



TO: Major Linda Gorton
Urban County Council Members

FROM: Jonelle Patton, Director
Lexington Enhanced 911

DATE: May 15, 2026

SUBJECT: Vector Solutions – Scheduling Platform Agreement

Request:

The Division of Enhanced 911 is requesting a resolution authorizing the Mayor to sign an agreement with Vector Solutions to implement a scheduling solution software. Vector Solutions acquired Frontline Public Safety Solutions, a sole source vendor, which E911 has a pre-existing contract with for Quality Assurance (QA) Tracker and Daily Observation Report (DOR) Tracker. The initial term of the agreement is 36-months, 7/1/2026 through 6/30/2029 with 5% annual increase.

Why are you requesting?

The Division of Enhanced 911 is seeking a scheduling software to improve shift coverage, communication and staff coordination through a customizable and fully automated workforce management solution. The Vector platform offers oversight, reporting and analytical features to optimize the deployment of workforce and financial assets. This platform also provides a mobile application that enables immediate notification in order to fulfill staffing needs.

What are the costs in this budget year and future budget years?

FY26 – \$1,706.94 implementation fees & pro-rated scheduling for month of June 2026
FY2027- \$13,082.09 cost for all Vector components: QA, DOR and Scheduling. Included in the Mayor's Proposed Budget.

Are the funds budgeted?

Yes, funds budgeted in account 4204-505602-5622-76102

File Number: 0420-26

xc: Ken Armstrong, Commissioner



MAYOR LINDA GORTON



LEXINGTON

JONELLE PATTON
DIRECTOR
ENHANCED 911

