) request the parties enter into good faith negotiations regarding a superseding agreement, 2) terminate your subscription upon 10 days written notice or 3) limit your access to your fixed rate batch subscription for the remainder of the then-current 12 month period, during which time you will continue to be billed your Monthly Charges. If your access to your fixed rate batch subscription has been limited, your access will be reinstated on the first day of the following 12 month period.

If the trial includes Batch Services, you may submit up to 1,000 input lines at no cost. We reserve the right to invoice you for input lines in excess of 1,000. You will pay our then current Schedule A rate. Schedule A rates are located at http://legalsolutions.com/schedule-a-clear.

**Existing Vigilant Subscribers:** We may terminate your License Plate Recognition (LPR) subscription if you are an existing Vigilant LEARN subscriber whose LPR pricing is based upon your existing Vigilant LEARN agreement, and you cancel your Vigilant LEARN agreement.

**Enterprise Law Enforcement Subscribers:** You certify that you have up to the number of Sworn Officers in your employ at this location identified in the QTY Column above. Our pricing for banded products is made in reliance upon your certification. If we learn that the actual number is greater, we reserve the right to increase your charges as applicable.

**CLEAR Subscribers via an Alliance Partner.** In limited circumstances we may allow you to access CLEAR through a third party's ("Service Provider") software or service (together with CLEAR, the "Integrated System"). In the event that you enter into a license agreement to access an Integrated System, you agree as follows:

We have no obligation to Service Provider with regard to the functionality or non-functionality of CLEAR during or after the integration. Service Provider will have access to CLEAR on your behalf and you will ensure Service Provider's compliance with the terms and conditions of the Thomson Reuters General Terms and Conditions located in the General Terms and Conditions paragraph above. Except as otherwise provided in your agreement with us, Data may not (i) be distributed or transferred in whole or in part via the Integrated System or otherwise to any third party, (ii) be stored in bulk or in a searchable database, and (iii) not be used in any way to replace or to substitute for CLEAR or as a component of any material offered for sale, license or distribution to third parties. No party will use any means to discern the source code of our products and product data. You are responsible for Service Provider's access to CLEAR on your behalf. You are responsible for all damages caused by misuse, abuse or compromise of the data by Service Provider, you, your employees and any person or entity with which you shared the data. We will be responsible for damages caused by us.

**For Law Enforcement Agencies and Correctional Facilities Only – No Inmate Westlaw or CLEAR Access (direct or indirect)**

I certify, on behalf of Subscriber, that I understand and accept the security limits of Westlaw or CLEAR ; Subscriber's responsibility for controlling Westlaw, CLEAR, internet and network access; and, how Subscriber will be using Westlaw or CLEAR. I acknowledge Subscriber's responsibility for providing West with prompt written notice if Subscriber's type of use changes.

Only non-inmates/administrative staff will access Westlaw or CLEAR with no direct Westlaw research results provided to inmates (including work product created as part of inmates' legal representation). In no event shall anyone other than Subscriber's approved employees be provided access to or control of any terminal with access to Westlaw or Westlaw Data.

Functionality of Westlaw or CLEAR cannot and does not limit access to non-West internet sites. It is Subscriber's responsibility to control access to the internet.

Subscriber will provide its own firewall, proxy servers or other security technologies as well as desktop security to limit access to the Westlaw or CLEAR URL and West software (including CD-ROM orders). Subscriber will design, configure and implement its own security configuration.

Subscriber will not use any data nor distribute any data to a third party for use, in a manner contrary to or in violation of any applicable federal, state, or local law, rule or regulation or in any manner inconsistent with the General Terms and Conditions.

Subscriber will maintain the most current version of the West software to access CD-ROM Products for security purposes.

**Signature for Order ID: Q-07897671**

ACKNOWLEDGEMENT Q-07897671

**I have read all pages and attachments to this Order Form and I accept the terms on behalf of Subscriber. I warrant that I am authorized to sign this Order Form on behalf of the Subscriber.**

| | |
|---|---|
| **Signature of Authorized Representative for order** | **Title** |
| **Printed Name** | **Date** |

This Order Form will expire and will not be accepted after 2/11/2024 CT.

| | Attachment | Order ID:Q-07897671 |
|---|---|---|
| THOMSON REUTERS | Contact your representative tyler.murray@thomsonreuters.com with any questions. Thank you. | |

Order ID: Q-07897671

**Payment, Shipping and Contact Information**

**Payment Method:**
Payment Method: Bill to Account
Account Number: 1003131142
This order is made pursuant to:

**Order Confirmation Contact (#28)**
Contact Name:Helgerson, Kyle
Email:khelgerson@mcdonoughga.gov

**ProFlex Multiple Location Details**

| Account Number | Account Name | Account Address | Action |
|---|---|---|---|
| 1003131142 | MCDONOUGH POLICE DEPT | 50 LAWRENCEVILLE ST<br>MCDONOUGH<br>GA 30253-2351 US | New |

**ProFlex Product Details**

| Quantity | Unit | Service Material # | Description |
|---|---|---|---|
| 1 | Each | 41308780 | CLEAR Proflex |
| 25 | Alerts | 41343547 | CLEAR Alerting Pro Addon |
| 15 | Seats | 42091861 | CLEAR PRO Gov Law Enforcement Investigator Plus |

**Account Contacts**

| Contact Name | | Email Address | Customer Type Description |
|---|---|---|---|
| KYLE | HELGERSON | khelgerson@mcdonoughga.gov | CLEAR PRIMARY CONT |
| KYLE | HELGERSON | khelgerson@mcdonoughga.gov | EML PSWD CONTACT |

**IP Address Information**

| From IP Address | To IP Address | From IP Address | To IP Address | From IP Address | To IP Address |
|---|---|---|---|---|---|
| 000.000.000.000 | 000.000.000.000 | | | | |

| Sub Material | Quantity | Active Subscription to be Lapsed |
|---|---|---|
| 41308780 | 1 | CLEAR Proflex |
| 41343547 | 1 | CLEAR Alerting Pro Addon |
| 42091861 | 10 | CLEAR PRO Gov Law Enforcement Investigator Plus |

**Charges During Minimum Term**

| Material # | Product Name | Monthly Year 1 Charges | % incr Yr 1-2* | Monthly Year 2 Charges | % incr Yr 2-3* | Monthly Year 3 Charges | % incr Yr 3 4* | Monthly Year 4 Charges | % incr Yr 4-5* | Monthly Year 5 Charges |
|---|---|---|---|---|---|---|---|---|---|---|
| | | | | | | | | | | |

**Charges During Minimum Term**

Pricing is displayed only for the years included in the Minimum Term. Years without pricing in above grid are not included in the Minimum Term. Refer to your Order Form for the Post Minimum Term pricing

# AGENDA ITEM SUMMARY
**January 2, 2024, Organizational City Council Meeting**
**Item Number: 12**

Presented by: Brian Linton Department: Technology Services

## ITEM SUMMARY:

The Technology Services Department is requesting authorization to pay a Civic Plus See-Click-Fix invoice for $12,311.59; and authorization for the Mayor to sign related documents.

## SPECIAL CONSIDERATIONS OR CONCERNS:

This software is used by the citizens to report problems they see that require the City's staff to address.

## STAFF RECOMMENDATION:

Staff recommends approval.

## FINANCIAL IMPACT:

This is a budgeted item, approved in the FY 23 budget.

## FUNDING SOURCE:

Line Item: 100.5.1535.52.1301

## ATTACHMENTS:

Civic Plus invoice

## OTHER DEPARTMENTAL REVIEW NEEDED:

_X__ Yes ___ No

## OTHER DEPARTMENTAL REVIEW

_X_ Finance

**CivicPlus**
302 South 4th St. Suite 500
Manhattan, KS 66502
US

| | |
|---|---|
| **Quote #:** | Q-55417-1 |
| **Date:** | 10/23/2023 5:20 PM |
| **Customer:** | MCDONOUGH, GEORGIA |

| QTY | Product Name | DESCRIPTION | TOTAL |
|---|---|---|---|
| 1.00 | SeeClickFix Request Renewal | Unlimited gov user licenses for service request management tool to intake citizen submissions via mobile app. Assign requests internally, resolve issues and measure request performance. | USD 12,311.59 |
| Annual Recurring Services - Initial Term | | USD 12,311.59 | |
| Annual Recurring Services - (Subject to Uplift) | | USD 12,311.59 | |

1. This renewal Statement of Work ("SOW") is between City of McDonough ("Customer") and CivicPlus, LLC and shall be subject to the terms and conditions of the Master Services Agreement ("MSA") and the applicable Solutions and Products terms found at: www.civicplus.help/hc/p/legal-stuff (collectively, the "Terms and Conditions"). By signing this SOW, Customer expressly agrees to the Terms and Conditions throughout the Term of this SOW. The Terms and Conditions form the entire agreement between Customer and CivicPlus (collectively, referred to as the "Agreement"). The Parties agree the Agreement shall supersede and replace all prior agreements between the Parties with respect to the services provided by CivicPlus herein (the "Services").

2. This SOW shall remain in effect for an initial term starting at the Customer's next renewal date of 3/31/2024 and running for twelve months ("Initial Term"). In the event that neither party gives 60 days' notice to terminate prior to the end of the Initial Term, or any subsequent Renewal Term, this SOW will automatically renew for additional 1-year renewal terms ("Renewal Term"). The Initial Term and all Renewal Terms are collectively referred to as the "Term".

3. Unless terminated, Customer shall be invoiced for the Annual Recurring Services on each Renewal Date of each calendar year subject to an annual increase of 5% each Renewal Term.

**Acceptance**

By signing below, the parties are agreeing to be bound by the covenants and obligations specified in this SOW. For CivicPlus Billing Information, please visit https://www.civicplus.com/verify/.

IN WITNESS WHEREOF, the parties have caused this SOW to be executed by their duly authorized representatives as of the dates below.

| Client | CivicPlus |
|---|---|
| By: | By: |
| ______________________ | Amy Vikander |
| Name: | Name: |
| ______________________ | Amy Vikander |
| Title: | Title: |
| ______________________ | Senior Vice President of Customer Success |
| Date: | Date: |
| ______________________ | ______________________ |

# AGENDA ITEM SUMMARY

**January 2, 2024, Organizational City Council Meeting**
**Item Number: 13**

Presented by: Brian Linton  Department: Technology Services

## ITEM SUMMARY:

Request approval to pay the Civic Plus, Civic Engage invoice in the amount of $10,492.83; and authorization for the Mayor to sign related documents.

## SPECIAL CONSIDERATIONS OR CONCERNS:

Civic Engage is the City's website.

## STAFF RECOMMENDATION:

Staff recommends approval.

## FINANCIAL IMPACT:

This expense was budgeted and approved in the FY 23 budget.

## FUNDING SOURCE:

Line Item: 100.5.1535.52.1301

## ATTACHMENTS:

Civic Engage invoice.

## OTHER DEPARTMENTAL REVIEW NEEDED:

_X__ Yes  ___ No

## OTHER DEPARTMENTAL REVIEW

_X_Finance

**CivicPlus**
302 South 4th St. Suite 500
Manhattan, KS 66502
US

| | |
|---|---|
| **Quote #:** | Q-49276-1 |
| **Date:** | 9/6/2023 1:06 PM |
| **Customer:** | MCDONOUGH, GEORGIA |

| QTY | Product Name | DESCRIPTION |
|---|---|---|
| 1.00 | Ultimate Department Header Annual Fee - CivicEngage Renewal | Ultimate Department Header Annual Fee - Main Street |
| 1.00 | Messaging Add-on Renewal | Messaging Add-on per 50,000 message per year ($0.01 per message) |
| 1.00 | Forms Annual Fee Renewal | Forms |
| 1.00 | Additional CRT User (1) - CivicEngage Central Renewal | CRT Lite Users per user/ per year |
| 1.00 | CRT System Annual Fee Renewal | CRT System |
| 1.00 | GCMS Annual Fee Renewal | Website Annual Fee |
| 1.00 | Department Header Package Annual Fee - CivicEngage Central Renewal | Department Header Package Annual Fee |
| 1.00 | Hosting & Security Annual Fee - CivicEngage Central Renewal | Hosting & Security |
| 1.00 | 48 Month Redesign Ultimate Annual - CivicEngage Central Renewal | 4yr Redesign Ultimate Annual |

| | |
|---|---|
| Annual Recurring Services - Initial Term | USD 10,492.83 |

1. This renewal Statement of Work ("SOW") is between McDonough ("Customer") and CivicPlus, LLC and shall be subject to the terms and conditions of the original services agreement signed by Customer and CivicPlus and each applicable statement of work signed by the parties for the services listed herein (collectively, referred to as the "Agreement"). The terms of this SOW shall control and supersede any conflicting terms of the Agreement with respect to the services listed herein (the "Services").

2. This SOW shall remain in effect for an initial term starting at the Customer's next renewal date of 1/12/2024 and running for twelve months ("Initial Term"). In the event that neither party gives 60 days' notice to terminate prior to the end of the Initial Term, or any subsequent Renewal Term, this SOW will automatically renew for additional 1-year renewal terms ("Renewal Term"). The Initial Term and all Renewal Terms are collectively referred to as the "Term".

3. Unless terminated, Customer shall be invoiced for the Annual Recurring Services on each Renewal Date of each calendar year subject to an annual increase of 5% each Renewal Term.
4. Except as set forth in in this SOW, all terms in the Agreement shall remain in full force and effect and no modification thereto shall be valid unless in writing and agreed upon by CivicPlus and Customer. This SOW embodies the entire agreement between the Parties with respect to this Amendment.

**Acceptance**

By signing below, the parties are agreeing to be bound by the covenants and obligations specified in this SOW. For CivicPlus Billing Information, please visit https://www.civicplus.com/verify/.

IN WITNESS WHEREOF, the parties have caused this SOW to be executed by their duly authorized representatives as of the dates below.

| Client | CivicPlus |
|---|---|
| By: | By: |
| ______________________ | Amy Vikander |
| Name: | Name: |
| ______________________ | Amy Vikander |
| Title: | Title: |
| ______________________ | Senior Vice President of Customer Success |
| Date: | Date: |
| ______________________ | ______________________ |

## AGENDA ITEM SUMMARY
**January 2, 2024 Organizational City Council Meeting**
**Item Number: 14**

Presented by: Chief Dave Williams    Fire Department

### ITEM SUMMARY:

Request approval to pay Williams Fire Apparatus $11,855.66 for emergency repairs on Quint 51 (aerial ladder truck). These were issues found during the annual recertification process, and repairs were pertinent to achieving recertification.

### SPECIAL CONSIDERATIONS OR CONCERNS:

These were issues found during the annual recertification process, and repairs were pressing and pertinent in order to achieve recertification on the apparatus.

### STAFF RECOMMENDATION:

Recommend approval.

### FINANCIAL IMPACT:

$11,855.66

### FUNDING SOURCE:

Line Item: 2023-24 General Fund Budget; 100.5.3520.52.2210, Truck/Vehicle Repairs & Maintenance; funds were budgeted and are readily available.

### ATTACHMENTS:

Invoice for the necessary repairs

### OTHER DEPARMENTAL REVIEW NEEDED:

_X_ Yes    ___No

### OTHER DEPARMENTAL REVIEW

_X_ Finance

**Williams Fire Apparatus**
774 Idaho Road
Ashland, AL 36251
customerservice@williamsfireinc.com
(800) 239-7900

WILLIAMS
FIRE APPARATUS

**Invoice:** 22832
**Date:** 12/15/2023

**Bill To**
McDonough Fire Department
88 Keys Ferry St
McDonough, GA 30253

**Remit Payment To**
Primary
774 Idaho Road
Ashland, AL 36251

| Service Order | Terms | Due Date | Authorizer | Customer PO | Service Writer | Unit # |
|---|---|---|---|---|---|---|
| 5138 | Net 30 | 1/14/2024 | Not provided Morgan | | Watkins, Beth | MCDONOUGH FD HS 3802 |

| Item | Description | Quantity | Rate | Amount |
|---|---|---|---|---|
| | **Complaint:** OUTRIGGER INTERMITTENTLY WORKING<br>AIR AND EDUCTOR LINES ON BUCKET NEED TO BE SECURED<br>CABLE NOT EVEN<br>POPPING ON RETRACT<br>LEFT SIDE JACK FOOT BENT<br>ALIGN LIGHT NOT WORK<br>ELECTRIC REEL ON LADDER LOOSE WHEN FULL RETRACT<br>GREEN WIRE ON TURN TABLE NEEDS TO BE SECURED | | | |
| | **Cause:** Customer request | | | |
| Labor | **Correction:**<br>Aerial / General / Replaced voltage gauge the needle was broken<br>Tested the gauge to make sure everything worked<br>Put the dash back together<br>Tested out riggers<br>Drift tested out riggers<br>Adjusted jack pressure<br>Greased out riggers<br>Ran jacks in and out several times no other issues found | 5.34000 | $134.00 | $715.56 |
| Parts | HYDRAULIC HOSE - H42504 | 5.50000 | $9.028 | $49.65 |
| Parts | Hose end - 04Z-604 | 2.00000 | $12.8612 | $25.72 |
| Parts | GAUGE - 701-2139 | 1.00000 | $65.2976 | $65.30 |
| Parts | BRAKE PARTS CLEANER - 05088 | 2.00000 | $0.00 | $0.00 |
| Parts | Shipping - Shipping (Parts) | 1.00000 | $29.526 | $29.53 |
| Parts | 134A 12OZ CAN SS - ZX-3012SS | 12.00000 | $0.00 | $0.00 |
| Parts | FUEL NSV CC - FUEL | 1.00000 | $125.80 | $125.80 |
| | **Complaint:** CYLINDER LEAKING - DID NOT KNOW WHICH ONE - CHECK ALL | | | |
| | **Cause:** Customer request | | | |

| Item | Description | Quantity | Rate | Amount |
|---|---|---|---|---|
| Labor | **Correction:**<br>Chassis / Chassis / Washed hydraulic fluid off truck to verify where leak was coming from<br>Set jacks and ran jacks to find leaks<br>Searched for leaks<br>Found ladder extension cylinders set was leaking<br>Ran jacks<br>Searched for leaks did not find any leaks on jacks<br>Checked fuel neck for kinks or defects<br>Checked fuel relief hose for kinks or defects<br>Removed hardware for ladder extension cylinder<br>Removed cord reel<br>Removed ladder extension jack to get rebuilt<br>Rebuilt cylinder and began to reinstall cylinder<br>Installed bolts in cylinder<br>Installed pin in cylinder<br>Added fluid<br>Ran and tested aerial for leaks<br>Topped off fluid | 41.70000 | $134.00 | $5,587.80 |
| Parts | CYLINDER REPAIR - CYLINDER REPAIR | 1.00000 | $584.60 | $584.60 |
| Parts | BRAKE PARTS CLEANER - 05088 | 2.00000 | $0.00 | $0.00 |
| Parts | acetone - acetone | 1.00000 | $0.00 | $0.00 |

**Complaint:** FUEL GAUGE FUEL NECK ISSUES- HARD TO FILL - STOPPING BEFORE FULL

**Cause:** Customer request

| Item | Description | Quantity | Rate | Amount |
|---|---|---|---|---|
| Labor | **Correction:**<br>Chassis / Chassis / Removed Fuel fill cover<br>Removed fender well<br>Inspected fuel neck and vent hose<br>Found fuel hose was kinked, rerouted and gained slack<br>Also noted that vent hose was kinked<br>Removed and replaced vent hose<br>Tested for leaks and make sure truck would take fuel | 5.51000 | $134.00 | $738.34 |

**Complaint:** Change breathing air hose from tank to reel

**Cause:** Customer request

(Inspection)

| Item | Description | Quantity | Rate | Amount |
|---|---|---|---|---|
| Labor | **Correction:**<br>Aerial / General / -In the process of removing the extension cylinder we found the the breath air hose running from the bottle over the the reel was leaking<br>-Made sure that the breathing air bottle was completely closed<br>-Cracked the hose to allow the pressure off the hose<br>-Disconnected the end of the hose running to the hose reel<br>-Disconnected the hose on the bottle end of the line<br>-Pulled the new hose out<br>-Sourced a new hose<br>-Routed the new hose the same as the old one<br>-Hooked up the reel end of the hose<br>-Hooked up the bottle end of the hose<br>-Opened the bottle and checked the new hose for leaks<br>-Found no leaks | 5.42000 | $134.00 | $726.28 |
| Parts | AIR BRAKE TUBING - 3270-1010-0100 | 6.00000 | $4.785 | $28.71 |
| Parts | BRAKE PARTS CLEANER - 05088 | 2.00000 | $0.00 | $0.00 |

**Complaint:** NFPA

**Cause:** Customer request

(Inspection)

| Item | Description | Quantity | Rate | Amount |
|---|---|---|---|---|
| Labor | **Correction:**<br>Chassis / Chassis / Drained coolant<br>Drained oil<br>Removed oil filter<br>Removed coolant filter<br>Replaced oil filter<br>Replaced coolant filter<br>Replaced transmission filter<br>Removed old air filter<br>Replaced air filter<br>Replaced both fuel filters<br>Greased chassis<br>Filled with 33 quarts of oil<br>Filled with 33 quarts of coolant<br>Added 3 quarts atf to the transmission<br>Drained fluid from generator<br>Replaced generator filter<br>Added 4.5 quarts atf back to the generator<br>Drained transfer case fluid<br>Refilled transfer case with 80w90 | 8.89000 | $134.00 | $1,191.26 |
| Parts | OIL FILTER - 1792 | 1.00000 | $42.8164 | $42.82 |
| Parts | Transmission Oil Filter - 7740XE- | 1.00000 | $184.9408 | $184.94 |
| Parts | AIR FILTER - 6813 | 1.00000 | $321.3524 | $321.35 |
| Parts | FUEL FILTER - 3360 | 1.00000 | $13.2016 | $13.20 |
| Parts | CONDITION FILTER - 4071 | 1.00000 | $27.1136 | $27.11 |
| Parts | FUEL FILTER - 3674 | 1.00000 | $33.4036 | $33.40 |
| Parts | FUEL FILTER - 3820 | 1.00000 | $14.29 | $14.29 |

| Item | Description | Quantity | Rate | Amount |
|---|---|---|---|---|
| Parts | NFPA AERIAL INSPECTION - NFPA AERIAL INSPECTION | 1.00000 | $800.00 | $800.00 |
| Parts | NFPA PUMP TEST - NFPA PUMP TEST 5-2-23 | 1.00000 | $300.00 | $300.00 |

**Unit:** MCDONOUGH FD HS 3802 (Quint 51) **VIN:** 1S9A7LLE832003060
2003 Sutphen CUSTOM
**Aerial:** 0 Hours
**Chassis:** 100,000 Miles
**Fire Pump:** 0 Hours

| | |
|---|---|
| **Shop Supplies** | $250.00 |
| **Pre-Charge Subtotal** | $11,855.66 |
| **Local (0% of $0.00)** | $0.00 |
| **Total** | $11,855.66 |
| **Payments & Credits** | $0.00 |
| **Balance Due** | $11,855.66 |

Any warranties on the parts and accessories sold hereby are made by the manufacturer. You understand and agree that we make no warranties of any kind unless expressed in writing. You hereby authorize us to perform the repair work herein set forth and to purchase the necessary material and parts to perform such repair work. You agree that we are not responsible for loss or damage to your vehicle or articles left in your vehicle in case of fire, theft, or any other cause beyond our control or for any delays caused by unavailability of parts or delays in part shipments by the supplier or transporter. In addition, you agree that we are not responsible for damages to your vehicle from freezing due to lack of antifreeze. You hereby grant our employees permission to operate your vehicle on streets, highways, or elsewhere for the purpose of testing and/or inspection. You acknowledge and agree that an express mechanic's lien on your vehicle is granted to secure payment of this invoice for the repair work detailed in this invoice.

**Customer Signature:**________________________

**Printed Name:**____________________________**Date:**__________