



Lexington Enhanced 911, KY

4/24/2026

To whom it may concern,

Frontline Public Safety Solutions is the sole source provider of the "My Frontline" One Login Solution for managing Quality Assurance, Daily Observation Reports & Scheduling. Each module can be seamlessly accessed & managed with one login page. The modules are standalone, web-based solutions offering independent customization options for each module to fit an agency's needs. We are the only provider for such services, that does not require the purchase of additional equipment and software to perform the above tasks. Brief explanation of each module below.

QA Tracker web-based QA tracking software that allows a streamlined solution to all aspects of the QA process, from the rating of calls to recording and managing the aggregate data, to delivery of QA results to employees, and meets APCO/NENA ANS1.107.1.2015 Standards for QA programs for PSAPs. This program is designed with customizable forms to allow agencies with existing QA programs to copy their rating criteria into the Frontline software for continuity of operations.

DOR Tracker - Customize DOR's to meet your agency requirements. Our Form Wizard allows you to create Categories, Questions, and select a Point System to help measure your trainee's performance. You can view graphs that break down their progress from a total score down to each individual question.

Vector Scheduling - A workforce management solution that streamlines employee scheduling by automating shift assignments, managing time-off and overtime, and helping ensure proper staffing coverage. It provides real-time visibility into schedules, supports compliance with labor rules, and includes communication and reporting tools to improve efficiency and simplify administrative tasks.

Sincerely,

Joseph Kiernan

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Account Executive