

- E. Adoption of Resolution No. 2025-006 Approving the Submittal of a Grant Application to the Arizona Governor's Office of Highway Safety (GOHS) in the Amount of \$114,240 to Purchase Two (2) Sets of Battery Powered Extrication Tools and Accessories



**Northwest Fire District
Governing Board**
13535 North Marana Main Street
Marana, Arizona

SCHEDULED

MEMORANDUM NO. 25-1100

Date:	March 25, 2025
To:	Governing Board
From:	Sandy Russell, Analyst
Division:	Business Services
Type of Action:	Formal Action/Motion
Strategic Plan Goals:	Enhance and promote the organization's mental, physical, and occupational health, wellness, and safety
Agenda Item:	Adoption of Resolution No. 2025-006 Approving the Submittal of a Grant Application to the Arizona Governor's Office of Highway Safety (GOHS) in the Amount of \$114,240 to Purchase Two (2) Sets of Battery Powered Extrication Tools and Accessories

RECOMMENDATION:

The Northwest Fire District (NWFD) Equipment Work Group and staff recommends approval of Resolution No. 2025-006 to submit a grant application for two (2) sets of battery powered extrication tools and accessories.

MOTION:

Move to adopt Resolution No. 2025-006 approving the submittal of a grant application to the Arizona Governor's Office of Highway Safety (GOHS) in the amount of \$114,240 to purchase two (2) sets of battery powered extrication tools and accessories.

DISCUSSION:

The decision to apply for this grant application was identified in a timeframe which did not allow for prior Board approval as the application deadline was March 7, 2025. As required in the District's Grant Policy, should application time constraints limit prior Board approval, temporary approval to submit the application can be obtained from the appropriate Assistant Chief, with formal Board approval required at the next scheduled Board meeting.

The District is requesting \$114,240 to purchase two (2) battery-powered rescue tool packages. Each package includes (1) spreader, (1) cutter, (1) ram tool, (6) batteries, (3) battery chargers & cords, and (2) daisy chain power cords. These tools will replace two sets of hydraulic rescue tools (purchased in 2005) that operate from a gas-powered generator. The 2005 tools have reached the end of their service life. The NWFD Equipment Work Group identified the suitable replacement through an evaluation process, resulting in the battery powered recommendation. The recommended equipment furthers NWFD efforts of reducing crash-to-hospital times and improving firefighter roadway safety. The replacement of end-of-life gas-powered tools with battery powered tools is part of a larger District initiative

to reduce employees’ exposure to carcinogens and address cancer prevention.

ALTERNATIVES:

None recommended at this time.

Fiscal Impact	
FISCAL YEAR:	24/25
BUDGETED Y/N:	No
AMOUNT REQUESTED:	\$114,240
FISCAL IMPACT:	This grant does not require a match contribution.

Attachments	
Resolution No. 2025-006	
FFY 2026 GOHS Proposal – EM	
Quote-Allocation-Holmatro Increase Letter	
Buy America Letter	

RESOLUTION NO. 2025-006

A RESOLUTION OF THE GOVERNING BOARD OF THE NORTHWEST FIRE DISTRICT ("DISTRICT") APPROVING AND AUTHORIZING SUBMITTAL OF AN APPLICATION FOR THE ARIZONA GOVERNOR'S OFFICE OF HIGHWAY SAFETY GRANT PROGRAM, FEDERAL FY 2026, TO OBTAIN FUNDING FOR TWO SETS OF BATTERY-POWERED EXTRICATION TOOLS AND ACCESSORIES.

WHEREAS, the State is soliciting proposals for potential funding under its FY 2026 Arizona Governor's Office of Highway Safety Grant Program (the "Grant Program"); and

WHEREAS, the staff of the District wishes to submit a grant application (the "Application") that would enable the District to apply for a portion of that funding to acquire two sets of battery-powered extrication tools and accessories to enhance emergency rescue response to motor vehicle accidents and improve responder health and safety; and

WHEREAS, the Governing Board of the District has reviewed the terms and conditions of the Grant Program and finds that submitting the Application is in the best interests of the District and its residents.

NOW, THEREFORE, BE IT RESOLVED by the Governing Board of the Northwest Fire District that the Governing Board hereby approves submittal of the Application, and authorizes its officers to sign it; and

BE IT FURTHER RESOLVED that the Fire Chief, Norman Bradley, III, is appointed as the District's agent and is hereby authorized to take all steps necessary to submit the Application and to execute any necessary documents, to conduct negotiations on behalf of the District, and to administer the grant in accordance with the Grant Program.

BE IT FURTHER RESOLVED that the District's officers' and staff's actions taken heretofore in support of the Application are ratified, and they are authorized to take all additional steps necessary and proper to support the Application to the Grant Program.

PASSED AND ADOPTED by the Governing Board of the Northwest Fire District, this 25th day of March, 2025.

George Carter

ATTEST:

Peg Green
Clerk of the Board

APPROVED AS TO FORM:

Thomas Benavidez
District Attorney



ARIZONA GOVERNOR'S OFFICE OF HIGHWAY SAFETY
Grant Application for Law Enforcement Projects

Federal Fiscal Year: 2026

DUE DATE: March 7, 2025

Grant application decisions are reviewed and decided upon by GOHS and include consideration of the following: analysis of crash data, need for the project, past performance with highway safety grants (if applicable), and Federal funding availability. Please contact the Arizona Governor's Office of Highway Safety at (602) 255-3216 if you need assistance with this application. **Please email proposal to grants@azgohs.gov**

SECTION A: Agency Application Information

Agency:	Agency Name:	Northwest Fire District
	Address:	13535 N. Marana Main Street
	City, State, Zip:	Marana, Arizona 85653
	Fax:	(520) 887-1034
	Phone:	(520) 887-1010
Governmental Unit: (City, Town, County)	Governmental Name:	Northwest Fire District Board of Directors
	Mgr/Supvr Title & Name:	Chairman George Carter
	Address:	13535 N. Marana Main Street
	City, State, Zip:	Marana, Arizona 85653
Project Director:	Chief/Sheriff Title & Name:	Fire Chief Norman K, "Brad" Bradley III
	Address:	13535 N. Marana Main Street
	City, State, Zip:	Marana, Arizona 85653
	Phone:	(520) 887-1010
	Email:	BBradley@nwfdaz.gov
Project Admin:	Title & Name:	Grants Manager Sandy Russell
	Address:	13535 N. Marana Main Street
	City, State, Zip:	Marana, Arizona 85653
	Phone:	(520) 887-1010
	Email:	SRussell@nwfdaz.gov
Financial Contact:	Title & Name:	Finance Manager Tabitha Walsh
	Address:	13535 N. Marana Main Street
	City, State, Zip:	Marana, Arizona 85653
	Phone:	(520) 887-1010
	Email:	TWalsh@nwfdaz.gov

Please attach a cover letter addressed to the Director of the Governor's Office of Highway Safety on agency letterhead. This cover letter **must be signed** by a representative of your agency authorized to commit your agency to conduct the grant should it be approved for funding.

ARIZONA GOVERNOR'S OFFICE OF HIGHWAY SAFETY
Grant Application for Law Enforcement Projects

SECTION B-1: Agency Overview – Emergency Medical Services

Fill in the information and statistics in this section for your jurisdiction.

Project Title: Battery-Powered Extrication Tools

Project Description: (1 or 2 paragraphs, brief overview)

The Northwest Fire District (NWFD) is requesting \$114,240.33 to purchase two battery-powered rescue tool packages. Each package includes (1) spreader, (1) cutter, and (1) ram tool, (1) ram extension pipe, (1) ram support base, (2) batteries, (3) chargers, (1) power connector, (3) charging cords, and (2) Daisy chain cords. These tools will replace two sets of hydraulic rescue tools, (purchased in 2005), that operate from a gas-powered generator. The 2005 tools have reached the end of their service life. The NWFD equipment work group identified the suitable replacement through an evaluation process, resulting in the battery powered recommendation. The recommended equipment furthers NWFD efforts of reducing crash to hospital times and improving firefighter roadway safety. The replacement of end-of-life gas-powered tools with battery- powered tools is part of a larger NWFD initiative to address cancer prevention in response to presumptive cancer legislation for firefighters, ARS 23-901.09.

Number of emergency responders: 220

Total Population in your city/town/district: 135,865

Total Road Mileage: Highway 43 Local 917 Total 960

Crash Data: Include all data for your jurisdiction, not crashes only worked by your agency.

	2023	2022	2021
Total Crashes	642	549	511
Total Injury Crashes	369	313	315
Total Fatal Crashes	8	4	6
Traffic Calls for Service	620	549	511
Total Serious Injuries	293	263	275
Total Fatalities	8	4	6
Crash to Hospital Arrival Times (Min.)	27	24	26

The data above represents: District ☒ City/Town ☐

ARIZONA GOVERNOR'S OFFICE OF HIGHWAY SAFETY
Grant Application for Law Enforcement Projects

SECTION B-2: Problem Identification

Provide a narrative of the highway safety problem in your community/jurisdiction. Describe the nature and magnitude of the problem using valid, up-to-date statistical data. Identify which program area(s) have the greatest need, (i.e., impaired driving, occupant protection, speeding and aggressive driving, pedestrian safety, etc.). Indicate what is happening, when it is happening, where it is happening, and the contributing factors.

The highway and road safety problem that exists in the Northwest Fire District are the hazards faced by first responders associated with roadway exposures (high speed traffic, distracted drivers, and secondary collisions). It is understood that the roadways and highways pose an additional threat to the safety of those involved, those who respond, and to the greater community. Roadway collisions tend to create hazards, such as secondary accidents due to distracted driving. The threat to patients and first responders persists as long as they are exposed in the roadway.

Northwest Fire District experienced 1,680 roadway and highway incidents in the 3-year period between 2021 – 2023. Of these incidents, 831 resulted in serious injuries and 18 casualties. The average crash to hospital time is 25.6 minutes, improving by 10.5 minutes from the 3 previous years (2018-2020).

Northwest Fire District is dedicated to improving these times, thus reducing the time of exposure to roadway hazards. The approach to reduction is creating on-scene efficiencies by providing the first arriving emergency responders with the proper tools, training, and equipment. Northwest Fire District is in need of replacing 2 sets of extrication equipment and has identified battery powered equipment as a suitable replacement. Battery powered extrication equipment simplifies the tool requirements by eliminating a stand-alone power-plant and tethered hydraulic lines. Battery powered equipment requires no further set-up, provides maximum portability, and maintains the working performance of traditional hydraulic systems. The efficiencies created with battery powered tools, will expedite the extrication process, allowing faster patient contact, transportation to definitive care, and removing public safety pedestrian traffic from the roadways.

ARIZONA GOVERNOR'S OFFICE OF HIGHWAY SAFETY
Grant Application for Law Enforcement Projects

SECTION C: Goals and Objectives – Emergency Medical Services

Based on your problem identification stated in Section B-2, fill in the blanks for each agency Goal and Contract Objective outlined below. The 2026 Federal Fiscal Year begins on October 1, 2025 and ends on September 30, 2026.

Agency Goal:

To decrease the average Crash to Hospital Arrival Time in extrication crashes from 25.6 minutes during calendar year 2024 to 22 minutes by December 31, 2026.

Contract Objectives:

In addition to the required goals, create two additional contract objectives that your agency can achieve by the end of FFY 2026.

Reduce the operational set-up time (on scene to first cut) to under 6 minutes from arrival.

Establish a total extrication time (on scene to completed extrication) benchmark of 15 minutes or less.

ARIZONA GOVERNOR'S OFFICE OF HIGHWAY SAFETY
Grant Application for Law Enforcement Projects

SECTION D: Project Strategies and Activities (Method of Procedure)

In the spaces below, list or describe specific planned activities that your agency will perform in order to achieve their project objectives on a quarterly basis. Activities should describe what will be done, who will do it, and when it will take place. Objectives and subsequent activities in your project should follow the SMART method:

S = Specific
M = Measurable
A = Action-Oriented
R = Realistic
T = Time-Framed

1st Quarter: 10/01/2025 - 12/31/2025

Estimated 1st Quarter Expenditures: \$ 114,220

Purchase 2 sets of battery-powered extrication tools. The vendor has not indicated supply chain issues with this product; delivery is anticipated within twelve to sixteen weeks of ordering.

2nd Quarter: 01/01/2026 - 03/31/2026

Estimated 2nd Quarter Expenditures: \$ 0

Conduct extrication training for all suppression personnel coordinated through the Northwest Fire District Training Division.

Establish Crash to hospital time standards with time stamp in Record Management System.

Establish Scene to Extrication complete benchmark and time stamp in Record Management System.

ARIZONA GOVERNOR'S OFFICE OF HIGHWAY SAFETY
Grant Application for Law Enforcement Projects

SECTION D: Project Strategies and Activities (Continued)

3rd Quarter: 04/01/2026 - 06/30/2026

Estimated 3rd Quarter Expenditures: \$ 0

Install necessary components for charging systems into the 2 selected front-line Engine Companies coordinated through Northwest Fire District Fleet Services Division.

Place all tools in service on select front-line engine companies

Remove older extrication equipment from front-line apparatus coordinated through Procurement and Finance Division.

4th Quarter: 07/01/2026 - 09/30/2026

Estimated 4th Quarter Expenditures: \$ 0

Establish and perform annual evaluation of all motor vehicle accidents with emphasis on apparatus with battery powered equipment. Performance standards (crash to hospital and Extrication complete) will be measured against establish benchmarks and as a comparative between battery powered equipment and traditional hydraulic tools.

ARIZONA GOVERNOR'S OFFICE OF HIGHWAY SAFETY
Grant Application for Law Enforcement Projects

SECTION E: Detailed Project Budget

Please fill in the budget category that relates to your agency's project proposal. Please note that GOHS only grants overtime projects at a maximum employee related expense (ERE) rate of 40%.

Personnel Services

Description:

N/A

Personnel Services: **Employee Related Expenses:**

Description	Requested Amount	Overtime Amount	ERE Amount	ERE %
	0			0.00%
	0			0.00%
	0			0.00%
Total:	\$ 0	\$ 0	\$ 0	

ARIZONA GOVERNOR'S OFFICE OF HIGHWAY SAFETY
Grant Application for Law Enforcement Projects

Professional & Outside Services

Description: *(Attached Backup Documentation Required)*

N/A

Professional & Outside Services:

Description	Requested Amount

Total: \$ 0

ARIZONA GOVERNOR'S OFFICE OF HIGHWAY SAFETY
Grant Application for Law Enforcement Projects

Travel
In-state & Out-of-State

Description: *(Attached Backup Documentation Required)*

N/A

Travel:

Description	Transport	Lodging	Meals	Misc.	Amount
					0
					0
					0
Total:					
	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0

**ARIZONA GOVERNOR'S OFFICE OF HIGHWAY SAFETY
Grant Application for Law Enforcement Projects**

Materials & Supplies

Description: *(Attached Backup Documentation Required)*

Batteries - 12 batteries per tool for a total of 12 @\$1,126.22 each (\$1,027.15 per unit + \$88.34 tax + \$10.74 shipping)
 Battery Chargers - 1 charger per each tool for a total of 6 @ \$747.13 each (\$681.41 per unit + \$58.60 tax + \$7.12 shipping)
 On-Tool Charging Cords - 1 cord per tool for a total of 6 @ \$133.73 each (\$121.97 per unit + \$10.49 tax + \$1.27 shipping)
 Daisy Chain Power Cords - Allows multiple tools to charge from one outlet. A total of 4 cords. @\$18.79 each (\$17.14per unit + \$1.47 tax + .18 shipping)

The formulas on the table below do not calculate correctly when adding tax and shipping. Unit pricing reflects 10% discount provided by vendor on equipment and shipping & 12% price increase. Please see breakdown on spreadsheet attached.

Materials & Supplies: Designated for items with a per unit cost less than \$5,000.00.

Description	Quantity	Price Per Unit	Tax	Shipping	Amount
Batteries	12	1,126	0	0	13,515
	6	747	0	0	
On-Tool Charging Cord	6	134	0	0	802
	4	19	0	0	
					0

Total: \$ 18,875

**ARIZONA GOVERNOR'S OFFICE OF HIGHWAY SAFETY
Grant Application for Law Enforcement Projects**

Capital Outlay

Description: *(Attached Backup Documentation Required)*

2 complements of battery operated extrication equipment includes a Cutter, Spreader, and Ram.

Each complement will be placed in a front line response vehicle, to replace end of service equipment with new equipment that is safer, lighter, quicker to set up, and easier to use.

2 - Next-Gen Pentheon PCU50 Cutter @\$16,794.98 each (\$15,317.57 per unit + \$1,317.31 tax + \$160.10 shipping)

2 - Next-Gen Pentheon PSP40 Spreader @\$17,318.85 each (\$15,795.36 per unit + \$1,358.40 tax + \$165.09 shipping)

2 - Next-Gen Pentheon PRA Ram @\$13,568.83 each (\$12,375.22 per unit + \$1,064.27 tax + \$129.35 shipping)

The formulas on the table below do not calculate correctly when adding tax and shipping. Unit pricing reflects 10% discount provided by vendor on equipment and shipping & 12% increase. Please see breakdown on spreadsheet attached.

Capital Outlay: Designated for any equipment with a per unit cost of \$5,000.00 or more. All other items should be placed in Materials & Supplies.

NOTE: It is the Agency's responsibility to confirm the equipment is Buy America compliant. A letter from the manufacturer is required.

Description	Quantity	Price Per Unit	Tax	Shipping	Amount
Next-Gen Pentheon PCU50 Cutter	2	16,795	0	0	33,590
	2	17,319	0	0	
Next-Gen Pentheon PRA Ram	2	13,569	0	0	27,138
					0

Total: \$ 95,365

ARIZONA GOVERNOR'S OFFICE OF HIGHWAY SAFETY
Grant Application for Law Enforcement Projects

Total Estimated Costs

Description	Requested Amount
Personnel Services	\$ 0
Employee Related Expenses	\$ 0
Professional & Outside Services	\$ 0
Travel	\$ 0
Materials & Supplies	\$ 18,875
Capital Outlay	\$ 95,365
Total:	\$ 114,240

ERE: 0.00%

SECTION F: Additional Proposal Information

If there is any additional information that your agency would like to attach to their proposal, please include a PDF attachment with your proposal. Additional information may include: pictures, invoice estimates, City/Town/County resolutions, additional enforcement information, etc.

Extrication Concepts
 5009 W. Aster Dr.
 Glendale, AZ 85304-2013 US
 +16026210155
 extrication.concepts@cox.net

Quote



ADDRESS
Northwest Fire Dist. 13535 N Marana Main Street Marana, AZ 85643

SHIP TO
Northwest Fire Dist. Raymond Thibault 13535 N Marana Main Street Marana, AZ 85643

QUOTE #	DATE	
1374	02/12/2025	

SALES REP
 Fred Dimas

	DESCRIPTION	QTY	RATE	AMOUNT
159.000.224	Next-Gen Pentheon PCU50 Cutter	2	15,196.00	30,392.00T
159.000.226	Next-Gen Pentheon PSP40 Spreader	2	15,670.00	31,340.00T
159.000.240	Next-Gen Pentheon PRA50 Ram	2	12,277.00	24,554.00T
151.000.583	Pentheon PBPA287 Battery	12	1,019.00	12,228.00T
151.000.742	Pentheon Battery Charger AC-US	6	676.00	4,056.00T
151.000.499	Pentheon On-Tool Charging Cord	6	121.00	726.00T
151.000.503	Pentheon Daisy Chain Power Cord DCPC1	4	17.00	68.00T
Freight & Ins.	Incoming Shipping Charges	1	1,210.00	1,210.00

Quote will expire 30 days from date unless otherwise noted.
 All Orders Will Take 12-16 Weeks Delivery Time.

SUBTOTAL	104,574.00
DISCOUNT 10%	-10,457.40
TAX	8,000.37
TOTAL	\$102,116.97

REVISED TOTAL
\$114,240.33

Vendor increased pricing by 12% effective March 1, 2025. See attachments following.

Accepted By

Accepted Date

NORTHWEST FIRE DISTRICT EXTRICATION EQUIPMENT

Item	Quantity	Unit Price	12%		10%		10%		Total Cost		Total Extended Cost	
			Increase Effective 3/1/2025	Discount Equipment	Adjusted Total	Tax 8.6% of Adjusted	Shipping	Discount Shipping	Adjusted Shipping	Per Unit		Quantity
Cutter	1	15,196.00	1,823.52	(1,701.95)	15,317.57	1,317.31	177.89	(17.79)	160.10	16,794.98	2.00	33,589.96
Spreader	1	15,670.00	1,880.40	(1,755.04)	15,795.36	1,358.40	183.44	(18.34)	165.09	17,318.85	2.00	34,637.71
Ram	1	12,277.00	1,473.24	(1,375.02)	12,375.22	1,064.27	143.72	(14.37)	129.35	13,568.83	2.00	27,137.66
Battery	1	1,019.00	122.28	(114.13)	1,027.15	88.34	11.93	(1.19)	10.74	1,126.22	12.00	13,514.67
Charger	1	676.00	81.12	(75.71)	681.41	58.60	7.91	(0.79)	7.12	747.13	6.00	4,482.79
Charging Cord	1	121.00	14.52	(13.55)	121.97	10.49	1.42	(0.14)	1.27	133.73	6.00	802.39
Daisy Chain Cord	1	17.00	2.04	(1.90)	17.14	1.47	0.20	(0.02)	0.18	18.79	4.00	75.16
Total		44,976.00	5,397.12	(5,037.31)	39,938.69	3,898.88	526.50	(52.65)	473.85	49,708.54		114,240.33

Shipping Allocation: Vendor provided a 10% discount on shipping

Item	Extended	% of Total	Shipping	Per Unit	Extended	
					Tax Total	Shipping Total
Cutter	30,635.14	0.2940	355.77	177.89	2,634.62	320.20
Spreader	31,590.72	0.3032	366.87	183.44	2,716.80	330.19
Ram	24,750.43	0.2375	287.43	143.72	2,128.54	258.69
Battery	12,325.82	0.1183	143.14	11.93	1,060.02	128.83
Charger	4,088.45	0.0392	47.48	7.91	351.61	42.73
Charging Cord	731.81	0.0070	8.50	1.42	62.94	7.65
Daisy Chain Cord	68.54	0.0007	0.80	0.20	5.89	0.72
	104,190.91	1.00	1,210.00		8,960.42	1,089.00
			1,210.00			
			(121.00)	less 10%		
			1,089.00	Total Shipping		

February 24, 2025

Subject: Holmatro Price Increase Due to Market Conditions

Please see bolded section below for an update from the original communication shared on February 19, 2025.

Dear Valued Partners,

We appreciate your continued partnership and support as we navigate an evolving economic and policy landscape. At Holmatro, we remain committed to delivering high-quality products and services that support your business and the first responders who rely on our equipment.

Due to many factors that are raising costs across our supply base, Holmatro will be implementing a price adjustment across our product portfolio, effective March 1, 2025. As of March 1, the 12% surcharge that went into effect on February 4, 2025, will no longer be applied and will be absorbed into the new price list. While we have worked diligently to absorb these increases and optimize our operations, sustained cost pressures necessitate this adjustment to ensure we maintain our standards of quality, innovation, and service.

Key Details of the Price Adjustment:

The price increase will take effect on all orders placed on or after March 1, 2025.

Updated pricing will be provided by February 24, 2025.

Existing orders placed before March 1, 2025, will be honored at current pricing.

All quotes not converted to orders prior to March 1, 2025, will be requoted. ***This sentence was originally intended to request that dealers start using the new pricing as soon as possible after release for quoting. We are willing to work with dealers who have provided quotes to customers that are tied to grant cycles or special funding and were quoted between January 1, 2025, and the time of the new pricing effective March 1, 2025. We will require documentation that the quote was provided during the period mentioned above.***

Our team is available to discuss any questions and support you in communicating these changes to your customers. Additionally, we continue to invest in product enhancements, inventory availability, and service improvements to help you maximize value.

Please reach out to your RSM with any questions. We appreciate your understanding and look forward to continuing our strong partnership.

Kind regards,



Shelly Elliott

Holmatro USA
505 McCormick Drive
Glen Burnie, MD, 21061
USA

T 410-768-9662
F 410-768-4878
E info@holmatro-usa.com
I www.holmatro.com

February 27, 2025

To Whom It May Concern:

This letter is to certify that Holmatro, Inc. is a Maryland based Corporation with its principal office and USA manufacturing facility located at:

505 McCormick Drive
Glen Burnie, MD 21061

PCU50 Cutter, PSP40 Spreader and the PTR50 Ram are manufactured, assembled and tested at our facility in Glen Burnie, MD. This product is classified by Underwriters Laboratories to be compliant with NFPA1936-2020. Certification # 20200303-SA10873.

This unit falls under the "Buy America" guidelines.

Sincerely,

Michelle Gibson
Customer Support Manager

