

REQUEST FOR BOARD ACTION

HENDERSON COUNTY

BOARD OF COMMISSIONERS

MEETING DATE: July 15, 2026

SUBJECT: Reciprocal Public Safety Answering Point Mutual Aid Agreement – Randolph County

PRESENTER: Sheriff Lowell Griffin

ATTACHMENT(S): Yes
1. PSAP Mutual Aid Agreement with Randolph County

SUMMARY OF REQUEST:

The Henderson County Sheriff's Office staff proposes reciprocal Public Safety Answer Point (PSAP) mutual aid agreements with Randolph County.

County staff will be present and prepared if requested to give further information on this matter.

BOARD ACTION REQUESTED:

The Board is requested to approve the proposed reciprocal mutual aid agreement with Randolph County.

If the Board is so inclined, the following motion is suggested:

I move that the Board approve the proposed reciprocal PSAP mutual aid agreements and authorize the Chairman and staff to execute the same.

Randolph County Contract Datasheet

Contract Number	Title	Status	End Date	Type	Vendor
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2026-00000388	MUTUAL AID HENDERSON COUNTY 911	Preparation	12/31/6666	Purchasing - Memo of Understanding	15573 - HENDERSON COUNTY
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Detail: Detailed Description:

<p>General: Original Start Date: 05/14/2026 Original End Date: 12/31/6666 Original Amount: \$0.01 Revised Start Date: 05/14/2026 Revised End Date: 12/31/6666 Revised Amount: \$0.01 Preparation Status: Approval Date: Track Retainage: No</p> <p>Contractor: Primary Vendor: 15573 - HENDERSON COUNTY Address: 113 NORTH MAIN STREET HENDERSONVILLE, NC 28792 Email Address: Date Vendor Signed: Signatory:</p>	<p>Responsibilities: Responsible Department: ES-CM Emergency Services, Communications Responsible Employee: Byrd, Jared K Responsible Buyer:</p> <p>Renewal Information: Times to Renew: 0 Renewal Type: Renewal Period:</p> <p>Miscellaneous: Bid Number: Resolution Number: sbrackett@hendersoncountync.gov State Contract Number: Validate Contract Amount: Yes Warning Percentage: 100% Associated G/L Accounts: All G/L Accounts Associated Projects: All Projects Allowed</p>
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Preparation Checklist: Description Completed

Dept Responsibilities/Documents						Yes
Applicable	Completed	Description	Internal Task	Department	Employee	
Yes	Yes	Email address for person authorized to sign contract	Yes	ES-CM Emergency Services, Communications	Bailey, Jamie B	

Milestones: Seq. No. Achieved Date Description Milestone Type Criteria Milestone Action

No Milestones Exist.

Contract Items: Item Quantity Unit of Measure Price Per Unit Total Amount

No Contract Items Exist.

Authorized Departments: Active Department Code Description

Yes	ADMIN	Administration
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Secondary Vendors: Active Vendor Amount

No Secondary Vendors Exist.

G/L Accounts: Active G/L Account Description Transaction Budget Reports Account Type

No Associated G/L Accounts Exist.

Projects: Active Project Code Description Project Status

Randolph County Contract Datasheet

Contract Number	Title	Status	End Date	Type	Vendor
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No Associated Projects Exist.

Retainage Schedule: Retainage Percent

0%

Retainage Cap

Percentage of Total Cap:	No
Cap Amount	\$0.00

User Defined: *

No records exist

DS

LEGAL APPROVED

Legal Approval:

No records exist

DS

PURCHASING APPROVED

Purchasing Approval:

No records exist

Information Technology Approval:

No records exist

Finance Review for Grant/Revenue

DocuSigned by:
William Massey
C7B00498F433467...

No records exist

Contract Count: 1

**STATE OF NORTH CAROLINA
COUNTY OF RANDOLPH
PSAP MUTUAL AID AGREEMENT**

1. PURPOSE OF MUTUAL AID AGREEMENT

Randolph County recognizes there may be times when their Primary Public Safety Answering Point (PSAP) and their Backup PSAP, located in Randolph County, become incapacitated. The purpose of this document is to establish a temporary, short-term Mutual Aid Agreement whereby, in the event of a Primary and Backup PSAP failure, Randolph County's 911 calls will be transferred to the following counties, subject to the terms of this Mutual Aid Agreement:

1. Henderson County 9-1-1

The preferred methods of communication between Randolph and Henderson County 9-1-1 will be:

- Statewide Viper Channel
- Telephone (Administrative Line)
- DCIN Message
- TEAMS Bridge
- Rapid SOS

2. RESPONSIBILITIES OF RANDOLPH COUNTY PSAP

2.1 Randolph County understands that each party's foremost responsibility is to its citizens.

2.2 Randolph County will be responsible for obtaining radio resources for the duration of the event.

2.3 Should Randolph County's Primary PSAP remain incapacitated for longer than 24 hours, the respective PSAP managers will discuss compensation for any additional staff needed to assist with the additional workload.

2.4 Randolph County will request any necessary documentation to include recordings from the Assisting PSAP manager during a Randolph County failure.

2.5 Randolph County agrees to give the Assisting PSAP Manager as much advance notice as practicable under the existing circumstances of its need for 911 Calls to be answered and information relayed.

3. RESPONSIBILITIES OF ASSISTING PSAP

- 3.1 The Assisting PSAP agrees to maintain its 911 Center in accordance with the NC 911 Board.
- 3.2 The Assisting PSAP agrees to capture all telephone traffic associated with Randolph County during Randolph's failure and share any requested recordings as time allows.
- 3.3 The Assisting PSAP agrees to process all Randolph County telephone calls to the best of its ability during a catastrophic failure until Randolph can resume operations.

All parties also covenant and agree to the following:

1. Governing Law. This Agreement shall be governed by and construed by the internal laws of the State of North Carolina, without reference to any conflict or choice of laws provision which would operate to make the internal laws of any other jurisdiction applicable.
2. Modification. This Agreement shall only be modified, amended, or supplemented, by a written instrument signed by both parties to this Agreement.
3. Term and Termination. This Agreement is in effect perpetually, unless replaced by a future edition. Any party may cancel its participation by providing written notice addressed to the respective County Manager and PSAP Manager, delivered by registered or certified mail
4. Non-Discrimination. Neither party hereto shall discriminate based on race, religion, creed, color, gender, or national origin.
5. Other Agreements.
 - a) Nothing herein shall prevent either party to this Agreement from entering into other agreements with other counties or local governmental entities about the same subject matter herein.
 - b) This Agreement is not intended to impact or change the provision of any existing Backup Center plan.
 - c) This Agreement shall not be construed to impose an unconditional obligation on any party to the Agreement.
 - d) Each PSAP will be responsible for its expenses incurred while traveling, and reimbursement of expendable resources may be required.
6. That under no circumstances shall the employees of the parties hereto be considered employees of the other party. Each party shall maintain their own general liability and workers compensation coverage and no claim shall be filed against the other party for any claims, losses, injuries, or other damage sustained while performing the terms of this agreement.

This Agreement shall become effective upon the date of the last signature below.

The County of Henderson hereby adopts and enters the PSAP Mutual Aid Agreement as of May 13th, 2026..

Chairperson,
Henderson County Board of Commissioners

Date

Clerk,
Henderson County Board of Commissioners

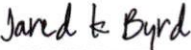
Date

911 Director,
Henderson County Emergency Communications

Date

The County of Randolph hereby adopts and enters the PSAP Mutual Aid Agreement as of May 13th, 2026.

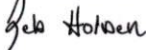
Attest:

Signed by:

A5210EBA968345F...

Jared Byrd, Director
Randolph County Emergency Services

5/27/2026 | 8:45 AM EDT

Date

DocuSigned by:

C1B13E8D23F944A...

Zeb Holden
Randolph County Manager

5/14/2026 | 4:23 PM EDT

Date

**STATE OF NORTH CAROLINA
COUNTY OF HENDERSON
PSAP MUTUAL AID AGREEMENT**

1. PURPOSE OF MUTUAL AID AGREEMENT

Henderson County recognizes there may be times when their Primary Public Safety Answering Point (PSAP) and their Backup PSAP, located in Henderson County, become incapacitated. The purpose of this document is to establish a temporary, short-term Mutual Aid Agreement whereby, in the event of a Primary and Backup PSAP failure, Henderson County's 911 calls will be transferred to the following counties, subject to the terms of this Mutual Aid Agreement:

1. Randolph County 9-1-1

The preferred methods of communication between Henderson County 9-1-1 and Randolph County 9-1-1 will be:

- Statewide Viper Channel
- Telephone (Administrative Line)
- DCIN Message
- TEAMS Bridge
- Rapid SOS

2. RESPONSIBILITIES OF HENDERSON COUNTY PSAP

2.1 Henderson County understands that each party's foremost responsibility is to its citizens.

2.2 Henderson County will be responsible for obtaining radio resources for the duration of the event.

2.3 Should Henderson County's Primary PSAP remain incapacitated for longer than 24 hours, the respective PSAP managers will discuss compensation for any additional staff needed to assist with the additional workload.

2.4 Henderson County will request any necessary documentation to include recordings from the Assisting PSAP manager during a Henderson County failure.

2.5 Henderson County agrees to give the Assisting PSAP Manager as much advance notice as practicable under the existing circumstances of its need for 911 Calls to be answered and information relayed.

3. RESPONSIBILITIES OF ASSISTING PSAP

3.1 The Assisting PSAP agrees to maintain its 911 Center in accordance with the NC 911 Board.

3.2 The Assisting PSAP agrees to capture all telephone traffic associated with Henderson County during Henderson's failure and share any requested recordings as time allows.

3.3 The Assisting PSAP agrees to process all Henderson County telephone calls to the best of its ability during a catastrophic failure until Rockingham can resume operations.

All parties also covenant and agree to the following:

1. Governing Law. This Agreement shall be governed by and construed by the internal laws of the State of North Carolina, without reference to any conflict or choice of laws provision which would operate to make the internal laws of any other jurisdiction applicable.
2. Modification. This Agreement shall only be modified, amended, or supplemented, by a written instrument signed by both parties to this Agreement.
3. Term and Termination. This Agreement is in effect perpetually, unless replaced by a future edition. Any party may cancel its participation by providing written notice addressed to the respective County Manager and PSAP Manager, delivered by registered or certified mail
4. Non-Discrimination. Neither party hereto shall discriminate based on race, religion, creed, color, gender, or national origin.
5. Other Agreements.
 - a) Nothing herein shall prevent either party to this Agreement from entering into other agreements with other counties or local governmental entities about the same subject matter herein.
 - b) This Agreement is not intended to impact or change the provision of any existing Backup Center plan.
 - c) This Agreement shall not be construed to impose an unconditional obligation on any party to the Agreement.
 - d) Each PSAP will be responsible for its expenses incurred while traveling, and reimbursement of expendable resources may be required.
6. That under no circumstances shall the employees of the parties hereto be considered employees of the other party. Each party shall maintain their own general liability and workers compensation coverage and no claim shall be filed against the other party for any claims, losses, injuries, or other damage sustained while performing the terms of this agreement.

This Agreement shall become effective upon the date of the last signature below.

The County of Randolph hereby adopts and enters the PSAP Mutual Aid Agreement as of May 13th, 2026.

Jared Byrd, Director
Randolph County Emergency Services

Date

Zeb Holden
Randolph County Manager

Date

The County of Henderson hereby adopts and enters the PSAP Mutual Aid Agreement as of May 13th,2026.

Attest:

Chairperson,
Henderson County Board of Commissioners

Date

Clerk,
Henderson County Board of Commissioners

Date

911 Director,
Henderson County Emergency Communications

Date

Certificate Of Completion

Envelope Id: B50A0408-978D-805A-8217-5EA502834F20	Status: Sent
Subject: Complete with Docusign: 2026-00000388 Mutual Aid Henderson County 911.pdf	
Department: EMS	
Source Envelope:	
Document Pages: 10	Signatures: 3
Certificate Pages: 6	Initials: 0
AutoNav: Enabled	Stamps: 2
Envelope Stamping: Enabled	
Time Zone: (UTC-05:00) Eastern Time (US & Canada)	Envelope Originator: Dana Crisco 725 McDowell Road Asheboro, NC 27205 dana.crisco@randolphcountync.gov IP Address: 70.60.248.2

Record Tracking

Status: Original 5/14/2026 12:49:52 PM	Holder: Dana Crisco dana.crisco@randolphcountync.gov	Location: DocuSign
Security Appliance Status: Connected	Pool: StateLocal	

Signer Events

Signer Events	Signature	Timestamp
Aimee Scotton Aimee.Scotton@randolphcountync.gov Legal Randolph County Security Level: Email, Account Authentication (None)	 Using IP Address: 70.60.248.2	Sent: 5/14/2026 12:53:59 PM Viewed: 5/14/2026 3:50:49 PM Signed: 5/14/2026 3:55:05 PM

Electronic Record and Signature Disclosure: Not Offered via Docusign

William Massie William.Massie@randolphcountync.gov Assistant County Manager/Finance Officer Randolph County Security Level: Email, Account Authentication (None)	 C7B00498F433467... Signature Adoption: Pre-selected Style Using IP Address: 70.60.248.2	Sent: 5/14/2026 3:55:06 PM Viewed: 5/14/2026 4:19:56 PM Signed: 5/14/2026 4:20:08 PM
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Electronic Record and Signature Disclosure: Not Offered via Docusign

Zeb Holden zeb.holden@randolphcountync.gov County Manager Randolph County Security Level: Email, Account Authentication (None)	 C1B13E8D23F944A... Signature Adoption: Pre-selected Style Using IP Address: 70.60.248.2	Sent: 5/14/2026 4:20:09 PM Viewed: 5/14/2026 4:22:25 PM Signed: 5/14/2026 4:23:07 PM
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Electronic Record and Signature Disclosure: Not Offered via Docusign

Jared K Byrd jared.byrd@randolphcountync.gov Security Level: Email, Account Authentication (None)	 A5210EBA968345F... Signature Adoption: Pre-selected Style Using IP Address: 70.60.248.2	Sent: 5/14/2026 4:23:09 PM Viewed: 5/14/2026 4:50:43 PM Signed: 5/27/2026 8:45:08 AM
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Electronic Record and Signature Disclosure: Accepted: 5/27/2026 8:44:27 AM ID: b31d9d02-20b0-4b51-9c40-d44b97f2b789

Signer Events	Signature	Timestamp
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Lisa Garner lisa.garner@randolphcountync.gov Purchasing Officer Randolph County Security Level: Email, Account Authentication (None)	 Using IP Address: 137.118.158.79	Sent: 5/27/2026 8:45:10 AM Viewed: 5/27/2026 9:39:59 AM Signed: 5/27/2026 9:40:11 AM
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Electronic Record and Signature Disclosure:
Not Offered via DocuSign

Stephanie Brackett sbrackett@hendersoncountync.gov Security Level: Email, Account Authentication (None)		Sent: 5/27/2026 9:40:13 AM Viewed: 5/27/2026 10:30:41 AM
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Electronic Record and Signature Disclosure:
Accepted: 5/27/2026 10:30:41 AM
ID: 0a72e821-0113-4b74-9e20-a848fe6c517c

In Person Signer Events	Signature	Timestamp
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Editor Delivery Events	Status	Timestamp
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Agent Delivery Events	Status	Timestamp
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Intermediary Delivery Events	Status	Timestamp
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Certified Delivery Events	Status	Timestamp
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Carbon Copy Events	Status	Timestamp
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Lisa Garner lisa.garner@randolphcountync.gov Security Level: Email, Account Authentication (None)		
Electronic Record and Signature Disclosure: Not Offered via DocuSign		

Kate Reeder catherine.reeder@randolphcountync.gov Security Level: Email, Account Authentication (None)		
Electronic Record and Signature Disclosure: Not Offered via DocuSign		

Tammy Kivett tammy.kivett@randolphcountync.gov Security Level: Email, Account Authentication (None)		
Electronic Record and Signature Disclosure: Not Offered via DocuSign		

Stephanie Brackett sbrackett@hendersoncountync.gov Security Level: Email, Account Authentication (None)		
Electronic Record and Signature Disclosure: Not Offered via DocuSign		

Witness Events	Signature	Timestamp
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Notary Events	Signature	Timestamp
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Envelope Summary Events**Status****Timestamps**

Envelope Sent

Hashed/Encrypted

5/14/2026 12:53:59 PM

Certified Delivered

Security Checked

5/27/2026 10:30:41 AM

Payment Events**Status****Timestamps****Electronic Record and Signature Disclosure**

ELECTRONIC RECORD AND SIGNATURE DISCLOSURE

From time to time, Carahsoft OBO County of Randolph (we, us or Company) may be required by law to provide to you certain written notices or disclosures. Described below are the terms and conditions for providing to you such notices and disclosures electronically through the DocuSign system. Please read the information below carefully and thoroughly, and if you can access this information electronically to your satisfaction and agree to this Electronic Record and Signature Disclosure (ERSD), please confirm your agreement by selecting the check-box next to 'I agree to use electronic records and signatures' before clicking 'CONTINUE' within the DocuSign system.

Getting paper copies

At any time, you may request from us a paper copy of any record provided or made available electronically to you by us. You will have the ability to download and print documents we send to you through the DocuSign system during and immediately after the signing session and, if you elect to create a DocuSign account, you may access the documents for a limited period of time (usually 30 days) after such documents are first sent to you. After such time, if you wish for us to send you paper copies of any such documents from our office to you, you will be charged a \$0.00 per-page fee. You may request delivery of such paper copies from us by following the procedure described below.

Withdrawing your consent

If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

Consequences of changing your mind

If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

All notices and disclosures will be sent to you electronically

Unless you tell us otherwise in accordance with the procedures described herein, we will provide electronically to you through the DocuSign system all required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. To reduce the chance of you inadvertently not receiving any notice or disclosure, we prefer to provide all of the required notices and disclosures to you by the same method and to the same address that you have given us. Thus, you can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

How to contact Carahsoft OBO County of Randolph:

You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To contact us by email send messages to: lisa.garner@randolphcountync.gov

To advise Carahsoft OBO County of Randolph of your new email address

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at lisa.garner@randolphcountync.gov and in the body of such request you must state: your previous email address, your new email address. We do not require any other information from you to change your email address.

If you created a DocuSign account, you may update it with your new email address through your account preferences.

To request paper copies from Carahsoft OBO County of Randolph

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to lisa.garner@randolphcountync.gov and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

To withdraw your consent with Carahsoft OBO County of Randolph

To inform us that you no longer wish to receive future notices and disclosures in electronic format you may: