



City of North Miami Beach, Florida

Office of the City Manager

TO: The Honorable Mayor and Commission

FROM: Arthur H. Sorey, III, City Manager

CC: Kemarr L. Brown, Assistant City Manager
Gedel Merzius, Assistant City Manager

DATE: June 28, 2022

SUBJECT: **APEX CALL MANAGEMENT SOFTWARE**

This memorandum is intended to advise the Mayor & Commission that members of the City and Police Administration will be visiting New Orleans, LA on Friday, July 8, 2022, for an onsite demonstration of a new all-in-one emergency call management solution, APEX.

Considering the potential financial investment to the City, Carbyne (APEX) has extended an invitation to the City and Police Administration to see the solution in action in New Orleans, one of the largest 911 centers in the US. By way of this memo, we would like to extend an invitation to any elected official who is interested in attending this site visit as well. Please provide your availability to travel with the City and Police Administration by July 1, 2022, if interested. You may provide your availability to Ashley Francois, Ashley.francois@citynmb.com.

APEX in the marketplace is referred to as a mission critical contact center platform. Its leverages the latest technology (location, text, screenshare, etc.) that emergency operators need to effectively perform their daily duties. Equally as important to the use of the latest communication methods is the solutions' ability to centralize inbound and outbound information.

Following the visit, an updated memorandum will be provided to Mayor and Commission regarding the feasibility of this solution replacing our current call center.

As always, we remain available should you have any questions or concerns.