



Disability Services
Safety and Claims Management
 Department of Executive Services
 Human Resources Management Division
 P.O. Box 80283
 Seattle, WA 98108
 (206) 205-8575
 (206) 296-0514 FAX

JOB ANALYSIS

Job Title:	Transit Base Dispatcher/Planner		
Department:	Transportation	Division:	Transit
DOT Title:	Supervisor	DOT #:	188.137-010
SVP:	7	Requestor:	Diana Wurn
Worksite Address:	901 5th Ave. Seattle, WA 98164	Office Contact Name/ Phone/ Email:	Nickole Metcalf 206-477-7334 nickole.metcalf@kingcounty.gov
Original Analyst:	Kyle Pletz, VRC, CDMS	Analysis Date:	4/11/13
Update Analyst:	Kyle Pletz, VRC, CDMS	Update Date:	10/29/20

On-Site
 Interview
 Representative

JOB DUTIES:

Essential Functions according to the employer:

All King County jobs require ability/essential function to:

- Demonstrate predictable, reliable, and timely attendance.
- Follow written and verbal directions to complete assigned tasks on schedule.
- Read, write, and communicate in English & understand basic math.
- Learn from directions, observations, and mistakes and apply procedures using good judgment.
- Work independently or as part of a team and interact appropriately with others.

This is one of four classifications (Transit Base Dispatcher/Planner, Transit Communications Coordinator, Transit Service Supervisor and Transit Instructor) that comprise first line supervisors of transit operations. Work involves ensuring: all routes have an assigned Transit Operator, all routes commence on time and all Operators are fit for duty. Work includes monitoring, coordinating and providing consistent, efficient and effective base operations; providing information on Transit Division policies, procedures and regulations; and ensuring compliance with all applicable federally mandated safety-sensitive requirements. Incumbents may rotate assignments among other first line supervisory classifications in compliance with established procedures and negotiated agreements.

1. Ensure all routes on the assigned shift have a qualified Operator assigned; plan and prepare extra boards for the following day utilizing automated or manual assignment system as necessary; fill emergency or unanticipated vacant assignments as required.
2. Monitor timely Operator sign-in and fitness for duty; notify higher-level staff as required when Operator problems are observed.
3. Assist Operators as required and ensure all transit operations are in conformance with applicable policies, rules and regulations.
4. Maintain Operator time, attendance and pay data; conduct research, prepare reports, and develop service schedules to coordinate and provide base specific schedules and service requirements.
5. Account for lost-and-found articles delivered by Operators and forward articles for proper disposition.
6. Ensure smooth and efficient base operations; respond to Operator emergencies and other needs;



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communicate operations updates, advisories and other relevant information.

5. Perform other duties as assigned.
6. Unlocks facility.
7. Call operators on the layoff book waiting list.
8. Performs call coordinator duties including, clock adjustments, coordination for color and letter of transfers, new service adjustments and reroutes, names of operators on sick list, and use of night report operator.
9. Issues new transfers and collects prior transfers.
10. Answers telephone and provides customer service.
11. Assigns lockers for operators as needed.
12. Prepares the operator mail list.
13. Checks and completes all HASTUS entries for the day.
14. Discusses pertinent information regarding shift with the relieving Base Dispatcher.
15. Closes front desk window and locks facility.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:

- Knowledge of all transit operations and transit vehicle operating policies and procedures
- Knowledge of transit routes and schedules
- Knowledge of base procedures, vehicle maintenance, facilities, and power distribution operation and support guidelines
- Knowledge of applicable ADA regulations and requirements
- Knowledge of City, County and Transit Division disaster preparedness, notification and emergency operations and procedures
- Knowledge of applicable federally mandated safety-sensitive requirements and security procedures and protocols
- Knowledge of and skill in the use of all applicable automated applications and systems
- Communication skills
- Customer service skills
- Critical thinking skills
- Basic computer skills
- Skill in handling multiple competing priorities
- Skill in handling stressful situations effectively
- Skill in monitoring and coordinating the work of Transit Operators
- Skill in basic mathematics
- Skill in working with a variety of individuals from diverse backgrounds
- Skill in establishing and maintaining effective working relationships

NECESSARY SPECIAL QUALIFICATIONS:

Washington State Driver License.

Must pass a post-offer, pre-employment physical examination.

Must pass drug and alcohol testing provisions for safety sensitive positions as required by the U.S. Department of Transportation, 49 CFR Parts 40 and 655.

Willingness and availability to work different shifts on weekdays, nights, weekends and holidays.

Work requires mandatory overtime during adverse weather conditions and disasters that require activation of the Emergency Operations Center or Transit Division Operations Center.



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Machines, Tools, Special Equipment, Personal Protective Equipment Used:

Computer, Hastus, intercom, telephone, cart, copy machine, stool, office chair, anti-fatigue mat, lost and found items/bag, transfers, transfer boxes, various documents, run cards and various binders.

PHYSICAL REQUIREMENTS

Frequency Scale	Strength	Work Pattern	
N = Never	<input type="checkbox"/> Sedentary	<input checked="" type="checkbox"/> Full-time	
S = Seldom (1-10 %, up to 48 min)	<input checked="" type="checkbox"/> Light	<input type="checkbox"/> Part-time	
O = Occasional (11-33%, 48 min. – 2 hr 25 min)	<input type="checkbox"/> Medium	<input type="checkbox"/> Seasonal	
F = Frequent (34-66%, 2 hr 26 min – 5 hr 35 min)	<input type="checkbox"/> Heavy	8	Hours Per Day*
C = Constant (67-100%, more than 5 hr 35 min)	<input type="checkbox"/> Very Heavy	5	Days Per Week*

This is classified as a SENDENTARY job by the US Department of Labor.

* Transit operates 24 hours each day, 7 days each week. Shift hours include straight through and split shifts. Relief assignments may be changed with short notice. Regular shifts are 3:30am-11:30am, 11:30am-7:30pm, 7:45pm-3:45am.

PHYSICAL DEMANDS	% Time	FREQUENCY					ACTIVITY DESCRIPTION
		N	S	O	F	C	
Sitting					X	X*	On a stool or office chair for up to 10min/time for up to 3 hrs. total while conversing with operators and various County employees, operating a computer, entering data, and updating paperwork. The employee can sit or stand as needed as the workstation has high counters and a stool. *When performing Planner duties the employee can sit up to 2hrs/time up to 7hrs total.
Standing					X		On flat anti-fatigue mat, tile and carpeted surfaces for up to 10min/time for up to 4 hrs. total while conversing with operators and various County employees, operating a computer and recycling transfers. The employee can sit or stand as needed as the workstation has high counters and a stool.
Walking					X		On flat anti fatigue mat, tile and carpeted surfaces for distances up to 200' for up to 5min/ time for up to 3 hrs. total while obtaining run cards, processing lost and found items and obtaining forms as well as traversing between the work area, Planners office, copy machine and the printer.

Lifting floor – waist	N	S	O	F	C	lbs.	Up to 30sec/time for up to 5min total while manipulating transfer boxes, lost and found bag, boxes of forms, run cards and boxes of brochures.
			40-45				



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Lifting waist-shoulder	N	S	O	F	C	lbs.	Up to 1min/time for up to 45min total while manipulating lost and found items, binders, documents, run cards and clipboards.
		3-15					
Lifting above shoulder	N	S	O	F	C	lbs.	Up to 5sec/time for up to 30min total while posting signs, obtaining run cards, manipulating clipboards/binders and moving lost and found items.
		3-7					
Carry (Dist.)	N	S	O	F	C	3-7 10-15 40-45 lbs.	Up to 30sec/ time up to 10min/total in a work shift. Most commonly occurs with weights of 3-7 lbs. while transporting binders, 10-15 lbs. transporting lost and found /bag and transfers, 40-45 lbs. moving transfer boxes (maximum 30sec per day).
		50'					
Pushing/ Pulling	N	S	O	F	C	Minimal	Up to 5sec/time with a force of 2-7 pounds for up to 25min total while manipulating binds, transfer cart, coffee cart and binders as well as when opening and closing drawers and doors.
		X				2-7 lbs. force	

	N	S	O	F	C	
Climbing		X				On a step stool for up to 2sec/time for up to 10sec total while using a step stool to post documents.
Balancing		X				On a step stool for up to 1min/time for up to 3min total while using a step stool to post documents.
Stooping / Bending		X				On anti-fatigue mat, tile and carpet surfaces for up to 1min/time for up to 45min total while using lower drawers, processing lost and found items, adding paper to copy machine, changing locker combinations and removing jams from the copy machine. Can alt. with kneeling/crouching.
Twisting*		X				Reaching for binders and documents at the front counter.
Squatting / Kneeling						On anti-fatigue mat, tile and carpet surfaces for up to 1min/time for up to 45min total while using lower drawers, processing lost and found items, adding paper to copy machine, changing locker combinations and removing jams from the copy machine. Can alt. with bending/stooping.
Crawling		X				
Foot Controls		X				



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	N	S	O	F	C	
Reaching (Level) Forward Below Waist Above Shoulder				X	X	Up to 15min/time for up to 4-6 hrs. total while manipulating clipboards and binders, lost and found bag and paper for the printer as well as posting signs, obtaining run cards and performing computer duties.
		X				Up to 1min/time for up to 45min total while using lower drawers, processing lost and found items, adding paper to copy machine and clearing jams, obtaining transfers and reaching for low clipboards.
		X				Up to 15sec/time for up to 25min total while posting signs, obtaining run cards, manipulating clipboards for daily reports, lost and found bag, and paper for the printer.
Handle/Grasp			X			Up to 5min/time for up to 2 hrs. total while holding the telephone receiver and using a stapler as well as manipulating lost and found items, transfers, mail, clipboards and binders.
Fine Finger Manipulation				X		Up to 5min/ time for up to 3 hrs. total while typing and writing as well as manipulating lost and found items, run cards, documents, time sheets and clipboard.
Hand Controls			X			Up to 1min/time for up to 2hrs. total while utilizing computer mouse.
Repetitive Motion	X					Body part: _____ Cycles/hr. _____
Vibratory Tasks	X					
Talking				X		Up to 2min/time for up to 4 hrs. total while speaking with coworkers, transit operators, passengers and the public in order to answer questions.
Hearing					X	Up to 2 hrs./time for up to 8 hrs. total in a work shift while listening for telephone ringer and persons at the front desk. Also converses with the general public in order to answer questions.

Visual:

Utilizes dual computer monitors, digital clock, reroute board and monitoring the TITO kiosks as operators sign-in.

ENVIRONMENTAL CONDITIONS	FREQUENCY					ENVIRONMENTAL CONDITIONS	FREQUENCY				
	N	S	O	F	C		N	S	O	F	C
Exposure to Weather		X				Noise Intensity	X				
Extreme Cold	X					Atmospheric Conditions		X			
Extreme Hot	X					Exposed Heights	X				
Wet and / or Humidity	X					Exposure to Electricity	X				
Proximity to Moving Mechanical Parts	X					Exposure to Toxic / Caustic Chemicals	X				



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Exposure to Explosives	X					Exposure to Radiation	X			
Other:										

COGNITIVE and BEHAVIORAL REQUIREMENTS

Frequency Scale	Strength	Work Pattern
N = Never	<input checked="" type="checkbox"/> Sedentary	<input checked="" type="checkbox"/> Full-time
S = Seldom (1-10 %, up to 48 min)	<input type="checkbox"/> Light	<input type="checkbox"/> Part-time
O = Occasional (11-33%, 48 min. – 2 hr 25 min)	<input type="checkbox"/> Medium	<input type="checkbox"/> Seasonal
F = Frequent (34-66%, 2 hr 26 min – 5 hr 35 min)	<input type="checkbox"/> Heavy	8* Hours Per Day
C = Constant (67-100%, more than 5 hr 35 min)	<input type="checkbox"/> Very Heavy	5* Days Per Week

This is classified as a SENDENTARY job by the US Department of Labor.

* Transit operates 24 hours each day, 7 days each week. Shift hours include straight through and split shifts. Relief assignments may be changed with short notice. Regular shifts are 3:30am-11:30am, 11:30am-7:30pm, 7:45pm-3:45am.

COGNITIVE DEMANDS	FREQUENCY					ACTIVITY DESCRIPTION
	N	S	O	F	C	
Articulating and comprehending information in conversations					X	Telephonic contact with Operators, emergency personnel, Facilities, Base Chiefs/supervisors, etc. This may occur in a noisy environment with other auditory distractions such as multiple active conversations and background noises.
Reading, comprehending, and using written materials					X	Reviewing manuals, route information, operator forms, emails, street closure and re-route notices as well as on-screen data (multiple monitors). This may occur in a noisy environment with other auditory distractions such as multiple active conversations; and pressure of urgent situations in process such as operator emergency or a request from the Transit Control Center (TCC).
Understanding and solving problems involving math and using the results				X		Computing route times, calculating Operator pay, adjusting start and finish time of routes, calculating Operator hours, and setting up rendezvous for vehicle exchanges.
Using technology/instruments/tools & information systems					X	Using a computer (with multiple monitors) to obtain or enter information. Commonly utilizes a combination of dispatch software, telephone and computer log simultaneously.
Remembering spoken instructions					X	Must be able to recall TCC instructions, Chief instructions, Superintendent instructions, Dispatcher information, Operator ID's, coach times, etc.



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COGNITIVE DEMANDS	FREQUENCY					ACTIVITY DESCRIPTION
	N	S	O	F	C	
Remembering written instructions					X	Reviewing manuals, route information, operator forms, emails, street closure and re-route notices as well as on-screen data (multiple monitors). This may occur in a noisy environment with other auditory distractions such as multiple active conversations; and pressure of urgent situations in process such as Operator emergency or a request from the TCC.
Remembering visual information					X	Utilizing on-screen HASTUS or TITO (software) to assign work in the right order, depending on the availability of Operators. The employee also utilizes computer with multiple monitors to track issues through completion and track multiple data points.
Recalling information incidental to task at hand Memorizing facts or sequences					X	Remembering relevant policies and procedures along with route information, identities of involved parties, locations, how to contact all needed parties etc. Must be able to recall contractual language when assigning work and interacting with Operators.
Remembering simple instructions					X	Recalling basic troubleshooting procedures, interacting with the TCC, interacting with Base Chiefs, relating information to others and disseminating appropriate information to coworkers and involved parties.
Remembering detailed instructions				X		Responding to urgent situations or large-scale weather issues (e.g. Snowstorm). Accurate recall of instructions is critical in these situations.
Effectively learning and mastering information from classroom training		X				Occasional classroom training. When assuming a new bid-position there multiple weeks of training. Participates in software training.
Effectively learning and mastering information from on-the-job training					X	Continuously interacts with Base Chiefs, TCC, First Line Supervisors, Dispatchers etc. and must be able to adapt to new situations daily.
Learning from past directions, observations, and/or mistakes					X	Adapting old experiences and instructions to apply to new events. The Dispatcher must be able to identify similarities and differences compared to prior events and properly apply prior knowledge effectively.
Using common sense in routine decision making					X	Responding to urgent situations and contacting appropriate assistive personnel such as TCC. There are policies to follow, however there are situations that may not be directly covered by policy and common sense is paramount in resolving these situations appropriately.



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	N	S	O	F	C	
Recognizing and anticipating potential hazards and taking precautions			X		X*	Occasionally, <u>*except the few times per year where major weather difficulties could require continuous anticipation until the hazardous conditions are cleared.</u> Occurs while directing Operators and rearranging schedules to account for hazardous road conditions and emergency road closures. The Dispatcher's tasks vary greatly from day to day, situation to situation. The most difficult or intense situations may only occur occasionally, but appropriate response during those times is critical.
Thinking critically and making sound decisions					X	Analyzing problem situations and deciding on a plan to alleviate. This occurs during the entire work shift. Sound decision making is one of the most critical aspects of this job.
Integrating ideas and data for complex decisions				X		Dealing with complex urgent situations. Dispatchers receive information from several sources, integrate all of that data and use it to make clear, reasonable and well-considered decisions.
Determining and following precise sequences				X		Responding to urgent situations, troubleshooting Operator complaints and relating route information accordingly.
Coordinating and compiling data and information				X	X	Frequently during regular duties and Continuously during weather emergencies and other extreme situations. The Dispatcher's tasks vary greatly from day to day, situation to situation. The most difficult or intense situations may only occur occasionally, but appropriate response during those times is critical.
Performing repetitive or short-cycle work					X	Responding to and coordinating services during most calls. Performs data entry when assigning work, monitoring sign-ins for Operators, and updating call sheets
Working under specific instructions					X	Following policies and procedures for specific types of calls/incidents in accordance with designated King County policies and procedures.
Completing complex tasks					X	Responding to urgent situations. This is commonly performed when handling multiple things at the same time (telephone, computer, dispatching software, multiple parties etc.).
Directing, controlling, or planning for others as necessary for basic tasks					X	Effectively handling both routine and urgent calls and coordination with service personnel, TCC, Operators, Service Quality, other Dispatchers, management, etc.
Multi-tasking				X		Handling two calls at the same time. Employees must recall sequence of action for each situation, recall where they were in each sequence and what the next appropriate step is for each situation. Commonly utilizes a combination of dispatch software, telephone and



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	N	S	O	F	C	
						computer log simultaneously.
Planning, prioritizing, and structuring daily activities				X		Duties vary. The nature of this position is more proactive than it is responsive. Once a call from an Operator has been received the Dispatcher must plan a sequence of steps to solve the problem and continue to address the situation until it is resolved. In addition, some situations may occur on a semi-regular basis and the Dispatcher may be able to anticipate such patterns.
Maintaining predictable and reliable attendance					X	Is necessary for each work shift, 365 day per year. The purpose of this job is to have personnel ready to react and assist in any incident or emergency with potential to disrupt bus or train routes or schedules. The public depends on Metro to provide transportation.
Being punctual					X	Is necessary for each work shift, 365 day per year. The purpose of this job is to have personnel ready to react and assist in any incident or emergency with potential to disrupt bus or train routes or schedules. The public depends on Metro to provide transportation.
Taking rest periods at set times or only at times determined by breaks in job responsibilities					X	Is necessary for each work shift, 365 day per year. The purpose of this job is to have personnel ready to react and assist in any incident or emergency with potential to disrupt bus or train routes or schedules. The public depends on Metro to provide transportation.
Adjusting to a flexible schedule of work days and or shifts				X		Necessary for each work shift, 365 day per year to ensure 24/7 coverage. This may include working overtime during inclement weather or backfilling for other positions and assignments.
Receiving criticism and accepting limits appropriately			X			Taking instruction, troubleshooting errors and fine-tuning responses.
Maintaining emotional control and organization under increased stress					X	Interacting with many individuals under adverse conditions for all parties involved. Must be able to assign/reassign work in the correct manner in HASTIS, report sheets and call sheets. Dispatchers must remain calm, professional and poised even when others are not.
Maintaining socially appropriate affect, temperament, and behavior					X	Interacting with many individuals under adverse conditions for all parties involved. Must be able to assign/reassign work in the correct manner in HASTIS, report sheets and call sheets. Dispatchers must remain calm, professional and poised even when others are not.
Monitoring own quality of performance and altering behaviors to correct mistakes or improve outcome				X		Must be able to adapt to urgent situations and maintain transportation service for the general public in the most efficient way possible.



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COGNITIVE DEMANDS	FREQUENCY					ACTIVITY DESCRIPTION
	N	S	O	F	C	
Working independently and/or unsupervised					X	Performing regular duties. Dispatchers are expected to perform their work with minimal, if any, supervision. There are scheduled times when supervision is not present/available. Supervision is most commonly present in the event of significant emergencies.
Adapting to frequent interruptions, changes in priorities, or changes in work location				X		This position adapts to changes in work scheduling and priorities. There are frequent interruptions. The worker may change work locations when on the relief list or working as a Block Supervisor.
Responding effectively to emergency situations			X			Responding to the most serious calls such as and Operator with a medical emergency, Operator injury, Operator incident, motor vehicle accident, etc.

Analyst's Comments:

During inclement weather, such as snow days, shifts may be extended requiring overtime work.

Possible Employer Modifications:

Note: The information for this job analysis was gathered by either on-site observation, interview and / or is representative of the labor market as indicated on page one. Additional data may have been obtained from standardized industry resources such as the DOT, GOE, COJ, OOH, WOIS and O-NET. On occasion, practicality and feasibility prevent the direct observation and/or gathering of objective, quantifiable data. For this reason, a "best estimate" may have been used.



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Analyst: Kyle Pletz

Presenting VRC signature:

Jan 26, 2021

Vocational Consultant

Date

Vocational Consultant

Date

Employer Verification: Nickole Metcalf

Employee Verification: (optional)

Jan 26, 2021

[Nickole Metcalf \(Jan 26, 2021 11:45 PST\)](#)

Name

Date

Name

Date



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MEDICAL PROVIDER:

I agree that the employee can perform the physical activities described in this job analysis and can return to work.

State date employee is released to return to work if different from today's date _____

I agree the employee can perform the described job but only with modifications (describe in comments section). Modifications are needed on a permanent or temporary basis.

The employee ***temporarily*** cannot perform this job based on the following physical limitations:

Anticipated release date: _____

Treatment plan: _____

The employee is ***permanently*** restricted from performing the physical activities described in this job analysis based on the following physical limitations (state objective medical findings):

Comments:

Signature

Date

Print Name

- Attending Physician Consulting Physician Pain Program Physician
- IME Physican PCE Therapist OT / PT Therapist
- PEP Physician

KCJA Transit Base Dispatcher-Planner-First Line Supervisor with cognitive 11-10-20

Final Audit Report

2021-01-26

Created:	2021-01-22
By:	Kyle Pletz (kpletz@nim.vocmail.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAA6RRbO2n3ocAVWJkZTii2HZeCP04vWXyA

"KCJA Transit Base Dispatcher-Planner-First Line Supervisor with cognitive 11-10-20" History

-  Document created by Kyle Pletz (kpletz@nim.vocmail.com)
2021-01-22 - 10:51:52 PM GMT- IP address: 98.237.192.29
-  Document emailed to Nickole Metcalf (nickole.metcalf@kingcounty.gov) for signature
2021-01-22 - 10:52:39 PM GMT
-  Email viewed by Nickole Metcalf (nickole.metcalf@kingcounty.gov)
2021-01-26 - 7:33:27 PM GMT- IP address: 23.103.200.254
-  Document e-signed by Nickole Metcalf (nickole.metcalf@kingcounty.gov)
Signature Date: 2021-01-26 - 7:45:49 PM GMT - Time Source: server- IP address: 24.56.225.226
-  Document emailed to Kyle Pletz (kpletz@nim.vocmail.com) for signature
2021-01-26 - 7:45:51 PM GMT
-  Email viewed by Kyle Pletz (kpletz@nim.vocmail.com)
2021-01-26 - 10:23:58 PM GMT- IP address: 98.237.192.29
-  Document e-signed by Kyle Pletz (kpletz@nim.vocmail.com)
Signature Date: 2021-01-26 - 10:24:05 PM GMT - Time Source: server- IP address: 98.237.192.29
-  Agreement completed.
2021-01-26 - 10:24:05 PM GMT