Public Safety Committee
11:00am, Tuesday, May 5, 2026
City Hall Council Chambers
1207 Palm Boulevard, Isle of Palms, SC

Public Comment:
Citizens who wish to speak during the meeting must email their first and last name, address and topic to Nicole DeNeane, City Clerk, at nicoled@iop.net no later than 3:00 p.m. the day before the meeting. Citizens may also provide written public comment here: https://www.iop.net/public-comment-form

Agenda

1. **Call to order and acknowledgement that the press and the public have been duly notified of the meeting in accordance with the Freedom of Information Act.**

2. **Citizen's Comments –** All comments have a time limit of three (3) minutes.

3. **Approval of previous meeting's minutes – April 6, 2026**.

4. **Old Business**
   a. Interviews with AI Traffic Signal Software Representatives
      i. 11:05-11:20am, Colleen Canestrari, Cubic (p39)
      ii. 11:25-11:40am, Lorinda Krystyniak, Iteris (p21)
      iii. 11:40-11:55am, Reggie Chandra, Rhythm (p6)
   b. Discussion and consideration of AI Traffic Signal Software
   c. Discussion and consideration of incentive program (p58)
   d. Discussion of overtime policy (p63)
   e. Discussion of signage related to golf carts and LSVs on Waterway Blvd.
   f. Discussion of Public Safety-related matrix recommendations (p69)

5. **New Business**
   a. Consideration of intergovernmental agreement with Charleston County Consolidated Dispatch (p72)
   b. Consideration of mutual aid agreement with Jamestown Police Department (p97)
   c. Consideration of purchase of new service for Records Management System (p102)

6. **Miscellaneous Business –** Next meeting date: June 2, 2026 at 11am.

7. **Adjournment**

Public Safety Committee Meeting
11:15am, Monday, April 6, 2026
1207 Palm Boulevard, Isle of Palms, SC and
broadcasted live on YouTube: https://www.youtube.com/user/cityofisleofpalms

MINUTES

1. **Call to Order**

Present: Council members Bogosian and Cohen

Absent: Council Member Carroll

Staff Present: Administrator Kerr, Deputy Administrator Kuester, Chief Oliverius, Chief Cornett

2. **Citizen's Comments** -- none

3. **Approval of Previous Meeting Minutes – March 3, 2026**

MOTION: Council Member Bogosian made a motion to approve the minutes of the March 3, 2026 meeting. Council Member Cohen seconded the motion. The motion passed unanimously.

4. **Old Business**

A. **Discussion and consideration of AI Traffic Signal Software, RFP 2026.03**

Representatives from each vendor who bid on the project will be present at the May meeting to answer questions from the Committee. Administrator Kerr stated that the meeting will not be livestreamed until after the interviews with each company are completed.

B. **Discussion of Mt. Pleasant's concerns with connector redesign**

Council Member Bogosian said he will be setting up meetings with the Mayor of Mt. Pleasant and Council members to discuss their concerns.

C. **Consideration of stamped asphalt crosswalk installations for Palm Boulevard at 43rd and 46th avenues – Asphalt Concepts, $17,820 (unbudgeted)**

Administrator Kerr said the reason this project has been stalled is because Public Works ran out of budgeted funds to complete the project. He said the work could be completed within 30 days of approving the unbudgeted expense.

DRAFT

Everyone agreed the project could wait until the fall if City Council decided to budget for it in the FY27 budget. The matter will be discussed at the April 14 Ways & Means Committee meeting.

D. **Discussion of Public Safety-related matrix recommendations**

Chief Cornett and Chief Oliverius have updated the matrix to reflect recommendations that are in progress, completed, feasible, and not feasible. Chief Cornett noted that many of the recommendations are staff-level work.

Council Member Bogosian asked that Public Safety staff continue to work on those recommendations that they can work on and identify those recommendations needing Council input. A list of those recommendations will be compiled and shared with the Committee.

5. **New Business**

A. **Discussion with Jennifer Bihl about Connector/Palm intersection**

Committee members discussed with Jennifer Bihl possible ways to improve traffic flow at the intersection of Palm Boulevard and the IOP Connector. How AI traffic signal software could work and how IOP Police officers do work at the intersection were also discussed.

Ms. Bihl will prepare a proposal for the Ways & Means Committee to consider that would allow her to study the intersection and propose timing changes to the signal for the summer season. If approved, the AI traffic signal software would likely not be in place until the fall.

B. **Discussion and consideration of entering into a mutual aid agreement with the College of Charleston Department of Public Safety**

Chief Cornett said this is a standard mutual aid agreement.

MOTION: Council Member Bogosian made a motion to recommend to City Council the approval of a mutual aid agreement with the College of Charleston Department of Public Safety. Council Member Cohen seconded the motion. The motion passed unanimously.

C. **Discussion and consideration of partnering with Charleston County EMS to house an ambulance and staff at Fire Station 1**

Chief Oliverius said that Charleston County is looking to expand its ambulance service, particularly east of the Cooper. They would like to expand their presence here on the island to 24/7/365 instead of just during the summer season. He said staff is looking at different configurations for sleeping arrangements to see if they can accommodate more people.

MOTION: Council Member Bogosian made a motion to recommend to City the approval of this expanded ambulance arrangement with Charleston County. Council Member Cohen seconded the motion. The motion passed unanimously.

D. **Discussion of e-bikes on Waterway Boulevard multi-use path**

Chief Cornett said golf carts and LSVs will not be permitted on Waterway Boulevard unless City Council changes the ordinance. Similarly, e-bikes will be permitted on Waterway Boulevard unless City Council changes the ordinance and moves all the bikes to the roadway. He said staff can add signage about the golf carts and LSVs as soon as the path is complete.

Council members Bogosian and Cohen agreed that the issue is with irresponsible e-bike operators.

Chief Cornett will continue to research and work on the issue. It will remain on the agenda for further discussion.

6. **Miscellaneous Business**

The next meeting of the Public Safety Committee will be on Monday, May 5, 2026 at 11am.

7. **Adjournment**

Council Member Bogosian made a motion to adjourn, and Council Member Cohen seconded the motion. The meeting was adjourned at 12:08pm.

Respectfully submitted,

Nicole DeNeane
City Clerk

RHYTHM ENGINEERING

PROPOSAL

RFP 2026-03

AI Controlled Traffic Signal System

SUBMITTED TO:

City of Isle of Palms, South Carolina
C/o Douglas Kerr, City Administrator
1207 Palm Boulevard, Isle of Palms, SC 29451

March 27, 2026



SUBMITTED BY:

Rhythm Engineering Ltd. | 14019 W 95th St, Lenexa, KS 66215 | www.rhythmtraffic.com | reggie@rhythmtraffic.com

Cover Letter

March 27, 2026

Mr. Douglas Kerr, City Administrator
City of Isle of Palms
1207 Palm Boulevard
Isle of Palms, South Carolina 29451

RE: RFP 2026-03 – AI Controlled Traffic Signal System

Dear Mr. Kerr,

Rhythm Engineering is pleased to submit this proposal in response to RFP 2026-03 for an AI Controlled Traffic Signal System at the Palm Boulevard / 14th Avenue intersection in Isle of Palms. We understand the challenges your community faces: seasonal traffic surges that frustrate residents and visitors, and congestion that slows emergency response when it matters most.

In|Sync is the only real-time adaptive traffic signal system on the market today, deployed at over 3,200 intersections in 160 cities across 33 states. Validated by over three dozen independent studies, In|Sync has demonstrated an average 57% reduction in delay, 60% reduction in vehicle stops, and up to 23% reduction in crashes. The system integrates with existing infrastructure with no controller replacements required and includes built-in pedestrian optimization and emergency vehicle preemption.

In|Sync currently controls all 51 signalized intersections in the Town of Mt. Pleasant, your immediate neighbor across the connector. That deployment began in 2011, was independently validated by HDR Engineering (58% reduction in stops, 56% reduction in delay, 23% reduction in travel time), and expanded from 7 intersections to the entire town based on those results. We also operate In|Sync in Aiken (16 years running) and Lexington, SC, totaling over 115 intersections across South Carolina and the adjacent region. We understand Lowcountry coastal traffic and are confident In|Sync will deliver measurable results for Isle of Palms.

Rhythm Engineering has been advancing traffic management technology since 2005, led by Reggie Chandra, Ph.D., PE, a licensed Professional Engineer in seven states with over 31 years of experience in traffic signal engineering. We look forward to partnering with Isle of Palms.

Respectfully submitted,

Reggie Chandra, Ph.D., PE
Founder and CEO, Rhythm Engineering
reggie@rhythmtraffic.com | 913-674-9846

1. Firm Qualifications

Rhythm Engineering empowers traffic engineers to collect road-user data, optimize signal timing, reduce congestion, and enhance road safety through cost-effective, innovative AI solutions. Founded in 2005 and headquartered in Lenexa, Kansas, Rhythm Engineering has consistently driven advancements in the traffic management sector.

1.1 Company Overview

Company Name	Rhythm Engineering
Headquarters	14019 W 95th Street, Lenexa, KS 66215
Founded	2005
Website	www.rhythmtraffic.com
Employees	21
Certifications	PE Licenses in 7 States
In|Sync Deployments	3,200+ intersections in 160 cities across 33 states
Patents Held	5 patents in traffic signal optimization

1.2 Qualifications

- **Professional Engineering Licensure:** Our CEO, Reggie Chandra, Ph.D., PE, holds active Professional Engineer licenses in Arizona, Colorado, Florida, Kansas, Missouri, Nevada, and Texas.
- **Deployment Experience:** In|Sync is deployed at over 3,200 intersections in 160 cities across 33 states, with over 115 in South Carolina alone.

Industry Recognition: Inc. 500 Fastest-Growing Companies in the U.S. (2011, 2012); Best ITS Implementation Project, ITS Arizona (2022); Road and Bridge Safety Improvement Award, PennDOT (2012); Kansas Governor's Energy Efficiency Recognition Award (2010).

2. Key Project Personnel

Rhythm Engineering will assign the following team members to this project. Each brings specific expertise relevant to the planning, deployment, and ongoing support of the In|Sync system at Isle of Palms.

2.1 Reggie Chandra, Ph.D., PE — Project Principal

Dr. Chandra is the founder and CEO of Rhythm Engineering with over 31 years of experience as a traffic signal engineer. He has personally optimized or supervised the optimization of more than 2,500 traffic signals. Dr. Chandra holds a Master's degree in Traffic Engineering from the University of Florida and a Ph.D. in Organizational Leadership from Regent University. He is a licensed Professional Engineer in seven states and holds five patents in traffic engineering and signal optimization. He led the research and development of the In|Sync adaptive signal control system and will serve as Project Principal, providing executive oversight and technical direction for the Isle of Palms deployment.

2.2 James Bley — Director of Product Development

James leads Rhythm's multidisciplinary engineering team overseeing all In|Sync hardware and software development. M.S. in Computer Engineering from the University of Kansas (4.0 GPA), with Rhythm since 2008. He will lead system design and configuration for the Isle of Palms intersection.

2.3 Richard Cole — General Manager / Project Manager

Richard leads Rhythm's U.S. operations team with over 12 years of operations leadership experience. B.A. in Telecommunications from Oklahoma Baptist University. He will serve as the day-to-day Project Manager, coordinating timelines, installation logistics, and City communications.

2.4 Brody Boothe — Field Services Manager

Brody manages all In|Sync field deployments and oversees Rhythm's Quality Management System. Background includes network administration and nuclear operations with the U.S. Navy (Secret clearance). He will coordinate directly with the local installation contractor and provide on-site supervision.

2.5 Benjamin Thomas — Hardware Support Manager

Benjamin leads hardware support, troubleshooting, and training across thousands of In|Sync intersections. B.S. in Computer Science and Electrical Engineering from UMKC. Created Rhythm's guided self-support tools on RhythmU. He will lead post-installation training for Isle of Palms staff.

3. Similar Project Experience and References

Rhythm Engineering has deployed In|Sync at over 3,200 intersections nationwide. The following projects are particularly relevant to the City of Isle of Palms due to geographic proximity, similar traffic patterns, or comparable deployment scope.

3.1 Mt. Pleasant, South Carolina (2011 to Present)

Validating Firm: HDR Engineering | **Contact:** Brad Morrison, Director of Transportation (843-856-3080)

In|Sync controls all 51 signalized intersections in the Town of Mt. Pleasant, South Carolina, Isle of Palms' immediate neighbor across the connector. This is not a pilot or a limited trial. Mt. Pleasant entrusted its entire signal network to In|Sync, and the system has been in continuous operation for over 15 years.

The deployment began in 2011 with 7 intersections on the US-17 corridor, a 6-lane divided highway carrying 35,500 to 43,000 vehicles per day. The study corridor runs from Hungryneck Boulevard directly to the Isle of Palms Connector (SC-517/SC-703), the same road that feeds traffic onto Palm Boulevard. HDR Engineering conducted an independent before-and-after validation study with over 110 travel runs:

Performance Metric	Result
Reduction in Vehicle Stops	58%
Reduction in Delay	56%
Reduction in Travel Time	23%
Increase in Average Speed	25%

Based on these results, Mt. Pleasant expanded the deployment from 7 to 51 intersections, covering every signalized intersection in the town. That expansion is the strongest endorsement a municipality can give: after seeing the data, they chose In|Sync for every signal they own. The traffic that arrives at the Palm Boulevard intersection in Isle of Palms has already been optimized by In|Sync on US-17 in Mt. Pleasant.

3.2 Aiken, South Carolina (2010 to Present)

Contracting Agency: SCDOT | **Contact:** Brad Laird, Traffic Systems Manager (803-979-2944)

In|Sync has controlled 17 signalized intersections on Whiskey Road in Aiken, SC since 2010, making it 16 years of continuous operation. The corridor carries 38,600 AADT and serves a mix of retail, tourism, and residential commuter traffic. Deployed through an SCDOT contract and maintained by the City of Aiken, this project demonstrates In|Sync's proven longevity and track record within the same SCDOT regulatory framework that governs Isle of Palms signal operations.

3.3 Columbia County, Georgia (2012)

Just across the Savannah River from Aiken, Columbia County deployed In|Sync and produced some of the strongest independently validated results in our portfolio:

Performance Metric	Result
Reduction in Vehicle Stops	71%
Reduction in Delay	72%
Reduction in Travel Time	29%
Reduction in Fuel Consumption	15%
Reduction in Emissions	20%
Increase in Average Speed	54%
Estimated Annual Savings	$2.9 million

3.4 Additional Relevant Deployments

- **Lexington, SC:** 47 intersections on Hwy 378 and SC-6, phased expansion beginning 2015.
- **City of Miami Beach, FL:** 16 intersections where 71st Street dumps traffic into the City of Miami Beach across a bridge, 2026 (ongoing project)

Combined, Rhythm Engineering operates In|Sync at over 115 intersections across South Carolina and the adjacent region. No other adaptive signal vendor has this depth of deployment in the state or this level of familiarity with SCDOT standards, Lowcountry traffic patterns, and coastal community dynamics.

References for all projects are available upon request.

4. Methodology and Approach

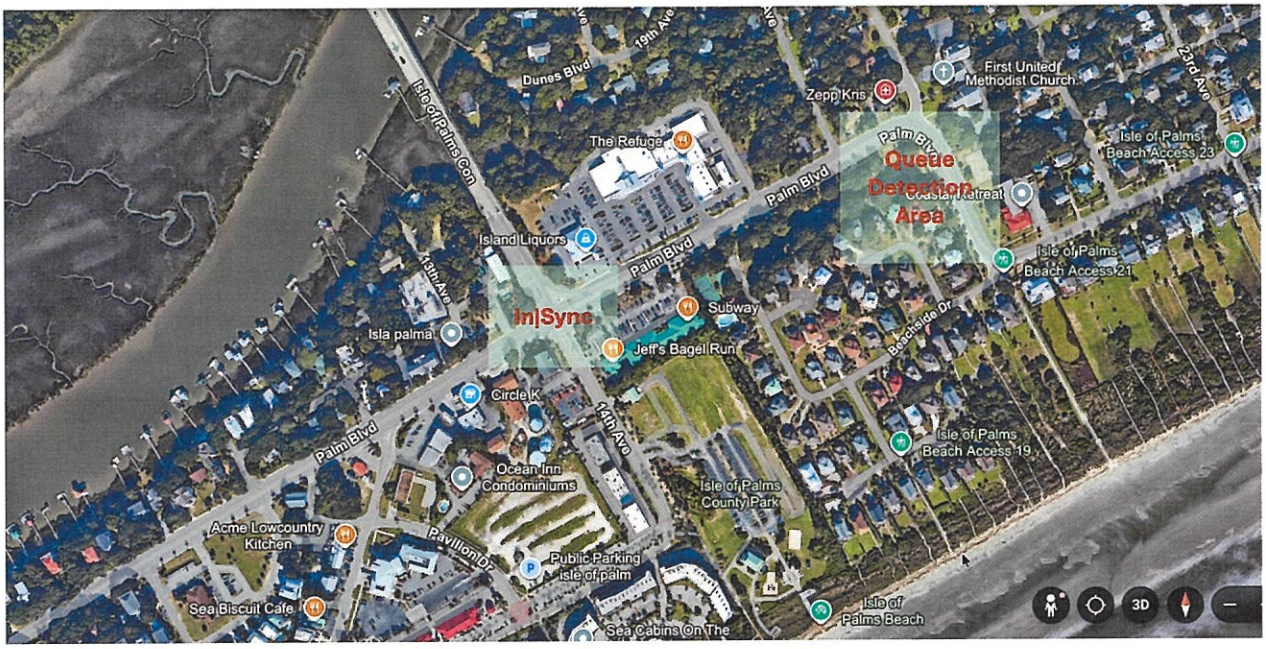


Figure 1. Project Location

In Figure 1, the highlighted rectangles show the proposed location of the In|Sync system and the Cyclops Queue Detection System.

Our approach to the Palm Boulevard / 14th Avenue intersection follows a structured, phased methodology designed to assess existing conditions, deploy a tailored In|Sync configuration, and validate performance through measurable outcomes. The system will address all mandatory requirements outlined in RFP 2026-03.

4.1 System Design and Planning

Before any equipment is installed, Rhythm Engineering will conduct a field inventory of the existing signal controller, cabinet, detectors, and phasing; analyze traffic patterns for both typical and peak beach-season conditions; work with City staff to identify specific congestion points, queuing issues, pedestrian conflicts, and emergency response bottlenecks; and deliver a site-specific system design package with detection zone placement, camera locations, and integration requirements.

4.2 The In|Sync Solution: How It Works

In|Sync is a next-generation adaptive traffic control system that uses AI-powered video detection to optimize signal timing in real time. Unlike conventional systems that rely on pre-programmed timing plans, In|Sync converts signal operations from analog to digital and makes decisions every second based on actual demand. The system operates through three integrated

modules: (1) Digital Signal Operations that eliminate fixed cycle lengths and never waste green time on empty approaches; (2) a patented Local Optimization algorithm that computes green durations in real time based on actual queue lengths; and (3) Global Optimization that coordinates progression between signals, providing a built-in upgrade path should the City add signalized intersections in the future.

4.3 AI Capabilities

Real-Time Traffic Optimization: In|Sync processes detection data every second and adjusts signal timing based on actual demand. There is no reliance on historical timing plans or time-of-day schedules. This is critical for Isle of Palms where volumes shift dramatically between off-season weekdays and peak beach-season weekends.

Predictive Analytics and Data Collection: In|Sync continuously collects performance data including vehicle counts, stop delay, green split utilization, and level of service (graded A-F). Data is stored for 30 days on the local processor and accessible through the In|Traffic web interface at no additional cost.

Emergency Vehicle Prioritization: In|Sync integrates with standard EVP equipment. When an EVP call is received, the system immediately serves the preemption and returns to optimized operations without transition delays. The digital architecture eliminates the "recovery" period after preemption, directly supporting faster emergency response for Isle of Palms first responders.

Pedestrian Safety Enhancements: In|Sync incorporates pedestrian phase requests into its optimization algorithm, serving pedestrian phases efficiently while minimizing impact on vehicle progression. Pedestrian movement is never neglected, even during peak traffic. Phases are served based on actual demand rather than fixed timing, reducing unnecessary vehicle delay while maintaining full pedestrian protection.

4.4 Hardware and Software

The In|Sync system requires the following hardware components per intersection:

Component	Description
In|Sync Processor	BlueFin processor unit. Rack-mountable (330s) or shelf-mountable (NEMA). Operates from -40°F to 165°F. Processes detection data and runs the AI optimization algorithm locally at the intersection.
Detection Cameras	Up to 4 IP-based video detection cameras per intersection. Ethernet-centric with automatic night/day mode shifting. Standard and thermal (any-weather) options available.
Equipment Panel	Power and Ethernet connectivity hub. Provides power to cameras and handles communication between detection units and the processor.

Controller Connection	C1 Y-Cable, ABC Y-Cable, or SDLC Intercept Module depending on existing controller type. Seamlessly overlays existing controller hardware.
In|Traffic and WebUI Software	Web-based interface for system configuration, monitoring, and performance analytics. Accessible via any standard web browser. No additional workstation or central server required.

Integration and Compliance: In|Sync overlays the existing controller, running it in "free" mode and managing phase calls through the In|Sync processor. No controller replacement, cabinet upgrade, or fiber connectivity is required. The conflict monitor cannot be overridden, maintaining all existing safety protections. The system integrates with SCDOT-approved equipment and all standard NEMA and Type 170/2070 controllers.

4.5 Maintenance and Support

Rhythm Engineering provides remote technical support with scheduled sessions for system review and issue resolution, remote software updates as they become available, and continuous health monitoring of camera status, detection accuracy, and communication integrity. The system includes built-in failure mitigation: if cameras are compromised, it falls back to historical data; total system failure reverts to the controller's pre-programmed backup, always maintaining safety. Hardware issues are handled through our RMA process (RMA@rhythmtraffic.com, 913-674-9846). City staff also receive access to RhythmU, our online training platform with guided self-support tools.

4.6 Information and Training

Rhythm Engineering will conduct the following briefings and training sessions:

- **City Leadership Briefing:** System capabilities, operational limitations, expected performance outcomes, and lifecycle requirements, including hardware refresh timelines.
- **Public Safety Staff Training:** Hands-on training covering manual override procedures, emergency preemption operation, system status interpretation, and basic troubleshooting. Includes classroom and field demonstration.
- **Maintenance Staff Training:** Technical training on In|Sync hardware, camera adjustment, processor access, and the In|Traffic web interface for monitoring system health and performance.

5. Timeline and Deliverables

Rhythm Engineering proposes a 90- to 120-day deployment timeline from contract execution to full operational status. The timeline accounts for assessment, procurement, installation coordination, system activation, optimization, and training.

Phase	Activity	Duration	Milestone
1	Site Assessment and System Design	Weeks 1-3	Design package delivered
2	Equipment Procurement and Configuration	Weeks 3-6	Hardware shipped to site
3	Installation (local contractor, Rhythm supervision)	Weeks 6-9	Hardware installed
4	System Activation and Initial Optimization	Weeks 9-12	System live and collecting data
5	Performance Validation and Fine-Tuning	Weeks 12-15	Before/after comparison report
6	Training and Final Handoff	Weeks 14-16	Training completed, project close-out

Key Deliverables:

- Site assessment report and system design package
- In|Sync hardware and software, configured for the Isle of Palms intersection
- Installation supervision and commissioning
- System activation with real-time performance monitoring
- City leadership briefing and Public Safety staff training
- Maintenance staff training and RhythmU access credentials

6. Detailed Budget and Cost Breakdown

The following table provides a detailed breakdown of costs for supplying the Cyclops Queue Detection System and the In|Sync AI Controlled Traffic Signal System deployment at the City of Isle of Palms. Pricing is structured as one-time capital costs and recurring annual costs. The cost proposal covers the supply of the hardware and the engineering work for deployment. City needs to hire a licensed contractor approved by SCDOT to install all hardware.

Line Item	Type	Cost
ONE-TIME COSTS		
Supply In|Sync System (BlueFin) with up to four cameras	One-Time	$53,000
Supply Controller Connection Module and cabinet connectors	One-Time	$4,000
Supply Cabling and Mounting Hardware	One-Time	$3,750
Site Assessment and System Design (Out of pocket expenses are included)	One-Time	$16,950
Installation Coordination and Supervision (Out of pocket expenses are included)	One-Time	$9,000

System Commissioning and Optimization (Out of pocket expenses are included)	One-Time	$9,500
Training (Leadership Briefing + Staff Training)	One-Time	Included
Shipping and Handling	One-Time	$450
Supply Cyclops AI Camera + GPU Processor	One-Time	$26,000
Supply NEMA Enclosure + Mounting Hardware	One-Time	$3,000
Supply two Cellular Modems (Cyclops and In|Sync)	One-Time	$1,750
Cyclops Installation support and Configuration	One-Time	Included
Subtotal One-Time Costs		**$127,400**
RECURRING ANNUAL COSTS		
In|Sync Software License (Annual)	Annual	Included in Remote Technical Support
Remote Technical Support	Annual	$2000/yr
Extended Hardware Warranty (Year 3+) (Optional)	Annual	$3,500/yr (Optional)
Cellular Data Plans (2 modems), data restricted.	Annual	$1,440/yr
Cyclops Annual Software License	Annual	$250/yr
Subtotal Annual Recurring Costs		**$3,690/yr**

Warranty Notes: Standard In|Sync purchase includes a two-year hardware warranty and one-year software warranty at no additional cost. An extended hardware warranty is available beyond Year 2 at the annual rate listed above. Warranty exclusions apply to acts of God, third-party installation errors, improper maintenance, vandalism, and accidents.

Installation Costs: The costs above reflect Rhythm Engineering's scope as the technology and solution provider. Physical installation labor will be performed by a qualified local signal contractor in coordination with Rhythm's Field Services team. Installation contractor costs are not included in this budget and will depend on the City's selected contractor.

7. Proprietary Issues, Data Ownership, and Cybersecurity

7.1 Data Ownership

The City of Isle of Palms retains full ownership of all data collected by the In|Sync system. This includes vehicle count data, level-of-service metrics, green split data, stop delay measurements, and all performance analytics generated by the system. All data is processed and stored locally on the In|Sync processor at the intersection, behind the City's network firewall. No data leaves the City's infrastructure or is stored on any external or cloud server. Rhythm Engineering does not claim any ownership interest in data collected at City-owned intersections. Data may be exported from the In|Traffic web interface in standard formats at any time.

7.2 Video Retention

In|Sync does not record, store, or transmit video streams. The system's detection cameras process video imagery in real time at the intersection to identify vehicle presence and queue lengths. The processed detection data (vehicle counts and presence information) is stored locally on the In|Sync processor for up to 30 days. No images or video footage are retained, transmitted off-site, or made available for review. This architecture eliminates video storage and retention concerns entirely.

7.3 Privacy

Because In|Sync does not record or store video, there are no privacy concerns related to vehicle identification, license plate capture, or facial recognition. The system detects vehicle presence as occupancy in defined detection zones. It does not differentiate between individual vehicles or record any personally identifiable information. The system's detection approach is comparable to standard in-pavement loop detectors but uses video-based detection zones instead of physical loops.

7.4 Cybersecurity

All In|Sync data is processed and stored locally at the intersection, behind the City's firewall. No traffic data, detection data, or performance analytics are transmitted to or stored on any cloud infrastructure. The In|Sync processor operates entirely on-site and does not require a persistent internet connection for signal control. Network connectivity (minimum 2 Mbps down / 1 Mbps up) is used only for remote monitoring, software updates, and data access through the In|Traffic web interface. The system uses password protection with multiple credential levels, and all remote access is authenticated and logged. The processor is a dedicated, purpose-built device that does not run general-purpose OS services. The conflict monitor cannot be overridden by In|Sync, maintaining physical safety protections independent of any cybersecurity scenario.

7.5 Proprietary Technology

The In|Sync adaptive signal control algorithm is proprietary to Rhythm Engineering and protected by five issued patents. The system's hardware and software are proprietary products. The City will receive a license to operate the In|Sync system at the deployed intersection for the duration of the software license agreement. Rhythm Engineering provides all system updates and maintenance as part of the ongoing support agreement.

8. Technical Strategic Plan: Integrated Queue Management

Beyond the core In|Sync deployment at the Palm Boulevard / 14th Avenue intersection, Rhythm Engineering proposes a strategic enhancement that directly targets the RFP's stated goal of reducing queue spillback: an integrated AI camera-based queue detection system positioned east of the intersection on Palm Boulevard.

8.1 The Problem: Queue Spillback on Palm Boulevard

During peak beach season, traffic queuing at the Palm Boulevard / 14th Avenue signal can spill back eastward along Palm Boulevard toward the beach access areas and Isle of Palms County Park. This spillback creates gridlock conditions that trap vehicles, block side street access, and delay emergency response. Conventional signal timing cannot anticipate or respond to downstream queue conditions because it has no visibility beyond the intersection's immediate detection zones.

8.2 The Solution: Cyclops AI Queue and Occupancy Detector

Rhythm Engineering proposes installing a Cyclops AI camera-based queue and occupancy detector at a strategic monitoring point east of the intersection, around the bend on Palm Boulevard. Cyclops uses convolutional neural networks (CNNs) for real-time object recognition and processes all detection locally on a cabinet-mounted GPU processor. It requires no cloud connectivity for operation.

Cyclops Hardware:

- **AI Camera:** IP optical video camera in outdoor-rated die-cast aluminum housing with polycarbonate lens. Rated IP67, NEMA 4X, IK08. Operating range: -40°F to 165°F. Powered via PoE.
- **GPU Processor:** Cabinet-mounted processor with local solid-state storage. Runs CNN-based detection algorithms entirely on-device. No cloud dependency.
- **Enclosure:** NEMA-rated enclosure mounted on existing City infrastructure (pole or utility structure) with access to power.

- **Communication:** Cellular modem with data plan at both the Cyclops location and the In|Sync intersection, enabling real-time communication between the two systems.

8.3 How It Works: Queue-Triggered Traffic Flushing

The Cyclops detector continuously monitors queue length and lane occupancy on the Palm Boulevard approach east of the intersection. Under normal conditions, In|Sync optimizes the signal using its standard real-time AI algorithm. When the Cyclops detector identifies that the queue has spilled back to the monitoring point, it sends a trigger to the In|Sync processor at the intersection. In|Sync then invokes a traffic flushing plan that prioritizes clearing the Palm Boulevard queue, restoring flow before the backup worsens.

This two-point detection architecture gives the system something no single-intersection solution can provide: advance warning of downstream congestion. The City effectively gains a second set of eyes on its most congested corridor, and the signal responds proactively rather than reactively.

8.4 Infrastructure Requirements

Requirement	In|Sync (Signal)	Cyclops (Queue Det.)
Location	Palm Blvd / 14th Ave intersection	Palm Blvd east of intersection
Mounting	Existing signal cabinet	City pole/structure with power
Enclosure	Existing traffic cabinet	NEMA-rated weatherproof case
Power	Existing cabinet power	City infrastructure power
Communication	Cellular modem + data plan	Cellular modem + data plan

This strategic enhancement is offered as an optional add-on to the base In|Sync deployment. It can be included in the initial installation or added at a later phase. Pricing for the Cyclops queue detection system is included as a separate line item in the cost breakdown.

9. Business License and FOIA Compliance

Rhythm Engineering acknowledges the requirement to obtain an Isle of Palms Business License and will procure the appropriate license prior to commencing work. Rhythm Engineering agrees to comply with the South Carolina Freedom of Information Act (FOIA) public disclosure standards as outlined in the RFP.

10. Conclusion

Rhythm Engineering is uniquely qualified to deliver an AI Controlled Traffic Signal System for the City of Isle of Palms. In|Sync is a proven, field-tested product operating at over 3,200 intersections in 160 cities across 33 states, backed by more than three dozen independent validation studies, and already deployed at over 115 intersections across South Carolina. The addition of Cyclops queue detection on Palm Boulevard gives the City a system that does not just optimize the signal, but anticipates and prevents the queue spillback that defines peak-season congestion.

We are committed to delivering measurable results for Isle of Palms: reduced delay, fewer stops, faster emergency response, better data, and a system that adapts in real time to your community's unique traffic patterns. We welcome the opportunity to discuss this proposal further.

Rhythm Engineering
14019 W 95th Street, Lenexa, KS 66215
775-400-0216 | reggie@rhythmtraffic.com | www.rhythmtraffic.com

iteris®
ALMAVIVA GROUP

ITERIS, INC. RESPONSE TO

CITY OF ISLE OF PALMS REQUEST FOR PROPOSALS (RFP 2026-03) "AI CONTROLLED TRAFFIC SIGNAL SYSTEM"

Submitted to:

City of Isle of Palms South Carolina



APRIL 1, 2026

iteris
ALMAVIVA GROUP

512.716.0808
iteris.com

1250 S. Capital of Texas Hwy., Bldg. 1, Ste. 330
Austin, TX 78746-0014

I | Cover Letter

November 21, 2025

Douglas Kerr
City Administrator
City of Isle of Palms
1207 Palm Boulevard
Isle of Palms, South Carolina 29451

Re: City of Isle of Palms, Request for Proposals (RFP 2026-03)
"AI Controlled Traffic Signal System"

Mr. Kerr:

On behalf of Iteris, Inc., I am pleased to submit this Proposal in response to the City of the Isle of Palms (City) AI Controlled Traffic Signal System RFP 2026-03). Iteris appreciates the opportunity to partner with the City to enhance traffic signal operations, multimodal safety, and data-driven decision-making.

Understanding of the Project and Proposed Approach
The City of the Isle of Palms is seeking traffic signal detection equipment that provides reliable, advanced detection, supports multimodal users, delivers robust analytics, and ensures high detection accuracy. Iteris understands that the City also values proven technology, strong local and remote support, and a platform that can evolve as its safety and mobility needs grow.

Our firm understands that the City is seeking a qualified vendor to provide, implement, and maintain an Artificial Intelligence (AI)–controlled traffic signal system at a designated intersection. The system is intended to improve traffic efficiency, reduce peak-hour vehicle delay, minimize queue spillback, and enhance pedestrian safety while maintaining full compliance with applicable standards, including South Carolina Department of Transportation (SCDOT) requirements and the Manual on Uniform Traffic Control Devices (MUTCD).

The selected firm will be responsible for supplying intelligent traffic signal technologies, integrating them with existing infrastructure, and providing ongoing maintenance and performance monitoring. The system must deliver measurable, data-driven reporting on operational and safety outcomes. If the firm is capable of performing installation of the traffic signal system, this capability will be clearly identified and detailed within the proposal in accordance with City and SCDOT requirements.

To meet these goals, Iteris proposes the **Vantage Apex Vectors** detection system, a hybrid video + radar solution, paired with **ClearGuide Signal Trends** (probe-based analytics) and **VantageLive** (detection data analytics). Together, this ecosystem will enable the City to:

- Achieve **highly reliable multimode detection including vehicles, bicycles, motorcycles, buses and pedestrians** with advanced AI-based classification and presence.
- Improve **safety and operations** via a hybrid video-radar platform that performs well across weather, lighting, and congestion conditions to provide accurate vehicle position and speeds on high speed approaches.
- Leverage **data analytics**—from intersection detection data to probe-based data—to support signal timing, safety studies, and capital planning.

- Rely on a technology provider with a **large, experienced support team** and **decades of field-proven detection hardware**. Iteris product support personnel are available to be present at each new installation to insure the equipment is installed and operating as designed and meets the functional intent of the City.

Iteris' approach includes: (1) providing robust, field-hardened detection hardware; (2) providing guidance for optimal detector placement for intersection configurations; (3) integrating with the City's existing signal infrastructure; (4) enabling analytics via ClearGuide Signal Trends and VantageLive; (5) experienced product support professionals available for on site as well as remote support; and (5) delivering comprehensive training so City staff can fully install, configure, troubleshoot, and utilize the system.

We appreciate your consideration of our Proposal and look forward to the opportunity to work with the City of the Isle of Palms.

The information contained in this Proposal or any part thereof, including its Exhibits, Schedules, and other documents and instruments delivered or to be delivered to the City, is true, accurate, and complete. This Proposal includes all information necessary to ensure that the statements therein do not in whole or in part mislead the City as to any material facts.

I, Brian Girardot, have the authority to bind and negotiate on behalf of Iteris. Thank you for the opportunity to submit our RFP response and we look forward to assisting the City with Traffic Detection Equipment. Please contact me at 916-235-9353 or brg@iteris.com should you have any questions.

Sincerely,
Iteris, Inc

Brian Girardot
Vice President, Iteris, Inc.

II | Statement of Qualifications

A. REFERENCES

Iteris has successfully deployed the **Vantage Apex with Vectors** detection system and similar Vantage detection platforms at hundreds of intersections nationwide. Below are three municipal references comparable in nature, size, and complexity to the City of the Isle of Palms, each with **25 or more locations of Vantage Apex.**

City of Burleson, TX - Aug 2024

Technology:: APEX Detection, Clear Guide Signal Trends and SPM

Our team successfully upgraded 35 intersections for the City of Burleson including hardware implementation of Iteris Vantage Apex detection and software implementation of Iteris ClearGuide while delivering a new Advanced Traffic Management System (ATMS) to enhance traffic operations and intersection performance across the city. The project focused on deploying Iteris solutions to improve traffic management and Signal Performance Metrics (SPM) at **35 intersections**.

SCOPE OF WORK

- Iteris Solutions Implemented
  - Apex Detection System with Vector Hybrid Sensors (video-radar technology) for accurate vehicle detection.
  - ClearGuide Signal Trends for monitoring and performance analytics.
- System Configuration
  - Completed all final setup and configuration of detection-related components.
  - Configured SPM to deliver actionable insights
- Delivered a fully operational and optimized ATMS meeting all project requirements.

IN ADDITION TO ITERIS TECHNOLOGIES, OUR TEAM SUPPLIED AND/OR IMPLEMENTED THE FOLLOWING 3RD PARTY COMPONENTS:

- Traffic signal controllers
- ATMS software platform
- PTZ cameras for intersection monitoring
- Cell routers for reliable connectivity
- Design and installation of Traffic Management Center (TMC) video wall

OUTCOME

- Improved intersection efficiency and traffic flow.
- Enhanced detection accuracy through hybrid video-radar technology.
- Delivered a scalable and future-ready ATMS infrastructure for the City of Burleson.

✓ • Number of Locations Deployed: 35

City of Richardson, TX – Feb 2020

Technology:: Software Program/Version: APEX Detection

The City of Richardson initiated a two-phase project to upgrade and replace traffic detection systems throughout the city. The objective was to enhance traffic management capabilities and improve overall system reliability and performance.

SCOPE OF WORK

- Phase 1: Iteris was selected to install and configure 34 detection systems.
- Phase 2: Based on successful delivery and performance in Phase 1, Iteris was re-selected to provide the same solution for an additional 21 intersections

KEY DELIVERABLES

- Installation and configuration of advanced detection systems.
- Integration with existing traffic management infrastructure.
- Testing and validation to ensure optimal performance.
- Training for city staff on system setup and maintenance.

OUTCOME

- Both phases were completed on time and met all project requirements, resulting in improved traffic detection and operational efficiency for the City of Richardson.

✓ Number of Locations Deployed: 55

Through a collaborative, resilient, and future-ready approach, the Iteris team is committed to delivering a robust framework that ensures the **integrity, reliability, and scalability** of the City's traffic management platform. Iteris operates its Cloud Services using Amazon Web Services maintaining 24x7 monitoring of all applications using internal and external monitoring tools to ensure compliance with all Service Level Objectives. Iteris has a dedicated operations team responsible for addressing issues on a 24x7 schedule with escalation and support provided by development and product teams. Iteris also has a product security team responsible for conducting and reviewing application security scans on a weekly basis, overseeing a vulnerability management program, and ensuring compliance with policies that are compliant with agency requirements.

The data, analytics, and alerting available through ClearGuide and Iteris's tools provide **actionable insights** for traffic operators that have significantly enhanced their operations. Our goal is to help traffic managers and operators make sense of all the data coming from different sources in their ever-growing and ever-changing transportation network. The reports and dashboards we implement and the data sources we integrate as part of ClearGuide make it easy for agencies and users to know where to focus their efforts so they can better manage time and resources when it comes to traffic management and operations. As an example of demonstrated customer satisfaction, LA Metro has worked with Iteris and our products historically and currently, and they are planning to rely on us and our platform as a trusted member of their team to support their traffic management efforts during the upcoming Olympic games.

Our approach is the same with any team we work with. As outlined in our support summary, we meet regularly and maintain strong relationships with the staff using our tools throughout the duration of our contracts. Our team works hard to connect an agency's vision to the platform we provide and support their needs when it comes to data integration and traffic management improvement. Our customers, including UDOT, SCDOT and LA Metro, recognize our dedicated efforts and we consistently receive positive customer feedback from the staff who use Iteris tools.

These customers are also consistently open to trialing and testing our new products, as evidenced by all three of the referenced agencies trialing our Signal Trends module in ClearGuide. To demonstrate their positive experience, these agencies continuously meet with our teams to discuss further integration and development opportunities, test our new products and features, and provide helpful feedback to make the tools the best they can be. We consistently maintain open dialogue between agency staff and internal teams to ensure users are benefiting from ClearGuide and using it to the best of its ability while also providing feedback for improvement. We are proud of the strong relationships we've built and would be delighted to embark on a similar journey with the City to enhance traffic management and operations with our tools.

> *I can't imagine going back to the days without ClearGuide. An environment without data-driven decisions would feel akin to losing connection to the internet.*
>
> **Kelly Njord, P.E, PTOE**
> **Statewide Traffic Operations Engineer**
> **Utah DOT**

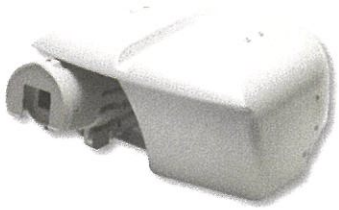
B. HARDWARE SPECIFICATIONS

The proposed solution is based on the **Vantage Apex Vectors** detection sensor and the **Vantage Apex CCU** (Cabinet Control Unit). Together, they form a fully integrated, hybrid video + radar detection platform designed for robust performance using AI algorithms in real-world traffic conditions.

Detailed datasheets and specification sheets, including hardware characteristics, electrical requirements, and environmental ratings, are provided with this submittal in the Appendix.

Core Hardware Components

- **Vantage Apex Vector Sensor**
  - Integrated video and radar-based detection platform.
  - 1080P HD video resolution supports detection and classification of multiple object types including vehicles, bicycles, and pedestrians.
  - 4-D Radar has a range of 600' for advanced detection and speed sensitive detection for real-time safety applications such as red-light runner prediction and dilemma zone protection.
  - Designed for mast arm or strain pole mounting for span-wire intersections at typical signal heights, with wide field-of-view coverage.



- **Vantage Apex CCU**
  - Advanced AI-Pro provides detection for all road users and classifies them into 8 different classifications (*car, bus, truck, motorcycle, school bus, semi-truck, bicycle, pedestrian*). The detection supports different outputs and timing per classification.
  - Field-hardened cabinet control unit that manages power, communications, detection logic, and controller interface.
  - Interfaces with existing traffic signal controllers via standard SDLC communications.



- Provides local data storage and supports real-time data interfaces.

- **Ancillary Equipment**
  - All equipment required for installation will be included with each intersection design. This typically includes (as applicable): mounting brackets, cabling, and surge protection devices.

Network Ports and Protocols (High-Level)

The System supports standard IP-based communications over Ethernet. At a minimum, the following protocols and services are available and can be configured to meet the City's IT policies:

- **SDLC** – Used for communications with the traffic signal controller and for basic device monitoring and status.
- **MQTT** – Provides a local real-time data stream for high-resolution detection and performance data.
- **RTSP** – Real-Time Streaming Protocol for video camera feed, enabling access to live video where permitted.

A detailed list of port and protocol is included in attached specification sheet. This allows the City's IT team to review and approve network configurations consistent with security and operational policies.

C. SYSTEM DATA AND REPORTING CAPABILITIES

The Vantage Apex with Vectors solution, combined VantageLive and ClearGuide Signal Trends analytics, provides comprehensive traffic detection and analytics capabilities.

Summary:

Iteris proposal offers two solutions:

1. Vantage Apex that delivers AI-driven signal control, hardware/software supply, and real-time optimization required for the intersection, with strong integration and compliance capabilities.
2. ClearGuide that excels at analytics, reporting, and modeling, supporting the city's need for measurable performance and informed decision-making

RFP KEY REQUIREMENTS

- **AI-driven traffic signal optimization**: Real-time traffic efficiency, predictive analytics, emergency vehicle prioritization, pedestrian safety, and measurable performance reporting.
- **Integration & Compliance**: Must integrate with existing infrastructure and comply with SCDOT and MUTCD standards.
- **Hardware & Software Supply**: AI-enabled controllers, sensors, cameras, and software.
- **Maintenance & Support**: Ongoing technical support, updates, and health monitoring.
- **Training & Information**: Briefings for city leadership and hands-on training for Public Safety staff

HOW CLEARGUIDE SUPPORTS

ClearGuide is typically used for real-time traffic analytics, performance monitoring, and reporting. Here's how it aligns with the City of Isle of Palms RFP:

- **Performance Reporting**: ClearGuide provides dashboards and analytics to measure improvements in traffic efficiency, vehicle delay, and queue spillback—directly supporting the RFP's requirement for measurable performance reporting.

- **Predictive Analytics**: Its traffic modeling can help optimize signal timing and anticipated congestion, supporting the AI capabilities requested.
- **Integration**: ClearGuide is designed to measure external to the traffic management systems giving analysis of the results. ClearGuide also supports APIs for integration into other services as needed.
- **Training & Information**: ClearGuide's user-friendly interface and reporting tools can facilitate briefings for city leadership and training for staff.
- **Support**: Ongoing software updates and technical support are part of ClearGuide's offering, aligning with the RFP's maintenance requirements

ClearGuide has three modules, ClearGuide Roadways, ClearGuide Saftey and ClearGuide Signals. For the RFP, we recommend ClearGuide Roadways and ClearGuide Signals. Iteris will set up an Isle of Palms site that displays traffic for the Island and its approaches. In the site will be traffic

SCDOT + CLEARGUIDE (ROADWAYS AND SIGNALS)

Summary of SCDOT's use of ClearGuide Roadways: South Carolina DOT has used ClearGuide Roadways (with HERE traffic data) statewide since 2018 to monitor and analyze roadway performance in real time and historically. The platform supports traffic measurement of delay, queues, speeds, and travel times and is used by SCDOT traffic operations and planning teams to manage congestion, support construction/work zone management, and complete before-and-after studies. ClearGuide outputs are also used to inform travelers via SCDOT's 511 service and are integrated into operations workflows via APIs and connections to SCDOT's traffic management systems.

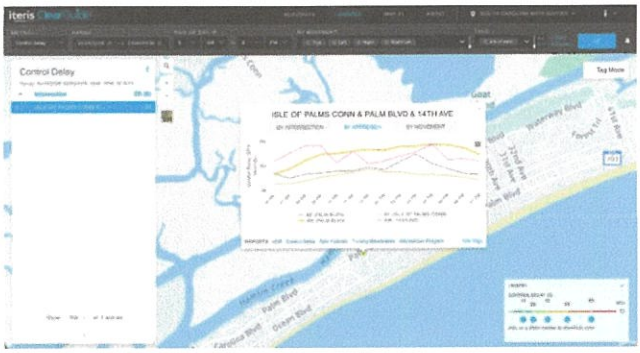
ClearGuide supports the following for SCDOT today:

- Network-wide performance measurement (speeds, travel times, delay, and queues) with real-time monitoring and historical trend analysis.
- Operational support through route-based alerts, bottleneck identification, and map-based visualizations for situational awareness.
- Traveler information support via 511 (including travel times/map tiles and congestion alerts, depending on integration approach).
- Project support such as construction/work zone monitoring and before-and-after reporting for operations and planning.

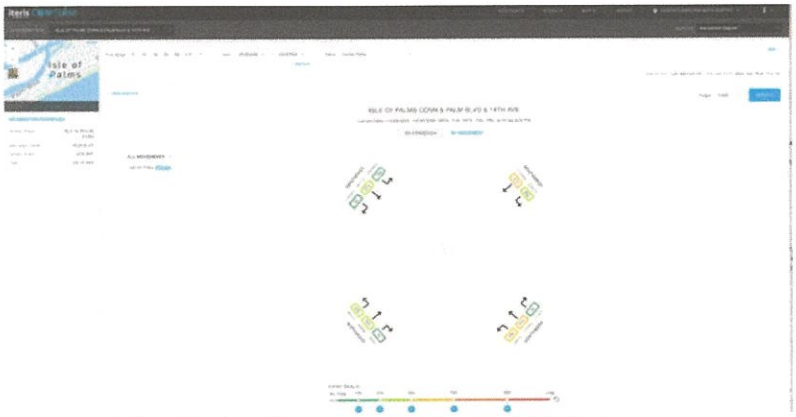
Summary of what ClearGuide Signals provides the City: ClearGuide Signals (Signal Trends) would give the City near-real-time and historical visibility into the City of Isle of Palms signalized intersection and corridor performance leading to and on the Island using GPS probe-based data (no additional field hardware required). Through ClearGuide the City would be able to monitor signal performance, create repeatable reports, and prioritize locations for retiming and operational attention. The ClearGuide service also provides APIs for integrating metrics into existing workflows and dashboards.

- Intersection and approach performance metrics in near real time, plus a one-year historical archive for trending and seasonality.
- AI based anomaly alerts for the City's signal to provide alerts when movements at the signal are experiencing unusual issues.
- Before-and-after analysis and corridor-level reporting to quantify the impact of timing changes, construction impacts, special events, or policy changes.

- Configurable alerts/notifications when performance degrades (to support proactive operations and faster issue identification).
- APIs to export metrics and support integration with existing city tools (e.g., reporting dashboards, signal management processes)



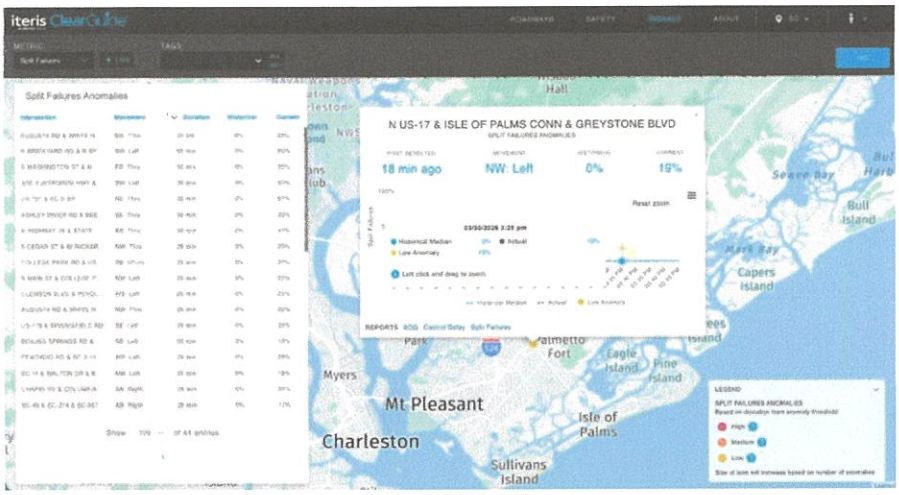
Signal Trends Dashboard: Isle of Palms Connector / Palm Blvd / 14th Avenue



Signal Trends Intersection Diagram: Isle of Palms Connector / Palm Blvd / 14th Avenue

AI Signal Anomaly Alerts: ClearGuide Signal Trends includes an AI-powered anomaly detection capability that proactively flags abrupt, unexpected changes in signal performance using probe trajectory data. This provides an operations-focused way to quickly identify when a specific intersection movement is behaving unusually, so that staff can investigate the likely cause (e.g., traffic incident impacts, work zone shifts, special events, or signal maintenance issues), fix the issues in real-time and document before/after recovery.

- AI Signal Trends Anomalies uses probe-data-only detection (no controller communications or additional field hardware required).
- Live anomalies view with a map and list of current anomalies, ranked by most recent occurrence and color-coded by severity (high/medium/low).
- Movement-level detail to see which approach/movement is impacted and compare current performance against a historical baseline (e.g., median for the selected time-of-day/day-of-week).
- Configurable alerting so staff can be notified when anomalies are detected (choose severity, thresholds, active duration, time-of-day/day-of-week, exclusions for expected conditions like holidays/events, and who receives the alerts).



Signal Trends Anomalies: Example Intersection showing Split Failure approaching the Isle of Palms Connector. Note: Isle of Palms Connector / Palm Blvd / 14th Avenue would be the signal configured for the deployment, this is to show how the anomalies work

HOW APEX SUPPORTS

Apex is used for advanced traffic signal control and AI-driven optimization:

- **AI Signal Control**: Apex can deliver real-time optimization of traffic signals, prioritizing emergency vehicles and enhancing pedestrian safety—core requirements of the RFP.
- **Hardware & Software Supply**: Apex can provide AI-enabled sensors, and cameras, meeting the RFP's hardware/software supply needs.
- **Integration & Compliance**: Apex is built to integrate with legacy infrastructure and is configurable for SCDOT and MUTCD compliance.
- **Pedestrian Awareness**: Apex's algorithms can incorporate pedestrian movement requirements, ensuring compliance with the RFP's pedestrian-aware mandate.
- **Maintenance & Support**: Apex offers ongoing technical support, health monitoring, and software updates.
- **Installation Capability**: If Apex's deployment includes installation services, this would fulfill the RFP's preferred installation capability

Detection and Traffic Statistics

The Apex System is capable of collecting and displaying, at a minimum, the following detection data and statistics:

- **Multimodal Object Detection & Classification**
    - AI-Pro detection for all road-users
    - 8 classifications: *car, bus, truck, motorcycle, school bus, semi-truck, bicycle, pedestrian*.
- **Traditional Detection & Presence**
    - Stop-line and advanced detection zones for all road users including vehicles, scooters, bicycles, and pedestrians.
    - Support for phase calls and detector outputs to the traffic signal controller.
    - Traffic volumes and occupancy by time interval.
    - Speed measurements by lane, using the integrated radar.

- **Traffic Statistics**
    - Control Delay, Arrivals on Green, and Split Failures per movement in Signal Trends

Data Access and Analytics

Data can be accessed and used by the City via multiple pathways:

- **Local Data Access**
    - Data files stored on the edge device for download via secure connection.
    - Local configuration and diagnostic interfaces for technicians.
- **Real-Time APIs and Streams**
    - Real-time detection data available through **MQTT** streams and other supported APIs.
    - Integration with third-party systems can be supported using open, documented interfaces.
- **Cloud Analytics Platforms**
    - **VantageLive**: Detection data analytics platform for high-resolution, intersection-level analysis, historical trending, and reporting of volumes
    - **ClearGuide Signal Trends**: Probe-based analytics platform to provide intersection metrics including Control Delay, Arrivals on Green and Split Failures

Together, these capabilities provide the City with a unified view of local intersection, corridor and network performance, supporting safety studies, signal timing, and long-term planning.

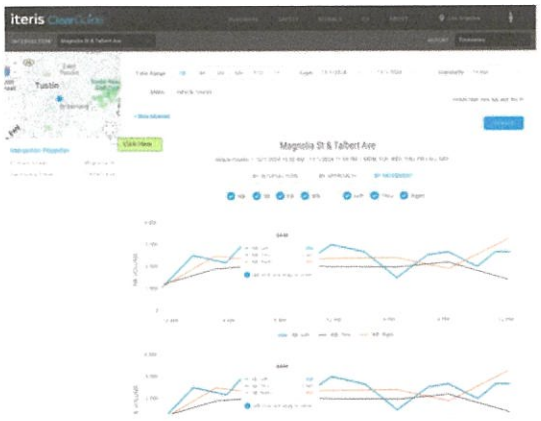
Sample Datasets and Reports

Txt file with volume, occupancy, speeds, sensor status is stored on the processor and can be retrieved locally or through the agency network. Sample shown below:

```
013, 2024-05-01 07:45:00, 13,0,0,0,0,0,0, Video OK,C-29
014, 2024-05-01 07:45:00, 16,0,0,0,0,0,0, Video OK,C-32
015, 2024-05-01 07:45:00, 8,0,0,0,0,0,0, Video OK,C-27
501, 2024-05-01 07:45:00, 7,0,31,0,0,0,0, Video OK,C1 LT
502, 2024-05-01 07:45:00, 25,0,0,0,0,0,0, Video OK,C1 T
503, 2024-05-01 07:45:00, 0,0,0,0,0,0,0, Video OK,C1 RT
601, 2024-05-01 07:45:00, 0,0,0,0.0,0.0,0.0,0, Video OK,C1 PD
602, 2024-05-01 07:45:00, 0,0,0,0.0,0.0,0.0,0, Video OK,C1 PD
651, 2024-05-01 07:45:00, 41,28,15,0,3,38,0, Video OK,C1 AS
701, 2024-05-01 07:45:00, 8,0,0,0,0,0,0, Video LC,C1 R1
703, 2024-05-01 07:45:00, 22,0,0,0,0,0,0, Video LC,C1 T1
704, 2024-05-01 07:45:00, 0,0,0,0,0,0,0, Video LC,C1 T2
705, 2024-05-01 07:45:00, 0,0,0,0,0,0,0, Video LC,C1 T3
706, 2024-05-01 07:45:00, 0,0,0,0,0,0,0, Video LC,C1 T4
707, 2024-05-01 07:45:00, 0,0,0,0,0,0,0, Video LC,C1 T5
708, 2024-05-01 07:45:00, 11,0,0,0,0,0,0, Video LC,C1 L1
709, 2024-05-01 07:45:00, 0,0,0,0,0,0,0, Video LC,C1 L2
044, 2024-05-01 07:45:00, 35,0,0,0,0,0,0, Video OK,C-13
045, 2024-05-01 07:45:00, 16,0,0,0,0,0,0, Video OK,C-14
046, 2024-05-01 07:45:00, 19,0,0,0,0,0,0, Video OK,C-16
047, 2024-05-01 07:45:00, 15,0,0,0,0,0,0, Video OK,C-11
504, 2024-05-01 07:45:00, 10,0,50,0,0,0,0, Video OK,C2 LT
505, 2024-05-01 07:45:00, 40,0,0,0,0,0,0, Video OK,C2 T
506, 2024-05-01 07:45:00, 0,0,0,0,0,0,0, Video OK,C2 RT
603, 2024-05-01 07:45:00, 0,0,0,0.0,0.0,0.0,0, Video OK,C2 PD
604, 2024-05-01 07:45:00, 0,0,0,0.0,0.0,0.0,0, Video OK,C2 PD
652, 2024-05-01 07:45:00, 62,23,21,3,7,52,0, Video OK,C2 AS
711, 2024-05-01 07:45:00, 26,0,0,0,0,0,0, Video LC,C2 R1
```

ClearGuide VantageLive

ClearGuide VantageLive ingests detection data stored on the processor that is available to visualize detection data. A sample of VantageLive is shown below:



III | Description of Methodology

Iteris will implement a focused, efficient installation process to integrate AI-enabled traffic detection and optimization equipment at the City of Isle of Palms' single signalized intersection in compliance with SCDOT requirements and MUTCD standards.

The project will begin with a brief coordination meeting with City representatives and SCDOT, as applicable, to confirm scope, schedule, safety protocols, and communication procedures. A dedicated Iteris Project Manager will serve as the primary point of contact throughout installation and commissioning.

Iteris will conduct a targeted field verification of existing conditions, including the signal controller cabinet, available power and communications, pole and mast arm locations, existing detection systems, and pedestrian facilities. This assessment will confirm compatibility and finalize equipment placement.

All Iteris equipment will be staged, pre-configured, and tested prior to field deployment to minimize installation time and traffic disruption. Installation will be performed by qualified technicians using appropriate traffic control measures and safety practices.

Following installation, Iteris will integrate the system with its AI optimization platform, calibrate vehicle and pedestrian detection zones, and configure operating parameters specific to Isle of Palms traffic patterns. Functional testing will validate detection accuracy, pedestrian service compliance, system responsiveness, and fail-safe operation.

	TASK	WEEK 1					WEEK 2					WEEK 3				
1	• Hardware/Software Installation	■	■													
	• Detector Set-Up		■	■												
2	• Before Travel Times w/Velocity	■	■	■												
	• Collect Counts w/ Vlive!				■	■	■	■								
	• Synchro Model Development	■	■	■	■	■	■	■								
3	• Calculate New Clearance/Ped Times		■	■	■											
	• Optimize Timing Plans								■	■	■					
4	• Controller Programming											■	■			
5	• Fine Tuning												■	■		
6	• After Studies														■	■

IV | Key Project Personnel

The Iteris team meets the minimum mandatory qualifications for this proposal by maintaining the required licenses and permits necessary to provide the requested services in State of Colorado, if required for certifying plans, reports, etc. Iteris team members are Product Support Technicians are IMSA Certified. IMSA Certification demonstrates that an individual possesses the necessary knowledge and skills to safely install, maintain, and inspect traffic signal systems, thus ensuring proper functioning and contributing to public safety by upholding industry standards set by the International Municipal Signal Association (IMSA) which is widely recognized in the field.

Nader Ayoub, PE | Vice President

Mr. Ayoub has over 40 years of experience in traffic operations specializing in vehicle detection and control systems design, ITS communications design, ITS/signal system implementation and ITS project management. He has extensive experience in project management and deployment of traffic signal control systems. He has established procedures and recommended practices for the operation of traffic signals in the areas of detector design and operation, coordination and special phasing which have been adopted by TXDOT. In addition, Mr. Ayoub has developed training courses for traffic signal operations and design. He has successfully completed numerous projects within Texas that included the full complement of ITS devices and signal operations that include not only the design but also implementation, integration and ongoing maintenance and operations assistance.

Allison Palumbo , PE | Senior Engineer

Ms. Palumbo serves as a Senior Engineer for Iteris' Advanced Sensor Technologies division and has been with the firm since 2017. She has over 23 years of experience in traffic signals utilizing a unique skill set that includes both traffic engineering and extensive knowledge of traffic signal hardware including controllers and detection systems. Ms. Palumbo's traffic operations research background with the Texas A&M Transportation Institute specializes in diamond interchange operation which she has used to implement diamond operation throughout Texas. She has also written traffic signal controller and video detection specifications for TxDOT and served as technical support for all TxDOT districts. She has developed and taught training courses with a focus on teaching traffic engineering to signal technicians and controller programming to engineers in order to bridge the gap and establish communications between traffic engineers and signal technicians within an agency. Ms. Palumbo has been paramount in the development of the Iteris Signal Performance Metric (SPM) tool through the design of each of the charts and metrics..

Alex Kopec | Senior Product Manager

Alexander Kopec serves as the Product Manager for Iteris' Sensor division which includes sensor hardware and software. As a Product Manager, Alexander is responsible for overseeing the development and management of a portfolio of sensor products from concept to launch. Alexander works closely with cross-functional teams, including engineering, design, and sales to ensure that products meet agency needs. Alexander has been with the firm since 2022 and has over 6 years of experience in the traffic control and management industry, including development of ATMS systems, traffic controllers, connected vehicle technologies, and traffic data analytics. Alexander's expertise in the traffic industry combined with the deep understanding of how these underlying systems operate gives him a unique perspective on the development of new functionality and the ability to diagnose the root of any issue.

Jesse Phillips | Manager, Product Support

Jesse Phillips brings strong experience in intelligent transportation systems through his roles as Senior Product Support Engineer III and Eastern Regional Manager at Iteris. He provides hands-on technical support, system troubleshooting, and field expertise for advanced detection and traffic management technologies. Jesse's background combines engineering support with regional operational leadership, enabling him to bridge technical requirements with real-world deployment needs. Known for his problem-solving skills and customer-focused approach, he works closely with agencies and field teams to ensure reliable system performance and successful project execution.

Mark Zelinske | Account Executive

Mark Zelinske is a results-driven technology solutions professional with extensive experience supporting complex infrastructure and AI-enabled systems for public-sector and enterprise clients. He combines analytical, technical, and consultative expertise to help agencies translate congestion, safety, and operational challenges into clear, actionable solution strategies. Mark excels at coordinating cross-functional teams, aligning stakeholders, and ensuring solutions meet regulatory requirements including SCDOT and MUTCD standards. Known for his strong communication skills and executive presence, he builds trusted relationships with senior decision makers and technical staff. His disciplined, customer-centric approach supports effective needs assessments, solution planning, training, and long-term system performance—key elements in successful AI-controlled traffic signal deployments.

Iteris will provide a comprehensive training program to ensure City personnel can fully **install, configure, troubleshoot, and utilize** the Vantage Apex Vectors System, including associated analytics platforms.

Training Objectives

The Training Plan is designed to:

- Equip **signal technicians and field staff** to install and maintain sensors, CCUs, and communications.
- Enable **signal engineers and operations staff** to configure detection zones, integrate with controllers, and interpret data.
- Provide **operations and planning staff** with the skills to use VantageLive and ClearGuide Signal Trends for analytics and reporting.

Iteris will train all City personnel identified by Charlotte as needing access to the System, and can expand training as needs evolve.

Training Format and Location

All training will be conducted **on-site in City facilities and in-field**, consistent with the RFP requirements. A typical initial training program is structured as follows:

- **Classroom Training** (City facility)
- **In-Field Training** (selected intersections equipped with Vantage Apex Vectors)

Iteris can provide additional training needed to accommodate City staffing and scheduling through remote sessions. Iteris is flexible and can adapt the training sequence, duration, and audience composition based on the City's staffing and scheduling needs. Iteris can also provide follow-up or refresher training sessions, either on-site or virtually, if desired by the City.

Training Costs

All training described in this section, including:

- On-site classroom sessions
- In-field practical sessions
- Training materials and documentation

will be **included in the Proposal Pricing** in accordance with the RFP. The associated labor, travel, and related costs will be reflected in the attached Pricing Form and can be clearly identified as training-related line items.

V | Budget/Cost

EQUIPMENT LIST/COST INFORMATION

Product	Supplier	Model Number	APL Number	Cost
Vantage Vector	Iteris, Inc.	Vantage Vector	660-015-031	$4,038
Radius (Microwave Detection)	Iteris, Inc.	RADIUS-CCU-SM	660-018-00	$9,093
APEX	Iteris, Inc.	APEX	Pending	Pending
ClearGuide				$0

VI | Issues

Iteris proposes to support the City by deploying and installing Transportation Systems Management and Operations (TSM&O) equipment at selected intersections to collect high-quality digital traffic data. All data collection will be performed without capturing any personally identifiable information (PII). Using a range of available sensing technologies—including, but not limited to, optical, thermal, and LiDAR—these temporary, standalone systems will assist the City in evaluating intersection operations, identifying near-miss events, and conducting comprehensive traffic safety assessments. The equipment will function independently of existing infrastructure and will be installed only for the duration and at the locations specified by the City.

All operational data generated by the AI-controlled traffic signal system—including traffic volumes, performance metrics, and system logs—will be owned by the City. The firm's AI algorithms, software platform, and optimization methodologies remain proprietary; however, the City will retain full access to all system data in exportable formats. City data will not be sold or shared with third parties without written authorization, and all data will be returned to the City upon contract termination.

If video-based detection is used, video will be processed primarily for real-time traffic analysis and not for surveillance. Retention periods will be configurable and coordinated with the City, and no facial recognition or personally identifiable tracking will be employed. Privacy protections such as anonymization, masking, and limited retention will be incorporated to protect the public.

The system will follow industry-standard cybersecurity best practices, including encrypted communications, access controls, audit logging, and secure remote access. Any proprietary hardware, software licensing, or subscription dependencies will be clearly disclosed, including lifecycle and long-term support considerations, to minimize vendor lock-in and ensure system resilience.

APPENDIX

Specification Sheet

- Vantage Apex
- Specification for a Modular (Multi or Single Camera) Video Detection System



Vantage Apex®

The future is here.

AI-powered HD video and radar detection in a single sensor



Industry-leading detection and tracking, powered by the latest artificial intelligence (AI) algorithms

1080p high-definition (HD) video for brilliant display at the traffic management center

Video-radar fusion provides comprehensive data for ITS applications

Vantage Apex® is a full-featured multimodal detection system that combines 1080p HD video and 4D/HD radar hybrid sensor technology with sensor fusion and AI, setting it apart from anything else on the market.

Unique AI Algorithms for Detailed Vehicle Detection and Object Classification

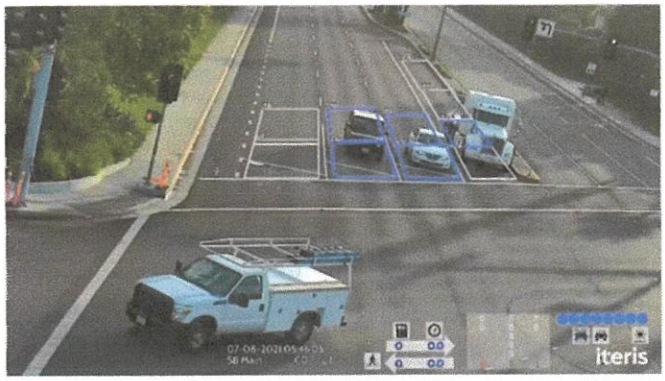
Built on the leading AI compute platform, Iteris' AI video analytics identifies objects based on machine learning using Iteris' extensive image library and high performing neural network algorithms. This enables incredible precision and detailed classification of many different vehicle types and vulnerable road users such as pedestrians and cyclists.

High-Definition Video for Unmatched Clarity

Full HD video streaming using 1080p cameras results in ultra-crisp-vision with unmatched depth and clarity of traffic at your intersections. Gain crystal-clear viewing in your traffic management center or remotely on mobile devices via the Iteris Video Viewer app.

Complete Multimodal Detection in a Single System

Using forward-fire radar technology, to virtually eliminate occlusion, this hybrid sensor uses industry-leading 4D/HD radar technology with a field of view exceeding 600 feet.



The Vantage Apex sensor enables decision-zone safety functions, collision avoidance and advanced lane-by-lane detection that delivers precise traffic detection and data.

iteris®
ALMAVIVA GROUP

The Ideal Sensor for Advanced Traffic Applications

Vantage Apex improves efficiency and responsiveness by providing real-time, accurate and robust detection data streams that feed into any adaptive control system.



Additional Benefits

- Connected vehicle ready – provide safety alerts to vehicles with Iteris' Vantage CV™ platform.
- Includes SmartCycle® and PedTrax® for bicycle and pedestrian detection and counting.
- Embedded 'mouse and monitor' setup in addition to Laptop or remote setup.
- Easy installation – a simple three-wire cable and shelf-mount cabinet control units make installation quick and cost-effective.
- Comprehensive on-screen display includes many features for instant monitoring of system.
- Flexibility – choose from either a hybrid video and radar sensor option or a video-only sensor option.
- VantageCare™ eligible – compatible with the VantageCare detection health monitoring service.
- Fully compatible with Iteris' ClearGuide® Signals and VantageLive!®, as well as other third-party web and mobile-based traffic measurement applications.

Specifications

SYSTEM - GENERAL

Environmental	
Temperature	-35°F to +165°F (-34°C to +74°C)
Humidity	0% to 95% non-condensing
Vibration	0.5G, 3 axes, 5-30Hz
Shock	10G in all 3 axes
Ingress Protection	IP 67
Regulatory	NEMA TS-2
	FCC Part15, Class A
Warranty	3 Years limited warranty

SENSOR HEAD - GENERAL

Connections	Terminal Block
Communications	Ethernet over Power line
Power	Voltage – 110VAC
	Consumption: Camera Only - 15W (Max) Hybrid - 25W (Max)
Dimensions (Excluding Mounting Bracket)	Camera Only – 16" (406mm) D x 6.25" (159mm) W x 7" (178mm) H Hybrid – Physical 17" (432mm) D x 15" (381mm) W x 14" (356mm) H
Weight	Camera Only – 5lbs (2.3kg) Hybrid – 10lbs (4.55kg)

SENSOR HEAD - CAMERA

Imager	1080P 30FPS
	0.003 to 10,000 Lux
	3D-DNR Noise Reduction
Lens	Lens 12x Optical Zoom
	Focal Length 5.4° tele to 50.7° wide
	Dynamic Range > 100dB
Heater	Indium Tin Oxide

SENSOR HEAD - RADAR

Frequency	24GHz (K-Band)
Accuracy	Speed 0 to 150mph ±1mph (0 to 240kph ±1.5kph)
Tracked Objects	Up to 64

NEMA SHELF MOUNT CABINET EQUIPMENT

Configuration	Up to 4 sensors
Communications	Ethernet
	USB x4
	SDLC
	EMBUS
Cabinet Interface (CI) Dimensions	10" (254mm) D x 4" (101.6mm) W x 10" (254mm) H
CI Weight	10.1lbs (4.6kg)
Power Injector (PI) Dimensions	10" (254mm) D x 4" (101.6mm) W x 10" (254mm) H
PI Weight	9.1lbs (4.1kg)

ISO 9001:2015 certified.

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July 2025 Rev 7

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City of Isle of Palms I Request for Proposals I

RFP 2026-03 AI Controlled Traffic Signal System

SUBMITTED By: Cubic ITS, Inc.

March 27, 2026

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Trademarks

Cubic® is a registered trademark of Cubic Corporation.

All other product and service names mentioned herein are the service marks, trademarks or registered trademarks of their respective companies or owners.

Abbreviations/Acronyms

ASCT	Adaptive Signal Control Technology
ATC	Advanced Transportation Controller
ATCS	Adaptive Traffic Control System
ATMS	Advanced Traffic Management System
ATSM	Adaptive Traffic Signal Management
ATSPM	Automated Traffic Signal Performance Measures
CMPS	Cubic Mission and Performance Solutions
CTS	Cubic Transportation Systems
EV	Emergency Vehicle
FAE	Field Application Engineer
IT	Information Technology
ITS	Intelligent Transportation Systems
LADOTD	Louisiana Department of Transportation and Development
NCDOT	North Carolina Department of Transportation
RFP	Request for Proposal
SCDOT	South Carolina Department of Transportation
SPM	Signal Performance Measures
TSP	Transit Signal Priority
VRU	Vulnerable Road User

Use or disclosure of data contained on this sheet is subject to the restrictions on the title page of this document.

1. Cover Letter

March 27, 2026

Respondent: Andy Gaskins
Sales Executive
Cubic ITS, Inc.
522 Gillingham
Sugar Land, TX 77478
Andy.Gaskins@cubic.com

Douglas Kerr
City Administrator
City of Isle of Palms
1207 Palm Boulevard
Isle of Palms, South Carolina 29451

Subject: **RFP 2026-03 AI Controlled Traffic Signal System**

Dear Evaluation Committee:

Thank you for the opportunity to submit our proposal for your *AI Controlled Traffic Signal System in response to RFP Contract 2026-03*. The selection of a traffic signal system provider is a critical decision for agencies throughout the United States, as traffic control is one of the most visible public works services. Selecting system vendors is a partnership, facilitating safe and reliable traffic operations as well as capital improvements, community mobility, economic development, and transportation plans for decades. Cubic is a trusted brand throughout the world, providing mobility solutions for agencies of all sizes. South Carolina Department of Transportation (SCDOT) is a current Cubic customer, allowing our team to leverage existing systems and provide a proven, low-risk, cost-effective Adaptive AI solution.

Cubic has a significant presence in South Carolina and the Southeast United States and has deployed over 250 intersections of our SynchroGreen Adaptive Traffic Signal Management (ATSM) systems in South Carolina since 2014. No other vendor is as experienced with ATSM in South Carolina and deploying these systems for the unique traffic conditions in the state. Cubic has previously installed systems in Beaufort County, as well as Myrtle Beach and are aware of the daily, but also seasonal traffic conditions that an ATSM must help resolve at vacation destinations. Our systems have yielded travel time and delay savings in other areas of the state, and we are confident that our systems and staff are up to this challenge, within the specified project timelines.

Our proposal includes SynchroGreen ATSM, our Signal Performance Measures (SPM) cloud service, as well as our latest Scout Controller Software and Gridsmart detection technology that will provide reliable detection and inputs for the adaptive. The goal of the SynchroGreen adaptive system will be to focus on the Isle of Palm's unique daily traffic, but also seasonal traffic and non-traditional traffic conditions such as timeshare turnover that can prove challenging to accommodate using standard time-of-day timing plans. SynchroGreen will provide tailored traffic signal timings in real time, using data supplied from the Gridsmart video detection system to capture fluctuations in traffic and implement settings that optimize in real-time to lower travel time and delays. Our SPM Cloud service will be used to measure system performance and provide Isle of Palm's decision makers with the tools to measure project success.

We bring decades of experience in designing and deploying solutions that integrate seamlessly with existing infrastructure, minimizing disruption while maximizing impact. From computer vision-based safety systems like Gridsmart to real-time adaptive technologies such as SynchroGreen, our innovations *help agencies respond faster, reduce congestion, and protect pedestrians and bicyclists—the most vulnerable members of our communities.*

Beyond technology, we pride ourselves on partnership. Our team works closely with transportation authorities to understand their goals, budgets, and challenges, ensuring solutions that are right-sized and future-ready. With thousands of successful deployments worldwide and a strong local presence, we offer unmatched expertise and support. We understand your need to improve traffic congestion at your intersection and to have a trusted solution and experienced team to deliver your AI Controlled Traffic Signal System.

We appreciate your consideration and look forward to the opportunity to collaborate on delivering a Smart Mobility solution that not only meets but exceeds your expectations. We are uniquely positioned to install into the existing SCDOT existing ATMS infrastructure. Please feel free to contact Andy Gaskins at Andy.Gaskins@cubic.com with any questions or clarifications.

Thank you for your time and trust. Together, we can shape a safer, more efficient, and more connected future for all road users.

Sincerely,

John Greiner
Vice President and General Manager, Intelligent Traffic Systems



2. Description of Qualifications

2.1. Technical Capabilities

Cubic brings global ITS experience to the traffic control industry and has quickly gained a prominent role in the traffic signal control industry through the acquisition of Trafficware and Gridsmart. Trafficware and Gridsmart will remain product brands in the Cubic portfolio, with all employees united under the *One Cubic* banner.

Since 1979, Cubic ITS has been dedicated to the traffic signal control industry, providing uncompromised quality and service. Cubic is known worldwide for Synchro Studio, the traffic engineering standard for signal timing and optimization, as well as ATMS, our Advanced Traffic (central) Management System. We have also leveraged our expertise in Synchro, ATMS and traffic control hardware products to create the nation's fastest growing Adaptive Signal Control Technology (ASCT), SynchroGreen. All Cubic ITS products are proudly designed and supported in America and are held to the highest standards for quality and customer care.

cubic. | Advancing Mobility Together®

Cubic offers the most extensive product catalog in the traffic signal control industry, including traffic controllers, cabinets and accessories, detection, central management systems, adaptive systems, emergency response systems, traffic simulation software and more. A summary of technical services is below, with items in bold proposed as part of this project.

Table 1 - Summary of Cubic Technical Capabilities	
• ATC, NEMA, **2070 Controllers**	• Traffic Simulation (Synchro/SimTraffic)
• **Traffic Controller Software/Firmware**	• **Central Management Systems (ATMS)**
• NEMA, 33x, ITS, & ATC Cabinets	• **Adaptive Systems (SynchroGreen)**
• Cabinet Accessories	• Emergency Response Module
• CMUs/MMUs	• Connected Vehicle Technology
• **Video Detection (Gridsmart)**	• **Transit Signal Priority (TSP) Systems**
• **Hardware Installation Services**	• **Signal Performance Measures**
• **Systems Design and Engineering**	• **Signal Timing Optimization**

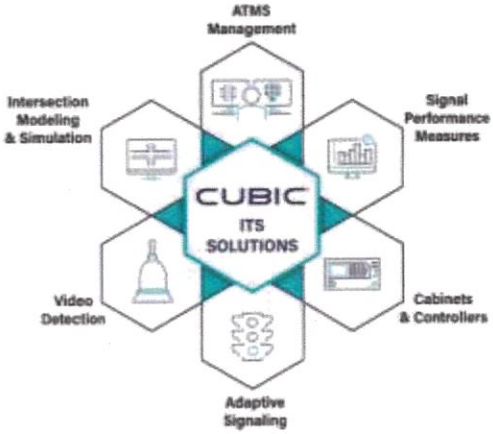
Cubic is uniquely position with our ATMS already established for SCDOT managing over 200 intersections including district 6 centralized signal control for 54 locations. The ATMS system is already equipped with SynchroGreen adaptive. Assuming the City of Isle of Palms can coordinate authorization from SCDOT for access, the Cubic team can configure user permissions for view-only on other districts signals (if desired) and full control only for the signalized intersection of Isle of Palms, which the Cubic team will onboard and configure as part of this proposal. This approach of leveraging the already approved, established SCDOT systems allows the system base, system deployment, and SynchroGreen Interface/Integration fees to be waived (therefore excluded from this proposal).

Cubic's controllers, central system and adaptive solutions have been deployed throughout the World and operates some of the largest traffic signal systems in the United States, including:

- South Carolina Department of Transportation (SCDOT) – 3,000+ intersections
- Palm Beach County, Florida – 1,500+ intersections
- Broward County, Florida – 1,500+ intersections
- City of Fresno, California – 580 intersections

While these projects are large scale, multi-year projects, they illustrate Cubic's ability to manage projects and the ability to follow through on our commitments for customers regardless of size. Following through on commitments means delivering projects on time, on budget, and having an open, honest dialog with our customer. It also means understanding the customer's current and future issues and guiding the customer toward solutions to help resolve these matters. These projects have enabled Cubic and our deployment teams to develop organized project management strategies, as well as collaboration tools to make sure our entire team (agency included) is constantly appraised of project status, as well as directly benefit from the innovations a new project necessitates.

3. Corporate Information



Cubic Corporation's corporate headquarters is in San Diego, California with over 5,000 employees globally. Delivering engineering and technology innovation since 1951, Cubic is a leading integrator of payment, information technology and services to create intelligent travel solutions for transportation authorities and operators. Cubic is a privately held company, owned by Veritas Capital and Evergreen Coast Capital, with two major business units, Cubic Transportation Systems (CTS) and Cubic Mission and Performance Solutions (CMPS). Cubic CMPS provides networked Command, Control Communication, Computers, Intelligence, Surveillance and Reconnaissance (C4ISR) capabilities for defense, intelligence security and commercial missions and is a leading provider of live, virtual constructive and game-based (LVC-G) training solutions for the United States military and allied forces. Cubic is a diverse and inclusive workforce that strives to make a positive difference in people's lives. CTS is a leading integrator of payment and information solutions and related services for intelligent travel applications in the transportation industry. We deliver integrated systems for transportation and traffic management, providing tools for travelers to choose the smartest and easiest way to travel and pay for their journeys, while enabling transportation authorities and agencies to manage demand across the entire transportation network. Cubic ITS is a product-based business within CTS, comprised of the Trafficware, Gridsmart and Umo IQ (formerly NextBus) product lines.

Together, Cubic CTS and ITS are working towards a collective vision of Digital Mobility. This is a comprehensive transportation strategy that offers long-term solutions for the challenges of population growth, carbon emissions and urbanization. Centered around those three core principles, Cubic's Digital Mobility has actionable steps for operators, planners, leaders and end-users to work towards a more sustainable and equitable transit future. Digital mobility is built around the idea of harmonizing disparate systems across the mobility network to enable collaborative and holistic decision making between local, regional, national and even international stakeholders. These disparate systems are not just a city's various public transit services; digital mobility includes everything from ridesharing to traffic and intersection management. With one transportation network comprising multiple modes, we expect users to tie together these different options throughout their journeys. We should manage these systems in the same way that users experience them: as coordinated entities. By integrating every mode of transportation in a given area, digital mobility offers each service provider, stakeholder and end user with a common operating picture across the entire transit ecosystem. This real-time information supports data-driven decision making and efficient network management. Intelligent and actionable information is the key to ensuring that travel networks run as safe, smooth, and efficient as possible – empowering riders to make smarter, more informed decisions.

4. Project Methodology

The City of Isle of Palms is seeking an AI-controlled traffic signal system that reduces congestion, improves peak-hour performance, enhances pedestrian safety, and supports first responder mobility. Cubic's safety-first product suite comes out of the box with the advanced analytics and support of Emergency Vehicle (EV) preemption with robust field experience proven to reduce congestion, reducing Isle of Palms risk for this high visibility/exposure project.

Our adaptive has proven results, as outlined in our case studies summarized in Appendix A. SynchroGreen's Three-Factor Optimization Engine—built around real-time adjustments to Cycle Lengths, Splits, and Offsets—provides a precise match to these needs by delivering dynamic, corridor-aware control that satisfies all mandatory RFP requirements. The City currently operates a single signalized intersection that experiences significant congestion during beach season, peak recreational travel periods, and weekend surges. These conditions contribute to queue spillback, prolonged delays for residents and visitors, and slower emergency response. SynchroGreen's adaptive engine is uniquely suited for this environment because it does not rely on static timing plans but continuously analyzes real-time traffic conditions *every single cycle*.

Detection is key for real-time adaptive control, and Gridsmart is a revolutionary concept in video detection, delivering a best-in-class solution with the lowest cost of ownership on the market. It delivers safety objectives by delivering full-scene, AI powered intersection detection that protects pedestrians, cyclists, and drivers. By accurately detecting and classifying all road users, including vulnerable pedestrians, Gridsmart provides the real-time situational awareness needed to reduce crashes and create safer, more predictable intersections non-intrusive intersection management and data collection solution, leveraging state-of-the-art developments in machine vision processing. The tracking-based system effectively detects vehicles, bicyclists, pedestrians, scooters and more.

CONFIDENTIAL

Our project will kick off by assessing the current infrastructure and assessing current problem sets with data from the field with a Pilot Study. This will be done either with the existing controller high-resolution data, or if not possible/easily feasible with current Controller firmware Cubic will install and configure our latest Scout Controller Software on new 2070 hardware. The pilot study will be based on existing Time of Day timing plans and high-resolution data for at least two weeks of round-the-clock data collection.

Please note, depending on level or elaboration expected for system design and planning, cubic can remove all optional costs around SPM solution and current congestion case study, as the ATMS and adaptive turn on configurations has sufficient reporting outputs for adaptive rollout and calibration. That has been outlined in section 7.

Our proposal includes the fundamental building block and future-proofed toolset to allow the Isle of palms to achieve their goals within their physical constraints:

- SynchroGreen adaptive licenses and 5 years SMA
- 2070 Traffic Signal Controller with latest Scout Software and Transit Signal Priority
- Gridsmart Video Detection with dual bell camera for optimized Vulnerable Road User Protections
- Optional SPM Activation and 5-year subscription

These products will work seamlessly with one another and help establish an adaptive solution that alleviates the City's unique traffic congestion and safety problems.

In addition to the products above, Cubic will provide services for the following:

- SPM Data Activation and Configuration
  - Optional High-res data collection for baseline performance and optimization recommendation for recommended adaptive settings
- Controller Installation and database conversion to latest controller software
- Video Detection installation and initial configuration
- SynchroGreen adaptive configuration
- 6 days Training (Controller, Video Detection, Adaptive, SPM)
  - 3 Days training after installation
  - Annual Refresher Training (1 day session) for 3 years

After field installations, communication established into ATMS Server as noted in the assumptions section, and software configuration, our team will work closely with Isle of Palm and dedicated stakeholders to our active adaptive solution at the signalized intersection.

For SynchroGreen system activation, Cubic will be onsite with our expert. Our team will meet with the agency prior to activation to discuss the process and to address any requests or concerns. Our team will require turn on verification at this meeting. With written approval in hand, our team will activate the system and be present at the location to monitor traffic operations. Once the system has been successfully activated, our team will begin adjusting SynchroGreen settings based on observations and measurements from system detection. Our calibration will be on adjusting detection zones and sensitivity as well as optimizing local traffic signal operations. Lastly, our team will adjust settings for any special logic desired by the agency to capture special

traffic conditions or events. The adjustment period is expected to no more than one week on site but may last up to three (3) weeks with remote monitoring after the activation week.

In summary, we will provide services and hardware including adaptive and where most adaptive traffic systems optimize a single factor, SynchroGreen optimizes three—Cycle Lengths, Splits, and Offsets—to deliver a best-of-three approach ideally suited to the City of Isle of Palms' congestion challenges. By adjusting coordination in real time, SynchroGreen reduces backups, improves peak-hour performance, and distributes green time effectively across the City's only signalized intersection.

We are confident we can meet your project objectives, with a tailored solution based on specific findings and observations from our in-field data study, and sound methodology based on decades of experience specific to South Carolina's congestion and seasonal trends.

4.1. Project Plan, Timeline and Deliverables

Cubic is excited for the opportunity to support the City of Isle of Palms in delivering a modern, adaptive signal solution for your identified intersection. While this project focuses on a single location, we recognize its importance to local mobility, safety, and future traffic management goals in Isle of Palms. Our team brings proven expertise, reliable technology, and a commitment to excellence that ensures a smooth deployment with minimal disruption to the community.

The following Sample Project Plan outlines the major tasks, timelines, and responsible parties associated with deployment of the adaptive, AI systems at the selected intersection. Schedule can be shifted according to the procurement and contracting schedule as needed leading up to the project kick-off meeting. Cubic has a dedicated technical team for SynchroGreen system activations in the United States and does not expect any major conflicts that would impact our project schedule.

4.1.1. Sample Project Plan

This project plan will be elaborated with dates once we better understand Isle of Palms timing constraints and expectations.

Phase/Tasks	Deliverables	Timeline / Resources
Project Management	- Project Kick-off Meeting - Updated Scope and Schedule - Re-occurring Meeting Cadence	1–2 Days – Cubic Team; City of Isle of Palms *Isle of Palms to provide List of Users, Traffic Signal Latitude/Longitude, and existing Controller Databases in.STD.PRM or .UPL format in this meeting to facilitate configuration of systems*

Pilot Intersection Study ***(Optional)***	- Assessment of current high-res to determine if Controller Installation dependent - SPM Cloud Activation and intersection configuration - Data Collection Verification (2 weeks) - Signal Performance Reporting - Optimization Output Findings	**CONFIDENTIAL** ~4 Week – Cubic Account Executive; City of Isle of Palms Note: Risk of Dependency on Controller Installation or moved later in schedule
Deployment Plan	- Review Pilot Findings and baseline Controller Database - Detection & Installation Plan - Intersection Installation Checklist - Procurement Paperwork (2070 Controller & Dual Camera Gridsmart Intersection Solution) - ATMS Authorization	1-2 weeks – Cubic Account Executive; Isle of Palms to provide SCDOT authorization of ATMS including network permissions granted for new controller
Manufacture Hardware	- Manufacture Gridsmart Hardware - Manufacture 2070 Controller	2–4 Weeks – Cubic Manufacturing Note: subject to separate tasks for critical path timing
Field Installation	- Gridsmart Field install with Bucket Truck - Controller Conversion or Manual Creation - Controller Installation	1-2 Days – Cubic Account Executive; City of Isle of Palms Note: Might be split as separate tasks. May perform some tasks in lab setting or remote
Software Configuration	- Gridsmart Software Configuration - ATMS Device Onboarding - ATMS Intersection Layout	< 1 Week – Cubic Support and Field Service Engineer Note: Same day/next day for Gridsmart Software
Adaptive System Activation & Testing	- Adaptive System Configuration and Activation - Field Deployment and Optimization	~3 Weeks
Final Review, Training & Acceptance	- Training on the adaptive AI solution including Adaptive Controls, Field and ATMS manual commands, and Gridsmart Video Detection - Briefing on System Capabilities, Limitations, and results	<1 Week Annual Training and Support On-going

4.1.2. Assumptions

Please note we have assumed the City's intention for the mandatory System Design & Planning scope around assessment of current traffic infrastructure is for the purpose of optimally deploying hardware and software configuration to support AI / adaptive control, without consideration of changes to physical capacity constraints. Our proposed solution additionally includes the following assumptions:

- Isle of Palms has established good communication to the cabinet which is high quality and can be used by our proposed AI-enabled traffic signal controllers and cameras. Communication issues will prevent *any* adaptive solution from functioning successfully; good communication is required from controller to existing SCDOT ATMS Server. If Isle of
-

Palms requires cellar modem and service for controller communication, our proposal requires update (or Change Order).

- Isle of Palms will coordinate authorization of SCDOT ATMS for district 6 to be configured for this intersection. This will be including user access, intersection layout and SynchroGreen settings performed by Cubic, and network configuration for controller onboarding by SCDOT.
    - Isle of Palm or SCDOT District 6 will furnish and install VPN/RDP applications such that ATMS can be accessed remotely. It is also assumed that this VPN/RDP connection will remain open during the warranty/support/maintenance period for Cubic to provide expedited service.
- Isle of Palm will repair any pre-existing traffic signal cabinet issues, or issues that may impact traffic operations, including pedestrian pushbuttons, etc.
- Isle of Palm will provide all signal timing sheets for existing intersections in enough detail that all settings may be converted to latest Scout database format
- Isle of Plam will provide any available signal layouts or as-built drawings in enough detail to construct any intersection graphics provided as part of this project. This includes signal phase-direction, detector locations, etc.
- Controller database entry (conversion) will not require checks or re-timing for compliance with the Manual on Uniform Traffic Control Devices.
- Cubic will not be responsible for repairing or replacing any crushed, blocked, or full conduit or conduit that does not allow for new cables to be pulled. Any instances where this occurs will be repaired by others prior to any Gridsmart installation.
- Isle of Palm will provide a representative onsite during all field installation of 2070
- All work is assumed to be performed during business hours and no night-time

5. Key Personnel

Cubic is proud to present a highly experienced team of key personnel who will serve as the primary leads for the Isle of Palms project. Behind these individuals stands one of the industry's largest and most capable ITS organizations—engineers, software specialists, field technicians, and support professionals who work together to ensure our customers receive reliable, responsive service at every stage of a project. In addition to the expertise of our core team, Cubic maintains local and regional staff who are familiar with the transportation needs of South Carolina and the surrounding coastal communities. This deep bench of nearby resources enables us to be on-site quickly, provide hands-on support whenever needed, and ensure continuity long after deployment. With Cubic, Isle of Palms receives not only dedicated key personnel but an entire ITS support ecosystem committed to the city's long-term success.

Andy Gaskins – Sales Account Executive



Andy Gaskins is an experienced Sales Account Executive at Cubic Transportation Systems, where he has led sales for Trafficware hardware and software solutions, as well as Gridsmart video detection technologies, across North Carolina, Virginia, Washington, D.C., and Maryland since 2021. With more than 22 years of proven sales experience—including roles in municipal and inside sales, beverage distribution sales management, and pharmaceutical sales—Andy brings a deep understanding of customer needs and long-term relationship building to every

engagement. Prior to entering the transportation technology field, he served in the U.S. Navy and built a strong foundation in both leadership and technical discipline. Andy holds a Bachelor of Science from East Carolina University and an Associate of Science from Pamlico Community College.

Steve Carver, P.E. – ITS Software Services Manager



Steve Carver is an accomplished Professional Engineer and ITS Software Services Manager at Cubic Transportation Systems, bringing deep expertise in SynchroGreen adaptive signal control, ATMS software, and advanced traffic engineering solutions. With a foundation in civil engineering from Texas A&M University and more than a decade of hands-on experience in analysis, design, microsimulation, and system deployment, Steve has led or supported SynchroGreen implementations across nine states, including major projects for Lafayette, Louisiana; SCDOT District 3; and numerous cities nationwide. His work spans large-scale adaptive signal deployments, traffic modeling for major airports such as DFW, CLT, and JFK, and corridor timing improvements in cities like Fort Worth and Atlanta. Steve's background includes roles in municipal engineering, airport landside planning, and traffic operations, giving him a comprehensive perspective that supports successful ITS system delivery, customer training, and long-term operational success.

Matt Greenoe – Director of Technical Services and Support



Matt Greenoe is the Director of Technical Services and Support at Cubic Transportation Systems, bringing over 25 years of experience in technical services, operations, product development, and team leadership. Known for his innovative problem solving and customer-first approach, Matt oversees field engineering operations from design through deployment, leads cross-functional initiatives, and serves as a key technical liaison ensuring successful project delivery and long-term customer satisfaction. Prior to his current role, he managed a 27-person technical support organization as Senior Manager of Field Services and previously helped build Gridsmart Technologies from startup to industry leader before its acquisition by Cubic. Matt holds an MBA in Logistics, Supply Chain, Entrepreneurship, and Venture Capital from the Haslam College of Business at the University of Tennessee, as well as a degree in International Business from Auburn University.

Derrick Spatafora – Field Application Engineer Supervisor



Derrick is an experienced Senior Field Application Engineer with over seven years of technical and field expertise supporting transportation and traffic signal systems. In his role at Cubic Transportation Systems, he delivers advanced application engineering support in a remote capacity, leveraging his strong background in electronics, troubleshooting, and transportation technology. Previously, as an Electronics Technician II with NCDOT Division 7, he specialized in diagnosing and repairing traffic signal components, estimating project costs, and executing both routine and scheduled maintenance. Derrick has extensive experience programming and configuring new traffic signal cabinets, interpreting blueprints, and coordinating contractors through all phases of construction and system upgrades. He routinely

collaborated with municipalities to conduct final inspections, ensure compliance with build specifications, and validating system acceptance.

6. References

We are pleased to share several recent Cubic projects that align closely with the scale and goals of the Isle of Palms initiative. Across our portfolio, agencies consistently return to Cubic to expand their systems—whether adding adaptive signal control or advancing toward Connected and Autonomous Vehicle readiness. Notably, Cubic delivered major system modernizations in Council Bluffs, Iowa (~70 intersections) and Pearland, Texas (~90 intersections), implementing new Trafficware ATMS platforms and ATC controllers with the same experienced team proposed for Isle of Palms. These successes reflect a proven methodology that ensures high-quality project delivery and fosters long-term customer partnerships.

Columbia, SC | South Carolina Department of Transportation	Summary
Brett McCutchan, Traffic Signal and Systems Engineer, (839) 223-6227, mccutchanbj@scdot.org	Cubic ITS provided cabinets, thousands of traffic controllers, local controller software, and devices in addition to a statewide deployment of an Advanced Traffic Management System (ATMS).

Hampton, VA | City of Hampton	Summary
Carol Bowen, Superintendent of Traffic Engineering, (757) 778-5697, carol.bowen@hampton.gov	Cubic has provided the City of Hampton Virginia with the deployment of ATMS, traffic cabinets and controllers for over 20+ years.

Baton Rouge, LA | Louisiana Department of Transportation and Development (LADOTD)	Summary
Andre Fillastre, Traffic Control Engineer Manager, (225) 242-4646, Andre.Fillastre@la.gov	Cubic ITS provided LADOTD with the deployment of an ATMS as well as associate modules, traffic controllers and traffic cabinets to thousands of intersections. Cubic also installed our controller software on every state-controlled signalized intersection.

For additional references please see the case studies included in Appendix A.

7. Detailed Budget and Cost

The following products and services are included in our offering.

Proposed Component	Parts & Quantity	Total Cost
In-field Pilot Timing Study (minimum 2 weeks field data) for System Design & Planning ***Optional*** as ATMS and adaptive turn on configurations has minimum sufficient reporting outputs for "System Design and Planning" Mandatory Task 1	-SPM System Activation Fee -SPM Annual Service -SPM Intersection Configuration -SPM Data and field analysis Pilot	$47,075.00
AI enable traffic signal controller with Emergency Vehicle Pre-emption and Ped Safey & Gridsmart Computer Vision Detection Solution (Intersection bundle on fiber with dual fish-eye camera for enhanced Ped Safety)	-2070 Controller with Scout Software and Transit Signal Priority -GS3 System -Bell Camera Kits (2), Fiber, Option Card, Bracket -Performance Plus, Installation Services	$28,235.00
AI Capabilities (real-time SynchroGreen Adaptive Signal Control)	-ATMS & SynchroGreen License	$10,950.00
Installation and Configuration Services	-Database Conversion -Intersection Turn On Assistance -Gridsmart Field Service Support -ATMS Intersection Graphics Development -SynchroGreen Configuration and activation	$39,484.00
Training, Maintenance & Support	-3 days System Instal Training -3 Annual Refresher Training -5 years ATMS/SG SMA	$31,750.00
	Grand Total	**$157,494.00**
	Total w/o Optional Item	**$110,419.00**

8. Proprietary Issues

Any system processing real-time data, especially video and behavioural analytics, requires strong data protection and secure device firmware to protect users from any proprietary issues or

concerns. Isle of Palms can find additional information on system support in Section 9.1. and on https://itssupport.cubic.com/support/home.

9. Software Support and Maintenance

Our Team is providing three (3) years of software support and maintenance on all Cubic software procured as part of this project. In cases where software defects are discovered during the software support period related to Cubic software products, Cubic will provide a software update that addresses the issue. Critical software issues will receive priority and will be addressed immediately. Critical software issues are defined as those that directly impact traffic operations. Other issues will be addressed through routine software updates. All software support requests will first be addressed remotely and then onsite. Software maintenance will be addressed through bi-annual updates to ATMS (including SynchroGreen and modules – if purchased) that will be available to the agency. ATMS updates will include new features and functionality, as well as address bugs identified during the prior period. All agencies subscribing to Trafficware's ATMS Software Support and Maintenance program will receive emails announcing new features included in the release.

Cubic's ATMS Software Support and Maintenance Program also entitles the agency to yearly system "health checkups" on the IT environment in which the ATMS system resides and recommendations to improve performance. The agency must provide remote access to the system in order to perform this checkup. The agency must schedule all checkups 30 days prior to the desired service by contacting Cubic's at https://itssupport.cubic.com/support/home.

9.1. Support Requests Procedure

All support issues may be submitted to Cubic via our online support portal (https://itssupport.cubic.com/support/home). On average, Cubic has over a dozen qualified systems technicians and engineers (agents) available during business hours to remotely assist customers with support inquiries. Cubic contact information for all support inquiries is below.

Cubic ITS, Inc.
522 Gillingham
Sugar Land, TX 77478
Support Hotline: 1-(800)-952-7285
Website: https://itssupport.cubic.com/support/home
Hours: Weekdays (Excluding Holidays) 8AM – 5PM EST

Customers will also be provided the phone number for their regional Field Application Engineer (FAE). This phone number will be used for urgent support items that require after-hours assistance.

10. Terms and Conditions

This proposal is submitted contingent upon Cubic's standard Terms and Conditions. These Terms and Conditions, though omitted from the RFP response to comply with page-count requirements,

remain fully applicable and may be provided at the City's request or upon issuance of an award or notice to proceed.

11. Appendix A

Clark County, Washington

Clark County modernized its outdated traffic infrastructure with a fully integrated solution from Cubic Transportation Systems—pairing Gridsmart video detection with SynchroGreen adaptive signal control and ATSPM analytics. With Gridsmart providing full-intersection visibility and real-time tracking, SynchroGreen dynamically adjusted signal timing to match traffic in the moment. Left turn waits dropped by 40%, collisions fell by 30%, and traffic flowed more efficiently. On a busy retail corridor near Highway 99, SynchroGreen cut peak signal cycles from 130 seconds to 80–90 during COVID-19, eliminating the need for manual adjustments and preserving 100% of the County's traffic operations budget. Pedestrian safety was built in, not bolted on. Drivers are now held at red while pedestrians cross, and flashing yellow arrows across walkways were removed, creating safer, more predictable intersections. As of mid-2021, Gridsmart was live at 15 intersections and SynchroGreen at 30, with plans to scale to 90. Clark County now moves faster, operates safer, emits less, and runs on a traffic system built for what's next.

Chula Vista, CA

Chula Vista implemented SynchroGreen®, a real-time Adaptive Traffic Control System (ATCS), across 24 intersections along its busiest corridors—and the effect was immediate. Designed to respond to actual traffic conditions instead of rigid schedules, the system continuously adjusted signal timing to keep vehicles moving. A third-party study confirmed what drivers experienced firsthand: faster commutes, fewer stops, and less time wasted in traffic. On East H Street, stopped delay dropped by more than 30%. Travel times improved in both directions, and fuel consumption and emissions each fell by around 5%, turning daily drives into smoother, cleaner trips. Telegraph Canyon Road saw similar wins: nearly 29% less delay, fewer stops, and a noticeable drop in fuel use and emissions. Meanwhile, Otay Lakes Road delivered the biggest shift. Stops fell by over 33%, travel times dropped 15%, and emissions—including carbon dioxide and nitrous oxide—dropped by more than 10%. Chula Vista's investment in SynchroGreen paid off—reducing congestion, cutting pollution, and making the city's streets measurably more efficient. The project's success earned regional recognition, including an Honor Award from the American Public Works Association's San Diego chapter.

Seminole County, FL

To bring the corridor under control, Seminole County deployed SynchroGreen, an adaptive signal control solution from Cubic's Trafficware. By analyzing real-time traffic conditions and interfacing directly with controllers, SynchroGreen continuously adjusted timing across all twelve signals, balancing the flow of both vehicles and pedestrians without manual intervention. The results were immediate and measurable. Travel times through the corridor dropped by up to 27%, while arterial delay was slashed by as much as 46%. SynchroGreen restored coordination across intersections, reduced the gridlock triggered by pedestrian surges, and gave emergency vehicles clear paths they needed to respond without delay. By dynamically managing one of Central Florida's most heavily used corridors, Seminole County turned a bottleneck into a smart, safe, and fast route for

everyone who relies on SR 436—whether on foot, behind the wheel, or in the back of an ambulance.

For additional information on these case studies and much more, we invite the City of Isle of Palms to https://www.cubic.com/news/success-stories.

Fire Department - Advanced Certification Incentives

Certification	IOPFD Recommended Incentive Amount	Special Rules	Total # of IOPFD Employees Currently Qualifying	Total Proposed Cost with Current Employees
Bilingual	$1,200	No Max. Must complete testing and requiremnts for Global Seal of Bilteracy or equivalent	2	$2,400
Fire FTO	$2,600	South Carolina Fire Academy Instructor Max of 3 personnel Deliver 4 classes annually on Fire Suppresion, Rescue, Pump Operations, Emergency Vehcile Driving Instructor, Rapid Intervention, Air Management, Hazardous Materials, Technical Rescue, or Bailout Training through South Carolina Fire Academy, IFSAC, DOD, or Pro Board agency or equivalent. Reviewed annually by Deputy Chief of Fire Operations.	3	$7,800
Medical FTO	$2,600	Certified South Carolina Fire Academy Instructor Max of 3 personnel. Deliver 4 classes annually through monthly medical continuing education, including Company level training as lead instructor. Certified as SC DPH Instructor, in either or CPR, Pediatric Advanced Life Support, Pre-Hospital Trauma and Life Support, Advanced Cardiac Life Support, Tactical Emergency Medicine Instructor, Fire Sled Fitness Facilitator/Health and Wellness.Annually evaluated by Deputy Chief of Special Operations and Medical Control Physician Dr. Sorrell	3	$7,800
Marine FTO	$2,600	South Carolina Fire Academy Instructor. United States Lifesaving Instructor, NASBLA Instructor or equivalent. Max of 3 personnel. Deliver 4 classes per year at the Department and Company level on marine operations, response, planning, weather, tactics and safety.Annually evaluted by Deputy Chief of Special Operations.	3	$7,800
Fire Safety Ed.	$1,300	Fire and Life Safety Educator I South Carolina Fire Academy Certified 40 hour testable course, complete 30+ hours continuing education annually. Attend and schedule and facilitate 4community risk reduction events annually	1	$1,300
EMT Advanced	$1,200	NREMT and SC DPH Certified EMT Advanced through 300-400 hours, skills, clinical didatic, internship to gain intravenous access on patients and deliver intravenous fluids and medications by South Carolina Department of Public Health Max of 6. Assist with Medical Supply Inventory. Annual completion of 25_hours of continuing education in areas of trauma, medical, pediatrics and geriatrics.Recertify every 2 years.Max of 6 personnel	6	$7,200

Fire Invest Tech/CFI	$1,375	International Association of Arson Investigators Max of 3. Complete 54 hours of tested training. Maintain internationally accredidted continuing education requirements of 36 months of work experience and 80 hours of fireinvestigative training certified through CFI Trainer.net. Investigate Fires as appropriate on Isle of Palms and with Auto-aid partners.	2	$2,750
SCBA Tech	$1,375	MSA Safety G1 Self Contained Breathing Apparatus Certified Technician with 12 hour annual continuing education requirement and recertification testing at MSA Global in PA every 6 years. Perform SCBA preventative maintenance and repair, maintain posicheck machine, annual SCBA Fit Testing, air cylinder hydrostatic testing, Max of 2	2	$2,750
Marine Operator or Water Rescue Technican	$1,800	Complete Boat Captain and Boat Crewmember Manual or United States Lifesaving Association Rescue Swimmer 90 hours and Boat Crewmember Manual, Aquatic Rescue Response Team Member along with one of the following courses through NASBLA BOSAR, Boat Crewmember, Small Fireboat, EVOC, Flood Operations, Swiftwater Tech1-2 or licensure through the United States Coast Guard or equivalnet. complete annual practical testing. Max of 14	14	$25,200
Center for Public Safety Designated Fire Officer	$2,500	Open to Fire Marhsal, Deputy Chiefs, Fire Chief Max of 4. Center for Public Safety Excellence certified as Chief Fire Officer, Training Officer EMS or Fire, Chief EMS Officer, Fire Marshal Review and approval by third party panel members through the Commission on Fire Accredidation International through the Center for Public Safety Excellence.Miantain certfication through required continuing education and resubmission to the Panel and Commision to review and submit for recertification every 3 years. Develop and assist with officer development, succession planning manuals and leadership training annually	4	$10,000
			40	**$75,000**

Police Department - Advanced Certification Incentives

Certification	IOPPD Recommended Incentive	Special Rules	Total # of IOPPD Employees Currently Qualifying	Total # of un-filled positions for incentive	Total Proposed Cost with Current Employees
Active Shooter Response Instructor	$1,200	Only certified instructors for LEO response. Only 3 approved and others wishing to obtain will go on a waitlist. Must participate as an instructor during in-service training each year.	1	2	$3,600
Armorer	$800	Only armorer for department issued firearms and must contribute to the agency in this capacity. No more than 3 armorers approved. All others will go on a waitlist.	3	0	$2,400
Background Investigations	$1,000	Must be certified and must conduct backgrounds as approved by the chief. Maximum number of 4. All others go on a waitlist.	2	2	$4,000
Basic/Specific Skills Instructors	$800	SCCJA certified instructors only. Maximum of 10 instructors. All others will go on a waitlist.	8	2	$8,000
Bi-lingual	$1,000	Must demonstrate proficiency in another language to be eligible and must be willing to serve in this capacity when needed. ASL will be considered a language as it pertains to this incentive.	2	2	$4,000
Crash Reconstruction	$1,000	Must complete at least phase 1 through SCCJA and assist with collisions within IOP involving GBI or death. Only 3 approved. All others will go on a waitlist.	1	2	$3,000
Defensive Tactics / OC Spray Instructor	$1,200	SCCJA certified instructors only. Only 3 DT and 3 OC instructors approved and others wishing to obtain will go on a waitlist. Must participate as an instructor during in-service training each year.	2	4	$7,200

DRE	$1,000	Must be an approved DRE through the SCCJA and must assist with DRE evaluations. Only 2 will be approved.	1	1	$2,000
Driving Instructor	$1,200	SCCJA certified instructors only. Only 3 approved and others wishing to obtain will go on a waitlist. Must participate as an instructor during in-service training each year.	2	1	$3,600
Drone Pilot	$1,000	Must have either a 107 Pilot license or have been trained under the department's policy. Must have XXX hours of flight every year to maintain. Maximum of 3 107 pilots. All others go on a waitlist	1	2	$3,000
Firearms Instructor	$1,200	SCCJA certified/approved instructors only. Only 3 approved and others wishing to obtain will go on a waitlist. Must participate as an instructor during in-service training/new officer certification each year.	2	1	$3,600
Field Training Officer/FTO Manager	$1,200	SCCJA/IOPPD certified/approved FTOs & SCCJA certified FTO Managers only. Must participate as a FTO/FTO manager when requested to train new officers and must maintain positive feedback from supervisors and FTO managers.	6	0	$7,200
Hostage/Crisis Negotiator	$1,000	Must be certified/trained hostage/crisis negotiator and must participate in consistent training annually to maintain this incentive. That can include training with surrounding agency negotiator units. Maximum of 3. All others will go on a waitlist.	1	2	$3,000

Intelligence/ Analyst	$800	Must have completed training through the International Association of Crime Analysts, must be selected by the chief for this role and must contribute to the department by gathering and analyzing data that reduces crime trends or identifies potential criminal activities prior to them occuring. Maximum of 2. All others will go on a waitlist.	1	1	$1,600
Marine Unit	$1,000	Must complete basic marine unit training approved by NASBLA and must participate in XX hours of marine operations every year to maintain. Will be limited to 5 members and others wishing to participate will be placed on a waiting list.	5	0	$5,000
NCIC TAC, ATAC or LASO	$1,100	Must be identified as the TAC, ATAC or LASO by the chief and must maintain certification/training through SLED,CJIS, and/or FBI. There will be 1 LASO, 1 TAC and up to 2 ATACs.	2	2	$4,400
Public Information Officer	$1,100	Must have completed advanced PIO training (FBI-LEEDA Master PIO, FEMA APIO) and must be designated by the chief to serve in this capacity.	1	1	$2,200
SMD/SFST Instructor	$1,200	SCCJA certified/approved instructors only. Only 3 approved and others wishing to obtain will go on a waitlist. Must participate as an instructor during in-service training each year.	2	1	$3,600
Taser Instructor	$1,200	Axon certified/approved instructors only. Must also have SSIor BID through the SCCJA. Only 3 approved and others wishing to obtain will go on a waitlist. Must participate as an instructor during in-service training each year.	2	1	$3,600
			45	**27**	**$75,000**

	ISLE OF PALMS FIRE & RESCUE
	Standard Operating Guideline - 112.01
	Overtime
	FESSAM Criterion: **Performance Indicator:**
	Effective Date: 3/1/2026 – Revised Date: 00/00/0000

1.0 PURPOSE:

The purpose of this policy is to establish clear guidelines for the authorization, assignment, and management of overtime and extra duty assignments. This policy ensures minimum staffing levels are maintained, overtime is distributed in a fair and equitable manner, fiscal responsibility is exercised, and personnel safety and fatigue considerations are addressed.

2.0 SCOPE:

This policy applies to all Isle of Palms Fire & Rescue personnel eligible for overtime or extra duty assignments, including shift coverage, emergency callbacks, special events, training, and mandated staffing needs.

3.0 RESPONSIBILITY:

3.1 Fire Chief:
- **3.1.1** The Fire Chief retains ultimate authority over overtime expenditures and policy enforcement.

3.2 Battalion Chiefs:
- **3.2.1** Battalion Chiefs are responsible for authorizing overtime, ensuring compliance with staffing, budgetary constraints, and fatigue management guidelines.

3.3 Company Officers:
- **3.3.1** Company Officers are responsible for identifying staffing shortages, initiating overtime requests, and ensuring qualified personnel are assigned.

3.4 All Personnel:
- **3.4.1** Personnel accepting overtime are responsible for ensuring they are fit for duty, comply with work/rest guidelines, and fulfill the assignment as scheduled.

4.0 DEFINITIONS:

4.1 **Overtime:** Time worked beyond an employee's regularly scheduled shift that is compensated in accordance with the Fair Labor Standards Act (FLSA) and City policy.

4.2 **Mandatory Overtime:** Overtime assigned when minimum staffing cannot be achieved through voluntary means.

4.3 **Voluntary Overtime:** Overtime offered to qualified personnel who choose to accept the assignment.

4.4 **Extra Duty Assignment:** Work performed outside normal shift assignments, including special events, training coverage, or temporary staffing needs.

4.5 **Minimum Staffing:** The minimum number of personnel, ranks, and certifications required to safely staff apparatus and maintain operational readiness.

Authorizing Signature Fire Chief Isle of Palms Fire & Rescue	Craig K. Oliverius
Date: 1/28/2026	

	ISLE OF PALMS FIRE & RESCUE
	Standard Operating Guideline – 112.01
	Overtime
	FESSAM Criterion: **Performance Indicator:**
	Effective Date: 3/1/2026 – Revised Date: 00/00/0000

5.0 POLICY:

5.1 Overtime shall be used only when operationally necessary and when all reasonable alternatives have been exhausted.
5.2 Overtime assignments shall be distributed in a fair, impartial, and equitable manner among qualified personnel.
5.3 Minimum staffing levels shall not be compromised to avoid overtime.
5.4 Personnel working overtime must meet all certification, qualification, and fitness-for-duty requirements.
5.5 Overtime assignments shall not create unsafe work/rest conditions unless approved by a Chief Officer.
5.6 Unauthorized overtime is prohibited and may result in disciplinary action.

6.0 PROCEDURE:

6.1 Authorization
- **6.1.1** Overtime must be authorized by a Battalion Chief or Chief Officer based on operational impact.
- **6.1.2** Emergency overtime necessary to maintain minimum staffing may be authorized immediately, with documentation completed as soon as practical.

6.2 Voluntary Overtime Process
- **6.2.1** Voluntary overtime shall be offered to qualified personnel using the department-approved overtime list or scheduling system.
- **6.2.2** Personnel shall be contacted in accordance with established call-back procedures.
- **6.2.3** Refusals shall be documented for tracking and equity purposes.

6.3 Mandatory Overtime
- **6.3.1** Mandatory overtime may be assigned when:
  - Minimum staffing cannot be achieved through voluntary means
  - Emergency conditions exist
  - Specialized qualifications are required
- **6.3.2** Mandatory overtime assignments shall be made in accordance with department policy.
- **6.3.3** Mandatory overtime assignments shall be documented by the Battalion Chief, utilizing Vector Scheduling's "Forced Overtime List".
- **6.3.4** Every attempt must be made to limit mandatory overtime to twenty-four (24) hours per individual for each occurrence.

6.4 Limitations and Fatigue Management
- **6.4.1** Personnel shall not work beyond the maximum hours (96) allowed by department policy, or safety standards without Chief Officer approval.

Authorizing Signature Fire Chief Isle of Palms Fire & Rescue	Craig K. Oliverius
Date: 1/28/2026	

6.4.2 Personnel that work the ninety-six (96) hour maximum limit must be off for a minimum of twenty-four (24) hours before returning to work, unless approved by the Fire Chief.

6.4.3 Personnel who have worked extended hours may be relieved or denied additional overtime based on fatigue considerations.

6.5 Extra Duty Assignments

6.5.1 Extra duty assignments shall be approved in advance and staffed with appropriately qualified personnel.

6.5.2 Compensation for extra duty shall be in accordance with City policy.

6.6 Documentation and Tracking

6.6.1 All overtime assignments shall be documented in the department scheduling and payroll systems.

6.6.2 Overtime usage shall be reviewed periodically by command staff to ensure compliance with budgetary and operational goals.

7.0 APPENDIX: NA

Authorizing Signature Fire Chief Isle of Palms Fire & Rescue	Craig K. Oliverius
Date: 1/28/2026	

	ISLE OF PALMS FIRE & RESCUE
	Standard Operating Guideline - 115.01
	Minimum Staffing
	FESSAM Criterion: **Performance Indicator:**
	Effective Date: 3/1/2026 – Revised Date: 00/00/0000

1.0 PURPOSE:

The purpose of this policy is to establish a minimum manning standard and define staffing expectations to ensure Isle of Palms Fire & Rescue maintains safe, consistent, and effective emergency response capabilities while minimizing risk to personnel and the public.

2.0 SCOPE:

This policy applies to members of Isle of Palms Fire & Rescue assigned to emergency response duties, including personnel serving in acting capacities.

3.0 RESPONSIBILITY:

3.1 Fire Chief:
- **3.1.1** Establish and enforce department staffing standards.
- **3.1.2** Approve exceptions to this policy under extraordinary circumstances.

3.2 Deputy Chiefs/Command Staff:
- **3.2.1** Monitor staffing levels and ensure compliance with this policy.
- **3.2.2** Provide oversight for staffing mitigation strategies and overtime utilization.

3.3 Battalion Chiefs
- **3.3.1** Ensure each operational shift meets staffing requirements.
- **3.3.2** Initiate voluntary and mandatory coverage when staffing deficiencies occur.
- **3.3.3** Document staffing deviations and mitigation actions.

3.4 Company Officers
- **3.4.1** Verify staffing assignments at the company level.
- **3.4.2** Ensure personnel are qualified for assigned positions, including acting roles.

3.5 All Personnel:
- **3.5.1** Maintain required certifications and qualifications.
- **3.5.2** Comply with staffing assignments and overtime requirements.

4.0 DEFINITIONS:

4.1 **Authorized Staffing Level:** The targeted number of personnel assigned to an operational shift, defined as twelve (12).

4.2 **Minimum Staffing Level:** The lowest number of personnel permitted to staff an operational shift, defined as eight (8).

4.3 **Acting Assignment:** Temporary assignment to a higher rank or position by a qualified member.

4.4 **Voluntary Coverage:** Coverage filled by off-duty personnel who voluntarily accept additional shifts.

Authorizing Signature Fire Chief Isle of Palms Fire & Rescue	Craig K. Oliverius
Date: 1/28/2026	

	ISLE OF PALMS FIRE & RESCUE
	Standard Operating Guideline – 115.01
	Minimum Staffing
	FESSAM Criterion: **Performance Indicator:**
	Effective Date: 3/1/2026 – Revised Date: 00/00/0000

5.0 POLICY:

5.1 Isle of Palms Fire & Rescue shall staff each operational shift with an authorized staffing level of twelve (12) personnel.

5.2 The minimum allowable staffing level for any operational shift shall be nine (9) personnel.

5.3 Staffing below nine (9) personnel is prohibited except under extraordinary circumstances approved by the Fire Chief or designee.

5.4 When staffing falls below twelve (12) but remains at or above nine (9), mitigation measures shall be implemented to maintain operational effectiveness.

5.5 Voluntary coverage shall be utilized prior to mandatory overtime.

5.6 Mandatory overtime shall be used when voluntary coverage cannot maintain minimum staffing levels.

6.0 PROCEDURE:

6.1 Standard Shift Configuration

6.1.1 A fully staffed operational shift shall consist of twelve (12) personnel, typically assigned as follows:

- Battalion Chief – 1
- Captain – 2
- Engineer – 3
- Firefighter – 4
- FF/Paramedic - 2

6.1.2 Personnel may be cross staffed provided all certification, licensure, and training requirements are met.

6.2 Minimum Staffing Threshold

6.2.1 If staffing is projected to fall below twelve (12), the on-duty Battalion Chief shall initiate staffing recovery actions.

6.2.2 If staffing is projected to fall below nine (9), mandatory overtime shall be initiated immediately.

6.2.3 Staffing below nine (9) personnel is not authorized without Fire Chief approval.

6.3 Staffing Recovery

6.3.1 Staffing shortages shall be addressed in the following order:

- Voluntary coverage
- Mandatory coverage

6.3.2 Mandatory overtime assignments shall be made to qualified personnel and distributed as equitably as practical.

Authorizing Signature Fire Chief Isle of Palms Fire & Rescue	Craig K. Oliverius
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6.4 Acting Assignments

6.4.1 Personnel may serve in an acting capacity only if they have met all department requirements for the position.

6.4.2 Acting Engineers shall possess a valid EMT certification or be actively enrolled and progressing toward certification.

6.4.3 Captains shall have completed a minimum of one (1) year in rank before serving as Acting Battalion Chief.

6.4.4 Battalion Chiefs and Captains shall not routinely operate apparatus unless extreme circumstances exist and the assignment is documented.

7.0 APPENDIX: N/A

Authorizing Signature Fire Chief Isle of Palms Fire & Rescue	Craig K. Oliverius
Date: 1/28/2026	

Source	Category/Focus Area	Assigned Committee	Initiative	Timeline	Type of Recom	Budg	Initiative2	Rec #	Recommendation3
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Exploratory	$	Communications	1	Explore creating an electronic means (text or web-based form) of contacting police and generating incident reports for non-emergency issues, which includes acknowledgement of receipt and notification of next steps.
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Actionable		Communications	2	Identify and promote an electronic process for residents, property owners, and businesses to proactively provide background information about their property and special needs of individuals living there to assist Public Safety personnel when they respond to an emergency.
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Actionable		Facilities Management	3	Monitor safety conditions and rule compliance at the public dock daily, confirming the presence of a life-saving ring, and evaluating the condition of dock surfaces and railings.
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Actionable	$	Communications	4	Frequently incorporate safety-related information in messages from multiple city communication channels; place particular emphasis on increasing use of Sunnie for real-time communication. Suggested topics include but are not limited to, paramedics on the island, importance of reporting non-emergency situations, emergency preparedness, Coffee with a Cop, emergency/incident notification (e.g. Connector closed due to accident, avoid an area due to fire, etc.), and personal property safety (locking doors, etc.).
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Actionable		Golf Cart Code Enforcement	5	Work with golf cart rental companies to develop a communication piece for distribution to each renter, a placard/sticker to be posted in each cart, and/or a pledge to be signed by all renters that emphasizes state and local laws.
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Exploratory		Golf Cart Code Enforcement	6	Consider passing an ordinance adding a requirement for golf cart and LSV owners/users to read and agree to a golf cart/LSV safety pledge emphasizing state and local laws.
Community Enrichment Plan	Public Safety	Public Safety Committee		Medium	Actionable		Traffic Enforcement	7	Advocating to appropriate state agencies, ex. South Carolina Department of Transportation ("SCDOT"), to reinstall speed limit signs removed from Waterway Boulevard, Palm Boulevard, and any other interior streets that experience frequent speed limit violations.
Community Enrichment Plan	Public Safety	Public Safety Committee		Medium	Actionable		Traffic Enforcement	8	Request permission from SCDOT to install permanent speed monitoring/reporting mechanism near Waterway Boulevard & 29th Avenue to collect real-time data, informing the need for more frequent traffic enforcement.
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Actionable		Parking Management	9	Identify locations on the island with the most repetitive parking violations that impact safety and evaluate the need for signage.
Community Enrichment Plan	Public Safety	Public Safety Committee		Medium	Exploratory		Forecasting	10	Given the increased activity, assess the costs, risks, impacts to public beach access, and benefits of taking more aggressive measures, such as depredation on public property; seek appropriate state agency, ex. Department of Natural Resources ("DNR") and state support, if it is determined to be necessary to protect the public's safety.
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Actionable		Wildlife Stewardship	11	Adapt existing Coyote Management Plan to add color-coded threat levels defining triggers for moving between levels AND actions that the city will take at each level.
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Actionable	$	Wildlife Stewardship	12	Establish a notification process that would communicate: 1) color-coded threat levels and 2) den locations or reported sighting/incidents so appropriate precautionary measures may be taken. Notify property owners of their right to set traps and depredate coyotes on their private property, per DNR guidelines.
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Actionable		Communications	13	Notifications should occur via multiple communication channels to include text.
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Actionable		Communications	14	Consistently add temporary warning signs to beach paths where coyotes are active.
Community Enrichment Plan	Public Safety	Public Safety Committee		Medium	Exploratory	$$	Talent Management	15	Explore ways to increase police officer and beach safety officer staffing during peak summer hours.
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Actionable		Talent Management	16	Recruit from areas that have high demand in winter months.
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Actionable	$$	Talent Management	17	Recruit semi-retired officers.
Community Enrichment Plan	Public Safety	Public Safety Committee		Medium	Actionable	$$$	Public Safety Enhancements	18	Create a beach safety lane, where necessary, by maintaining a corridor from the dune for emergency access.
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Actionable	$	Communications	19	Restore, update and improve signage for dune protection, coyotes and beach rules.
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Aspirational		Communications	20	Increase public media messages regarding all safety matters.
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Actionable		e-Bike Policy	21	Restrict e-bike usage with speed limitations on beach accesses.
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Actionable		e-Bike Policy	22	Extend restriction of e-bikes to April 1st through September 14th
Community Enrichment Plan	Public Safety	Public Safety Committee		Medium	Aspirational		Firearms Policy	23	Collaborate with other beach communities to request state officials to ban firearms from the beach.
Community Enrichment Plan	Public Safety	Public Safety Committee		Long	Aspirational		Firearms Policy	24	Get community/resident support to change state laws to designate the beach as a no firearms zone.
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Actionable		Litter Management	25	Require registration of any Hobie Cat and volleyball nets that might be left on the beach (similar to Myrtle Beach and Hilton Head).
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Maintenance		Parking Management	27	Maintain 4' off pavement chalk line on Palm Boulevard more than just weekends.

Community Enrichment Plan	Public Safety	Public Safety Committee		Long	Actionable	$$$	Forecasting	28	Request new, more accurate renderings of Palm Boulevard including existing driveways, beach paths, mailboxes and drainage ditches prioritizing safety of residents and beachgoers. Engage the Berkeley Charleston Dorchester Council of Governments (BCDCOG) to study and supply technical data to improve pedestrian safety.
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Actionable		Traffic Enforcement	30	Increase enforcement of speed limit along Palm Boulevard 21st-41st in the off season.
Community Enrichment Plan	Public Safety	Public Safety Committee		Medium	Actionable	$	Public Safety Enhancements	32	Program intersection at IOP connector and Palm Boulevard that emphasizes the pedestrian right of way with use of lead pedestrian intervals (all-way stop) and raised materials that designate pedestrian space.
Community Enrichment Plan	Public Safety	Public Safety Committee		Medium	Actionable	$$	Forecasting	33	Request updated traffic study to help direct makeover of Palm Boulevard that focuses on pedestrian safety along with traffic and seasonal adjustments.
Community Enrichment Plan	Public Safety	Public Safety Committee		Medium	Actionable		Cycling Enhancements	37	Encourage bikers in the direction of the existing bike lane from 14th Avenue to Breach Inlet with improved signage and education of local bike groups to avoid the areas of Palm 21-41st Avenues where there is more parking and traffic.
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Actionable	$	Cycling Enhancements	39	Install bike repair/air station at the public safety building and recreation center.
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Exploratory	$$	Talent Management	40	Consider hiring independent consultants to assess performance and departmental needs periodically.
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Actionable	$$	Talent Management	41	Combat attrition by performing an annual review of compensation packages and adjusting to make and keep IOP public safety positions competitive.. Match or exceed those of comparable roles..
Community Enrichment Plan	Public Safety	Public Safety Committee		Long	Exploratory	$$$	Talent Management	42	Consider post-retirement health care options for public safety personnel, possibly with the assistance of state/county organizations.
Community Enrichment Plan	Public Safety	Public Safety Committee		Medium	Actionable	$$	Talent Management	43	Provide training budgets that meet the ever-changing needs of the Police and Fire Departments.
Community Enrichment Plan	Public Safety	Public Safety Committee		Medium	Exploratory		Talent Management	44	Modify the court schedule to have less impact on work shift schedules. Investigate virtual options.
Community Enrichment Plan	Public Safety	Public Safety Committee		Long	Exploratory	$$$	Talent Management	45	Explore ways to compensate for the lack of affordable local housing. Look at cost of living increases, housing allowances, and/or incentives for IOP property owners to rent to public safety personnel. Explore using city-owned property to provide housing alternatives for city employees. Assess/survey if this would be desirable to city staff to determine if the market for this exists.
Community Enrichment Plan	Public Safety	Public Safety Committee		Long	Exploratory	$$$	Public Safety Enhancements	46	Evaluate partnerships with Wild Dunes Resort and Wild Dunes Community Association to establish a staffed and equipped public safety building inside of Wild Dunes reducing response times, providing much-needed training space, and providing respite for police officers following traumatic experiences or waiting between court appearances and the start of their shift.
Community Enrichment Plan	Public Safety	Public Safety Committee		Medium	Actionable	$$$	Talent Management	47	Hire seasonal, part-time police officers, recruiting retired police officers when possible; one such position to serve as a transport officer.
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Actionable		Revenue & Funding	48	Require local businesses hosting events to pay for additional police support to avoid having to pull scheduled patrol officers away from patrolling the rest of the island.
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Exploratory		Public Safety Enhancements	49	Conduct annual review of equipment needs to include considerations for things like a high-water vehicle for the Fire Department and more diverse patrolling options for the Police Department (bicycles, motorcycles or all-terrain vehicles, etc.). Explore resource sharing.
Community Enrichment Plan	Public Safety	Public Safety Committee		Medium	Exploratory	$$$	Public Safety Enhancements	50	Consider how to best acquire an accelerant and explosive detection canine for large events, which may include a mutual aid agreement and/or shared use with other jurisdictions.
Community Enrichment Plan	Public Safety	Public Safety Committee		Medium	Exploratory		Public Safety Enhancements	51	Ask the Police Department to present a plan for a formalized drone program utilizing licensed volunteers to supplement the police force. Ensure the plan clearly defines public spaces where drone use can help monitor activity and identify when this type of surveillance is needed (i.e., proactive vs. reactive monitoring, special events, seasonal, emergencies only, etc.).
Community Enrichment Plan	Quality of Life	Public Safety Committee		Medium	Exploratory		Environmental Sustainability	75	Identify communities to learn and evaluate what they have done for noise/light ordinances to see what IOP could explore.
Community Enrichment Plan	Public Safety	Public Safety Committee		Medium	Actionable		Communications	76	Track noise and light complaints across geographical grids to evaluate levels of complaints for targeted mitigation efforts.
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Aspirational		STR Excellence	77	Recognize that complaint data may not include Wild Dunes Community Association Security, Wild Dunes Resort Security or other island entity data. Work towards consistent data capture.
Community Enrichment Plan	Quality of Life	Public Safety Committee		Medium	Actionable	$	STR Excellence	79	Create a 'Good Neighbor' program to incentivize and recognize those properties that exemplify desirable rentals.
Community Enrichment Plan	Quality of Life	Public Safety Committee		Medium	Actionable		STR Excellence	80	Develop metrics of predetermined thresholds of STR complaints to become a 'trigger' for review of total number of licenses.
Community Enrichment Plan	Quality of Life	Public Safety Committee		Short	Actionable		STR Excellence	83	Additional communications to residents and visitors regarding noise and light ordinances, best practices, and process for proper notifications if concerns exist.

Community Enrichment Plan	Quality of Life	Public Safety Committee		Short	Actionable		STR Excellence	84	Educate more of the positives of the STRs and publish data tracking to residents.
Community Enrichment Plan	Quality of Life	Public Safety Committee		Short	Actionable		STR Excellence	85	Collaborate with the STR companies to update required signage with quick access to policies/regulations/fines as well as to update on local efforts, i.e., QR Code
Community Enrichment Plan	Quality of Life	Public Safety Committee		Short	Actionable		STR Excellence	86	Educate public of rental companies' consortium success.
Community Enrichment Plan	Public Safety	Public Safety Committee		Short	Actionable		Public Safety Enhancements	94	Require acknowledgement of city's beach rules as part of the online parking checkout process.
Community Enrichment Plan	Seasonal Impacts (Traffic and Parking)	Public Safety Committee		Short	Exploratory		Improved Traffic Flow	168	Revisit the Palm Boulevard streetscape proposal.
Community Enrichment Plan	Seasonal Impacts (Traffic and Parking)	Public Safety Committee		Short	Actionable		Improved Traffic Flow	176	Manage traffic on the Isle of Palms Connector during specific time periods within the course of the year with seasonal police personnel for traffic management.
Community Enrichment Plan	Seasonal Impacts (Traffic and Parking)	Public Safety Committee		Long	Exploratory		Improved Traffic Flow	177	Investigate the possibility of re-striping the Isle of Palms Connector to accommodate:•Two lanes of traffic exiting the island •Dedicated Bike lane on one side •A pedestrian lane that is compliant with SCDOT standards; any additions to the bridge structure should preserve the views that exist today.
Community Enrichment Plan	Seasonal Impacts (Traffic and Parking)	Public Safety Committee		Short	Actionable		Improved Traffic Flow	178	Ensure traffic lights at Palm and Rifle Range are timed correctly during high volume times/days.
Community Enrichment Plan	Seasonal Impacts (Traffic and Parking)	Public Safety Committee		Short	Maintenance		Improved Traffic Flow	179	Continue to build relationships with surrounding municipalities and state leaders to effectively manage parking and traffic challenges.
Community Enrichment Plan	Seasonal Impacts (Traffic and Parking)	Public Safety Committee		Short	Actionable	$$	Improved Traffic Flow	184	Continue working with a traffic engineer consultant to devise solutions to manage traffic efficiently, minimize congestion, and support funding and implementation of priority recommendations.
Comprehensive Plan	Public Safety	Public Safety Committee		Short	Exploratory		Public Safety Enhancements	214	The City should continue to monitor the Emergency Medical Services serving the island
Comprehensive Plan	Public Safety	Public Safety Committee		Long	Actionable	$$$	Recreational Offerings	215	Recreational opportunities for residents should be expanded or added, including additional safe walking or biking areas on the island
Comprehensive Plan	Seasonal Impacts (Traffic and Parking)	Public Safety Committee		Short	Actionable		Forecasting	218	The City should continuously monitor and keep records of the effect of seasonal visitors on the quality of life of the permanent residents; this should include, but not be limited to the issues of parking, noise, trash, and general livability.
Comprehensive Plan	Public Safety	Public Safety Committee		Short	Maintenance		Public Safety Enhancements	242	The City should continue to work with County officials to ensure optimum EMS services on the island and maintain basic medical emergency services through the Fire Department
Comprehensive Plan	Public Safety	Public Safety Committee		Short	Actionable		Communications	243	Develop and implement a method of distribution for the Disaster Preparedness Plan
Comprehensive Plan	Public Safety	Public Safety Committee		Long	Actionable		Infrastructure Improvements	246	Develop a plan to improve alternate modes of transportation on the island including bikeways and sidewalks with an emphasis on installing sidewalks and improving pedestrian safety
Comprehensive Plan	Public Safety	Public Safety Committee		Short	Actionable		Forecasting	257	Periodically review and update the Baseline Facilities Assessment of the Marina complex to ensure the conditions of the facilities are monitored for safety, physical condition, and utility
Comprehensive Plan	Public Safety	Public Safety Committee		Medium	Actionable	$$$	Improved Traffic Flow	271	Include funding in the 2023-2024 budget to initiate a comprehensive traffic study for the island to improve traffic flow and reduce congestion. This study should done in close collaboration with the SCDOT staff to ensure the solutions that are developed can be implemented within their network
Comprehensive Plan	Public Safety	Public Safety Committee		Short	Actionable		Improved Traffic Flow	272	Evaluate the lane configuration of the Isle of Palms Connector to identify more efficient and safer alternatives
Comprehensive Plan	Public Safety	Public Safety Committee		Short	Actionable		Improved Traffic Flow	273	Evaluate the intersection of the Isle of Palms Connector and Palm Boulevard to determine in an alternative design and/or phasing could increase operational efficiency
Comprehensive Plan	Public Safety	Public Safety Committee		Short	Actionable		Improved Traffic Flow	274	Evaluate the Charleston County Park and municipal parking lots traffic routing, payment, and ticketing to identify more efficient methods for ingress and egress
Comprehensive Plan	Public Safety	Public Safety Committee		Short	Actionable		Parking Management	275	Evaluate providing real-time beach parking space availability data to the public to improve efficiency for ingress and egress for beach visitors
Comprehensive Plan	Public Safety	Public Safety Committee		Short	Actionable		Traffic Enforcement	276	Continually assess stop sign locations on the island to determine proper and legal placement
Comprehensive Plan	Public Safety	Public Safety Committee		Short	Actionable		Traffic Enforcement	277	Ensure an adequate number of speed limit signs on all streets to encourage compliance and improve safety
Comprehensive Plan	Public Safety	Public Safety Committee		Medium	Actionable		Improved Traffic Flow	278	Develop a plan to improve alternate modes of transportation on the island including bikeways, golf carts and low speed vehicle facilities and sidewalks while improving pedestrian safety
Comprehensive Plan	Public Safety	Public Safety Committee		Short	Actionable		Traffic Enforcement	279	Encourage appropriate measures including signs, traffic restrictions and parking restrictions
Comprehensive Plan	Public Safety	Public Safety Committee		Short	Actionable		Improved Traffic Flow	280	Encourage appropriate measures to collect accurate traffic counts including the installation of new hardware at the key points of ingress and egress of the island
Comprehensive Plan	Public Safety	Public Safety Committee		Short	Actionable		Improved Traffic Flow	281	Identify problem areas and appropriate funding sources
Comprehensive Plan	Public Safety	Public Safety Committee		Long	Actionable	$$$	Infrastructure Improvements	282	Expand the system of bike lanes and walking paths

INTERGOVERNMENTAL AGREEMENT

CHARLESTON COUNTY CONSOLIDATED 9-1-1 CENTER

This Intergovernmental Agreement ("Agreement"), effective as of _____, 2026, made and entered into by and among the undersigned governmental jurisdictions to include County of Charleston, City of North Charleston, City of Charleston, Town of Mt. Pleasant, City of the Isle of Palms, The Town of Sullivan's Island, the St. Johns Fire Department, St. Andrews PSD Fire Department, St. Paul's Fire Department, Awendaw Fire Department, Dewees Island Fire Department, Town of Lincolnville, and the James Island PSD Fire Department ("Party" as to each, collectively the "Parties").

WITNESSETH:

WHEREAS, the jurisdictional entities within Charleston County formed the Charleston County Consolidated Dispatch Committee, including multi-jurisdictional representation from law enforcement, fire, and Emergency Medical Service (EMS) entities within Charleston County; as well as a County Administration representative and a federal agency representative to explore the benefits of consolidating public safety communications within Charleston County; and

WHEREAS, a Countywide Emergency Communications Services Consolidated Feasibility Study was completed in April 2007, based upon a scope of work developed by the Consolidated Dispatch Committee, and paid for by a Homeland Security grant and seven jurisdictions; and

WHEREAS, the Feasibility Study found that the jurisdictions and residents of Charleston County would benefit in terms of life safety and efficiency of service from a consolidated 9-1-1 Public Safety Answering Point (PSAP) providing services to Charleston County and the municipalities and fire protection departments within Charleston County; and

WHEREAS, the jurisdictional entities entered into an Intergovernmental Agreement on January 22, 2008 ("2008 Agreement"), to establish and maintain a consolidated Public Safety Answering Point (PSAP), to provide improved police, fire and emergency medical service communications within the boundaries of the participating jurisdictions (the "Consolidated Service Area"), together with such other jurisdictions as may hereafter

contract with the undersigned for communications services; and

WHEREAS, the 2008 Agreement established the Charleston County Consolidated Dispatch Board and the Charleston County Consolidated 9-1-1 Center, now rebranded as the Charleston County Consolidated Emergency Communications Center, and established the process for consolidation of services, which was completed on November 19, 2013; and

WHEREAS, the Parties now wish to formally terminate the 2008 Agreement and enter this Agreement for the continued operation of the Charleston County Consolidated Emergency Communications Center (CCCECC) and promotion of public safety agency communications for the health, safety, and general welfare of people through Charleston County; and

NOW THEREFORE, as an exercise of the police power and authority granted by the Constitution and laws of the State of South Carolina, and in consideration of the mutual terms, covenants, and conditions set forth herein, it is hereby agreed and covenanted among the undersigned as follows:

1. **PURPOSE:** This Intergovernmental Agreement aims to continue Charleston County public safety agency emergency communications consolidation under the Charleston County Consolidated Emergency Communications Center and contains the following organizational objectives:

    1.1. To promote the health, safety, and general welfare of the citizens and visitors throughout Charleston County. To that end, the Parties wish to continually improve procedural efficiency and technical capabilities for the processing of emergency requests for service and emergency response communications.

    1.2. To save lives by improving processing times for emergency requests for service, which reduces response times to emergency incidents.

    1.3. To improve the safety of emergency responders.

    1.4. To effectively receive emergent and non-emergent requests for service based on structured intake protocols, and to coordinate response resources to those requests for service based on the needs of the Person requesting the service and the guidance of the Parties.

    1.5. To provide all participating agencies with a single contact point for the notification of emergencies and receipt of emergency assistance

requests, and for the control of coordinated dispatch for law enforcement, fire, and EMS.

1.6. To bring about increased efficiencies and coordination of communications and emergency response services.

1.7. To set the goals of 1) meeting the National Fire Protection Association's (NFPA) 1225 standards, 2) To set the goal of meeting and or maintaining relevant national and state standards and accreditations and 3) meeting Commission on Accreditation for Law Enforcement Agencies' (CALEA) Standards for Public Safety Communications Agencies and maintaining CALEA accreditation, so long as meeting and maintaining these goals do not interfere with adequately staffing Public Safety Telecommunicator positions.

1.8. To explore potential funding mechanisms to ensure the appropriate level of service to all Parties involved, as defined by user agencies.

1.9. To provide for a Consolidated Dispatch Advisory Board, comprised of emergency response leaders, which exists to provide strategic advice and guidance focusing on specific areas of expertise to help navigate complex issues and make informed decisions.

1.10. To ensure accountability to the User Agencies by maintaining User Groups that provide feedback to the Consolidated Dispatch Advisory Board.

1.11. To maintain an alternate Emergency Communications Center (ECC) to serve as a backup, and as a secondary location where Public Safety Telecommunicators will function in the event that they need to evacuate the primary ECC.

2. **DEFINITIONS:** As used in this Agreement, the following words and phrases shall have the meanings indicated unless the context clearly requires otherwise:

2.1. "Emergency Communications Center" (ECC) shall mean the facility designated to receive and process requests for emergency assistance, which may include 9-1-1 calls, determine the appropriate emergency response based on available resources, and coordinate the emergency response according to a specific operational policy.

2.2. "Charleston County Consolidated Emergency Communications Center" (CCCECC), formerly "Charleston County Consolidated 9-1-1

Center" shall mean collectively the parties to this Agreement in their capacity as providers and/or receivers of 9-1-1 services; or, as the context may require, the system of providing such services; or the facility housing the countywide 9-1-1 operations. The CCCECC serves as the "PSAP" (Public Safety Answering Point) for the county.

2.3. "Emergent Requests for Service" shall mean those requests for public safety agency emergency services which require immediate action to save a life, to report a fire, or to stop a crime.

2.4. "Non-Emergent Requests for Service" shall mean those requests for public safety agency services that require action, but do not involve lifesaving, fire reporting, or stopping a crime.

2.5. "Administrative Call Services" shall mean services related to emergency, non-emergency, or jurisdictional communications, which do not require a call for service, and which are not the mission of the CCCECC.

2.6. "County" shall mean the County of Charleston. The County recognizes that the jurisdictions it serves may extend beyond Charleston County. Those agencies will be charged an additional fee based on the number of calls and the cost per call.

2.7. "Emergency Communications" shall mean any emergency communications system approved by the CCCECC that connects the public to emergency response.

2.8. "Participants or Participating Agencies" shall mean the parties to this Agreement and such other entities as become parties in the future.

2.9. "Consolidated Dispatch Advisory Board" (Advisory Board) shall mean the multi-jurisdictional Board of Law Enforcement, Fire, EMS, and Emergency Management leaders established to provide guidance regarding the operations of the CCCECC.

2.10. "Consolidating Agency" shall mean any agency that is fully consolidated or becomes fully consolidated by the ECC.

3. **COUNTY DIRECTORATE OF PUBLIC SAFETY:**

3.1. The Parties agree that the County will maintain a public safety communications department, which will operate the Charleston County Consolidated Emergency Communications Center (CCCECC).

3.2. The CCCECC's responsibility is to provide:

i. Call processing for emergency calls for service
ii. Call processing for non-emergency calls for service
iii. Dispatching of emergency calls and unit coordination
iv. Dispatching of non-emergency calls for service and unit coordination

3.3. The CCCECC is not responsible for:

i. Administrative call processing (i.e., message for an officer)

3.4. The County will provide the backbone structure to provide important and necessary services such as payroll, employee benefits, facilities maintenance, budget/finance, legal, risk management and procurement. This arrangement provides significant cost efficiencies.

3.5. The Director and all employees of the CCCECC will be County employees, subject to all County personnel policies and procedures.

4. **FACILITY**: The County, at its own expense, maintains an ECC located at 8500 Palmetto Commerce Parkway, North Charleston, SC, 29456. Further construction or renovation of the facility and/or other related capital expenses will be based upon appropriations made at the County Council's discretion.

   The County agrees that the secondary ECC, located at the County Public Services Building or other suitable facilities, will be available as a backup ECC if the CCCECC employees must evacuate the primary ECC. This will not preclude the County from utilizing this space for other purposes, with the understanding that the space must be secured, maintained, accessible, and activated as needed under the primary purpose and use as the CCCECC's alternate/backup/overflow site. This site may also be used for CCCECC training purposes.

5. **ADMISSION OF NEW JURISDICTIONS AND ADDITIONAL AGENCY CONSOLIDATION:** Additional jurisdictions may become participants by written addendum to this Agreement, with the approval of the County and input from the Consolidated Dispatch Advisory Board, with terms and conditions as agreed upon.

   5.1. The Parties agree to cooperate in the many complex aspects of transitioning any additional agencies into the CCCECC. Transition elements include, but are not limited to, the following:

   i. Hiring of employees:
      1. The CCCECC Director may hire public safety telecommunicators from Consolidating agencies.
      2. The CCCECC Director has final authority on the hiring of all CCCECC positions.

ii. Individual municipal and agency needs and requests regarding other services, such as non-public safety administrative call-taking or other non-emergency communications functions which are not related to 9-1-1 Services or Non-Emergency Services, will be the responsibility of the Consolidating Agency.

iii. Costs for the admission of a new jurisdiction or the consolidation of a new agency into the CCCECC will be determined by the County.

iv. Additional Consolidating Agencies will be required to meet the current operational and technology requirements as established by the CCCECC, with input from the Consolidated Dispatch Advisory Board taken under advisement.

6. **CONSOLIDATED DISPATCH ADVISORY BOARD:** The Consolidated Dispatch Advisory Board ("Advisory Board") exists as follows:

6.1. Membership:

i. Voting Members:

- County of Charleston 2 (Sheriff and EMS Director)
- City of Charleston 2 (Police and Fire Chiefs)
- North Charleston 2 (Police and Fire Chiefs)
- Mt. Pleasant 2 (Police and Fire Chiefs)
- Isle of Palms/Sullivans Island* 1 (Police Chief)

* One appointee to serve on the Advisory Board to represent the island communities. These municipalities will rotate these appointments every 3 years, with potential variation to this as agreed upon by the jurisdictions.

Charleston County Fire Chiefs Association: 2 Representatives selected by the Association. These appointees must not be from one of the jurisdictions listed above. The Charleston County Fire Chiefs Association will make new fire chief appointments every 3 years.

ii. Non-Voting Members:

- County Administrator Designee: Deputy County Administrator of Public Safety
- Director of Emergency Management

- Advisor: Optional Federal/State/Local Agency representative selected by majority vote of the Advisory Board based upon nomination by the Chair or another Advisory Board member. This position will serve for a period of time as determined by the Advisory Board.

6.2. Responsibility and Authority: The Advisory Board shall have the responsibility to:

i. Elect a chairperson from its members by a majority vote of the Advisory Board. The Chairperson will serve a two-year term and may be re-elected for subsequent terms. The Chairperson will have the authority and responsibility:

1. To preside at regular and special meetings of the Advisory Board.

2. To appoint a member of the Advisory Board to act as Chairperson in his/her absence.

3. To call special meetings as appropriate.

4. To appoint User Groups and Workgroups as appropriate.

5. To provide the Deputy County Administrator of Public Safety with input regarding the performance of the CCCECC Director and make written recommendations regarding his or her performance, utilizing the County Personnel Policies & Procedures, as may be amended from time to time, and with significant input from Advisory Board members.

ii. To provide feedback and advisement on the mission and goals of the CCCECC upon recommendation by the Director.

iii. To make recommendations to the Deputy County Administrator of Public Safety on updates (as needed) to the Director's job description and criteria for employment.

iv. The Advisory Board Chairman (or designee) will participate in interviews of qualified applicants for the Director's position and provide input to the Deputy County Administrator of Public Safety on the selection of a qualified candidate.

v. To review and provide guidance on operational protocols and procedures as they relate to operational response for the CCCECC

vi. To consider and resolve questions, issues, and disputes presented by the User Groups or Parties to this Agreement.

vii. To provide advocacy for both capital and operational needs of the CCCECC, and work toward funding efficiencies and grant opportunities.

6.3. Meetings of the Advisory Board

i. Any member of the Advisory Board may designate a representative to attend meetings in the member's place. The designee must be from the same jurisdiction, and the member will ensure that the designee is knowledgeable and prepared. While so designated, the representative shall assume all rights and responsibilities of a full member. However, members themselves are expected to attend the majority of meetings. If a member misses 2 out of 4 meetings during a calendar year, a letter of concern may be written to the member by the Chairman, with copies to the Governing Body and Administrative Head of the jurisdiction.

ii. Regularly scheduled meetings of the Advisory Board shall be held quarterly at such time and place as determined by mutual agreement. Special meetings may be called by the Chairman as appropriate.

iii. A quorum shall be necessary to convene a meeting. Six members shall constitute a quorum. All motions presented for approval shall require a majority vote of those present to move forward. Additional procedural rules for Advisory Board meetings can be referenced in the Charleston County Consolidated Dispatch Advisory Board By-Laws, Rules and Procedures.

iv. The Advisory Board will be a public body subject to the South Carolina Freedom of Information Act.

v. Advisory Board members are appointed to the Advisory Board based on their position in their respective organizations as defined in this Agreement.

7. **USER GROUPS:** Two primary User Groups have been established for the purpose of providing operational guidance to the CCCECC. These User Groups include the Law Enforcement User Group and a separate Fire/EMS/Rescue/Emergency Management User Group. Membership in each group will include the Chief (or designee) of each agency that utilizes the CCCECC. These groups meet at least quarterly to review recommendations of CCCECC Workgroups and to provide written feedback to the Advisory Board relative to service levels, staffing levels, performance standards, operational procedures and protocols, or systems.

    7.1 Any member of a User Group may designate a representative to attend meetings in the member's place. The designee must be from the same jurisdiction, and the member will ensure that the designee is knowledgeable and prepared. While so designated, the representative shall assume all rights and responsibilities of the member. However, members themselves are expected to attend the majority of meetings. Member attendance will be reported to the Advisory Board.

8. **WORKGROUPS:** Workgroups may be established by the Advisory Board Chair as needed for the purpose of conducting an in-depth review of specific topics raised by or to the Advisory Board. In general, work groups will be temporary, meeting as needed to complete their assigned task and then disbanded. All recommendations made by a work group will be taken the appropriate User Group/s for review.

    8.1 Any member of a Work Group may designate a representative to attend meetings in the member's place. The designee must be from the same jurisdiction, and the member will ensure that the designee is knowledgeable and prepared. While so designated, the representative shall assume all rights and responsibilities of the member. However, members themselves are expected to attend the majority of meetings. Member attendance will be reported to the Advisory Board.

9. **CCCECC DIRECTOR:** The CCCECC will be managed, operated and supervised by a director, who will be a County employee subject to the County's personnel policies and other employee regulations. The hire/fire/evaluation of the Director shall occur as outlined in Section 6.2.

    9.1. Responsibility and Authority of the Director:

        i. The Director shall be the administrative head of the CCCECC and will be responsible for handling administration and personnel matters within the framework of County regulations and personnel policies.

ii. The Director shall be responsible for following operational policies and protocols adopted by the Advisory Board as outlined in Section 6.2, Item V.

iii. The Director will be responsible for managing the CCCECC within the approved annual budget.

iv. The Director will be responsible for all activities of the CCCECC, including but not limited to oversight of call-taking, dispatching, records, recording, staffing, training, and security.

v. The Director shall establish and utilize performance standards for employees. The Director shall actively and continually consider and evaluate all means and opportunities toward the enhancement of operational effectiveness of emergency communications for the benefit of the public and emergency response agencies.

vi. The Director, or designee, shall review and evaluate recommendations from the Advisory Board for changes to service levels, performance standards, and/or operational procedures. The Director, or designee, will evaluate such recommendations to include, at a minimum, implementation costs, benefits and liabilities, and will provide a final decision regarding approval. During periods of normal operations, the Director will seek guidance and recommendations from the Advisory Board for operational procedures. However, in order to meet the needs of the CCCECC and its users, the Director maintains the authority to independently approve new operational procedures and/or alter existing operational procedures during critical circumstances.

vii. The Director or designee will participate in a non-voting capacity in meetings of the Advisory Board and the User Groups. Should it be necessary for the Director to miss a meeting, they will have a designee present.

viii. The Director will develop appropriate long-range plans, including strategic capital improvements, staffing, technology, and other matters.

10. **FUNDING:**

10.1. Capital and Additional Agency Costs: Capital and operational costs that are incurred by the County due to the addition of services or technology requested by the Advisory Board and not specific to emergency call processing, non-emergency call processing, and/or dispatching will be a shared cost with the agencies that benefit from the additional services or technology. The County will be responsible for capital costs to update existing services and technology.

10.2. Costs for New Members: New member costs will be determined by the County and negotiated with the new member after an extensive impact assessment.

10.3. Operational Funding as it relates to areas outside of Charleston County: The County will charge members a fee for service provided by the CCCECC that is outside the boundaries of Charleston County but within the jurisdiction of that agency as annexed. This fee will be based on the cost per incident and the number of incidents that the agency responded to outside of Charleston County.

10.4. Existing Funding (funding currently used for 9-1-1 service provision and expected to continue): Wireline and wireless 9-1-1 surcharges currently fund countywide 9-1-1 equipment, call counting software, networking/connectivity, logging recorders, and mapping for the ECCs. Uses for 9-1-1 funding may change in the future, per legislation. The County reserves the right to independently make changes to existing funding models and/or to implement annual subscription fees to counterbalance changes to the state's 9-1-1 funding practices.

10.5. Radio System funding: The CCCECC will be responsible for CCECC operational costs associated with connectivity to the County's Radio system and the maintenance costs of radio dispatch consoles.

10.6. Grant Funding: Applicable grants will be sought in order to assist in funding CCCECC.

10.7. Special Events: For special events requiring the designation of CCCECC employees for emergency dispatching and call-taking services related to the event, the County has the option of charging a fee to the associated agency, community, and/or organization to recoup funds expended while providing those services.

10.8. Other Services Funding: The Participating Agency requesting other services will reach a separate agreement with the County related to the compensation for other services, following review and recommendation by

the Advisory Board. These services must fall into the purview of the ECC's operational capabilities and further the ECC's mission.

11. **EQUIPMENT:** Equipment and furnishings for the ECC shall be the property of the County. The purchase and maintenance of all equipment necessary to receive calls, radio transmissions, and data at the locations (or vehicles) of participating jurisdictions will be the responsibility of the jurisdictions. The Parties may engage in cooperative purchasing activities.

    Where feasible, the County and the participating jurisdictions will cooperate with local, state, and federal agencies to maximize interoperability and economies of scale, grant funding, and other means to reduce costs for equipment and operations.

    The CCCECC has a multi-jurisdictional computer-aided dispatch (CAD) system. The CAD provides various mobile data options available to the agencies. If the CCCECC determines the need for a new CAD, the CCCECC will negotiate the costs of data spills and mobile data with the agencies.

    The CAD provides a data spill to the various agency records management systems (RMS). If an agency changes its RMS, the agency will pay all costs associated with the CAD data spill to their new RMS

    All participating jurisdictions, including those jurisdictions electing not to purchase separate modules and interfaces, will have access to their jurisdiction's call counts and calls for service CAD data upon request to the CCCECC.

12. **DURATION OF THIS UPDATED AGREEMENT & WITHDRAWAL:** The initial duration of this Agreement shall be for a period of five (5) years from signing the date hereof and thereafter shall be automatically extended for consecutive two (2) year periods unless terminated by the Parties. In the event that any Party desires to withdraw from this Agreement, said Party must give 12 months' advance written notice to the other Parties, and the withdrawal shall take effect only as of the beginning of the succeeding fiscal year of the County, unless otherwise agreed between the Parties. (By way of example and not in limitation, if notice is delivered later than the end of business June 30 of a given year, the Agreement shall continue until the end of the following fiscal year.)

13. **MEDIATION:** Any controversy between the Parties with regard to the application or interpretation of this Agreement shall be submitted to the Advisory Board for recommendation as to resolution. Upon failure of resolution, each Party reserves all rights and remedies otherwise available under South Carolina law.

14. **RESPONSIBILITY FOR LOSS:** The South Carolina Tort Claims Act, S.C. Code Ann. § 15-78-10 (1986), governs all tort claims against governmental entities and is the exclusive civil remedy available in an action against a governmental entity or its employees. Each Party shall be responsible for any and all claims, demands, suits, actions, damages and causes of action related to or arising out of or in any way connected with its own actions and the actions of its personnel, in its performance of the terms and conditions of this Agreement.

15. **SEVERABILITY:** Should any part of the Agreement be determined by a court of competent jurisdiction to be invalid, illegal or against public policy, said offending section shall be void and of no effect, and shall not render any other section herein, nor this Agreement as a whole, invalid. Those rights and obligations under this Agreement, which by their nature should survive, shall remain in effect after termination, suspension or expiration hereof.

16. **EXECUTION:** This Agreement, or amendments hereto, shall be executed on behalf of each participating jurisdiction by its duly authorized representative and pursuant to an appropriate motion, resolution or ordinance of each participating jurisdiction. This Agreement, or any amendment thereto, shall be deemed adopted upon the date of execution by the last so authorized representative. All Parties become responsible for fulfilling their obligations under this Agreement upon the signature of their authorized representative.

17. **SIGNATURES**: Each party to this Agreement shall sign a signature page to constitute valid execution.

18. **ENTIRE AGREEMENT**: This Agreement constitutes the entire understanding and agreement between the Parties hereto and supersedes all prior and contemporaneous written and oral contracts between the Parties and their predecessors in interest regarding the subject matter of this Agreement. This Agreement may not be changed, altered, amended, modified, or terminated orally, except as specifically provided, and any such change, alteration, amendment, or modification must be in writing and executed by the Parties hereto.

IN WITNESS WHEREOF, the Parties hereto have executed this Intergovernmental Agreement under their several seals, the day and year first written above.

Charleston County's Signature Page for the Charleston County Consolidated 9-1-1 Intergovernmental Agreement:

FOR THE COUNTY OF CHARLESTON, SOUTH CAROLINA:

_____ (Seal)
Joe Boykin, Chairman
Charleston County Council

_____
DATE

WITNESSES:

_____

_____

NOTE: This is the first of twelve separate signature pages (one for each Party).

The City of North Charleston's Signature Page for the Charleston County Consolidated 9-1-1 Intergovernmental Agreement:

FOR THE CITY OF NORTH CHARLESON, SOUTH CAROLINA:

_____ (Seal) _____

Reginald L. Burgess, Mayor DATE

WITNESSES:

_____

_____

NOTE: This is the second of twelve separate signature pages (one for each Party).

The City of Charleston's Signature Page for the Charleston County Consolidated 9-1-1 Intergovernmental Agreement:

FOR THE CITY OF CHARLESTON, SOUTH CAROLINA:

_____ (Seal) _____
William S. Cogswell Jr., Mayor DATE

WITNESSES:

_____

_____

NOTE: This is the third of twelve separate signature pages (one for each Party).

The Town of Mount Pleasant's Signature Page for the Charleston County Consolidated 9-1-1 Intergovernmental Agreement:

FOR THE TOWN OF MOUNT PLEASANT, SOUTH CAROLINA:

_____ (Seal)
Will Haynie, Mayor

_____
DATE

WITNESSES:

_____

_____

NOTE: This is the fourth of twelve separate signature pages (one for each Party).

The City of Isle of Palms' Signature Page for the Charleston County Consolidated 9-1-1 Intergovernmental Agreement:

FOR THE CITY OF ISLE OF PALMS, SOUTH CAROLINA:

_____ (Seal) _____
Phillip Pounds, Mayor DATE

WITNESSES:

_____

_____

NOTE: This is the fifth of twelve separate signature pages (one for each Party).

The Town of Sullivan's Island's Signature Page for the Charleston County Consolidated 9-1-1 Intergovernmental Agreement:

FOR THE TOWN OF SULLIVAN'S ISLAND, SOUTH CAROLINA:

_____ (Seal) _____

Patrick M. O'Neil, Mayor DATE

WITNESSES:

_____

_____

NOTE: This is the sixth of twelve separate signature pages (one for each Party).

The St. John's Fire District's Signature Page for the Charleston County Consolidated 9-1-1 Intergovernmental Agreement:

FOR THE ST. JOHN'S FIRE DISTRICT, SOUTH CAROLINA:

_____ (Seal) _____
Ryan Kunitzer, Fire Chief DATE

WITNESSES:

_____

_____

NOTE: This is the seventh of twelve separate signature pages (one for each Party).

The St. Andrews' Public Service District Signature Page for the Charleston County Consolidated 9-1-1 Intergovernmental Agreement:

FOR THE ST. ANDREWS PUBLIC SERVICE DISTRICT, SOUTH CAROLINA:

_____ (Seal) _____
Christie Holderness, District Manager DATE

WITNESSES:

_____

_____

NOTE: This is the eighth of twelve separate signature pages (one for each Party).

St. Paul's Fire District Signature Page for the Charleston County Consolidated 9-1-1 Intergovernmental Agreement:

FOR THE ST. PAUL'S FIRE DISTRICT, SOUTH CAROLINA:

_____ (Seal) _____
Glenn Baldwin, Chairman DATE

WITNESSES:

_____

_____

NOTE: This is the ninth of twelve separate signature pages (one for each Party).

Dewees Island Fire Department's Signature Page for the Charleston County Consolidated 9-1-1 Intergovernmental Agreement:

FOR THE DEWEES ISLAND FIRE DEPARTMENT:

_____ (Seal) _____
Richard S. McWethy, Fire Chief DATE

WITNESSES:

_____

_____

NOTE: This is the tenth of twelve separate signature pages (one for each Party).

Town of Lincolnville's Signature Page for the Charleston County Consolidated 9-1-1 Intergovernmental Agreement:

FOR THE TOWN OF LINCOLNVILLE, SOUTH CAROLINA:

_____ (Seal) _____
Enoch Dickerson III, Mayor DATE

WITNESSES:

_____

_____

NOTE: This is the eleventh of twelve separate signature pages (one for each Party).

James Island PSD Fire Department's Signature Page for the Charleston County Consolidated 9-1-1 Intergovernmental Agreement:

FOR THE JAMES ISLAND PUBLIC SERVICE DISTRICT, SOUTH CAROLINA:

_____ (Seal) _____

Marilyn Clifford, Commission Chair DATE

WITNESSES:

_____

_____

NOTE: This is the twelfth of twelve separate signature pages (one for each Party).

STATE OF SOUTH CAROLINA)
)
)
COUNTY OF CHARLESTON)

LAW ENFORCEMENT
ASSISTANCE AND SUPPORT AGREEMENT

This agreement is made and entered into this ___ day of _____, 2026, by and between the **ISLE OF PALMS POLICE DEPARTMENT**, 30 JC Long Blvd. Isle of Palms, SC 29451 and the **JAMESTOWN POLICE DEPARTMENT**, 7604 Highway 41S Jamestown, SC 29453.

WHEREAS, South Carolina Code Ann. Section 23-20-10, et seq., as amended on June 3, 2016, provides for contractual agreements between and among state, county, municipal and local law enforcement agencies for the purpose of providing the proper and prudent exercise of public safety functions across jurisdictional lines;

WHEREAS, the **ISLE OF PALMS POLICE DEPARTMENT** desires to enter into such an agreement with the **JAMESTOWN POLICE DEPARTMENT** for the purposes of securing to each other the benefits of mutual aid in the event of natural disaster, disorder, special events, emergency situations, and any other law enforcement activities;

WHEREAS, the purpose of this Agreement is to define the scope of such mutual aid and the responsibilities of the parties; and

WHEREAS, during these activities, it is possible that law enforcement officers will respond to, become involved with, and/or deal with emergency situations, civil disorders, arrests, natural or manmade disasters, pursuits of criminal suspects, location of missing persons, criminal investigations, and/or any other matter handled by law enforcement, and the requesting agency desires replying agency's officers to have lawful authority and jurisdiction to respond to, become involved with, and/or deal with these or any other situations which may arise during the presence of responding agency's officers in the requesting agency's jurisdiction.

NOW, THEREFORE, in consideration of the mutual covenants and promises contained herein, it is the intent of the parties to share jurisdiction under this written Agreement to the fullest extent permitted under South Carolina law and it is further agreed as follows:

1. VESTING OF AUTHORITY AND JURISDICTION

To the fullest extent permitted by the Constitution and the statutes of this State, officers assigned under the Agreement shall be vested with authority, jurisdiction, rights, immunities, and privileges outside his resident jurisdiction for the purpose of investigation, arrest, or any other activity related to the criminal activity for which the agreement is drawn. This Agreement is in no way intended to effect any other multi-jurisdictional agreement(s) which may exist between the agencies. The assistance to be rendered pursuant to this Agreement shall solely involve responding law enforcement officers from one party's jurisdiction to the other. When so responding, such law enforcement officers shall have all powers and authorities of law enforcement officers employed by the requesting jurisdiction. However, local ordinances

adopted by a responding party's jurisdiction shall not be deemed extended into areas of operation that are located outside the geopolitical territorial limits of that party.

2. REQUEST FOR ASSISTANCE

The responding law enforcement officers may be requested in response to any public safety function across jurisdictional lines, such as multijurisdictional task forces, criminal investigations, patrol services, crowd control, traffic control and safety, and other emergency service situations. Assistance provided in this Agreement includes, but is not limited to:

A. Emergency Situations;
B. Civil Disorders;
C. Natural or Manmade Disasters;
D. Mass Processing of Arrests;
E. Transporting of Prisoners;
F. Operating Temporary Detention Facilities & Housing Inmates;
G. Arrests;
H. Pursuits of Criminal Suspects;
I. Location of Missing Persons;
J. Traffic Control and Safety;
K. Criminal Investigations; or
L. Any Other Matter Handled by Law Enforcement for that Particular Jurisdiction.

3. PRIMARY RESPONSIBILITY

It is agreed and understood that the primary responsibility of the parties to this Agreement is to provide law enforcement services within the geographical boundaries of their respective jurisdictions. Therefore, it is agreed that the law enforcement agency whose assistance is requested shall be the sole judge as to whether or not it can respond and to what extent it can comply with the request for assistance from the other agency.

4. PROCEDURE FOR REQUESTING LAW ENFORCEMENT ASSISTANCE

A. Request. A request for assistance shall only be made by **the Chief of Isle of Palms Police Department**, or his/her designee, or the **Chief of Jamestown Police Department,** or his/her designee. This request shall include a description of the situation creating the need for assistance, the specific aid needed, the approximate number of law enforcement officers requested, the location to which law enforcement personnel are to be dispatched, and the officer in charge of such location.

B. Reply. A reply to any request for assistance shall only be made by **the Chief of Isle of Palms Police Department**, or his/her designee, or **the Chief of Jamestown Police Department**, or his/her designee. If the request is granted, the requesting law enforcement agency shall be immediately informed of the number of law enforcement officers to respond.

C. Officer in Charge. The responding law enforcement officers shall report to the officer in charge of the requesting law enforcement agency at the designated location and shall be subject to the lawful orders and commands of that officer. The responding law enforcement officer shall exert their best efforts to cooperate with, and aid, the requesting law enforcement agency. The responding law enforcement officers shall be responsible at all times for acting within the policies and procedures set forth in the policy and procedure manual of the law enforcement agency by which they are regularly employed.

D. Release. The responding law enforcement officers shall be released by the officer in charge when their services are no longer required or when they are needed to respond to a situation within the geographic boundaries of their own jurisdiction; provided however, the responding law enforcement officers shall use their best efforts to complete the requested service prior to being released.

5. PERSONNEL, COSTS AND RECORDS

Except as otherwise agreed among the parties, each party shall maintain control over its personnel. Except as otherwise provided herein, each party shall bear its own costs incurred in the performance of its obligations hereunder, and shall keep its own personnel and other usual records as to its assigned officers.

Any and all records of law enforcement activities conducted pursuant to this Agreement shall be the property of and maintained by the agency conducting the activity, including any incident reports, citations, photographs, or other images captured on any photographic or digital media. Nothing contained herein prohibits or precludes any participating agency from making or maintaining a copy of any such records referenced above.

6. REQUESTS FOR INFORMATION PURSUANT TO THE SOUTH CAROLINA FREEDOM OF INFORMATION ACT

Upon receipt, each agency participating in this Agreement must respond to requests for information pursuant to the South Carolina Freedom of Information Act.

7. COMPENSATION

This Agreement shall in no manner affect or reduce the compensation, pension, or retirement rights of any responding officer. Except as otherwise agreed, each party shall bear its own costs and expenses incurred in complying with this Agreement.

8. INSURANCE

Each party shall maintain such insurance coverage for general liability, workers' compensation, and other such coverage as may be required by law or deemed advisable by individual parties.

9. EMPLOYMENT STATUS

Nothing herein shall be construed or interpreted to imply that the law enforcement officers responding in accordance with this Agreement shall be the employees of the law enforcement agency requesting such assistance.

10. MODIFICATION OR AMENDMENT

This Agreement shall not be modified, amended, or changed in any manner except upon express written consent of the parties to this Agreement.

11. RESPONSIBILITY TO RESPECTIVE GOVERNING BODIES

Each party is responsible for any approval requirements to their respective governing body as may be required under South Carolina law.

12. SEVERABILITY

Should any part of this Agreement be found to be unenforceable by any court or other competent authority, then the rest shall remain in full force and effect.

13. BINDING SUCCESSORS IN OFFICE

All parties agree that any and all successors in interest to their offices will be similarly bound by the terms of this agreement without necessitating execution of any amendment.

14. NO INDEMNIFICATION OR THIRD PARTY RIGHTS

To the extent provided by law, the parties shall be solely responsible for the acts and omissions of their respective employees, officers, and officials, and for any claims, lawsuits and payment of damages that arise from activities of its officers. No right of indemnification is created by this agreement and the parties expressly disclaim such. The provisions of this agreement shall not be deemed to give rise to or vest any rights or obligations in favor of any rights or obligations in favor of any party or entity not a party to this agreement.

15. TERMINATION

This Agreement shall be terminated at any time upon written notice to the other party to this Agreement.

16. TERM AND RENEWAL

This Agreement is effective as to each party at the date and time of signing and will automatically renew each anniversary date, year to year, and term to term unless a party exercises its right to terminate as further described herein.

17. USE OF EQUIPMENT AND FACILITIES

Each party shall be responsible for the maintenance of its own equipment and shall be responsible for the procurement of facilities unless otherwise agreed upon by the parties.

IN WITNESS WHEREOF, these parties have set their hands and seals at the date set forth above.

ISLE OF PALMS POLICE DEPARTMENT **WITNESSES**

_____ _____

Kevin Cornett, Chief **Witness**

_____ _____

Mayor/Administrator **Witness**

COLLEGE OF CHARLESTON DEPARTMENT OF PUBLIC SAFETY

_____ _____

Rashaun Grant, Chief **Witness**

_____ _____

Mayor/Administrator **Witness**

INTEROFFICE MEMORANDUM

TO: DOUGLAS KERR, CITY ADMINISTRATOR

FROM: CHIEF KEVIN CORNETT

SUBJECT: POLICE DEPARTMENT RMS FY27 EARLY IMPLEMENTATION

DATE: 4/30/2026

CC:

This memorandum is being drafted in reference to a request for early implementation of a new records management system (RMS). We currently are budgeting to replace the current RMS, LawTrak (the legacy version). This RMS is used by the police department and court.

Problem: The SC Law Enforcement Division (SLED) Governance, Risk and Compliance Unit sent a letter to agencies currently using LawTrak on April 15th. In that letter agencies were advised that the legacy LawTrak is no longer compliant with FBI CJIS Security Policy 6.0 and the new owner, End2End, Inc. cannot provide security patches or updates for the product. SLED further advised that "continued use of LawTrak will pose security and compliance risks to any agency that continues to use it." SLED advised agencies to either "upgrade to End2End's supported product (ARMS)" or "transition to an alternative CJIS and SCIBRS compliant RMS solution." Agencies are expected to be completely transitioned by the end of the year. Originally, End2End, Inc. employees advised me that they would maintain compliance through the end of 2027.

Request: After reviewing multiple RMS vendors, we added $70,000 to the FY27 budget request for the switch. We met with, talked with and received demos from multiple vendors. The Clerk of Court participated in demos as well. Both the police department and court agreed that CivicEye was the best vendor to capture the needs of both departments. CivicEye is aware of the requirement to switch from LawTrak and the vulnerabilities of continuing to use that RMS. So, they are offering a "risk free" opportunity to start implementation before the budget is approved. In that agreement, they would begin implementation of the new cloud-based RMS, migration of data from our current RMS and training. They have stated that they understand that the budget has not been approved and that there is a chance that we would not move forward with their RMS. Email referencing the agreement and a sample letter from Sullivan's Island PD are attached.

Procurement Actions: Multiple vendors provided estimates and/or quotes to switch to their RMS.

- CivicEye:
    - Offering CivicRMS for law enforcement, CivicCase for Court, and CivicDocs for case sharing with city prosecutor/some FOIA responses

    - Updated quote that reduced cost if implementation at the same time as SIPD (attached). Cost is $55,548 for year one, $21,373 for year two, $22,014 for year three, $22,674 for year four and $23,354 for year five. All of this is already in the FY27 forecasted budget
    - They have also provided a sole source letter (attached)
- EIS:
    - Only offered law enforcement RMS.
    - Verbal quote provided with an estimated cost of $120,000 for year one and an annual cost of $37,000 (memo attached)
- ARMS (owned by current LawTrak company, End2End, Inc):
    - Offered law enforcement and court RMS.
    - Cost is $16,500 annually (quote attached)
    - New in SC and new to managing SCUTTIES and SCIBRS.
- GovHost:
    - Offered law enforcement and court RMS.
    - Cost $86,580 for initial and $36,580 for first renewal. Incremental increase will be added each year after. (Quote attached).

Attachments:

SLED Governance, Risk and Compliance Unit letter

CivicEye early implementation email

Sample agreement letter from SIPD for early implementation of CivicEye

CivicEye updated quote

CivicEye sole source letter

Chief Cornett's memo outlining verbal quote provided by EIS

ARMS quote

GovHost quote

South Carolina
STATE LAW ENFORCEMENT DIVISION

P.O. Box 21398
Columbia, South Carolina
29221-1398

Henry D. McMaster, Governor
Mark A. Keel, Chief

WWW.SLED.SC.GOV
(803) 737-9000

MEMORANDUM

To: Respective Agency Heads

From: Major Charles M. Coats, Jr.
Director of SLED-CJIS (CSO/SCO)

Date: Thursday, April 15, 2026

RE: LawTrak RMS Non-Compliance Notice

The SLED Governance, Risk, and Compliance (GRC) Unit is issuing this notice to inform all current LawTrak customers that the legacy Records Management System (RMS), originally provided by Nicholson Business Systems and now owned by End2End Inc., is no longer compliant with FBI CJIS Security Policy (CJISSECPOL) 6.0.

End2End, Inc. has confirmed it cannot provide security patches or updates for the legacy LawTrak product. Due to the lack of security controls and enhancements, continued use of LawTrak will pose security and compliance risks to any agency that continues to use it.

Agencies currently using LawTrak must take one of the following actions:

1. Transition to an alternative CJIS- and SCIBRS-compliant RMS solution, OR
2. Upgrade to End2End's supported product, ARMS.

Vendor selection alone does not ensure SCIBRS compliance. Before transitioning, agencies must coordinate with SLED's SCIBRS Unit to obtain the most current SCIBRS State Specification and any applicable SCIBRS Deviations. Agencies must complete a SCIBRS testing phase before approval for production reporting. During this phase, three consecutive months of incident data must be successfully submitted to the SCIBRS test environment with no critical errors.

Current LawTrak customers should be fully transitioned to a CJISSECPOL- and SCIBRS-compliant RMS solution by Thursday, December 31, 2026, to avoid compliance issues during their upcoming Information Technology Security (ITS) and/or SCIBRS audit. Please direct any ITS audit or CJISSECPOL questions to laso@sled.sc.gov and SCIBRS-related questions or concerns to scibrs@sled.sc.gov.

Outlook

Isle of Palms, SC PD - Early Implementation (Letter of Intent) Opportunity

From Joshua South <josh.south@civiceye.com>
Date Tue 4/21/2026 6:11 PM
To Kevin Cornett <kcornett@isleofpalms.gov>
Cc Jared Hager <jared.hager@civiceye.com>; Mollie Bolin <mollie.bolin@civiceye.com>

1 attachment (16 KB)
CivicEye_Agency_LOI_Template.docx;

Good afternoon, Chief,

I wanted to start by thanking you for the work you've been doing, and for your partnership through the evaluation process thus far. In speaking with Jared and our Sales Leadership, I wanted to reach out personally about something we're doing for a select group of agencies this year. As I understand it, you've spoken with your counterparts at Sullivan's Island PD, and might be interested in pursuing a path forward via a "Letter of Intent". I'm including the exact same content below for your review that I passed along to the Sullivan's team.

We know that many of you in South Carolina are in a holding pattern right now — your budget cycle doesn't turn over until July 1st, which means you can't formally sign a contract until funds are approved and released. We understand that's just the reality of how local government works, and we don't want that timeline to slow down your agency's ability to modernize.

So here's what we're offering: CivicEye is willing to begin your implementation now, before a contract is signed, and based solely on your written statement of intent to move forward with us.

Your letter of intent carries zero obligation.

It is completely non-binding. If your budget committee does not approve the funds, or if for any reason you decide not to move forward, we will simply stop the implementation at that point — no penalties, no invoices, no hard feelings. We're taking that risk on ourselves because we believe in the value we bring and we want to earn your partnership.

How invoicing would work upon contract signing:

All pricing and payment terms outlined in your proposal remain the same. The only adjustment will be to align the billing dates to your July 1st budget cycle. Our standard terms for agencies on this timeline are:

- 100% of annual subscription fees due July 1st (once budgets turnover)
- 50% of any one-time implementation fees due July 1st
- Remaining 50% of one-time fees due upon go-live

What we need from you:
Simply reply to this email with a brief statement confirming your agency's intent to award CivicEye a contract for CivicRMS. That's it. If you're required to draft something more formal, I'm attaching a

template I’ve drafted for your convenience.

We’ll get the ball rolling on your end so that when July 1st arrives, you’re not starting from scratch — you’re already on your way.

If you have any questions or want to talk through this, I’m happy to jump on a call. I just didn’t want the budget calendar to be the thing standing between your agency and a better solution.

Looking forward to working with you,



Joshua South
President
CivicEye

(979) 204-6000
josh.south@civiceye.com
www.civiceye.com
40 Pamela Ln.
College Station, TX 77845

100 GOVTECH COMPANY 2026

CONFIDENTIALITY NOTICE: This email and any attachments may be confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the sender and delete this email from your system. Any unauthorized use, disclosure, or distribution of the content of this email is strictly prohibited.

SUBJECT: LETTER OF INTENT – SULLIVAN'S ISLAND PD

Dear Mr. South,

This email serves as a formal statement of intent on behalf of [Agency Name / Department] to award CivicEye a contract for the following solution(s):

- CivicRMS

We understand that our agency's budget does not become available until July 1, 2026, and that a formal contract cannot be executed until that time. In the interim, we welcome CivicEye's offer to begin implementation activities in advance of contract execution.

We further acknowledge and agree to the following:

1. **This letter of intent is non-binding.** It does not constitute a contract or legal obligation on the part of Sullivan's Island PD.
2. **No fees or penalties apply if we cannot proceed.** In the event our budget request is not approved, or we are otherwise unable to execute a contract with CivicEye, we understand that CivicEye will cease implementation activities, and no fees or penalties will be owed by our agency. We are only obligated to provide notice as soon as any determination is reached
3. **Payment terms upon contract execution** on or after July 1, 2026 will be structured as follows, consistent with CivicEye's proposal and standard billing terms:

- 100% of annual subscription fees due July 1st
- 50% of one-time implementation fees (if applicable) due July 1st
- Remaining 50% of one-time implementation fees due upon go-live

These terms will be spelled out in the proposal that would be signed for the new budget cycle.

We appreciate CivicEye's willingness to work with us given our budget cycle, and we look forward to a successful partnership.

Sincerely,

[Authorized Representative Name]
[Title]
[Agency Name]
[Phone Number]
[Email Address]
[Date]

CivicRMS & CivicCase for Court Proposal

CivicEye is pleased to prepare this estimate for the Isle of Palms, SC Police Department and Municipal Court. Pricing assumes the procurement of CivicRMS, CivicCase for Court, and CivicDocs with a minimum five-year contract duration with the current known scope. CivicEye reserves the right to adjust pricing if the contract duration or scope changes. This quote will be honored for 180 days.

Subscription Fees	Qty	CivicRMS
CivicRMS	1	$15,950
CivicCase for Court	1	$1,200
CivicDocs	1	~~$1,200~~
eCitations	1	$1,100
Integrations Subscription • CentralSquare CAD	1	$2,500
Total Annual Subscription Amount		**$20,750**

One-Time Fees	Qty	CivicRMS
CivicRMS & CivicCase for Court Implementation	1	$8,000
eCitation Implementation	1	$2,933
Project Management	1	$8,910
Setup & Provisioning - Server Environment	1	$6,955
On-site Training	1	$3,000
Integrations Setup • CentralSquare CAD	1	$5,000
Data Conversion	1	~~$25,000~~
Total One-Time Fees		**$34,798**

Fee Summary	Qty	CivicRMS
Annual Subscription Fees:	1	$20,750
One-Time Fees	1	$34,798
Year-One Total Cost		**$55,548**
Year-Two Total Cost		**$21,373**
Year-Three Total Cost		**$22,014**
Year-Four Total Cost		**$22,674**
Year-Five Total Cost		**$23,354**
Total Contract Cost		**$144,963**

CivicRMS Optional Features and Services

In addition to the standard annual subscription and one-time implementation fees, CivicEye offers a selection of optional line items that agencies can choose from. This "menu" of additional items allows agencies to tailor their choices to fit within their budgets by selecting only the services they need without making these items mandatory. The selected items and their quantities will be included in the final pricing proposal for approval before the contract is signed.

Optional Fees (Per Item)	Qty	One-Time Fees	Annual Fees
Data Migration (Legacy Portal)	1	Included	No Annual Fee
Custom Reports	Per Report	$500	$0.00
Standard Integration	1	$2,500	$5,000
Custom Integration	1	$5,000	$7,500
On-Site Training Additional Days	Per Day Per Resource	$2,500	$0.00
Virtual Training	Per Day	$1,500	$0.00
Custom Development	Per Hour	$250	$0.00
Additional Storage - 1 Terabytes	1	N/A	$1,000
Additional Storage - 20 Terabytes	1	N/A	$10,000
Additional Storage – 100 Terabytes	1	N/A	$40,000

Unless otherwise specified herein, all quotations expire 90 days from the date of issuance. Prospective clients are required to execute a definitive SSA within the allotted time period to secure the pricing and terms presented. Quotations are provided in good faith, based on the scope and requirements as communicated by the Prospective Client. CivicEye is under no obligation to honor the quotation if the scope and requirements later prove to substantively differ from those presented by the Prospective Client. Modifications to scope may be incorporated for a fee and via Change Order Form if necessary and mutually agreeable to both Client and CivicEye. The prices shown above do not include any applicable taxes that may apply. Any such taxes are the responsibility of the Customer. This is not an invoice.

Invoices are generated upon execution of an order form for all Year One Subscription Fees. All One-Time Fees are invoiced 50% upon execution of the order form, with the final 50% upon live use of the system. Optional Items, added via a signed change order, are invoiced immediately upon execution of the Change Order Form. Subscription period begins 30 days after the Contract Execution date, and continues for a period of one calendar year. Subscription renewals are invoiced annually, 30 days prior to the current subscription term's expiration and are due before the renewal date, with a 3% annual increase beginning in year 2.

Unless the subscription is amended through a new subscription agreement or unless written notice of cancellation is provided at least sixty (60) days in advance of the subscription end date, all subscriptions auto-renew for a period of one (1) year once the client reaches the Subscription End Date listed on the original signed order form. Cancellations within the current subscription term cannot be prorated or refunded. Subscription period begins 30 days after the Contract Execution date. Configurations, customizations, data conversions, and training cannot commence without a provisioned environment.

CivicCase for Courts subscription fee includes 2TB of cloud storage. Additional blocks of cloud storage may be purchased if current allotments are exceeded. Such blocks will be charged at then current pricing upon the next scheduled renewal date for the upcoming subscription period. Retroactive overages will not be charged so long as the new storage blocks are adequate to satisfy projected storage demands for the upcoming subscription period.

CivicRMS subscription fee includes 2TB of storage. Additional blocks of cloud storage may be purchased in either 2, 10, 40, or 100TB increments if current allotments are exceeded. Such blocks will be charged at then current pricing upon the next scheduled renewal date for the upcoming subscription period. Retroactive overages will not be charged so long as the new storage blocks are adequate to satisfy projected storage demands for the upcoming subscription period.

Standard integrations are considered as commercially available products, custom integrations are considered integrations built in-house by client organizations or contractors. Modification to the current proposal to expand scope to account for additional standard or custom integrations can be completed via a Change Order Form following the initial discovery phase or elsewhere during the project, if necessary.

Pricing excludes any fees that may be charged by third parties for integrations. All third party fees are the responsibility of the client.

Subscription fees do not include the development and configuration of Forms required by the Client. Modification to the current proposal to expand scope to account for additional standard or custom forms can be completed via a Change Order Form following the initial discovery phase or elsewhere during the project, if necessary.

Dear Chief Cornett,

This letter is provided to support a sole source procurement determination for the acquisition of the CivicEye justice platform, consisting of CivicRMS (Records Management System), CivicDocs (Document and Evidence Management System), and CivicCourt (Court Case Management System).

CivicRMS, CivicDocs, and CivicCourt are developed from a single, shared source code base and operate within a unified system architecture.

As a result, these components are fully and natively integrated, sharing the same data model, security framework, permissions, audit controls, and workflow engine. This integration is inherent to the platform and does not rely on external interfaces, middleware, or third-party synchronization.

While CivicRMS, CivicDocs, and CivicCourt may be licensed individually, they are designed to operate only within the CivicEye platform. These components are not designed to integrate with or extend competitor products. The full functionality of the platform is realized through their native interaction with one another, enabled by their shared architecture and common code base.

The combined platform supports the complete lifecycle of a case, from law enforcement records, to document and evidence management, through court case processing. Records, documents, evidence, and court cases are managed as a single, continuous data set, eliminating data duplication, external data transfers, and reconciliation between separate systems.

Vendors evaluated by the agency provide individual components, such as RMS or court systems, but do not offer a comparable solution in which records management, document and evidence management, and court case management are delivered from a single source code base and operate as one integrated system.

Because CivicEye is the sole developer and provider of this unified platform, CivicEye is the only vendor capable of delivering and supporting this level of integration. Procuring separate systems from multiple vendors would not provide equivalent functionality and would require custom integration efforts to approximate similar outcomes.

Based on the unique architecture of the CivicEye platform and the absence of comparable unified solutions from other vendors, it has been determined that conducting a competitive procurement for this integrated solution is not practical. CivicEye is the only responsible source reasonably available to meet this requirement.

Please feel free to contact me should additional information or clarification be required.

Sincerely,



Joshua South
President
CivicEye

INTEROFFICE MEMORANDUM

TO: DOUGLAS KERR, CITY ADMINISTRATOR

FROM: CHIEF KEVIN CORNETT

SUBJECT: POLICE DEPARTMENT RMS QUOTE - EIS

DATE: 11/7/2025

CC:

This memorandum is being drafted in order to document the estimated quote to switch records management systems (RMS).

The current version of LawTrak will be end of life at the end of 2027 and we will need to switch to a newer version of LawTrak or a new RMS vendor. To ensure due diligence, I had a virtual meeting with Executive Information Services (EIS) on November 7, 2025. That RMS system is used by Charleston County Sheriff's Office, Mt. Pleasant Police Department and Folly Beach Police Department.

EIS does not offer the same modules as the new version of LawTrak such as Court and E-citations. That would mean that the court would need to move to a new RMS as well.

The following estimated quote was presented by Jesse Lapin-Bertone from EIS:

- Initial start-up including moving current records = $120,000
- Annual cost of RMS = $24,000 and Annual cost of 24/7 support = $13,000
    - Total annual cost = $37,000

This memorandum is intended to document the estimated cost from EIS as we look at different RMS providers. Jesse Lapi-Bertone did not send this as a written document and only provided it as a verbally estimated cost. It may be more or slightly less.

LawTrak Conversion-ARMS Conversion

End2End Public Safety
Attention: Kayleen Parks
PO Box 2912
Mobile, AL 36652
www.arms.com
P: 800-776-6783

Budgetary Quotation Prepared For:

Isle of Palms Police Department
Chief Kevin Cornett
kcornett@iop.net
PO Box 508
Isle of Palms, SC 29451

Quote Number	Date of Quote	Date Quote Expires	Project
IoP_20251007	10/7/2025	1/7/2026	LAWTRAK CONVERSION

ARMS SaaS Subscription and Services

The ARMS SaaS Model allows the agency to receive the ARMS modules delivered as a service. The system is hosted on dedicated Microsoft Azure Government Servers. For more information on Azure go to: https://azure.microsoft.com
Cloud' based SQL and Application Server.

End2End is responsible for all software updates, upgrades, and patches.

End2End will make backups (both differential data backups and hot backups), and weekly full backups.

End2End is responsible for regular virus scans and intrusion prevention.

	Price
ARMS Cloud Hosted - SaaS	$16,500.00

Features and Modules Provided (If Actively Used by Your Agency):

Incident Reports, Supplements, Investigative Follow-Ups; Approval Management; SCIBRS; SC Uniform Traffic Ticket, City Ticket, Public Contact/Warning, Ordinance Summons; Municipal Court; Affidavit and Warrant forms; Property/Evidence; Arrests, Restraining Orders, Trespass Orders; Field Interviews; Crime Mapping; Public Portal.

Total SaaS Hosted Service: $16,500.00

Historical Import - LawTrak	$0.00

Import the agency's legacy RMS data into the agency's new ARMS RMS system. This is a one-time import using .CSV data sources, one CSV file containing specific fields of case report data and one CSV file containing specific fields of involved person data.

Total Migration Services: $0.00

ARMS SaaS/Cloud Implementation Services

Project Management	$0.00

End2End's project management is intended to guide the implementation of the proposed solution. The objective of the project management team is to facilitate a smooth and efficient transition. End2End's project management has three phases: pre-planning, solution implementation, and go-live. Each step has distinct milestones and achievements. Not to exceed 10 billable project hours.

Virtual Guided Training- Mobile CAD/RMS	$0.00

ARMS delivers access for your users to the ARMS Academy Learning Management System (LMS) in addition to Webinars, Video Conferencing for Q&A's, and Hands-on Assessments to ensure the users are fully trained with ARMS Mobile CAD/RMS prior to Go-Live. Not to exceed 8 hours of billable training.

Total Implementation Services: $0.00

ARMS SaaS/Cloud Support Services

Support and Maintenance	Included in SaaS/Hosted Service

Includes Updates and Technical Support.

Total Support Services: $0.00

Initial Implementation Total: $16,500.00

Estimated SaaS Renewal for January 2027 to December 2027: $16,500.00

Quote Acceptance

Upon acceptance a detailed statement of work (SoW) and License agreement will be provided. Prices are subject to change prior to the close date listed. Apart from the modules or items listed in the Summary of Purchase Options and those detailed on page 2, are included in this quote.

Authorized Acceptance Signature: **Date**

Name/Title

Company Address	1301 Gervais Street Columbia, South Carolina 29201 United States	Created Date	1/6/2026
		Quote Number	00000060
		Expiration Date	2/28/2026

Prepared By	Kris North
Phone	(765) 714-4044
Email	kris@govhost.com

Bill To	30 J C Long Boulevard Isle of Palms, South Carolina 29451 United States	Ship To Name	Isle of Palms Police Department, SC
		Ship To	30 J C Long Boulevard Isle of Palms, South Carolina 29451 United States

Product	Price	Quantity	Discount (Dollars)	Total Price
Cloud RMS Annual Per User Subscription	$1,140.00	22.00		$25,080.00
3rd Party CAD to Cloud RMS Interface (Import)	$3,000.00	1.00		$3,000.00
Cloud RMS Citations with State Form	$1,500.00	1.00		$1,500.00
Cloud RMS eCitation Interface to SCUTTIES (Export)	$2,500.00	1.00		$2,500.00
Cloud RMS Accident Reporting with Embedded Easy Street Draw	$2,000.00	1.00		$2,000.00
Cloud RMS Accident Reporting Interface to SCUTTIES (Export)	$2,500.00	1.00		$2,500.00
SCIEX State Data Sharing Export Interface	$0.00	1.00		$0.00
SCIBRS State Reporting Export Interface	$0.00	1.00		$0.00
RMS Data Conversion	$30,000.00	1.00		$30,000.00
Training	$0.00	1.00		$0.00
Implementation & Go-Live Support (One-time Fee)	$20,000.00	1.00	-$9,000.00	$11,000.00

Subtotal	$86,580.00
Discount (Dollars)	-$9,000.00
Total Price	$77,580.00
First Year Renewal	$36,580.00

Applicable taxes will be added to the quoted total unless valid proof of tax-exempt status is provided or is on file at the time of purchase.