

CONSULTING AGREEMENT

THIS agreement (“*Agreement*”) dated this August 11, 2022 (the “*Effective Date*”), is entered into by and between POLICING EQUITY, a 501(c)(3) not-for-profit research center (“**PE**”), and MATRIX CONSULTING GROUP, the contractor (“**Contractor**”) (collectively, “*Parties*” and each a “*Party*”).

AGREEMENT

NOW, THEREFORE, in consideration of the mutual promises and undertakings of the Parties, and for other good and valuable consideration, receipt of which is hereby acknowledged, the Parties agree to the following:

1. TERM AND TERMINATION

The obligations under this Agreement shall commence on August 11, 2022 and shall continue for one year or until terminated by either party in accordance with the terms of the Agreement. Either party may terminate the Agreement at any time upon five (5) days’ written notice to the other party.

2. SCOPE OF WORK

2.1 *The Work*. The Contractor shall provide the Company with the services and work set forth on Schedule 1 (collectively, the “**Work**”).

2.2 *Performance*. The Contractor shall maintain sole control and discretion as to the exact manner of the performance of the Work. However, the Contractor shall satisfy all reasonable deadlines, specifications and requirements set forth by the Company for the provision of particular services, provide periodic reasonably detailed written reports to the Company regarding the Work provided, and meet (whether in person, by telephone or by e-mail) with the official(s) designated by the Company to monitor and evaluate the Work, as may be required by the Company on a periodic basis.

2.3 *Contractor Covenants*. In performing services and work under this Agreement, the Contractor will (i) use diligent efforts and professional skills and judgment; (ii) perform professional services in accordance with recognized standards of the applicable profession; and (iii) comply with the policies of the Company and any of its affiliates, subsidiaries or business partners to which the Work is provided, to the extent the Contractor is made aware of any such policies.

2.4 *Compliance with Law*. The Contractor shall comply fully with all federal, state and local employment, labor and taxation laws, regulations and rules relating to the services and work to be performed by the Contractor.

3. ASSURANCE OF CONFIDENTIALITY

3.1 *Access to Confidential Information*. The Parties acknowledge and agree that a fundamental component of this Agreement is the access of The Contractor to confidential and sensitive data owned and maintained by PE (hereinafter referred to as Confidential Information).

The Contractor hereby declares that only persons authorized in writing by PE shall have access to Confidential Information. As part of the procedures to maintain confidentiality, any materials provided by PE shall be deemed “Confidential Information” unless otherwise noted or unless already published in a publicly accessible location. These Confidential Information are not subject to disclosure to any third party, and the sharing of these designated Confidential Information by PE with The Contractor shall not

be deemed a waiver in any way of PE's otherwise valid claim of confidentiality of the Confidential Information.

3.2 Definition of Confidential Information. As used herein, "Confidential Information" is defined as any and all proprietary information furnished by a Party to the other Party, including any information which is either (a) disclosed in a written document expressly marked with a confidential or proprietary legend at the time of disclosure, or (b) if disclosed in any other manner, which by the circumstances of disclosure, or the nature of the information itself, should reasonably be understood to be proprietary and confidential. Confidential Information includes any data, analyses, graphs, written materials, or other documentation, provided to PE by law enforcements agencies and shared with The Contractor, and/or provided to PE via direct sharing with The Contractor by law enforcement agencies, are to be considered Confidential Information. Confidential Information may include, but may not be limited to, information identified as confidential orally or in writing, including:

1. The names or locations of law enforcement agencies participating in the NJD or other PE projects;
2. Any of the following records and the data contained therein:
 - a) Use of Force Data, Analyses, and Summaries of Findings** - Date, Time, Date reported, Location, Demographics of Officer and Subject Stopped (for both adults and minors), Reason/Offense of stop, Disposition, Type of Force used, Resistance Level of Subject
 - b) Vehicle Stop Data, Analyses, and Summaries of Findings** - Any mandatory State collection Data, Citation Data and Date, Time, Location, Demographics of Officer and Subject stopped (for both adults and minors), Reason/Offense of stop, Disposition, Search Conducted, Search found contraband, Vehicle Pursuit, Make/Model of Vehicle
 - c) Pedestrian Stop Data, Analyses, and Summaries of Findings** - Any mandatory State collection Data, and Date, Time, Location, Demographics of Officer and Subject stopped (for both adults and minors), Reason/Offense of stop, Disposition, Search Conducted, Search found contraband, Foot Pursuit, Number of People stopped
 - d) Policy Manuals, Procedures, Codebooks, Data Keys**
 - e) Confidential survey data collected by PE, Analyses, and Summaries of Findings**
 - f) Aggregate complaints data, Analyses, and Summaries of Findings**
 - g) Aggregate crime statistics associated with departmental data on racial disparities, Analyses, and Summaries of Findings**
 - h) Deployment data, Analyses, and Summaries of Findings**
 - i) Calls for service data, Analyses, and Summaries of Findings**
 - j) Crime Data for both adults and minors (NIBRS/FBI UCR), Analyses, and Summaries of Findings**
 - k) Department Demographics, Analyses, and Summaries of Findings**
 - l) Annual Reports (Use of Force, IA, etc) , Analyses, and Summaries of Findings**
 - m) Public demonstration or crowd control data, Analyses, and Summaries of Findings**
 - n) If there is an additional category of Confidential Information not specifically referenced above, which PE seeks to provide to The Contractor, PE shall notify The Contractor as soon as**

reasonably practicable. The parties will confer in good faith to determine whether release of the requested data is consistent with the terms and conditions of this Agreement.

3.3 *Transfer of Confidential Information.* The Confidential Information transfer will take place utilizing a document management system that is licensed by PE and operated and utilized by PE researchers. The system is encrypted with TLS/SSL utilizing 256 bit AES-CBC encryption. The system uses SSAE-16 audited data centers and follows best practices for security protocols as outlined by the Criminal Justice Information Services Division of the FBI.

3.4 *Treatment of Confidential Information.* If either party discloses Confidential Information to the other party, , the receiving Party shall:

1. Use the same standards of care and secrecy of the Confidential Information as specified in this Agreement.
2. Use the Confidential Information only to accomplish the purposes of this Agreement and subject to management and audit review by PE.

3.5 *Cooperation in Resisting Disclosure of Confidential Information.* The parties further acknowledge and agree that they will each cooperate with the other party to secure the confidentiality of all Confidential Information that PE or any of its employees provides to The Contractor. This includes, but is not limited to:

1. The Contractor will object to any attempt by a third party to obtain any of the data listed above from The Contractor, including demands or requests made by way of subpoena or public record request and will give notice to PE within 72 hours of any request for such data in order to allow PE to assert any objections to production on its own behalf and to otherwise participate in any proceeding concerning the production of Confidential Information. The Contractor shall tender to and provide PE with a reasonable opportunity to accept tender of the defense of the litigation in the event that litigation ensues as a result of The Contractor's assertion of an objection to the release of Confidential Information in compliance with this Agreement. In the event that PE does not accept tender of the defense of the litigation, PE shall bear The Contractor's costs of such litigation including, but not limited to, attorneys' fees and litigation support costs.
2. Information which is identifiable to private persons that is provided by PE to The Contractor will be received and held in confidence by The Contractor, except as required by law. The Contractor agrees to use reasonable effort to prevent its disclosure to third parties. This obligation will continue in effect in perpetuity after expiration or termination of the Agreement.
3. The Contractor will not consider information disclosed to it by PE as confidential which: (1) is now public knowledge or subsequently becomes such through no breach of this Agreement; (2) is rightfully in The Contractor's possession prior to PE's disclosure as shown by written records; (3) is rightfully disclosed to The Contractor by a third party; or (4) is independently developed by or for The Contractor without reliance upon confidential information received from PE.

3.6 *Ownership and Use.* The Confidential Information and all intellectual property rights in or arising from such Confidential Information shall remain the sole property of disclosing Party. Other than expressly specified herein, the disclosing Party grants no option, license, or conveyance of any rights to the receiving Party under any copyrights, patents, trademarks, trade secrets, mask work protection right, or any other intellectual property right, or personal property right to use or reproduce disclosing Party's Confidential Information. None of the Confidential Information shall constitute any representation, warranty, assurance, guarantee or inducement by the disclosing Party of any kind, and, in particular, with respect to the non-infringement of any intellectual property rights, or other rights of third parties or of disclosing Party. ALL CONFIDENTIAL INFORMATION IS PROVIDED "AS IS". EACH PARTY MAKES NO

WARRANTIES, EXPRESS, IMPLIED OR OTHERWISE, REGARDING ITS ACCURACY, COMPLETENESS OR PERFORMANCE.

3.7 *Return and Destruction of Confidential Information.* Upon the termination or expiration of this Agreement, or earlier and within thirty (30) days following request of disclosing Party, the receiving Party shall return to disclosing Party all originals, copies and summaries of data, documentation, notes, diagrams, computer memory media, materials, and other tangible manifestations containing any portion of the Confidential Information, or in the alternative at the request of the disclosing Party, confirm in writing the immediate destruction of all such materials within thirty (30) days of its occurrence. The receiving Party may not keep or maintain any of the Confidential Information, specifically including archival copies, in any form whatsoever.

3.8 *Survival.* The receiving Party's obligations of non-disclosure and nonuse of the Confidential Information shall survive the expiration of this Agreement until such time as all Confidential Information of the other Party disclosed hereunder becomes publicly known and made generally available through no action or inaction of the receiving Party. The obligation of the receiving Party to return Confidential Information shall survive until fulfilled.

3.8 *Remedies.* The Parties acknowledge that any violation or threat of violation hereof may result in irreparable harm to disclosing Party for which damages may not be an adequate remedy and, therefore, in addition to its rights and remedies otherwise available at law, including without limitation the recovery of damages and expenses, including attorney's fees for breach of this Agreement, the disclosing Party shall be entitled to equitable relief, including both temporary and permanent injunctions, to prevent any unauthorized use or disclosure, and to such other and further equitable relief as the court may deem proper under the circumstances. In the event that the disclosing Party seeks an injunction hereunder, the receiving Party hereby waives any requirement for the posting of a bond or any other security. The receiving Party shall not raise as a defense to any proceeding for such specific performance or injunctive relief that the disclosing Party has an adequate remedy at law.

4. COOPERATION IN PROVISION OF ACCESS TO CONFIDENTIAL INFORMATION

The Parties hereby commit to work together, in good faith, to provide The Contractor confidential access to all records necessary to conduct the research described in Section 2 above to the extent consistent with PE's policies and obligations. The Parties acknowledge that without provision of the data as described in this Agreement, The Contractor will not be able to conduct the scope of research referenced in Section 2 of this Agreement.

5. PUBLICATION, PUBLICITY AND OWNERSHIP OF DATA

5.1 *Publicity.* Both PE and The Contractor agree to treat this research and each other's participation in this research with discretion. Specifically, The Contractor agrees to communicate with PE if a press query is made with regard to the research described in this Agreement, and shall consult with PE before making statements to the press regarding the research. Neither party will use the name, trade name, trademark or other designation of the other party in connection with any products, promotion, advertising, press release, or publicity without the prior written permission of the other party.

5.2 *Authority Over Publication and Publication Contents.* The Contractor shall not publish any work for PE without approval of or interference by PE, and will reference city reports on their CV, resumé, or any other record of their professional accomplishments only using the de-identified report naming convention to be provided by PE.

5.3 *Ownership of Research Data.* Except as provided herein, PE retains ownership of all data collected in the course of the research undertaken pursuant to this Agreement and shall retain all rights to publish

scholarly works using any of these data, subject only to the requirements of this Agreement and federal and state law regarding privacy and the treatment of Confidential Information.

6. PAYMENT TERMS

In consideration of the Work performed by the Contractor, the Company agrees to compensate the Contractor as set forth on Schedule 2 upon satisfactory completion and delivery of the Work specified in Section 2 of this Agreement.

Unless otherwise stated, each Party is responsible for its own expenses incurred in connection herewith.

The Contractor will furnish PE with all necessary paperwork, including a W-9, so that invoices may be submitted and paid in a timely fashion. Processing time for payment from PE is 14 days.

7. DESTRUCTION OF DATA

After submission or sharing of any relevant supporting materials or working files, The Contractor will personally retain all electronic data for no more than 30 days before destruction. Any hard copy files or printouts of raw data will be destroyed after submission of final deliverables to PE.

8. MISCELLANEOUS

8.1 - *Governing Law*. This Agreement has been executed and delivered in the State of California, USA, county of Los Angeles, and all matters arising out of or relating to this Agreement, including its validity, interpretation, construction, performance, and enforcement, are in all respects to be exclusively construed, governed, and enforced in accordance with the laws of the State of California, USA, county of Los Angeles, without regard to conflict of laws rules.

8.2 - *Dispute Resolution*. Any dispute, claim, or controversy arising out of or relating to this Agreement or the breach, termination, enforcement, interpretation or validity thereof, including the determination of the scope or applicability of this Agreement to arbitrate, shall be determined by arbitration in Los Angeles, California before a single arbitrator. The arbitration shall be administered by JAMS pursuant to its Streamlined Arbitration Rules and Procedures. Any party wishing to make a dispositive motion shall first submit a brief letter (not exceeding five pages) explaining why the motion has merit and why it would speed the proceeding and make it more cost-effective. The other side shall have a brief period within which to respond. Based on the letters, the arbitrator will decide whether to proceed with more comprehensive briefing and argument on the proposed motion. If the arbitrator decides to go forward with the motion, he/she will place page limits on the briefs and set an accelerated schedule for the disposition of the motion. Under ordinary circumstances, the pendency of such a motion will not serve to stay any aspect of the arbitration or adjourn any pending deadlines. Judgment on the Award may be entered in any court having jurisdiction. This clause shall not preclude parties from seeking provisional remedies in aid of arbitration from a court of appropriate jurisdiction. In any arbitration arising out of or related to this Agreement, the arbitrator shall award to the prevailing party, if any, the costs and attorneys' fees reasonably incurred by the prevailing party in connection with the arbitration. If the arbitrator determines a party to be the prevailing party under circumstances where the prevailing party won on some but not all of the claims and counterclaims, the arbitrator may award the prevailing party an appropriate percentage of the costs and attorneys' fees reasonably incurred by the prevailing party in connection with the arbitration.

8.3 - *Independent Contractor*. It is understood and agreed that the Contractor will act solely as an independent contractor, and nothing in or in furtherance of this Agreement shall be construed to render the Contractor an employee of the Company or to entitle the Contractor to participate in any Company benefit plan or program. The Company will record payments to the Contractor on, and provide to Contractor, an

Internal Revenue Service Form 1099, and the Company will not withhold any employment taxes on the Contractor's behalf. The Contractor represents and warrants that she is eligible to work in the United States.

The Contractor represents and warrants that (i) there are no agreements or other obligations that restrict the Contractor's ability to accept and/or perform any function of an engagement with the Company, (ii) performance of this Agreement by the Contractor will not breach of any agreement or other obligations of the Contractor, (iii) the Company has instructed the Contractor to refrain from divulging or using for the benefit of the Company any trade secret or confidential information which belongs to any person or entity other than the Company or the Contractor and (iv) the Contractor shall continue to secure, pay for and maintain all insurances, licenses and/or permits necessary to perform any of the services and work required under this Agreement.

8.4 - Assignment. PE shall not assign or delegate this Agreement or any rights or obligations hereunder, without The Contractor's express written consent. Subject to the foregoing, this Agreement shall inure to the benefit of and be binding upon the successors, legal representatives, and assignees of the Parties hereto.

8.5 - Waiver. This Agreement constitutes the entire agreement among the Parties pertaining to the subject matter hereof and supersedes all prior agreements, understandings, negotiations and discussions, whether oral or written, of the Parties with respect to the subject matter of this Agreement. No supplement, modification or waiver of this Agreement shall be binding unless executed in writing by the Party to be bound thereby. No waiver of any of the provisions of this Agreement shall be deemed or shall constitute a waiver of any other provision hereof (whether or not similar), nor shall such waiver constitute a waiver of waiver unless otherwise expressly provided. A Party may by written instrument only, (a) waive compliance with any of the covenants of the other Party contained in this Agreement; and (b) waive the other Party's performance of any of the obligations set out in this Agreement.

8.6 - Counterparts. This Agreement may be executed in two or more counterparts, each of which shall be deemed to be an original, but all of which together shall constitute one and the same instrument.

8.7 - Binding Effect. The rights and obligations of the parties under this Agreement shall inure to the benefit of and shall be binding upon the respective representatives, successors and assigns of each of the Parties.

8.8- Force Majeure. No party shall be liable for any breach of the Agreement, other than any default in payment obligations, for any delay or failure of performance resulting from any cause beyond such party's reasonable control, including but not limited to the weather, civil disturbances, acts of civil or military authorities, or acts of God.

8.9 - Severability. If any provision of this Agreement is held by a court of competent jurisdiction to be unenforceable, such provision will be changed and interpreted to accomplish the objectives of such provision to the greatest extent possible under applicable law and the remaining provisions of this Agreement will continue in full force and effect.

8.10 - Headings. The headings used for the sections of this Agreement are for information purposes and convenience only and in no way define, limit, construe or describe the scope or extent of the sections.

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement as of the Effective Date.

DocuSigned by:
Richard Brady

5/27/2022

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BY: MATRIX CONSULTING GROUP (**RICHARD BRADY,**
PRESIDENT)
TITLE: CONTRACTOR

DATE

BY: **DIRK BUTLER**
TITLE: PRESIDENT & COO

DATE

SCHEDULE 1

Work

1 Approach and Methodology

The following task plan outlines our plan to conduct the study, including each interim deliverable leading to the final report.

Task 1 | Project Kickoff and Initial Interviews

In order to conduct the study of the Ithaca Police Department, the project team will first develop an initial understanding of the police department and its service environment, as well as seek input on existing service levels and potential issues from IPD managers and key stakeholders. This includes the following elements:

- Interviews with the command staff and project team staff to confirm the objectives of the study and gain an initial understanding of the department, its organization, issues, and service levels.
- Review of study documents and interim deliverables to gain a further understanding of the department, conducting follow-up as needed in addition.
- Interview contacts within the police department to start the data collection process in that area and identify other key contacts within the organization.

The project team will also begin to collect various documents, including organizational goals, vision, and objectives statements, as well as other organizational materials and budgetary documents.

TASK RESULT

Based on the results of the initial interviews and data collection, the project team will prepare a data collection list and work with the department on each of the items needed to conduct the study.

Task 2 | Analysis of Workload, Organization, and Staffing

The project team will use computer-aided dispatch data to develop a detailed and comprehensive assessment of patrol workload, response times, and utilization relative to staffing levels. This includes elements such as the following:

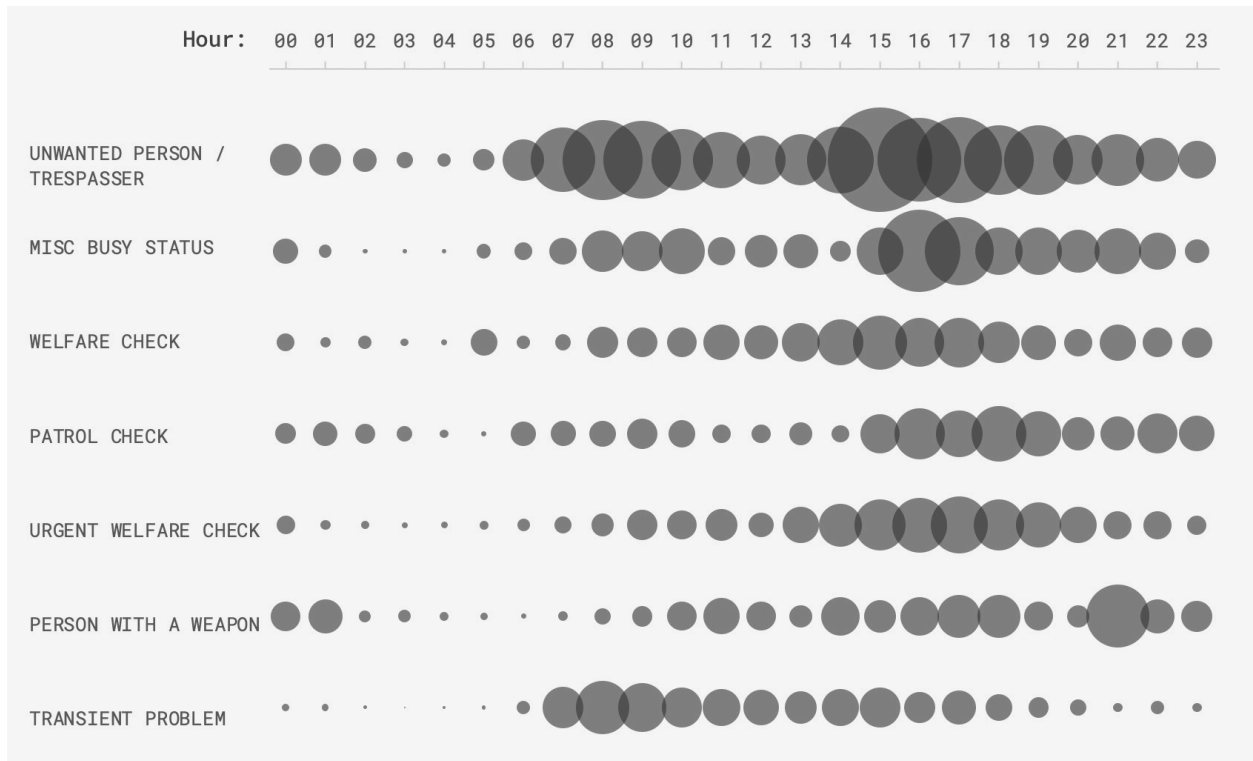
- Analysis of patrol workload, including at the following levels:
 - Calls for service by hour and weekday, month, area, priority level.
 - Response and travel times by priority level and call classification.
 - Total spent handling calls by primary and backup units by hour and weekday, as well as area of geography.
 - Factors and assumptions for other workload factors (e.g., report writing).
- Patrol self-initiated activities and community engagement strategies, including:
 - Self-Initiated activities by hour and weekday.
 - Trends in types, frequency, and times when self-initiated activities are generated.
 - Relationship between uncommitted time and officer-generated activity.
- Analysis of patrol unit daily and hourly staffing by analyzing net availability factors, such as a leave, training, court attendance, administrative tasks (e.g., briefings, meal breaks, etc.), and turnover.
- Analysis of patrol proactivity using the results of the total workload and net availability calculations, in order to determine whether proactive capabilities exist both at an overall level and during key times throughout the day and week.
- Assessment of patrol staffing needs based on workloads and targets for proactivity.

The following page provides examples of the firm's approaches to analyzing crime, calls for service, and patrol proactivity:

(Fig. 1) Analysis of patrol proactive (uncommitted) time

	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Overall
2am-6am	43%	56%	61%	61%	60%	57%	47%	54%
6am-10am	44%	34%	34%	33%	34%	34%	40%	40%
10am-2pm	22%	17%	20%	20%	20%	19%	21%	21%
2pm-6pm	32%	27%	29%	29%	28%	27%	31%	29%
6pm-10pm	24%	23%	22%	22%	24%	22%	22%	25%
10pm-2am	21%	34%	36%	37%	34%	30%	20%	30%
Overall	31%	32%	34%	34%	33%	32%	30%	32%

(Fig. 2) Call frequency analysis to study alternative response, such as in mental health crisis events



TASK RESULT

The project team will provide an interim deliverable that examines patrol workload and staffing needs at a detailed and comprehensive level. The draft document will be reviewed with the project steering committee and used as a basis for understanding call diversion opportunities.

Task 3 | Analysis of Call Diversion

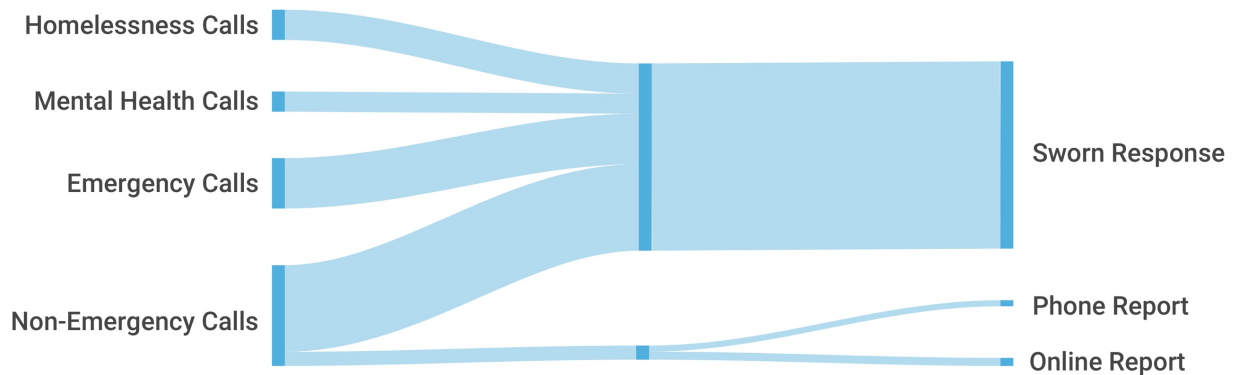
Over time, and particularly over the past decade, more and more has been asked of police officers. Police have been asked to function as social services in responding to issues of homelessness, intervene in situations involving persons experiencing mental health crisis, and serve numerous other roles beyond what was expected in the past.

At the same time, service level expectations have not diminished. Perhaps more than ever, police have been asked to respond to minor, non-emergency calls such as non-injury accidents, and calls that simply do not need to be not law enforcement matters.

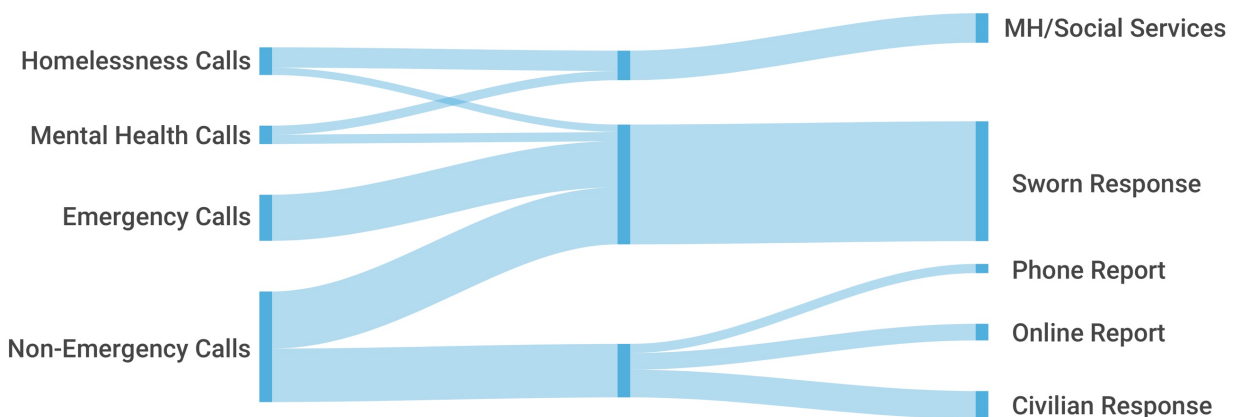
Call diversion provides an opportunity to re-imagine and reconfigure these responsibilities, allowing departments to balance workload between police officers and other types of specialized resources.

The following charts provide a visual illustration of the framework for call handling before and after implementing call diversion for certain types of calls:

Before Implementing Call Diversion Approaches



After Implementing Call Diversion Approaches



Alternative call diversion solutions the project team will examine include the following:

Mental Health

Increasingly, as other social services have experienced cuts over the past few decades around the country, the police have been tasked with responding to situations involving persons experiencing mental health crisis, the causes and effective responses to which are varied. As a result, extensive training is needed to respond effectively and minimize risk. The project team will evaluate the feasibility of implementing alternative approaches, such as establishing an external unit/agency to divert many of these calls from law enforcement, and to play a central role in de-escalation in calls where law enforcement is still required.

Homelessness

The project team will examine alternative means for handling many non-emergency calls involving homelessness-related issues, such as individuals camped out on the sidewalk,

panhandling, loitering, and other issues. Alternatives include specialized non-sworn units, outside city department/work group, and community-based organizations.

Non-emergency Call Response

Departments across the country have developed approaches to handle minor, non-emergency calls for service that do not require a badge and a gun, by instead sending a civilian call responder respond in place of a sworn officer. The project team will examine opportunities to implement these approaches, the scope of calls that could be handled by civilian call responders, and use analytics to determine workload, staffing needs, and deployment

Expansion of Online and Telephone Reporting

IPD already operates robust services for reporting many types of police reports without requiring an officer to respond. To expand these programs and maximize their effectiveness, these programs should be evaluated in regards to the following:

- Are there opportunities to expand to the scope of each program, including the types of calls that each service can handle?
- Are these services advertised effectively? What percentage of each type of eligible report is handled using these services:
- Can both services be streamlined into a more unified approach that directs users as needed to the right service?
- Are the services user friendly?
- Can individuals expect the same or equivalent level of service in response to their report, as opposed to an in-person response by a sworn officer?

Task 4 | Analysis of Deployment Strategies

A critical issue for many large departments is the significant imbalance among precincts in call for service workloads versus the number of patrol officers that are assigned to each shift, and to each district covered by the department. In the busiest areas, officers often have the *least* time available, calls are more likely to queue – increasing response times – and community engagement becomes impossible. As a result, it is critical to examine these issues to identify and address any inequities in patrol service level, as these have critical effects on community support and trust.

The project team will conduct an analysis of time used by patrol units to respond to calls for service, including:

- Response and travel times by priority level and call classification.
- Total spent handling calls by primary and backup units.
- Factors and assumptions for other workload factors, such as report writing time.
- Determination of patrol unit daily and hourly staffing by analyzing net availability factors, such as a leave, training, court attendance, administrative tasks (e.g., briefings, meal breaks, etc.), and turnover.
- Analysis of patrol proactivity using the results of the total workload and net availability calculations, in order to determine whether proactive capabilities exist both at an overall level and during key times throughout the day and week.

This analysis will be used to evaluate resource allocation – both in terms of whether patrol officers are assigned to precincts in proportion to workload, as well as how they are scheduled, in order to address deficiencies in service level by area and by time of day.

Data analytics will be used to develop alternative resource allocation and scheduling configurations, in order to balance service levels across the city at all times of the day. This can ensure that officers are less likely to go call, resulting in more time to engage with the community in the areas where it is most needed.

This analytical task will result in recommendations to improve resource allocation and scheduling in order to achieve more equitable service levels, including detailed staffing assignment and scheduling plans.

TASK RESULT

The project team will conduct an evaluation of the geographic deployment structure, including analysis of inequalities in call workloads by individual area of responsibility, and redesign/recommend improvements to the structure.

Additionally, the project team will complete an analysis of shift schedule effectiveness, as well as opportunities to optimize the current configuration or implement alternatives.

2 Project Team Qualifications

The following page provides resumes for each project team member, beginning with the project manager and president of the firm:

SCHEDULE 2

Compensation

3 Proposed Cost Schedule

The following provides our proposed table of staff hours by classification and the associated rates for each:

	Project Manager	VP/Sr. Manager	Manager	Consultant	Cost
Initiation and Interviews	8	8	4	0	\$3,655
Workload and Staffing	8	46	4	24	\$12,705
Call Diversion	8	50	6	24	\$13,732
Deployment	8	60	8	40	\$17,409
Total Hours	32	164	22	88	
Hourly Rate	\$200	\$175	\$164	\$100	
Total Professional Fees	\$6,400	\$28,700	\$3,600	\$8,800	\$47,500
Total Cost					\$47,500

No expenses are anticipated with the entirety of Matrix's work being conducted remotely.