CITY COUNCIL MEETING & PUBLIC HEARING
MARCH 27, 2023

ALPHARETTA CITY HALL
FIRST FLOOR – COMMUNITY ROOM
2 PARK PLAZA
6:30 PM

1. CALL TO ORDER

2. ROLL CALL

3. PLEDGE TO THE FLAG

4. CONSENT AGENDA

A. Council Work Session Minutes (Meeting of 3/20/2023)
Consideration of approval of the City Council meeting minutes from the Work Session on March 20, 2023.

5. PUBLIC HEARING

A. Z-23-01/V-23-03 KJ Luxury Homes/1580 Mayfield Road
Consideration of a rezoning and variances to allow for the construction of 7 'For-Sale' single-family detached homes on 5.66 acres. A rezoning is requested from AG (Agriculture) to R-22 (Dwelling, 'For-Sale', Residential) and variances are requested to reduce the right-of-way width of a local street from 50' to 44' and to have a sidewalk on 1 side of the street. The property is located at 1580 Mayfield Road and is legally described as being located in Land Lots 1057 and 1104, 2nd District, 2nd Section, Fulton County, Georgia.

B. PH-23-01 - Unified Development Code (UDC) Text Amendment - Crabapple Overlay
Consideration of text amendments to the Unified Development Code (UDC) to create an overlay district for the Crabapple area and applicable regulations.

C. E-23-01 Peachtree Immediate Care Sign Exception
Consideration of a sign exception to allow one (1) additional wall sign for Peachtree Immediate Care. The property is located at 870 North Main Street and is legally described as being located in Land Lot 1112, 2nd District, 2nd Section, Fulton County, Georgia.

D. PH-23-04 South Main Street Livable Centers Initiative (LCI)
Consideration of adoption of the South Main Street Livable Centers Initiative (LCI).

6. NEW BUSINESS

A. Resolution: Fulton County to Conduct 2023 Municipal General Election
Consideration of adoption of a Resolution to authorize the Fulton County Board of Registration and Elections to conduct the City of Alpharetta's November 7, 2023 Municipal General Election; to authorize the City to enter into a contract with Fulton County for such purposes; and for other purposes.

B. Resolution: Adoption of the Alpha Loop Downtown Link
Consideration of adoption of a Resolution to adopt the Alpha Loop Downtown Link as a framework to connect Downtown to the Larger Alpha Loop.

C. RFP # 22-115: Public Safety CAD / RMS System
Consideration of RFP 22-115 and award to Hexagon Corporation for the CAD/RMS System and authorize the Mayor to execute all necessary documents.

7. WORKSHOP ITEMS

A. Replacement of Council Chambers Video Wall Displays
Presentation and discussion of the options for replacing the Council Chambers Video Wall Displays.

8. **PUBLIC COMMENT**

9. **REPORTS**

10. **EXECUTIVE SESSION (IF NECESSARY)**

11. **ADJOURNMENT**

STAFF REPORT

Department: City Clerk
Submitted By: Lauren Shapiro
Meeting Date: March 27, 2023

AGENDA ITEM:

Council Work Session Minutes (Meeting of 3/20/2023)
Consideration of approval of the City Council meeting minutes from the Work Session on March 20, 2023.

STAFF RECOMMENDATION:

Approve, as part of the Consent Agenda, the City Council Work Session minutes from the meeting of March 20, 2023.

BUDGET & PROCUREMENT:

BUDGETED ITEM: NO
FISCAL IMPACT: NO
INCLUDED IN CURRENT FY CPTL BUDGET: NO
INCLUDED IN CURRENT FY OPRT. BUDGET: NO
TOTAL PROJECT COST:
APPROPRIATIONS:

ACCOUNT TITLE/NUMBER	DOLLAR AMOUNT

EXTERNAL FUNDING SOURCES:

ACCOUNT TITLE/NUMBER	DOLLAR AMOUNT

ITEM DESCRIPTION:

City Clerk, Lauren Shapiro, prepared a synopsis of the pertinent information that occurred during the City Council Work Session on March 20, 2023.

ALTERNATIVES:

Do not approve the City Council meeting minutes from the City Council Work Session on March 20, 2023.

ATTACHMENTS:

1. CC WS Minutes 3.20.2023

City Council Work Session
MARCH 20, 2023
UNOFFICIAL MINUTES
Office of the City Clerk

ALPHARETTA CITY HALL
COUNCIL CHAMBERS | 2 PARK PLAZA | 5:30 PM

This summary is provided as a convenience and service to the public, media and staff. It is not the intent to record proceedings verbatim. Any reproduction of this summary must include this notice. This is not an official record of the Alpharetta City Council Meeting proceedings. Meetings are recorded and available for review at https://www.youtube.com/user/alpharettagov.

I. CALL TO ORDER

- Mayor Gilvin called the meeting to order at 5:32 p.m.

II. PLEDGE OF ALLEGIANCE

III. ROLL CALL

- **Council Members**
  - Mayor Jim Gilvin
  - Mayor Pro Tem Dan Merkel
  - Donald F. Mitchell
  - Brian Will
  - Douglas J. DeRito
  - John Hipes
  - Jason Binder
- **Staff**
  - Chris Lagerbloom, City Administrator
  - Melissa Tracy, City Attorney with Jarrard & Davis
  - James Drinkard, Asst. City Administrator
  - Lauren Shapiro, City Clerk
  - Adam Montgomery, Interim Director of Information Technology
  - Brooke Lapping, Director of Courts
  - Cris Randall, Director of Human Resources
  - John Robison, Director of Public Safety
  - Morgan Rodgers, Director of Parks, Recreation, and Cultural Services

- Pete Sewczwicz, Director of Public Works
- Thomas Harris, Director of Finance
- Michael Woodman, Planning and Development Services Manager

IV. WORK SESSION ITEMS

A. FY 2024 Budget and City Council Action Plan

Presentation and discussion of the FY 2024 Budget as it pertains to the general operating budget and anticipated revenues; review of the final draft of the City Council Priorities and Annual Action Plan.

- City Administrator, Chris Lagerbloom, introduced this work session item.
- Director of Finance, Tom Harris, came forward to present this item.
- The FY 2024 Budget presentation is attached hereto as "Exhibit A."

CITY COUNCIL DISCUSSION

- Council Member Binder asked if the personnel numbers included adding new staff.
  - Director Harris shared that it does not, because that would be considered a new initiative, not in the operating budget.
- Council Member Hipes asked about the change in the amount for employee salaries and benefits and if we could hire additional people and lower a competitive percentile to 70/65/60 percent instead of 75%.
- Council Member DeRito suggested that it might be easier to see the numbers for salaries at 70/65/60 percent for comparisons.
- Mayor Pro Tem Merkel said that it may be a good idea to consider if we can increase the salaries across the board and also hire additional staff, but just allocate more time to making the changes (18-24 months, as opposed to at the start of the next Fiscal Year).

B. 2023 Municipal Elections

Presentation and discussion of the upcoming November 7, 2023 Municipal Election and whether or not the City should host its own municipal elections or enter into an Intergovernmental Agreement with Fulton County.

- City Administrator, Chris Lagerbloom, introduced this work session item.
- City Clerk, Lauren Shapiro, came forward to present this item.
- The proposed municipal election budget is attached hereto as "Exhibit B."

CITY COUNCIL DISCUSSION

- Mayor Pro Tem Merkel shared that he would not be supporting this effort this year, as the reduction from 13 to 3 polling places (based on financial considerations) was not feasible.
- Council Member Binder asked about the costs from previous years, if Johns Creek and Roswell will conduct their own elections, and commented that there are other early voting locations outside of the City of Alpharetta where our residents could vote early. Additionally, if the City were to host its own elections, he would like to see 3 voting locations.
- Council Member Hipes shared that Alpharetta has 27 square miles to consider when looking at polling locations, and he would like to see if this is something that would be feasible for

the 2025 election term. Further, he was curious to know whether the City could host its elections during even years to coincide with the county, state, and federal elections.

- Council Member Mitchell shared that this might be a logistical issue and would prefer to take time to figure this out for 2025. Also, to see if we could coordinate with Fulton County to adjust or lower the amount of polling places that we have in the City.
- Mayor Gilvin shared that the Fulton County IGA does not declare a specific and at-most cost they could attempt to charge the City for its election costs, and shared that he was skepitcal in terms of the costs for this year.
- Council Member DeRito shared that the potential costs do not support the City hosting its own elections.

V. ADJOURNMENT

- With there being no further items to consider or discuss, Mayor Gilvin adjourned the work session at 6:45 p.m.

Respectfully submitted,

Lauren Shapiro

Lauren Shapiro, City Clerk

EXHIBIT A

FY 2024 Budget Dashboard

	Revenues	Expenditures	Balanced Budget
General Fund	**$ 98,347,330**	**$ 98,347,330**	√
Special Revenue Funds:			
E-911 Fund	$ 5,201,319	$ 5,201,319	√
Hotel/Motel Fund	9,400,000	9,400,000	√
	$ 14,601,319	**$ 14,601,319**	√
Debt Service Fund	**$ 6,603,402**	**$ 6,603,402**	√
Capital/Grant Funds:			
Capital Projects Fund	$ 11,897,818	$ 11,897,818	√
Stormwater Capital Fund	4,350,000	4,350,000	√
	$ 16,247,818	**$ 16,247,818**	√
Enterprise Fund:			
Solid Waste Fund	**$ 5,540,225**	**$ 5,540,225**	√
Internal Service Funds:			
Risk Management Fund	$ 1,786,300	$ 1,786,300	√
Medical Insurance Fund	9,580,000	9,580,000	√
	$ 11,366,300	**$ 11,366,300**	√
Fiduciary Funds:			
OPEB Health Benefit Fund	$ 55,000	$ 55,000	√
OPEB Reimbursement Benefit Fund	781,282	781,282	√
	$ 836,282	**$ 836,282**	√
Total	**$ 153,542,676**	**$ 153,542,676**	√

FY 2024 GF Budget Synopsis

- General Fund Budget
  - Balanced at $98M
  - Taxes
    - Maintains 5.75 Millage Rate
  - Operations
    - 5.6% Operating Budget Growth
      - Personnel (3.5% growth)
        - » Maintains Performance-Based Merit Program at 4% (July 1st)
      - Maintenance & Operations (9.5% growth overall)
      - Minor Capital/Lease
        - » Add'l funding ($119K) for capital lease (2023 Fire Truck Acquisitions)
        - » Moving minor equipment/repairs from capital to operations ($258K)
    - Operating Initiative Reserve ($2.3M)
      - $1.5M for Wage Adjustments (75th percentile)
      - $820K remaining for other Departmental Operating Initiatives
    - Capital Funding ($14.5M)
      - Includes Fund Balance of $10.5M and Capital Contribution of $4M
        - » FY 2024 CIP funding totals $16.8M including other non-General Fund sources

FY	2023	2024	change
Operating	4.785	4.870	+0.085
Debt	0.965	0.880	-0.085

FY 2024 GF Revenue Overview

	FY 2023 AMENDED BUDGET	FY 2023 ESTIMATED ACTUALS (Feb.)	FY 2024 FORECASTED BUDGET	$ Variance to Estimate	% Variance to Estimate
Revenues:					
Property Taxes:					
Current Year	$ 26,300,000	$ 27,250,000	$ 28,575,000	$ 1,325,000	4.9%
Motor Vehicle Title Tax Fee	3,000,000	3,200,000	3,425,000	225,000	7.0%
Prior Year/Delinquent/MV	202,000	488,556	212,000	(276,556)	-56.6%
Local Option Sales Tax	19,185,073	21,500,000	22,350,000	850,000	4.0%
Other Taxes:					
Franchise Fees	7,100,000	6,899,553	6,975,000	75,447	1.1%
Insurance Premium Tax	5,418,627	5,418,627	5,550,000	131,373	2.4%
Alcohol Beverage Excise Tax	2,575,000	2,900,000	3,000,000	100,000	3.4%
Other Taxes	2,890,150	2,340,550	2,220,150	(120,400)	-5.1%
Licenses & Permits	2,991,000	3,326,832	3,112,500	(214,332)	-6.4%
Intergovernmental	186,000	174,000	151,248	(22,752)	-13.1%
Charges for Services	4,618,415	4,728,677	4,851,600	122,923	2.6%
Fines & Forfeitures	2,372,000	2,856,450	2,928,250	71,800	2.5%
Interest	200,000	590,983	650,000	59,017	10.0%
Other Revenues	313,052	407,291	273,764	(133,527)	-32.8%
Other Financing Sources:					
Interfund Transfer (Hotel/Motel Fund)	2,812,500	3,375,000	3,525,000	150,000	4.4%
Total Operating Revenues	**$ 80,163,817**	**$ 85,456,519**	**$ 87,799,512**	**$ 2,342,993**	**2.7%**
Fund Balance Carryforward	12,639,800	12,639,800	10,547,818		
Total Revenues	**$ 92,803,617**	**$ 98,096,319**	**$ 98,347,330**		

FY 2024 GF Expenditure Overview

Expenditures (by Department):	FY 2023 AMENDED BUDGET	FY 2024 FORECASTED BUDGET	$ Variance	% Variance
Mayor and Council	$ 399,287	$ 406,032	$ 6,745	1.7%
City Administration	1,478,133	1,907,811	429,678	29.1%
Finance	3,698,826	3,885,964	187,138	5.1%
Legal Services	1,100,000	1,200,000	100,000	9.1%
Information Technology	2,397,117	2,500,819	103,702	4.3%
Human Resources	855,513	926,978	71,465	8.4%
Municipal Court	1,148,200	1,216,863	68,663	6.0%
Public Safety	36,784,627	38,730,404	1,945,777	5.3%
Public Works	10,156,073	10,537,892	381,819	3.8%
Recreation, Parks & Cultural Services	12,642,221	13,290,438	648,217	5.1%
Community and Economic Development	4,631,115	4,772,426	141,311	3.1%
Non-Departmental:				
Contingency	760,765	880,000	119,235	15.7%
Insurance Premiums (Risk Fund)	823,300	936,300	113,000	13.7%
Gwinnett Tech Contribution (Debt Svc)	288,640	287,490	(1,150)	-0.4%
Total Operating Expenditures	**$ 77,163,817**	**$ 81,479,417**	**$ 4,315,600**	**5.6%**
Reserve for Operating Initiatives	-	2,320,095		
Interfund Transfer (Capital/Grant Funds):				
Fund Balance	12,639,800	10,547,818		
Recurring Capital Program	3,000,000	4,000,000		
Total Expenditures	**$ 92,803,617**	**$ 98,347,330**		

FY 2024 GF Expenditure Overview

	FY 2023 AMENDED BUDGET	FY 2024 FORECASTED BUDGET	$ Variance	% Variance
Expenditures (by Category):				
Personnel Services:				
Salaries/Overtime/Seasonal	$ 35,586,428	$ 36,826,142	$ 1,239,714	3.5%
Group Insurance	10,080,112	10,257,258	177,146	1.8%
Pension (Defined Benefit)	2,869,712	2,889,243	19,531	0.7%
Pension (401A)	2,952,059	3,312,996	360,937	12.2%
OPEB/Post Employment Healthcare	657,980	659,787	1,807	0.3%
Miscellaneous Benefits	3,617,572	3,762,499	144,927	4.0%
subtotal	$ 55,763,863	$ 57,707,925	$ 1,944,062	3.5%
Maintenance and Operations:				
Professional Services	$ 3,291,284	$ 3,831,673	$ 540,389	16.4%
Repair/Maintenance	1,851,962	2,124,240	272,278	14.7%
Maintenance Contracts	3,825,274	3,407,128	(418,146)	-10.9%
Professional Services (IT)	2,523,248	3,295,164	771,916	30.6%
General Supplies	1,030,219	1,146,328	116,109	11.3%
Utilities	2,901,441	3,022,975	121,534	4.2%
Fuel	582,560	659,000	76,440	13.1%
Uniforms	264,938	356,350	91,412	34.5%
Travel/Training	511,164	591,351	80,187	15.7%
Legal Services	1,100,000	1,200,000	100,000	9.1%
Insurance Premiums (Risk Fund)	823,300	936,300	113,000	13.7%
Miscellaneous	962,274	973,581	11,307	1.2%
subtotal	$ 19,667,664	$ 21,544,090	$ 1,876,426	9.5%
Capital/Lease:	$ 682,885	$ 1,059,912	$ 377,027	55.2%
Other Uses:				
Contingency	$ 760,765	$ 880,000	$ 119,235	15.7%
Gwinnett Tech Contribution (Debt Svc)	288,640	287,490	(1,150)	-0.4%
subtotal	$ 1,049,405	$ 1,167,490	$ 118,085	11.3%
Total Operating Expenditures	**$ 77,163,817**	**$ 81,479,417**	**$ 4,315,600**	**5.6%**
Reserve for Operating Initiatives	-	2,320,095		
Interfund Transfer (Capital/Grant Funds):				
Fund Balance	12,639,800	10,547,818		
Recurring Capital Program	3,000,000	4,000,000		
Total Expenditures	**$ 92,803,617**	**$ 98,347,330**		

EXHIBIT B

2023 MUNICIPAL ELECTIONS COMBINED COSTS

One Voting Location

Overall Election Costs	$60,077.00
General Costs Per Voting Location	$15,130.03
Poll Worker Costs Per Voting Location	$51,364.00
Contingency Costs (15%)	$18,985.65
TOTAL ESTIMATED COSTS:	**$145,556.65**

Two Voting Locations

Overall Election Costs	$60,077.00
General Costs for 2 Voting Locations	$30,260.06
Poll Worker Costs for 2 Voting Locations	$102,728.00
Contingency Costs (15%)	$28,959.76
TOTAL ESTIMATED COSTS:	**$222,024.86**

Three Voting Locations

Overall Election Costs	$60,077.00
General Costs for 3 Voting Locations	$45,390.09
Poll Worker Costs for 3 Voting Locations	$154,092.00
Contingency Costs (15%)	$38,933.86
TOTAL ESTIMATED COSTS:	**$298,532.96**

THE CITY OF ALPHARETTA GEORGIA

OVERALL ELECTION COSTS

GENERAL SUPPLIES	Quantity	Cost	Description
Elections Consultant	1	$ 30,000	
Based on splitting cost with Milton		$ -	
Ballots		$ -	
Ballot Setup	1	$ 250	One Time Cost
Ballot Printing	12,500	$ 4,625	$0.37 per ballot
Test Deck from Printing Company	6	$ 2	.37 per sheet x polling places
Delivery	1	$ 50	One Time Cost
Postage for Absentee Ballots	250	$ 300	$0.60 per stamp
Printing Costs		$ 2,500	Notices, Signage, etc.
Election Advertising		$ 3,500	
- Calling of Election		$ -	
- Notice of Computation & Canvassing		$ -	
- Cancellation of Election		$ -	
- Logic & Accuracy Testing		$ -	
- Early Tabulation		$ -	
Training Materials		$ 1,000	
General Supplies		$ 2,000	
Alpharetta Votes Stickers	15,000	$ 500	
Future Voter Stickers	2,000	$ 250	
Equipment Moving Costs from Fulton Co.		TBD	
Easy Vote Check-in Software	1	$ 2,500	$1,500 yearly renewal
Dominion Services		$ -	
- Programming Election	1	$ 3,800	
- L&A Testing + Training	1	$ 2,200	
- On Site Vendor for First Day of Early Voting	1	$ 2,200	
- On Site Vendor for Last Day of Early Voting	1	$ 2,200	
- On Site Vendor for Election Day	1	$ 2,200	

Total Overall Election Costs: $60,077

GENERAL COSTS FOR EACH VOTING LOCATION

GENERAL SUPPLIES	Quantity	Cost	Description	Vendor
Bag for Absentee Ballot Secure Transfers	1	$ 17.00	One time cost	ElectionSource
Bag for Provisional Ballots	1	$ 19.00	One time cost	ElectionSource
Bag for Challenge Ballots	1	$ 17.00	One time cost	ElectionSource
Bag for Memory Sticks + Thermal Tape	4	$ 8.00		ElectionSource
Test Bag	1	$ 17.00	One time cost	ElectionSource
Voting Booths	10	$ 1,950.00	$195.00 each / one time cost	ElectionSource
Voting Booths - ADA Accessible	1	$ 210.00	One time cost	ElectionSource
Voting Booth Light	13	$ 273.00	$21.00 each / one time cost	ElectionSource
Large Ballot Drop Box	1	$ 1,580.00	One time cost	American Security Cabinets
Locked Ballot Transfer Bag	1	$ 414.00	One time cost	American Security Cabinets
Large Locking Ballot Transfer Cart	1	$ 1,249.00	One time cost	American Security Cabinets
Poll Manager Rolling Crate	1	$ 39.99	One time cost	Office Depot
Election Supplies Tote	3	$ 35.67	$11.89 each / One time cost	Costco
Weather Radio	1	$ 34.88	One time cost	Amazon
Dominion Supplies	–	$ -		–
- 16 Memory Cards for Each Ballot Scanner	32	$ 1,478.40	$46.20 each	Dominion
- Test Deck	1	$ 17.50	$17.50 each	Dominion
- Ballot Scanner Security Button Key	2	$ 55.00	$27.50 each	Dominion
- Thermal Rolls for Scanner Printing	3	$ 8.25	$2.75 each - 3 total	Dominion
Black Pens	6	$ 68.34	$11.39 for 108 pens	Costco
Seals	3	$ 27.00	$9.00 for a set of 25	ElectionSource
Seal Cutter	2	$ 4.00	One time cost	ElectionSource
Election Day Catering		$ 1,000.00		
Chick Fil A - Breakfast	$ 250	$ -		
Great Harvest - Boxed Lunch	$ 350	$ -		
Savory Gourmet - Pasta, Salad, Bread	$ 400	$ -		
				SUBTOTAL: $8,523.03

TECHNOLOGY	Quantity		Cost	Description
Cell Phone + Services for 2 Months	3	$	1,007.00	
Network Costs for City Facilities	1	$	1,000.00	** High estimate, current network capabilities may be sufficient
Laptop + Scanner + Printer	2	$	3,800.00	** May not need, based on Fulton County Equipment
Ink + Paper Supplies	1	$	800.00	** High estimate
				SUBTOTAL: $6,607.00

Total General Costs for Each Voting Location: $15,130.03

POLL WORKER COSTS FOR EACH VOTING LOCATION

	Hourly Rate	Training 12 hours	Absentee by Mail Ballot Prep 8 hours	Early Voting Shift: 7 AM - 7 PM 12 hours a day x 17 days	Election Day Shift: 6 AM - 12 AM 18 hours	Drug Testing per person	Uniform Nametag	TOTAL
Poll Manager	$30	$360	$240	$6,120	$540	$61	$115	$7,436
Assistant Poll Manager	$25	$300	$200	$5,100	$450	$61	$115	$6,226
Assistant Poll Manager	$25	$300	$200	$5,100	$450	$61	$115	$6,226
Poll Clerks								
Ballot Box Watcher	$20	$240	$0	$4,080	$360	$61	$115	$4,856
Line Monitor	$20	$240	$0	$4,080	$360	$61	$115	$4,856
Check-In	$20	$240	$0	$4,080	$360	$61	$115	$4,856
Check-In	$20	$240	$0	$4,080	$360	$61	$115	$4,856
Monitor / Staff	$20	$240	$0	$4,080	$360	$61	$115	$4,856
Monitor / Staff	$20	$240	$0	$4,080	$360	$61	$115	$4,856
							SUBTOTAL	$ 49,024.00

	Hourly Rate	Training 2 hours	Absentee by Mail Ballot Prep 8 hours	Early Voting Shift: 7 AM - 7 PM 12 hours a day x 2 days	Election Day Shift: 6:30 AM - 8:30 PM 14 hours	Drug Testing per person	Uniform Nametag	TOTAL
Police Officer	$60	$120	$0	$1,440	$840	$0	$0	$2,400
							SUBTOTAL	$2,400.00

Total Estimated Poll Worker Costs for Each Location: $51,424.00

ELECTION STATISTICS

MUNICIPAL ELECTIONS	Total Voters	Total Registered Voters	Absentee By Mail	# of Voting Locations	Fulton County Cost	Election Type
November 7, 2023 Municipal Election	TBD	49,561	TBD	TBD	$379,408.77	Mayor, Posts 4, 5 & 6
November 2, 2021 Municipal Election	6,777	46,656	165	13	$138,102.00	Posts 1, 2 & 3 + Parks Bond
November 5, 2019 Municipal Election	3,671	41,885	118	11	$120,267.76	Mayor, Posts 4, 5 & 6 + Homestead Exemptions

CITY COUNCIL MEETING
STAFF REPORT

SUBMITTING DEPARTMENT: COMMUNITY DEVELOPMENT
SUBMITTED BY: KATHI COOK
DRAFTED BY: MICHAEL WOODMAN

I. AGENDA ITEM TITLE: Z-23-01/V-23-03 KJ LUXURY HOMES/1580 MAYFIELD ROAD

CITY COUNCIL: JANUARY 23, 2023

This item was considered at the 1/5/2023 Planning Commission meeting. Staff recommended approval subject to 15 conditions. There were several public comments with concerns over stormwater runoff impacting adjacent lots on septic, property should be limited to minimum 1 acre lots, close proximity of stormwater pond to Gransley, and density too high. After discussion, Planning Commission made a motion to recommend approval, but the motion failed 3-4. The item is forwarded to City Council without a recommendation.

The applicant revised the site layout in response to concerns voiced by residents and the HOAs in Harrington Falls and Gransley. The number of lots on the site plan was reduced from seven (7) to five (5) lots and the applicant provided a list of conditions that they were agreeable to, including limiting the plan to no more than 5 lots, providing buffers adjacent to Harrington Falls and Gransley, providing an earthen detention pond, fencing and landscaping the detention pond, requiring side-entry garages, providing sanitary sewer access to off-site homes adjoining the property, and providing similar street lights and street furniture to Harrington Falls.

II. RECOMMENDATION:

No recommendation from Planning Commission on Z-23-01/V-23-03 KJ Luxury Homes/1580 Mayfield Road request for rezoning and variances.

If approval is considered, the following conditions are recommended:

1. The site, consisting of approximately 5.66 acres, shall be zoned R-22 and developed substantially similar to site plan prepared by ACR Engineering, Inc., revised 2/6/2023, except for modifications required to comply with the conditions below. However, lot yield depicted is not guaranteed and subject to meeting all City code requirements and conditions of zoning.
2. Home elevations shall be substantially similar to the submitted photographs, labeled Exhibit A – Home Photographs, with final approval by Staff. No more than 50% of homes shall have siding as the primary (more than 50%) material on the front façade. Homes shall have 3-sided architecture, materials and details, as approved by Staff.
3. All homes shall have side entry garages, but may also have an additional front entry carriage-style garage door so long as side-entry garages are provided.
4. Developer shall improve Mayfield Road frontage with a 6' planter planted with street trees, minimum 6' sidewalk and decorative pedestrian lighting, as approved by Staff.
5. Local street shall have a 44' right-of-way width and sidewalk on one side of the street. Local street shall be private and maintained by the HOA. Street lights and street furniture shall be similar to and complementary to that of Harrington Falls.
6. Minimum 20' decorative landscape strip shall be provided along Mayfield Road, consisting of trees, shrubs and ground cover, as approved by Staff. Landscape strip shall include a decorative brick or stone wall (similar to Gransley or Harrington Falls entrance) or berm and landscaping shall include a mix of evergreen and deciduous material.
7. As agreed to by the developer, minimum 15' landscape strip planted to buffer standards shall be provided along the common property lines with Gransley and shall be planted to provide a visual screen, as approved by Staff. Minimum 10' landscape strip planted to buffer standards shall be provided along the common property line with Harrington Falls and shall be planted to provide a visual screen, as approved by Staff. Existing trees shall be saved in the buffers where not in conflict with site balancing and utility installation.
8. Unfinished wood fences and decks shall not be visible from Mayfield Road.
9. Trees shall be preserved as depicted on the plan prepared by ACR Engineering, Inc., revised 2/6/2023.
10. Developer shall identify and save additional tree groupings and/or trees of quality, as approved by Staff.
11. Developer shall remove exotic and invasive trees and shrubs within tree save areas and replant where sparse, as approved by Staff.
12. Developer shall address stormwater as follows:
    a. Developer shall make reasonable efforts to tie directly to an existing offsite pipe including obtaining easements and agreements from the neighboring property. If direct tie in is unavailable, daylighting the pond outfall pipe shall be done at least 30 feet from the property line.
    b. If release to the north into the pipe in Gransley, developer shall size release rates at or below the existing flow rates to this location, and shall provide a detailed analysis of the Gransley pond to show no adverse impacts of releasing in this direction.
    c. Stormwater pond on north end of property shall have an earthen bank and shall be landscaped and fenced for safety and aesthetic purposes (as agreed to by the developer).
13. Utility structures, headwalls, retaining walls, etc. shall be finished with decorative stone, if visible from Gransley or Harrington Falls.
14. No more than 1 residential unit shall be permitted to be rented, as recorded in the HOA's declarations and covenants.
15. As accepted by the developer, all impervious improvements on individual lots shall drain to the detention pond. As approved by staff, to the maximum extent practicable and based on hydrology study and grading plans, runoff from backyards of homes shall be directed through berm, swale, wall, pipe or other means of diverting sheet flow to the detention ponds or directly to existing offsite pipes if easements can be obtained.
16. As agreed to by the developer, developer shall provide access to its sanitary sewer utilities to any home directly adjoining the subject property, provided that the design shall be approved by Fulton County.
17. As agreed to by the developer, subdivision shall join the Harrington Falls HOA, if the HOA votes to annex them.
18. As agreed to by the developer, developer shall remove Pine trees behind Lot 1 in Gransley and replant with buffer plantings approved by the City.

III. REPORT IN BRIEF:

The applicant, KJ Luxury Homes, is requesting a rezoning and variances to allow for the construction of a seven (7)-lot 'For-Sale' single-family detached subdivision on 5.66 acres. A rezoning is requested from AG (Agriculture) to R-22 (Dwelling, 'For-Sale' Residential) and variances are requested to reduce the right-of-way width of a local street from 50'

to 44’ and to allow a sidewalk on one (1) side of the local street. The subject property is located at 1580 Mayfield Road on the north side of Mayfield Road between Gransley and Harrington Falls subdivisions.

DISCUSSION

The submitted request, if approved, will allow for the construction of a seven (7)-lot ‘For-Sale’ single-family detached subdivision on 5.66 acres. The proposed density is 1.24 dwelling units per acre. A rezoning is requested from AG (Agriculture) to R-22 (Dwelling, ‘For-Sale’ Residential) and variances are requested to reduce the right-of-way width of a local street from 50’ to 44’ and to allow a sidewalk on one (1) side of the local street. The subject property is located at 1580 Mayfield Road on the north side of Mayfield Road between Gransley and Harrington Falls subdivisions.

The property is developed with a single-family detached home and several outbuildings. Surrounding properties are zoned AG to the north, east, south and west. Harrington Falls subdivision and a twenty-three-foot (23’) strip of land are located to the west, Gransley subdivision is located to the north and east, and an unplatted lot with a single-family detached home is located to the south. The comprehensive land use plan designation of the property is ‘Very Low Density Residential’, which allows the applicant’s proposal.

Variances are requested to reduce the right-of-way width of a local street from 50’ to 44’ and to allow a sidewalk on one (1) side of the local street. The proposed 44’ right-of-way width matches the width of the local street in the adjacent Gransley subdivision. Homes are only proposed on the west side of the street. Elimination of the sidewalk on the east side of the street allows the applicant to provide a landscape buffer adjacent to Gransley subdivision, which is not required by Code but would help screen the proposed development.

SITE PLAN

The submitted site plan depicts a long, narrow 5.66-acre parcel of land being subdivided into seven (7) single-family detached lots. Access to the property is proposed from Mayfield Road. Lots are oriented interior to the site along a new private local street. A five-foot (5’) sidewalk and five-foot (5’) planter are depicted along the west side of the private street.

A 65’ setback is provided along Mayfield Road and a 35’ front setback is provided along the new private street. A twenty-foot (20’) landscape strip is depicted along Mayfield Road and a ten-foot (10’) landscape strip is depicted along the private street. Although buffers are not required between residential developments, a ten-foot (10’) landscape strip planted to buffer standards is proposed along the east property line adjacent to Gransley.

Although the property was previously developed, there are a significant number of trees (Pines and hardwoods) on the property. The majority of trees are Pines and less than 10” caliper in size. Approximately 70 trees are depicted to be saved, of which one (1) is a specimen tree. Tree saves are generally located along the perimeter of the property with large groupings of tree saves along the west and north property lines. Tree groupings and/or trees of quality should be identified and saved on the property. A stormwater management pond is proposed at the north end of the property.

TRAFFIC

The proposed project, consisting of seven (7) single-family detached homes, would generate approximately five (5) AM Peak Hour trips and seven (7) PM Peak Hour trips.

SCHOOLS

Residential development is known to increase school enrollment. Fulton County calculated the potential maximum number of children who may live on the property by using the Fulton County Schools standard calculation to identify the number of children that a residential development will generate. The following chart outlines these figures:

FULTON COUNTY SCHOOLS – 7 Single-Family Detached Homes

School	Single Family Average #
Alpharetta Elementary School	1 to 3 students
Northwestern Middle School	0 to 1 students
Milton High School	0 to 3 students
TOTAL	1 to 7 students

Based on the total figure for all three school levels, it can be assumed that the proposed development could house approximately 1 – 7 school age children. Numbers provided by Fulton County Schools show that Northwestern Middle School and Milton High School are currently over capacity.

STANDARDS FOR ZONING CHANGES

The Planning Commission and the City Council shall consider the following standards in considering a rezoning application, giving due weight or priority to those factors particularly appropriate to the circumstances of each application:

a. Whether the zoning proposal will permit a use that is suitable in view of the zoning use and development of adjacent and nearby property.

Response: The zoning proposal would be suitable as it relates to the use and development of adjacent or nearby properties. The R-22 zoning district matches the future land use designation of the property. In addition, the R-22 development regulations are compatible with the narrow shape of the property.

b. Whether the zoning proposal will adversely affect the existing use or usability of adjacent or nearby property.

Response: The zoning proposal would not adversely affect the existing use or usability of adjacent or nearby properties. The R-22 zoning district matches the future land use designation of the property. In addition, the R-22 development regulations are compatible with the narrow shape of the property.

c. Whether the zoning proposal will adversely affect the natural environment.

Response: The applicant's proposal should not have significant impacts on the natural environment. Tree saves are identified throughout the site.

d. Whether there are substantial reasons why the property cannot or should not be used as currently zoned.

Response: As currently zoned, the two (2) lots that make up the applicant's property are non-conforming with respect to minimum lot size. In addition, the future land use of the property allows the R-22 zoning district.

e. Whether the zoning proposal will result in a use that will or could cause an excessive or burdensome use of public facilities or services, including but not limited to existing streets and transportation facilities, schools, water or sewer utilities, and police or fire protection.

Response: The applicant's proposal would not cause an excessive demand on public facilities and services. The proposal would have minimal impacts on schools and a future public park will be developed on a nearby property within walking distance from the subject property.

f. Whether the zoning proposal is supported by new or changing conditions not anticipated or reflected in the existing zoning on the property.

Response: The AG zoning district is typically used as a placeholder and the future land use designation of the property allows the R-22 zoning district.

g. Whether the zoning proposal reflects a reasonable balance between the promotion of the public health, safety, morality or general welfare against the right to unrestricted use of property.

Response: The zoning proposal reflects a reasonable balance. The R-22 zoning district matches the future land use designation of the property and the development regulations are compatible with the narrow shape of the property.

h. Whether there are substantial reasons why the property cannot be used in accordance with existing zoning.

Response: The AG zoning district is typically used as a placeholder. As currently zoned, the two (2) lots that make up the applicant's property are non-conforming with respect to minimum lot size.

i. The extent to which the zoning proposal is consistent with the Comprehensive Plan.

Response: The comprehensive land use plan designation of the property is 'Very Low Density Residential', which allows the R-22 zoning district.

VARIANCE REVIEW CRITERIA

The City of Alpharetta Unified Development Code Article IV, Section 4.5.3 outlines the criteria set forth for granting a variance. The ordinance specifically states..."a variance may be granted upon a finding that":

(1) There are extraordinary and exceptional conditions pertaining to the particular piece of property in question because of its size, shape or topography; or

Response: The property has a narrow shape. The requested variances to reduce the local street width and allow a sidewalk on one (1) side of the street would allow the applicant to provide a ten-foot (10') landscape buffer adjacent to Gransley subdivision, which is not required by Code.

(2) The application of the Ordinance to this particular piece of property would create an unnecessary hardship; or

Response: The applicant could meet the local street width and provide sidewalks along both sides of the new private street. However, the narrow shape of the property would limit the applicant's ability to provide any landscape screening adjacent to Gransley subdivision.

(3) There are conditions that are peculiar to the property which adversely affect its reasonable use or usability as currently zoned; or

Response: The property has a narrow shape. The requested variances to reduce the local street width and allow a sidewalk on one (1) side of the street would allow the applicant to provide a ten-foot (10') landscape buffer adjacent to Gransley subdivision, which is not required by Code.

(4) Relief, if granted, would not cause substantial detriment to the public good or impair the purpose and intent of the City of Alpharetta ordinances.

Response: Approval of the variance should not cause substantial detriment to the public good. The property has a narrow shape. The requested variances to reduce the local street width and allow a sidewalk on one (1) side of the street would allow the applicant to provide a ten-foot (10') landscape buffer adjacent to Gransley subdivision, which is not required by Code.

CONCURRENCES

Staff has reviewed the applicant's proposal against the established review criteria for a rezoning and variance. The proposed rezoning is consistent with the future land use designation of the property, as well as the existing use of adjacent and nearby properties. The R-22 zoning district matches the future land use designation of the property and the development regulations are compatible with the narrow shape of the property. If approved, it is recommended that the stormwater pond be moved to the area where the release can be tied to the existing drainage pipe between Lots 3 & 4 in Harrington Falls.

The property has a narrow shape. The requested variances to reduce the local street width and allow a sidewalk on one (1) side of the street would allow the applicant to provide a ten-foot (10') landscape buffer adjacent to Gransley subdivision, which is not required by Code.

CITIZEN PARTICIPATION PLAN

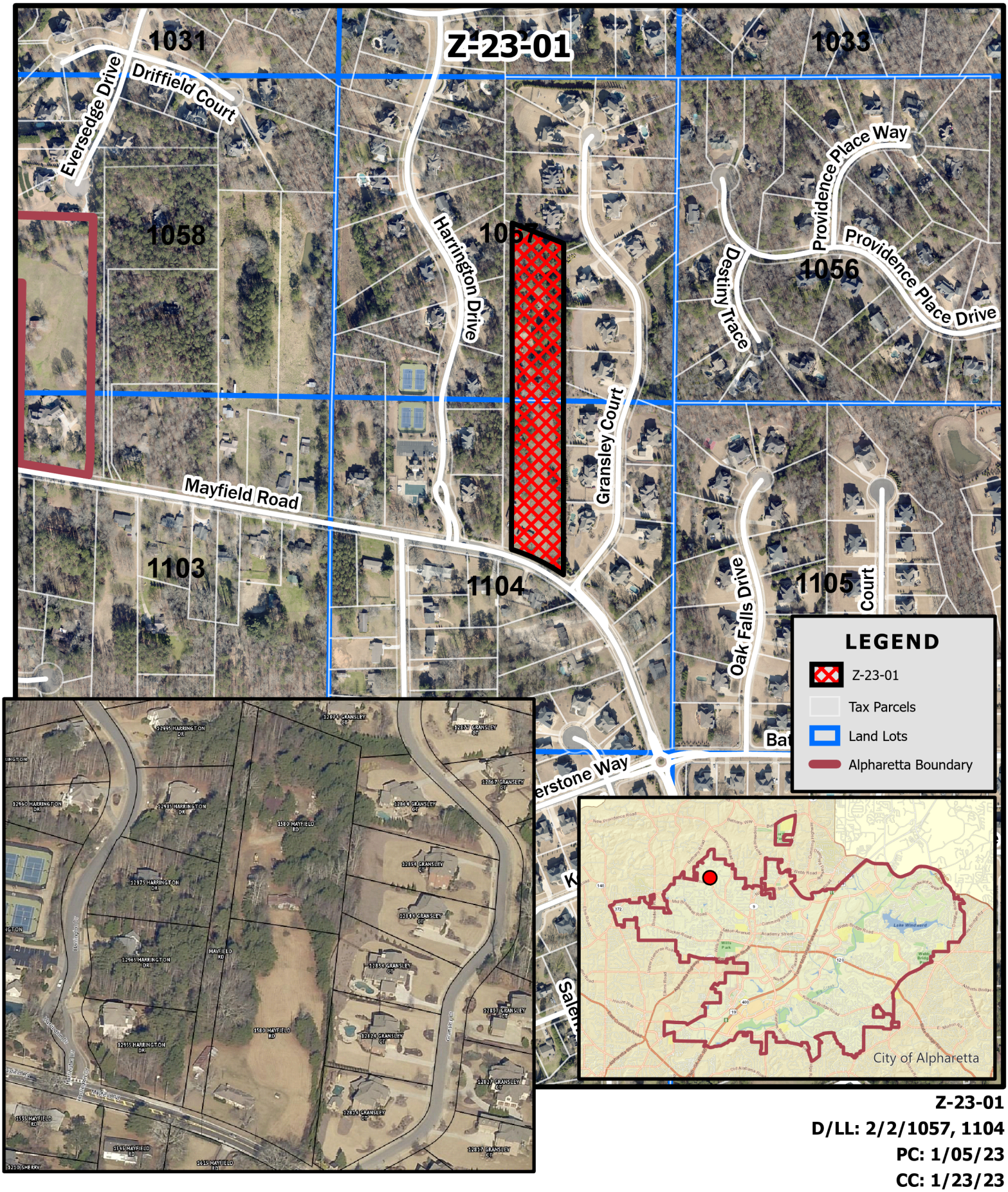
The report submitted by the applicant states that property owners within 500' were contacted regarding the applicant's intent. The report states that no comments were received.

COMMUNITY ZONING INFORMATION MEETING

CZIM was held on December 14, 2022. There were several members of the public interested in the applicant's request, but no public comments were provided on the sign-in sheet.

IV. ATTACHMENTS:

- Aerial Map
- Zoning Map
- Future Land Use Map
- Location Map
- Latest Site Plan
- Exhibit A – Home Photographs
- Citizen Participation Part B
- CZIM Sign In Sheet
- Application

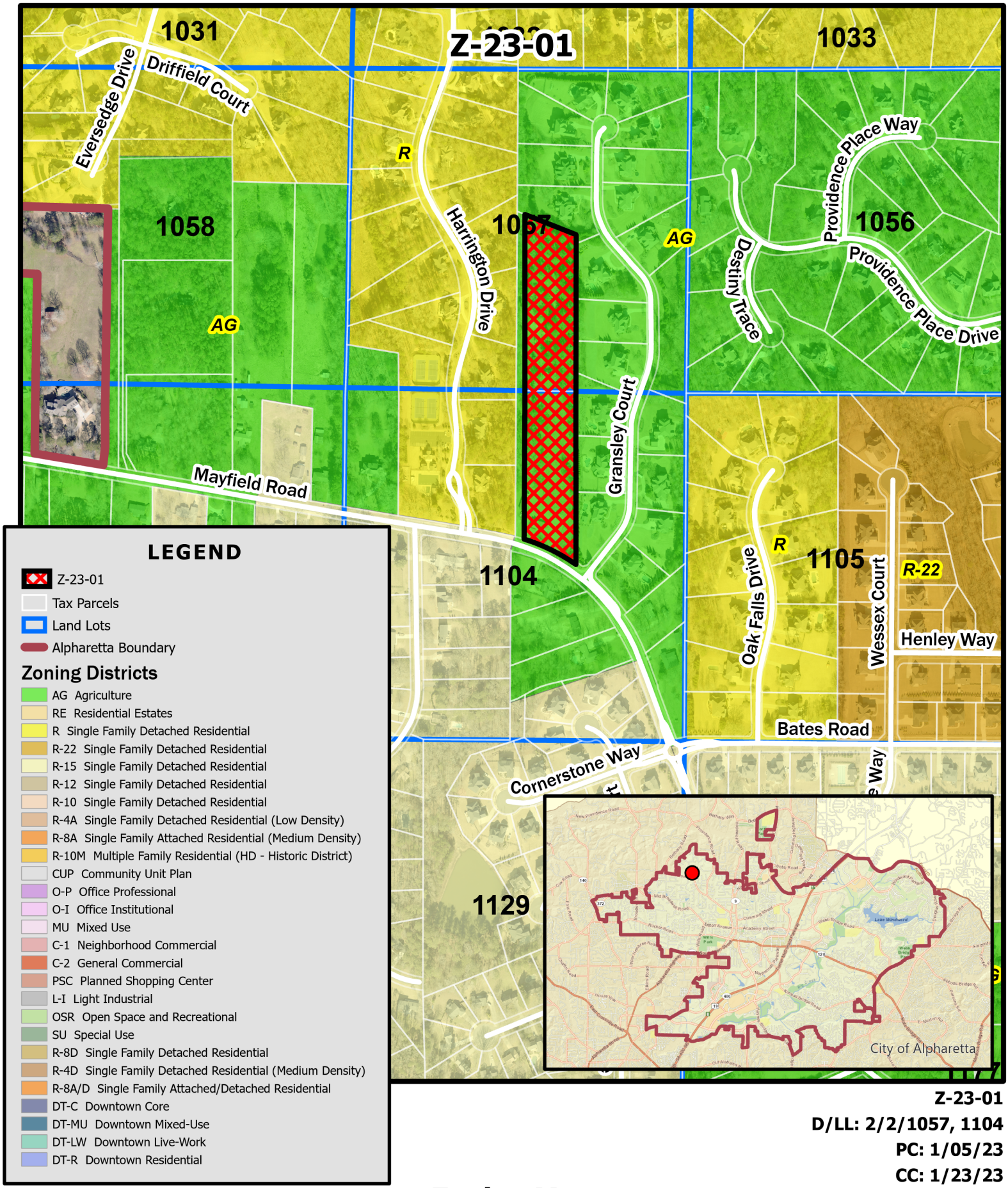


Z-23-01
D/LL: 2/2/1057, 1104
PC: 1/05/23
CC: 1/23/23

Aerial Map
KJ Luxury Homes
1580 Mayfield Road

THE CITY OF ALPHARETTA GEORGIA

Location Map Provided by:
Community Development - GIS



LEGEND

- Z-23-01
- Tax Parcels
- Land Lots
- Alpharetta Boundary

Zoning Districts

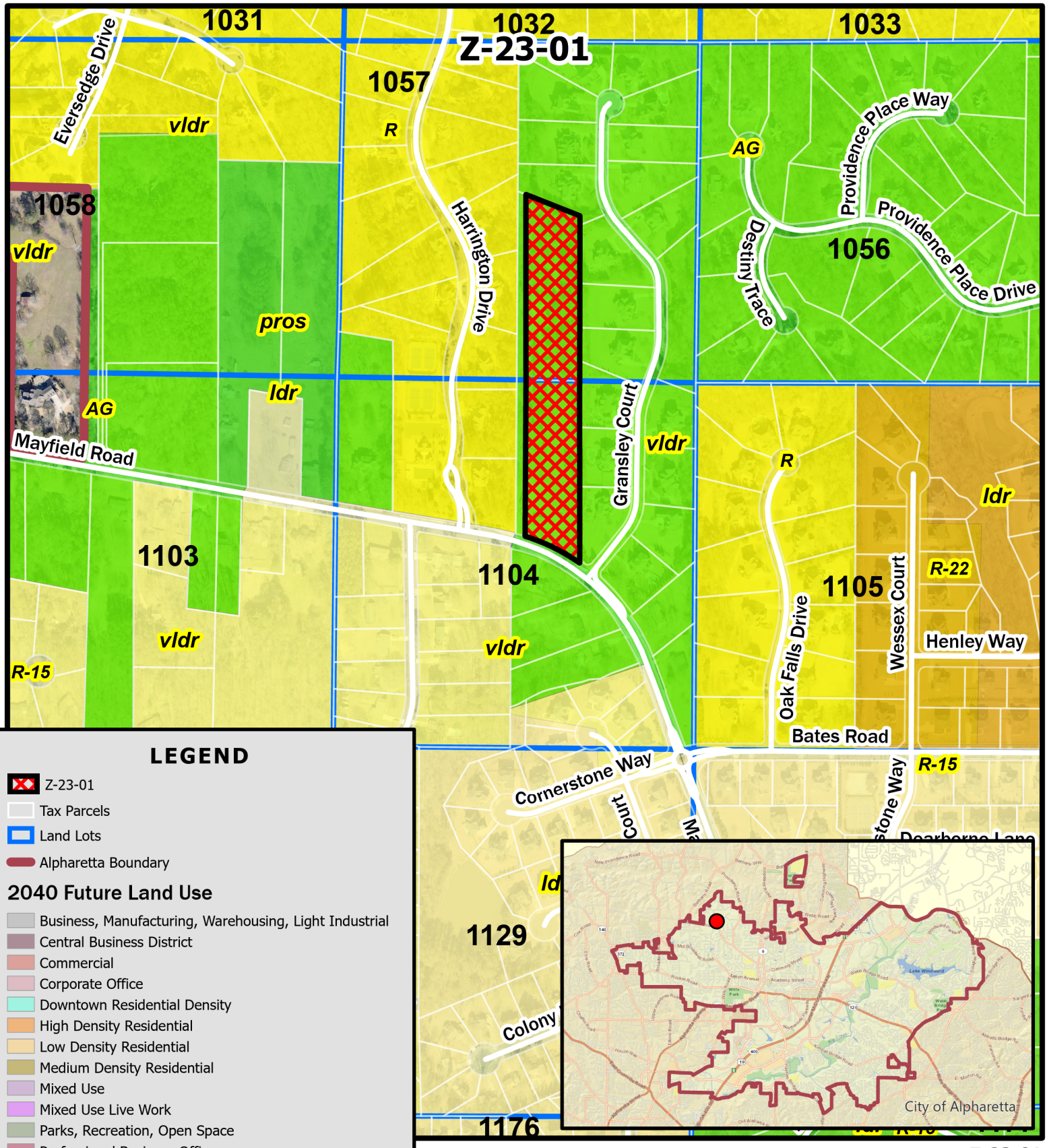
- AG Agriculture
- RE Residential Estates
- R Single Family Detached Residential
- R-22 Single Family Detached Residential
- R-15 Single Family Detached Residential
- R-12 Single Family Detached Residential
- R-10 Single Family Detached Residential
- R-4A Single Family Detached Residential (Low Density)
- R-8A Single Family Attached Residential (Medium Density)
- R-10M Multiple Family Residential (HD - Historic District)
- CUP Community Unit Plan
- O-P Office Professional
- O-I Office Institutional
- MU Mixed Use
- C-1 Neighborhood Commercial
- C-2 General Commercial
- PSC Planned Shopping Center
- L-I Light Industrial
- OSR Open Space and Recreational
- SU Special Use
- R-8D Single Family Detached Residential
- R-4D Single Family Detached Residential (Medium Density)
- R-8A/D Single Family Attached/Detached Residential
- DT-C Downtown Core
- DT-MU Downtown Mixed-Use
- DT-LW Downtown Live-Work
- DT-R Downtown Residential

Z-23-01
D/LL: 2/2/1057, 1104
PC: 1/05/23
CC: 1/23/23

Zoning Map
KJ Luxury Homes
1580 Mayfield Road

THE CITY OF ALPHARETTA GEORGIA

Location Map Provided by:
Community Development - GIS



LEGEND

- Z-23-01
- Tax Parcels
- Land Lots
- Alpharetta Boundary

2040 Future Land Use

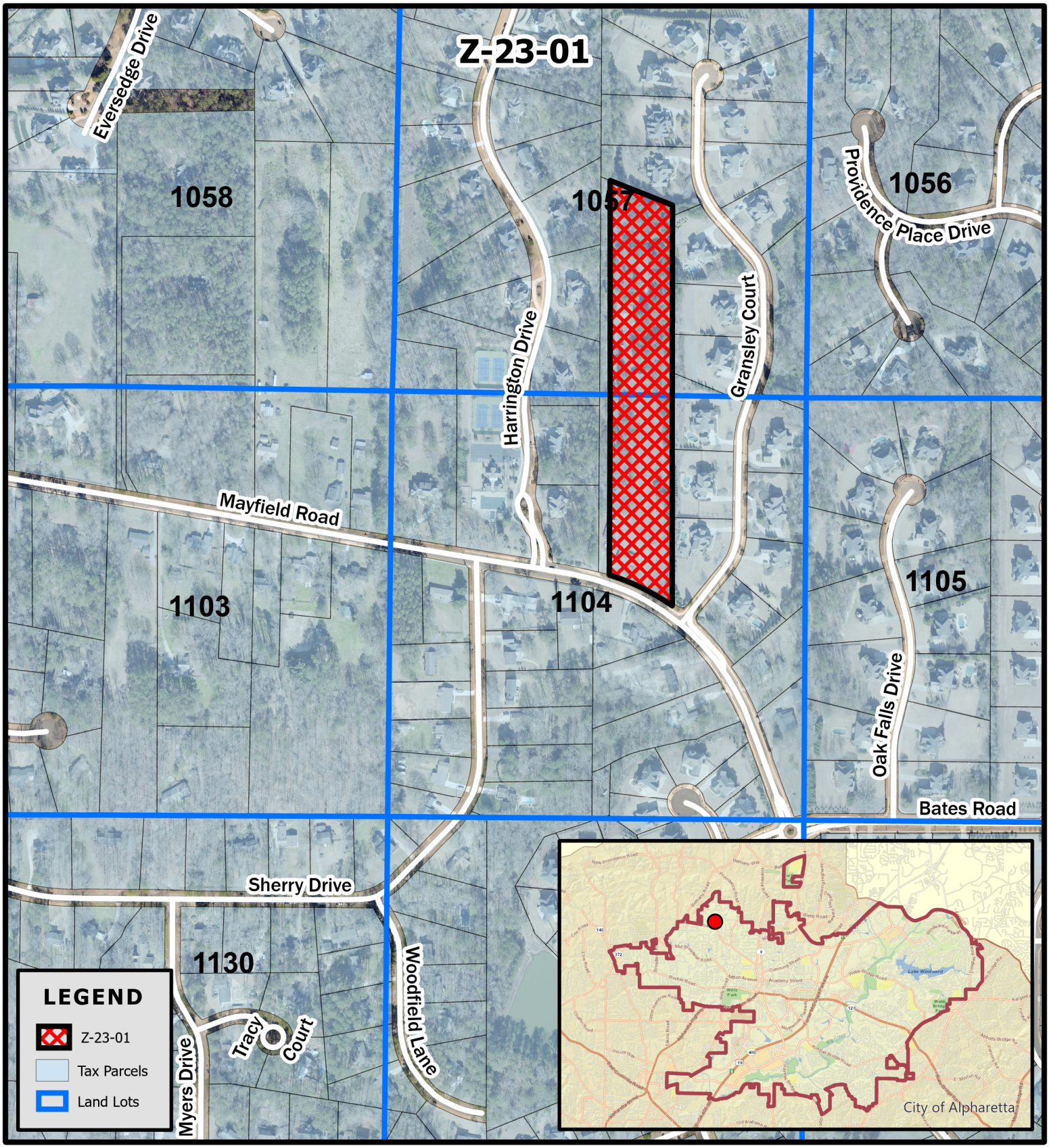
- Business, Manufacturing, Warehousing, Light Industrial
- Central Business District
- Commercial
- Corporate Office
- Downtown Residential Density
- High Density Residential
- Low Density Residential
- Medium Density Residential
- Mixed Use
- Mixed Use Live Work
- Parks, Recreation, Open Space
- Professional Business Office
- Public, Institutional, Education
- Residential Estate
- Very Low Density Residential

Z-23-01
D/LL: 2/2/1057, 1104
PC: 1/05/23
CC: 1/23/23

THE CITY OF ALPHARETTA GEORGIA

Future Land Use Map
KJ Luxury Homes
1580 Mayfield Road

Location Map Provided by:
Community Development - GIS



Z-23-01
D/LL: 2/2/1057, 1104
PC: 1/05/23
CC: 1/23/23

Location Map
KJ Luxury Homes
1580 Mayfield Road

THE CITY OF ALPHARETTA GEORGIA

Location Map Provided by:
Community Development - GIS

OWNER/DEVELOPER
KAMRAN JALALI
1005 CHASEWOOD TRAIL
ALPHARETTA, GA. 30005
PHONE: (678) 858-0255
CONTACT: KAMRAN JALALI

ENGINEER
ACR ENGINEERING, INC.
600 PINNACLE ROAD
SUITE 685
NORCROSS, GEORGIA 30071
(678) 291-0000
CONTACT: ABBAS HEIDARI

SURVEY BY:
ACR ENGINEERING, INC.
600 PINNACLE ROAD
SUITE 685
NORCROSS, GEORGIA 30071
(678) 291-0000
CONTACT: ABBAS HEIDARI
DATED: MARCH 17, 2022

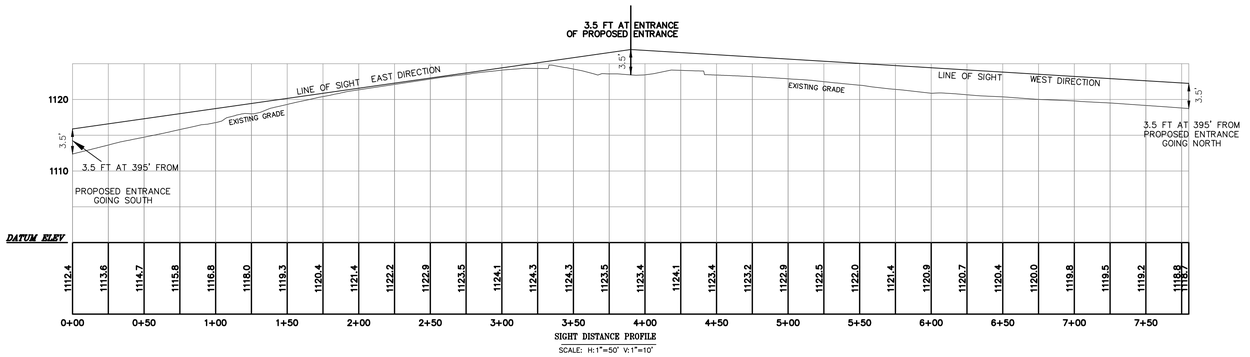
TAX PARCEL I.D.
22 448011040867

BENCHMARK
FULTON COUNTY MONUMENT F315
N: 1486158.656
E: 2284780.395
ELEV. 1165.926

FULTON COUNTY MONUMENT F415
N: 1486943.445
E: 2284673.516
ELEV. 1179.919

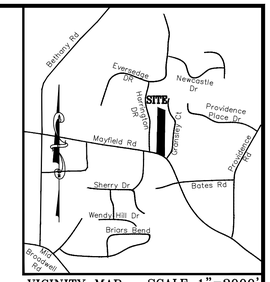
UTILITY PROVIDERS:
TELEPHONE- AT&T
POWER- SAWNEE ELCTRIC
WATER- FULTON COUNTY
SEWER- FULTON COUNTY
GAS- GEORGIA NATURAL GAS CO.

24 HOUR EMERGENCY CONTACT:
KAMRAN JALALI
(678) 858-0255



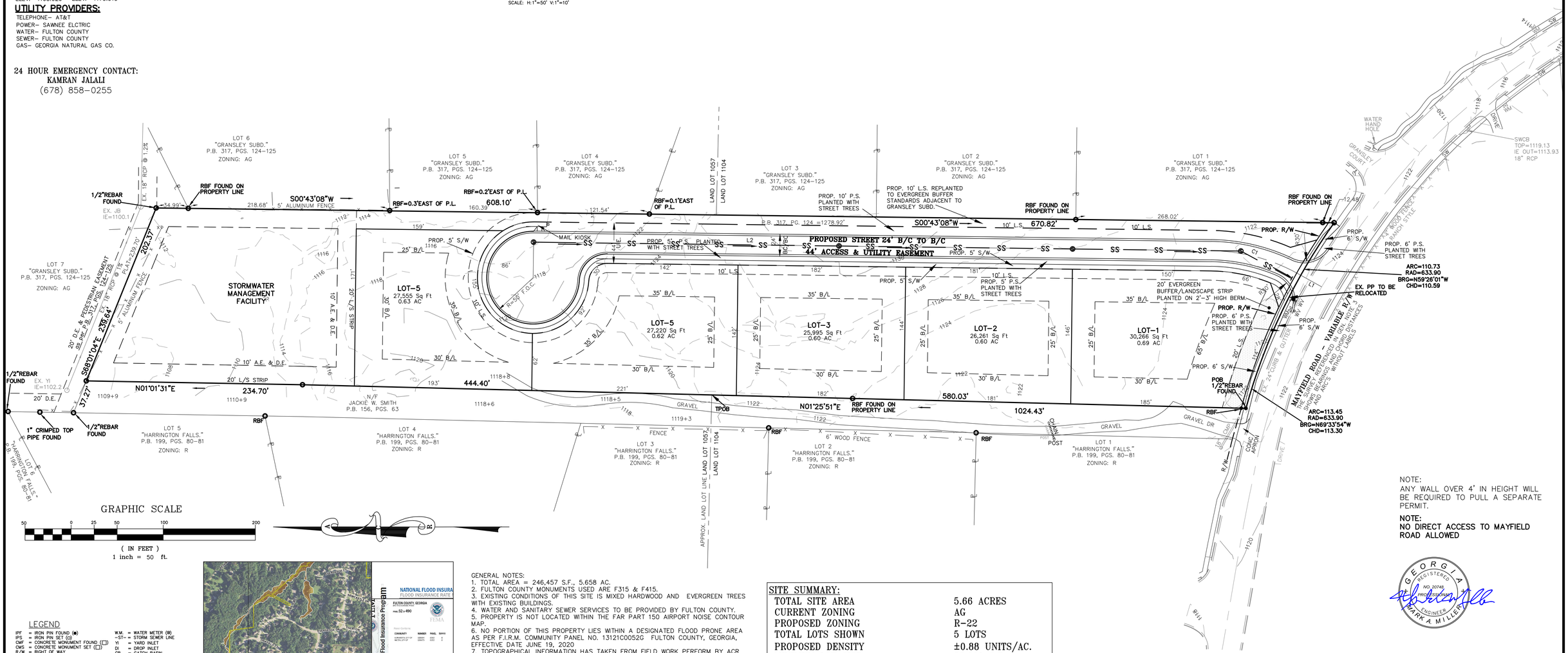
TRIP GENERATION REPORT								
			A.M. PEAK			P.M. PEAK		
LAND USE (ITE CODE)	INTENSITY	DAILY TOTAL	IN	OUT	TOTAL	IN	OUT	TOTAL
SINGLE FAMILY DETACHED (210)	5 LOTS	50	3	9	12	9	6	15

STORMWATER NOTES:
1. THE 10-FOOT ACCESS/DRAINAGE EASEMENT FOR THE DETENTION FACILITY SHALL BE COMPLETELY CONTAINED ON THE DETENTION POND LOT.
2. RUNOFF REDUCTION AND/OR WATER QUALITY TO BE PROVIDED IN ACCORDANCE WITH CITY OF ALPHARETTA REQUIREMENTS.
3. RUNOFF REDUCTION/STORMWATER MANAGEMENT FACILITIES ARE TO BE LOCATED ON PROPERTY OWNED AND/OR MAINTAINED BY THE HOA.
4. STORMWATER MANAGEMENT FACILITIES SHALL MEET THE STANDARDS OF THE CITY OF ALPHARETTA AND THE GEORGIA STORMWATER MANAGEMENT MANUAL. PROVIDE EARTHEN BERMS RATHER THAN WALLS.
5. THE STORMWATER POND OUTLET WILL BE CONNECTED TO THE DRAINAGE SYSTEM IN THE EXISTING DRAINAGE EASEMENT TO THE NORTH IF FEASIBLE. IF AT GRADE RELEASE IS NECESSARY, THE RELEASE SHOULD BE AT LEAST 20' FROM THE PROPERTY LINE THROUGH A LEVEL SPREADER AND DIRECTED THROUGH AN EXISTING OR PROPOSED OFF-SITE DRAINAGE EASEMENT.
6. NO INCREASE IN PEAK STORMWATER RUNOFF RATES SHALL OCCUR AT ANY DISCHARGE POINT OR DOWNSTREAM STUDY POINT.



VICINITY MAP SCALE 1"=2000'

PROPERTY ADDRESS:
1580 MAYFIELD ROAD
ALPHARETTA, GA 30009



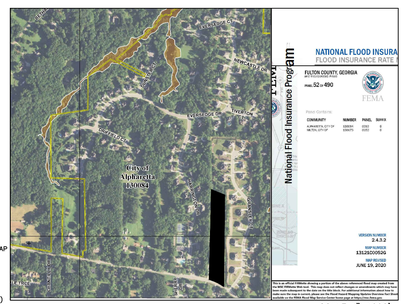
GRAPHIC SCALE
50 0 25 50 100 200
(IN FEET)
1 inch = 50 ft.

NOTE:
ANY WALL OVER 4' IN HEIGHT WILL BE REQUIRED TO PULL A SEPARATE PERMIT.

NOTE:
NO DIRECT ACCESS TO MAYFIELD ROAD ALLOWED

GEORGIA REGISTERED NO. 20748 PROFESSIONAL ENGINEER MARK A. MILLER

LEGEND
IPF = IRON PIN FOUND (●)
IPS = IRON PIN SET (○)
CMF = CONCRETE MONUMENT FOUND (□)
CMS = CONCRETE MONUMENT SET (□)
R/W = RIGHT OF WAY
STA = STATION NUMBER
LL = LAND LOT LINE
C/L = CENTERLINE
P/L = PROPERTY LINE
BM = BENCHMARK
PT = POINT OF TANGENCY
PC = POINT OF CURVATURE
IE = INVERT ELEVATION
EL. = ELEVATION (ELEV.)
B/L = BUILDING LINE
R = RADIUS
SGE = SUBGRADE ELEVATION
FLOW
POC = PROPERTY CORNER
FENCE
POLE
TELEPHONE LINE
TELEVISION LINE
POWER LINE
SANITARY SEWER LINE
SSE = SANITARY SEWER EASEMENT
MH = MANHOLE
GAS LINE
WATER LINE
PLUGGED STUB
GATE VALVE
F.H. = EXIST. FIRE HYDRANT
F.H. = PROP. FIRE HYDRANT
W.M. = WATER METER (⊗)
-ST- = STORM SEWER LINE
YI = YARD INLET
DI = DROP INLET
CB = CATCH BASIN
HW = HEAD WALL
JB = JUNCTION BOX
DE = DRAINAGE EASEMENT
FM = SEWER FORCE MAIN
DS = DOWNSPOUT
CO = CLEAN OUT
CMP = CORRUGATED METAL PIPE
RCP = REINFORCED CONCRETE PIPE
VCP = VITRIFIED CLAY PIPE
DIP = DUCTILE IRON PIPE
PVC = POLYVINYL CHLORIDE PIPE
C & G = CURB AND GUTTER
F.I.R.M. = FEDERAL INSURANCE RATE MAP
T.P.O.B. = TRUE POINT OF BEGINNING
P.O.B. = POINT OF BEGINNING
GMD = GA. MILITIA DISTRICT
TREE LINE
REB. = REBAR
BRANCH
-o-o- = EXISTING CONTOURS (DASHED)
-912- = PROPOSED CONTOURS (SOLID)
TC = TOP OF CURB ELEVATION
TRAVERSE POINT
LP = LIGHT POLE (☼)
PLANTED TREE
MT = MARKED TREE



SCALE 1"=1000'

FIRM PANEL
1"=1000' PANEL 52 OF 490
MAP NUMBER 13121C0052G
MAP DATED: JUNE 19, 2020

GENERAL NOTES:
1. TOTAL AREA = 246,457 S.F., 5.658 AC.
2. FULTON COUNTY MONUMENTS USED ARE F315 & F415.
3. EXISTING CONDITIONS OF THIS SITE IS MIXED HARDWOOD AND EVERGREEN TREES WITH EXISTING BUILDINGS.
4. WATER AND SANITARY SEWER SERVICES TO BE PROVIDED BY FULTON COUNTY.
5. PROPERTY IS NOT LOCATED WITHIN THE FAR PART 150 AIRPORT NOISE CONTOUR MAP.
6. NO PORTION OF THIS PROPERTY LIES WITHIN A DESIGNATED FLOOD PRONE AREA AS PER F.I.R.M. COMMUNITY PANEL NO. 13121C0052G FULTON COUNTY, GEORGIA, EFFECTIVE DATE JUNE 19, 2020
7. TOPOGRAPHICAL INFORMATION HAS TAKEN FROM FIELD WORK PERFORM BY ACR ENGINEERING DATED 3/11/2022.
8. THERE ARE NO STATE WATERS, WETLANDS, NOR BUFFERS ASSOCIATED WITH STATE WATERS OR WETLANDS LOCATED ON SITE.
9. BOUNDARY SURVEY TAKEN FROM PLAT PREPARED BY ACR ENGINEERING, INC., DATED MARCH 17, 2022.
10. ON-SITE DEBRIS BURIAL IS NOT ALLOWED
11. PROPOSED USE IS SINGLE FAMILY RESIDENTIAL.
12 EXISTING IMPERVIOUS = 9,403 S.F.
13. PROPOSED BUILDINGS:
HEATED FLOOR: 3,500 S.F MIN., HEIGHT: NOT TO EXCEED 35', 2 STORY BUILDING
14. THIS PROJECT SHALL BE COMPLIANT WITH ALL ADOPTED CODES AND STANDARDS BY THE STATE OF GEORGIA AND LOCAL AUTHORITIES HAVING JURISDICTION, INCLUDING BUT NOT LIMITED TO 2018 INTERNATIONAL FIRE CODE (INCLUDING APPENDIX D), 2018 NFPA 101 LIFE SAFETY CODE, 2010 AMERICANS WITH DISABILITIES ACT, AND CITY OF ALPHARETTA SPRINKLER ORDINANCE #220.
15. ALL CONSTRUCTION SHALL BE COMPLIANT WITH THE CURRENT CODES AS ADOPTED BY THE STATE OF GEORGIA AND THE CITY OF ALPHARETTA. THIS WILL INCLUDE THE HOUSES, ANY WALLS 4' OR GREATER IN HEIGHT, AND POOLS.

SITE SUMMARY:

TOTAL SITE AREA	5.66 ACRES
CURRENT ZONING	AG
PROPOSED ZONING	R-22
TOTAL LOTS SHOWN	5 LOTS
PROPOSED DENSITY	±0.88 UNITS/AC.
MINIMUM LOT SIZE	22,000 S.F.
MIN. LOT WIDTH	100 FEET
MAXIMUM BUILDING HEIGHT	35 FEET
MAXIMUM GROUND COVERAGE BY PRINCIPAL BUILDINGS	25%
MINIMUM FLOOR AREA OF A DWELLING UNIT	1,500 SQUARE FEET
SETBACKS:	
FRONT YARD OF LOCAL STREET = 35 FT	
FRONT YARD OF ALL OTHER STREETS = 65 FT	
SIDE YARD = 25 FT	
REAR YARD = 30 FT	

DATE: OCTOBER 25, 2013	No.	Revision/Issue	By	Date
SCALE: 1"=50'	1	CITY COMMENTS	MM	12/13/22
DRAWN: IP	2	CONCEPTUAL SEWER PLAN	MM	1/16/23
APPROVED: MM	3	REDUCE TO 5 LOTS	MM	2/06/23
DRAWING: ZONING/22008E				

ACR ENGINEERING, INC.
ATLANTA COMMERCIAL & RESIDENTIAL ENGINEERING
600 PINNACLE COURT
SUITE 685
NORCROSS, GA 30071
TEL: (678) 291-0000
FAX: (678) 291-6887

Sheet 1 Of 1

ZONING PLAN
FOR
1580 MAYFIELD ROAD
ALPHARETTA, GA 30009
LOCATED IN L.L. 1057 & 1104
2ND DISTRICT, 2ND SECTION
CITY OF ALPHARETTA
FULTON COUNTY, GEORGIA

OWNER/DEVELOPER

KAMRAN JALALI
1005 CHASEWOOD TRIAL
ALPHARETTA, GA. 30005
PHONE: (678) 858-0255
CONTACT: KAMRAN JALALI

ENGINEER

ACR ENGINEERING, INC.
600 PINNACLE ROAD
SUITE 685
NORCROSS, GEORGIA 30071
(678) 291-0000
CONTACT: ABBAS HEIDARI

SURVEY BY:

ACR ENGINEERING, INC.
600 PINNACLE ROAD
SUITE 685
NORCROSS, GEORGIA 30071
(678) 291-0000
CONTACT: ABBAS HEIDARI
DATED: MARCH 17, 2022

TAX PARCEL I.D.

22 448011040867

BENCHMARK

FULTON COUNTY MONUMENT F315
N: 1486158.656
E: 2284780.395
ELEV: 1165.926

FULTON COUNTY MONUMENT F415
N: 1486943.445
E: 2284673.516
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UTILITY PROVIDERS:

TELEPHONE– AT&T
POWER– SAWNEE ELCTRIC
WATER– FULTON COUNTY
SEWER– FULTON COUNTY
GAS– GEORGIA NATURAL GAS CO.

24 HOUR EMERGENCY CONTACT:
KAMRAN JALALI
(678) 858-0255

NO.	SIZE (INCHES)	SPECIES
4988	6	POP*
4989	24	PINE*
4990	15	PINE
4991	16	PINE
4992	20	PINE
4993	6	PINE*
4994	Multi	MAP**
4995	6	POP
4996	10	POP
4997	6	POP
4998	8	PINE
4999	TRIP-24	POP*
5000	15	OAK
001	16	PECAN** X
002	LG.TRIP.	MAP** X
003	25	MAP** X
004	28	MAP** X
005	12	PINE
006	10	OAK X
007	9	PINE X
008	8	OAK X
009	11	PINE X
010	6	OAK X
011	14	PINE X
012	12	OAK X
013	10	PINE X
014	10	PINE X
015	9	PINE X
016	6	PINE X
017	6	PINE X
019	12x10	PINE X
021	9	PINE X
022	12	PINE X
023	7	PINE X
024	8	PINE X
025	8	PINE* X
026	10	PINE
027	10x10	PINE
028	9	PINE X
029	10	PINE X
030	10	PINE X
031	8	PINE* X
032	9	PINE** X
033	9	PINE** X
034	6	PINE** X
035	9	PINE X
036	14	PINE X
037	8	PINE X
038	8	PINE X
039	10	PINE** X
040	6	PINE** X
041	10	PINE X
042	10	PINE* X
043	10	PINE* X
044	6	PINE X
045	8	OAK X
046	6	GUM
047	16	ASH*
048	20	ASH*
049	6	PINE* X
050	9	PINE X
051	10	PINE* X
052	13	PINE* X
053	10	PINE* X
054	10	GUM X
055	10	PINE X
056	8	PINE* X
057	11	SYC* X
058	10	PINE** X
059	10	PINE* X
060	4x12	GUM** X
061	6X6	MAP** X
062	8	PINE X
063	10	PINE X
064	8	PINE X
065	11	PINE X
066	6	PINE* X
067	10	PINE X
068	6	GUM** X
069	6	GUM** X
070	10	MAP** X
071	8	PINE X
072	10	MAP** X
073	16	GUM** X
074	12	OAK* X
075	10	CHERRY** X
076	12	OAK* X
077	10	CHERRY** X
078	15	OAK X
079	15	GUM*
080	8	OAK*
081	17	GUM
082	18	OAK X
083	6	OAK X
084	14	GUM X
085	8	GUM X
086	10	PINE X
087	8	PINE X
088	10	PINE X
089	10	PINE* X
090	10	PINE X
091	10	PINE X
092	11	PINE X
093	6	PINE X
094	8	PINE X
095	12	PINE X
096	6	PINE X
097	6	PINE X
098	8	PINE X
099	8	PINE X
100	8	PINE X
101	11	PINE** X
102	8	GUM** X
103	8	PINE* X
104	6	PINE** X
105	6	PINE** X
106	12	PINE** X
107	7	GUM X
108	6	PINE X
109	10	PINE X
110	12	PINE X
111	6	PINE X
112	11	PINE X
113	8	PINE X
114	9	PINE X
115	10	PINE X
116	11	PINE X
117	6	PINE X
118	12	PINE X
119	12	PINE X
120	12	PINE X
121	11	PINE X
122	6	PINE X
123	13	PINE X
124	14	PINE X
125	9	PINE X
126	14	MAP*
127	10	PINE
128	10	PINE X
129	10	PINE X
130	12	PINE X
131	8	PINE X
132	6	PINE X
133	6	PINE X
134	8	PINE X
135	6	PINE X
136	13	PINE X
137	13	PINE X
138	8	PINE X
139	15	PINE X
140	9	PINE X
141	10	PINE X
142	10	PINE** X
143	11	GUM** X
144	20	TRIPLE GUM** X
145	15	PINE* X
147	11	PINE** X
148	10	PINE X
149	10	PINE
150	12	POP* X
151	8	PINE* X
152	10	PINE* X
153	10	PINE* X
154	14	PINE* X
155	9	PINE X
156	6	PINE X
157	14	PINE** X
158	13	PINE X
159	13	PINE X
160	6	PINE X
161	8	PINE* X
5162	8	PINE X
163	10	PINE X
164	10	PINE X
165	8	PINE* X
166	10	PINE X
167	14	PINE X
168	6	PINE X
169	6	PINE X
170	8	PINE X
171	11	PINE X
172	11	PINE X
173	8	PINE X
174	6	PINE X
175	6	PINE X
176	6	PINE X
177	7	PINE X
178	7	PINE X
179	6	PINE X
180	12	PINE X
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183	12	PINE X
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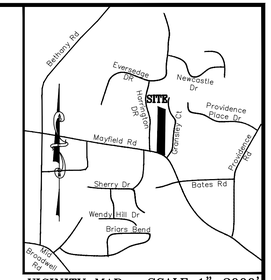
185	7	PINE X
186	8	PINE X
187	6	PINE X
188	6	PINE X
189	6	PINE* X
190	8	PINE X
191	6	PINE X
192	11	PINE X
193	6	PINE X
194	10	PINE X
195	10	PINE X
196	12	PINE X
197	6	PINE X
198	6	PINE X
199	6	PINE X
200	8	PINE X
201	8	PINE X
202	7	PINE X
203	10	PINE X
204	10	PINE X
205	6	PINE X
206	10	PINE X
207	6	PINE X
208	6	PINE X
209	12	PINE* X
210	10	PINE* X
211	9	PINE X
212	15	PINE X
213	8	PINE X
214	14	PINE* X
215	8	PINE* X
216	6	PINE X
217	6	PINE X
218	12	PINE** X
219	13	PINE X
220	12	PINE X
221	6	GUM X
222	8	GUM X
223	6	PINE X
224	11	PINE X
225	15	PINE* X
226	11	PINE* X
227	12	PINE X
228	6	GUM* X
229	6	GUM** X
230	8	PINE** X
231	15	PINE** X
232	15	PINE X
233	15	PINE X
234	15	PINE X
235	15	PINE X
236	8	PINE X
237	10	PINE X
238	9	PINE
239	9	PINE
240	6	PINE
241	9	PINE
242	6	CYPRESS*
243	6	CYPRESS*
244	7	PINE
245	7	PINE
246	7	PINE
247	6	CYPRESS*
248	6	CYPRESS*
249	6	CYPRESS**
255	6	CHERRY** X
256	16	PINE X
257	18	PINE X
258	18	PINE X
259	26	PINE X
260	25	PINE X
261	6	POP X
262	6	POP X
263	25	PINE X
264	6	GUM X
265	6	GUM X
266	6	GUM X
267	6	PEAR* X
268	9x9	POP X
269	6	POP X
270	11	POP X
271	6	POP X
272	6	POP X
273	6	GUM X
274	6	GUM X
275	6x6	POP X
276	16	PINE* X
278	6	PINE X
279	11	PINE X
280	6	PINE X
281	22	PINE* X
282	17	GUM* X
283	6	GUM* X
284	12	PINE* X
285	6	PEAR* X
286	8	PINE
287	10	PINE
288	9	PINE
289	9	PINE
290	6	OAK
291	6	PEAR*
292	12	PINE
293	12	GUM
294	18	PINE
295	6	OAK
296	6	PINE X
297	12	PINE X
298	10	PINE X
299	6	PINE X
300	10	PINE X
301	6	PINE X
302	6	PINE X
303	26	OAK X
304	44	OAK* X
305	6	GUM*
306	6	GUM
307	Dbl 20	GUM
308	Dbl 26	GUM
309	16	PINE
310	14	PINE
311	14	GUM
312	10	GUM
313	6	MAP
314	15	GUM
315	Dbl 24	OAK
316	24	OAK**
317	24	OAK**
318	8	GUM
319	Trp 9	CHERRY**
320	8	GUM**
321	6	GUM
322	6	GUM
323	6	GUM*
324	6	GUM
325	12	GUM
326	26	OAK
327	12	PINE
328	24	OAK
329	11	PINE
330	14	OAK
331	6	GUM*
332	8	OAK
333	16	OAK
334	15	PINE
335	14	GUM
336	7	GUM
337	9	OAK*
338	20	PINE
339	14	PINE
340	16	PINE**
341	6	GUM*
342	16	PINE
343	6	OAK
344	12	GUM
345	18x12	GUM*
346	15	PINE X
347	12	OAK X
348	20	PINE** X
349	14	PINE** X
350	6	GUM X
351	8	CHERRY**
352	TRIP	22 GUM*
353	14	OAK X
354	16	OAK
355	14	OAK* X
356	8	MAP* X
357	6	MAP X
358	12	PINE X
359	6	PINE X
360	14	PINE X
361	8	PINE X
362	8	PINE X
363	8	PINE X
364	8	PINE X
365	10	GUM X
366	10	GUM
367	6	GUM
368	6	GUM
369	6	GUM
370	6	PINE
371	8	GUM
372	14	GUM
373	TWIN 6x4	PERSIMMON
374	7	CHERRY*
375	6	PINE X
376	8	PINE X
377	6	PINE X
378	6	PINE** X
379	6	PINE X
380	12	PINE X
381	11	PINE X
382	8	PINE X
383	6	PINE X
384	11	PINE X
385	10	PINE X
386	10	PINE* X
387	6	PINE X
388	12	PINE X
389	8	GUM
390	11	PINE X
391	11	PINE X
392	11	PINE X
393	8	PINE X
394	6	PINE X
395	8	PINE X
396	6	PINE X
397	6	GUM X
398	10	GUM* X
399	10	OAK*
400	6	GUM
401	6	GUM
402	8	GUM*
403	8	OAK*
404	12	GUM
405	10	GUM**
406	6	GUM
407	15	PINE
408	8	GUM**
409	13	GUM
410	16	PINE
411	14	PINE
412	6	PINE**
413	8	PINE*
414	17	PINE
415	15	OAK
416	11	GUM
417	6	GUM
418	6	PINE
419	8	PINE
420	10	OAK X
421	8	OAK X
422	6	GUM* X
423	8	GUM** X
424	10	PINE X
425	10	GUM* X
426	10	PINE X
427	6	OAK X
428	15	OAK X
429	6	GUM* X
430	6	GUM* X
431	8	PINE
432	23	PINE X
433	10	GUM X
434	20	GUM X
435	24	PINE X
436	16	POP X
437	14	OAK*
438	10	GUM
439	22	PINE*
440	14	PINE*
441	12	PINE
442	12	PINE
443	12	PINE
444	12	PINE
445	8	GUM
446	6	GUM
447	6	GUM
448	11	GUM
449	12	GUM
450	10	GUM
451	10	GUM
452	12	GUM
453	6	PECAN
454	6	PINE** X
455	6	PINE** X
456	13	PINE
457	8	PINE
458	9	PINE
459	8	PINE
460	10	PINE
461	10	PINE
462	13	GUM*
463	12	GUM
464	10	PINE
465	10	PINE
466	12	PINE
467	22	OAK
468	15	OAK
469	22	GUM
470	6	OAK*
471	7	PINE
472	6	PINE
473	8	PINE
474	10	PINE
475	10	PINE
476	6	PINE
477	8	PINE**
478	12x12x8	PINE**
479	6	PINE
480	6	GUM
481	13	PINE* X
482	20	OAK X
483	6	PINE** X
484	6	PINE** X
485	10	POP
486	6	POP
487	6	CHERRY**
488	8x6	POP* X
489	6	POP X
490	6	GUM* X
491	6	GUM X
492	8	GUM
493	6	POP X
495	6	POP
496	6x10	POP X
497	10	POP X
498	6	POP X
499	6	POP X
500	6	OAK X

NOTE: TREE SYMBOL NUMBERS SHOWN HEREON ARE THE SAME AS TREE TAG NUMBERS IN THE FIELD.



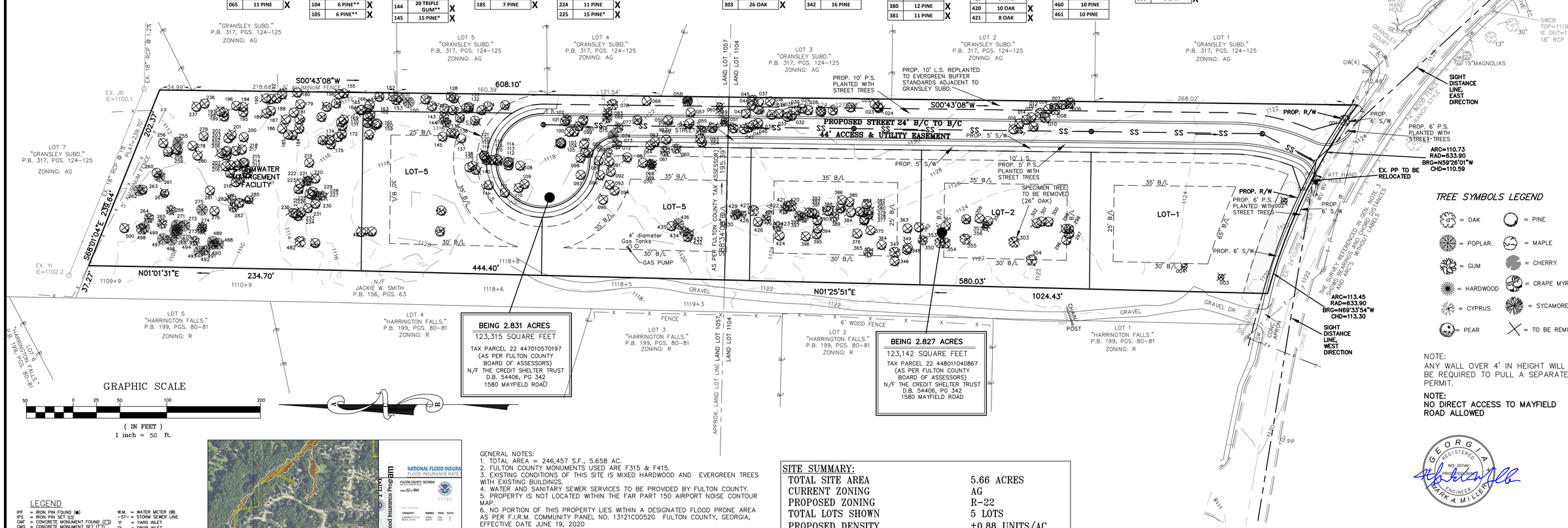
VICINITY MAP SCALE 1"=2000'

PROPERTY ADDRESS:
1580 MAYFIELD ROAD
ALPHARETTA, GA 30009

X = TREE TO BE REMOVED
1 SPECIMEN TREE T.B.R.
331 TOTAL TREES T.B.R.

TREE CONDITION ASSESSMENT SYMBOLS:

NO. (IN) SPECIES**	– POOR CONDITION
NO. (IN) SPECIES*	– FAIR CONDITION
NO. (IN) SPECIES	– GOOD CONDITION



GRAPHIC SCALE
50 0 25 50 100 200
(IN FEET)
1 inch = 50 ft.

TREE SYMBOLS LEGEND

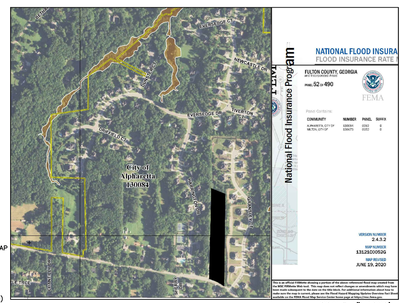
= OAK, = PINE, = POPLAR, = MAPLE, = GUM, = CHERRY, = HARDWOOD, = CRAPE MYRTLE, = CYPRESS, = SYCAMORE, = PEAR, = TO BE REMOVED

NOTE:
ANY WALL OVER 4' IN HEIGHT WILL BE REQUIRED TO PULL A SEPARATE PERMIT.

NOTE:
NO DIRECT ACCESS TO MAYFIELD ROAD ALLOWED

LEGEND

IPF	= IRON PIN FOUND (●)	W.M.	= WATER METER (⊠)
IPS	= IRON PIN SET (○)	–ST–	= STORM SEWER LINE
CMF	= CONCRETE MONUMENT FOUND (□)	YI	= YARD INLET
CMS	= CONCRETE MONUMENT SET (□)	DI	= DROP INLET
R/W	= RIGHT OF WAY	CB	= CATCH BASIN
STA	= STATION NUMBER	HW	= HEAD WALL
LL	= LAND LOT LINE	JB	= JUNCTION BOX
C/L	= CENTERLINE	DE	= DRAINAGE EASEMENT
P/L	= PROPERTY LINE	FM	= SEWER FORCE MAIN
BM	= BENCHMARK	DS	= DOWNSPOUT
PT	= POINT OF TANGENCY	CO	= CLEAN OUT
PC	= POINT OF CURVATURE	CMP	= CORRUGATED METAL PIPE
IE	= INVERT ELEVATION	RCP	= REINFORCED CONCRETE PIPE
EL.	= ELEVATION (ELEV.)	VCP	= VITRIFIED CLAY PIPE
B/L	= BUILDING LINE	DIP	= DUCTILE IRON PIPE
R	= RADIUS	PVC	= POLYVINYL CHLORIDE PIPE
SGE	= SUBGRADE ELEVATION	C & G	= CURB AND GUTTER
—	= FLOW	F.I.R.M.	= FEDERAL INSURANCE RATE MAP
-○	= PROPERTY CORNER	T.P.O.B.	= TRUE POINT OF BEGINNING
-x-	= FENCE	P.O.B.	= POINT OF BEGINNING
-Ø-	= POLE	GMD	= GA. MILITIA DISTRICT
-T-	= TELEPHONE LINE	~~~~	= TREE LINE
-TV-	= TELEVISION LINE	REB.	= REBAR
-P-	= POWER LINE	— —	= BRANCH
-S-	= SANITARY SEWER LINE	— —	= EXISTING CONTOURS (DASHED)
SSE	= SANITARY SEWER EASEMENT	-912-	= PROPOSED CONTOURS (SOLID)
MH	= MANHOLE	TC	= TOP OF CURB ELEVATION
-G-	= GAS LINE	⍋	= TRAVERSE POINT
-W-	= WATER LINE	L.P.	= LIGHT POLE (○)
	= PLUGGED STUB		= LIGHT POLE (●)
	= GATE VALVE		= PLANTED TREE
F.H.	= EXIST. FIRE HYDRANT	MT	= MARKED TREE
F.H.	= PROP. FIRE HYDRANT		



SCALE 1"=1000'

FIRM PANEL
1"=1000' PANEL 52 OF 490
MAP NUMBER 13121C0052G
MAP DATED: JUNE 19, 2020

GENERAL NOTES:
1. TOTAL AREA = 246,457 S.F., 5.658 AC.
2. FULTON COUNTY MONUMENTS USED ARE F315 & F415.
3. EXISTING CONDITIONS OF THIS SITE IS MIXED HARDWOOD AND EVERGREEN TREES WITH EXISTING BUILDINGS.
4. WATER AND SANITARY SEWER SERVICES TO BE PROVIDED BY FULTON COUNTY.
5. PROPERTY IS NOT LOCATED WITHIN THE FAR PART 150 AIRPORT NOISE CONTOUR MAP.
6. NO PORTION OF THIS PROPERTY LIES WITHIN A DESIGNATED FLOOD PRONE AREA AS PER F.I.R.M. COMMUNITY PANEL NO. 13121C0052G FULTON COUNTY, GEORGIA, EFFECTIVE DATE JUNE 19, 2020
7. TOPOGRAPHICAL INFORMATION HAS TAKEN FROM FIELD WORK PERFORM BY ACR ENGINEERING DATED 3/11/2022.
8. THERE ARE NO STATE WATERS, WETLANDS, NOR BUFFERS ASSOCIATED WITH STATE WATERS OR WETLANDS LOCATED ON SITE.
9. BOUNDARY SURVEY TAKEN FROM PLAT PREPARED BY ACR ENGINEERING, INC., DATED MARCH 17, 2022.
10. ON–SITE DEBRIS BURIAL IS NOT ALLOWED
11. PROPOSED USE IS SINGLE FAMILY RESIDENTIAL.
12 EXISTING IMPERVIOUS = 9,403 S.F.
13. PROPOSED BUILDINGS:
HEATED FLOOR: 3,500 S.F MIN., HEIGHT: NOT TO EXCEED 35', 2 STORY BUILDING
14. THIS PROJECT SHALL BE COMPLIANT WITH ALL ADOPTED CODES AND STANDARDS BY THE STATE OF GEORGIA AND LOCAL AUTHORITIES HAVING JURISDICTION, INCLUDING BUT NOT LIMITED TO 2018 INTERNATIONAL FIRE CODE (INCLUDING APPENDIX D), 2018 NFPA 101 LIFE SAFETY CODE, 2010 AMERICANS WITH DISABILITIES ACT, AND CITY OF ALPHARETTA SPRINKLER ORDINANCE #220.
15. ALL CONSTRUCTION SHALL BE COMPLIANT WITH THE CURRENT CODES AS ADOPTED BY THE STATE OF GEORGIA AND THE CITY OF ALPHARETTA. THIS WILL INCLUDE THE HOUSES, ANY WALLS 4' OR GREATER IN HEIGHT, AND POOLS.

SITE SUMMARY:

TOTAL SITE AREA	5.66 ACRES
CURRENT ZONING	AG
PROPOSED ZONING	R-22
TOTAL LOTS SHOWN	5 LOTS
PROPOSED DENSITY	±0.88 UNITS/AC.
MINIMUM LOT SIZE	22,000 S.F.
MIN. LOT WIDTH	100 FEET
MAXIMUM BUILDING HEIGHT	35 FEET
MAXIMUM GROUND COVERAGE BY PRINCIPAL BUILDINGS	25%
MINIMUM FLOOR AREA OF A DWELLING UNIT	1,500 SQUARE FEET
SETBACKS:	
FRONT YARD OF LOCAL STREET = 35 FT	
FRONT YARD OF ALL OTHER STREETS = 65 FT	
SIDE YARD = 25 FT	
REAR YARD = 30 FT	

GEORGIA REGISTERED NO. 20748 PROFESSIONAL ENGINEER MARK A. MILLER

DATE: OCTOBER 25, 2013	No.	Revision/Issue	By / Date
SCALE: 1"=50'	1	CITY COMMENTS	MM 12/13/22
DRAWN: IP	2	CONCEPTUAL SEWER PLAN	MM 1/16/23
APPROVED: MM	3	REDUCE TO 5 LOTS	MM 2/06/23
DRAWING: ZONING/2200BE			

ACR ENGINEERING, INC.
ATLANTA COMMERCIAL & RESIDENTIAL ENGINEERING
600 PINNACLE COURT
SUITE 685
NORCROSS, GA 30071
TEL: (678) 291-0000
FAX: (678) 291-6887

Sheet 1 Of 2

ZONING TREE REMOVAL PLAN
FOR
1580 MAYFIELD ROAD
ALPHARETTA, GA 30009
LOCATED IN L.L. 1057 & 1104
2ND DISTRICT, 2ND SECTION
CITY OF ALPHARETTA
FULTON COUNTY, GEORGIA

OWNER/DEVELOPER
KAMRAN JALALI
1005 CHASEWOOD TRIAL
ALPHARETTA, GA. 30005
PHONE: (678) 858-0255
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EXISTING ONSITE TREES TO BE SAVED

SIZE NO. (INCHS)	SPECIES
4988	6 POP*
4989	24 PINE*
4990	15 PINE
4991	16 PINE
4992	20 PINE
4993	6 PINE*
4994	Multi MAP**
4995	6 POP
4996	10 POP
4997	6 POP
4998	8 PINE
026	10 PINE
047	16 ASH*
048	20 ASH*
079	15 GUM*
244	7 PINE
245	7 PINE
246	7 PINE
247	6 CYPRESS*
248	6 CYPRESS*
249	6 CYPRESS*
305	6 GUM*
306	6 GUM
307	Dbl 20 GUM
315	Dbl 24 OAK (SPEC.)
316	24 OAK**
317	24 OAK**

SIZE NO. (INCHS)	SPECIES
318	8 GUM
319	Trp 9 CHERRY**
320	8 GUM**
321	6 GUM
322	6 GUM
323	6 GUM*
330	14 OAK
331	6 GUM*
335	14 GUM
336	7 GUM
343	6 OAK
344	12 GUM
345	18x12 GUM*
351	8 CHERRY**
352	TRIP 22 GUM*
353	14 OAK
354	16 OAK
366	10 GUM
367	6 GUM
368	6 GUM
369	6 GUM
370	6 PINE
371	8 GUM
373	TWIN 6x4 PERSIMMON
374	7 CHERRY*
389	8 GUM

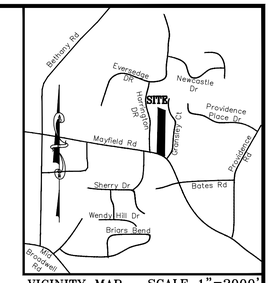
SIZE NO. (INCHS)	SPECIES
411	14 PINE
412	6 PINE**
413	8 PINE*
414	17 PINE
415	15 OAK
416	11 GUM
417	6 GUM
418	6 PINE
419	8 PINE
431	8 PINE
456	13 PINE
457	8 PINE
458	9 PINE
465	10 PINE
466	12 PINE
467	22 OAK
471	7 PINE
472	6 PINE
473	8 PINE
474	10 PINE
475	10 PINE
476	6 PINE
477	8 PINE**
478	12x12x8 PINE**
479	6 PINE
492	8 GUM

TOTAL TREES TO BE SAVED
NO.=79 854 INCHS

TOTAL GOOD CONDITION TREES TO BE SAVED
NO.=54 545 INCHS

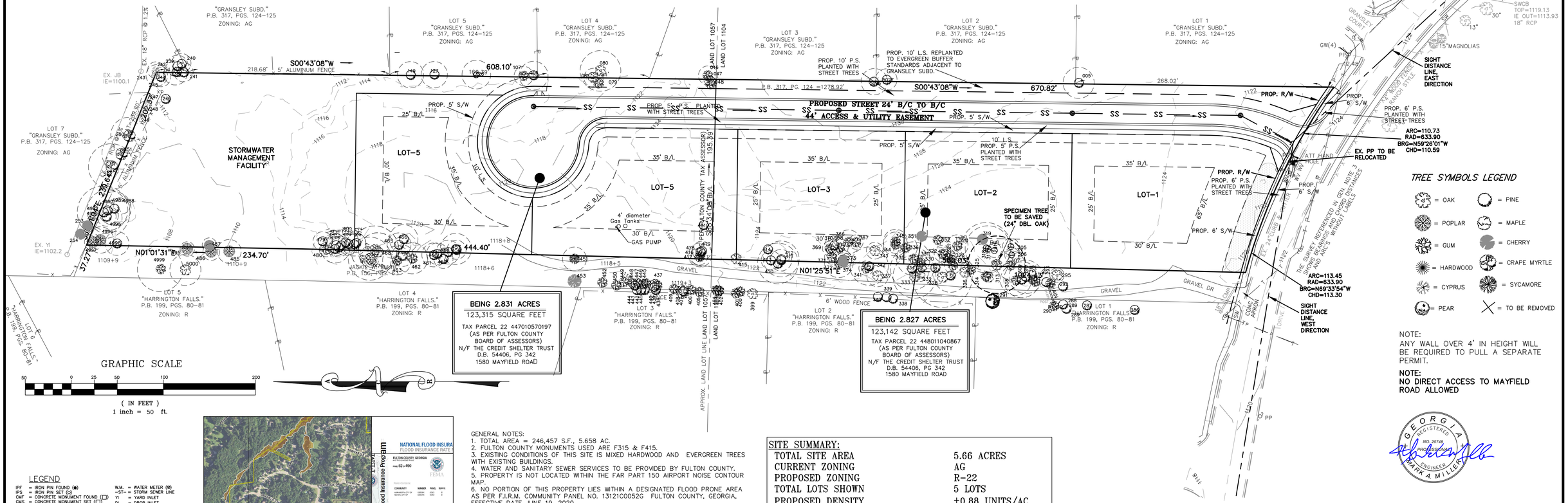
TREE CONDITION ASSESSMENT SYMBOLS:

NO. (IN) SPECIES**	– POOR CONDITION
NO. (IN) SPECIES*	– FAIR CONDITION
NO. (IN) SPECIES	– GOOD CONDITION

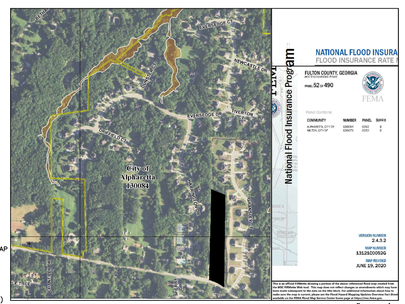


VICINITY MAP SCALE 1"=2000'

PROPERTY ADDRESS:
1580 MAYFIELD ROAD
ALPHARETTA, GA 30009



GRAPHIC SCALE
50 0 25 50 100 200
(IN FEET)
1 inch = 50 ft.



SCALE 1"=1000'

FIRM PANEL
1"=1000' PANEL 52 OF 490
MAP NUMBER 13121C0052G
MAP DATED: JUNE 19, 2020

LEGEND

IPF	= IRON PIN FOUND (●)	W.M.	= WATER METER (⊛)
IPS	= IRON PIN SET (○)	-ST-	= STORM SEWER LINE
CMF	= CONCRETE MONUMENT FOUND (□)	YI	= YARD INLET
CMS	= CONCRETE MONUMENT SET (□)	DI	= DROP INLET
R/W	= RIGHT OF WAY	CB	= CATCH BASIN
STA	= STATION NUMBER	HW	= HEAD WALL
LL	= LAND LOT LINE	JB	= JUNCTION BOX
C/L	= CENTERLINE	DE	= DRAINAGE EASEMENT
P/L	= PROPERTY LINE	FM	= SEWER FORCE MAIN
BM	= BENCHMARK	DS	= DOWNSPOUT
PT	= POINT OF TANGENCY	CO	= CLEAN OUT
PC	= POINT OF CURVATURE	CMP	= CORRUGATED METAL PIPE
IE	= INVERT ELEVATION	RCP	= REINFORCED CONCRETE PIPE
EL	= ELEVATION (ELEV.)	VCP	= VITRIFIED CLAY PIPE
B/L	= BUILDING LINE	DIP	= DUCTILE IRON PIPE
R	= RADIUS	PVC	= POLYVINYL CHLORIDE PIPE
SGE	= SUBGRADE ELEVATION	C & G	= CURB AND GUTTER
→	= FLOW	F.I.R.M.	= FEDERAL INSURANCE RATE MAP
○	= PROPERTY CORNER	T.P./O.B.	= TRUE POINT OF BEGINNING
-x-	= FENCE	P.O.B.	= POINT OF BEGINNING
Ø	= POLE	GMD	= GA. MILITIA DISTRICT
-T-	= TELEPHONE LINE		= TREE LINE
-TV-	= TELEVISION LINE	REB.	= REBAR
-P-	= POWER LINE		= BRANCH
-S-	= SANITARY SEWER LINE		= EXISTING CONTOURS (DASHED)
SSE	= SANITARY SEWER EASEMENT	912	= PROPOSED CONTOURS (SOLID)
MH	= MANHOLE	TC	= TOP OF CURB ELEVATION
-G-	= GAS LINE	⍋	= TRAVERSE POINT
-W-	= WATER LINE	L.P.	= LIGHT POLE (○)
	= PLUGGED STUB		= PLANTED TREE
	= GATE VALVE	MT	= MARKED TREE
F.H.	= EXIST. FIRE HYDRANT		
F.H.	= PROP. FIRE HYDRANT		

GENERAL NOTES:
1. TOTAL AREA = 246,457 S.F., 5.658 AC.
2. FULTON COUNTY MONUMENTS USED ARE F315 & F415.
3. EXISTING CONDITIONS OF THIS SITE IS MIXED HARDWOOD AND EVERGREEN TREES WITH EXISTING BUILDINGS.
4. WATER AND SANITARY SEWER SERVICES TO BE PROVIDED BY FULTON COUNTY.
5. PROPERTY IS NOT LOCATED WITHIN THE FAR PART 150 AIRPORT NOISE CONTOUR MAP.
6. NO PORTION OF THIS PROPERTY LIES WITHIN A DESIGNATED FLOOD PRONE AREA AS PER F.I.R.M. COMMUNITY PANEL NO. 13121C0052G FULTON COUNTY, GEORGIA, EFFECTIVE DATE JUNE 19, 2020
7. TOPOGRAPHICAL INFORMATION HAS TAKEN FROM FIELD WORK PERFORM BY ACR ENGINEERING DATED 3/11/2022.
8. THERE ARE NO STATE WATERS, WETLANDS, NOR BUFFERS ASSOCIATED WITH STATE WATERS OR WETLANDS LOCATED ON SITE.
9. BOUNDARY SURVEY TAKEN FROM PLAT PREPARED BY ACR ENGINEERING, INC., DATED MARCH 17, 2022.
10. ON-SITE DEBRIS BURIAL IS NOT ALLOWED
11. PROPOSED USE IS SINGLE FAMILY RESIDENTIAL.
12 EXISTING IMPERVIOUS = 9,403 S.F.
13. PROPOSED BUILDINGS:
HEATED FLOOR: 3,500 S.F MIN., HEIGHT: NOT TO EXCEED 35', 2 STORY BUILDING
14. THIS PROJECT SHALL BE COMPLIANT WITH ALL ADOPTED CODES AND STANDARDS BY THE STATE OF GEORGIA AND LOCAL AUTHORITIES HAVING JURISDICTION, INCLUDING BUT NOT LIMITED TO 2018 INTERNATIONAL FIRE CODE (INCLUDING APPENDIX D), 2018 NFPA 101 LIFE SAFETY CODE, 2010 AMERICANS WITH DISABILITIES ACT, AND CITY OF ALPHARETTA SPRINKLER ORDINANCE #220.
15. ALL CONSTRUCTION SHALL BE COMPLIANT WITH THE CURRENT CODES AS ADOPTED BY THE STATE OF GEORGIA AND THE CITY OF ALPHARETTA. THIS WILL INCLUDE THE HOUSES, ANY WALLS 4' OR GREATER IN HEIGHT, AND POOLS.

SITE SUMMARY:

TOTAL SITE AREA	5.66 ACRES
CURRENT ZONING	AG
PROPOSED ZONING	R-22
TOTAL LOTS SHOWN	5 LOTS
PROPOSED DENSITY	±0.88 UNITS/AC.
MINIMUM LOT SIZE	22,000 S.F.
MIN. LOT WIDTH	100 FEET
MAXIMUM BUILDING HEIGHT	35 FEET
MAXIMUM GROUND COVERAGE BY PRINCIPAL BUILDINGS	25%
MINIMUM FLOOR AREA OF A DWELLING UNIT	1,500 SQUARE FEET
SETBACKS:	
FRONT YARD OF LOCAL STREET = 35 FT	
FRONT YARD OF ALL OTHER STREETS = 65 FT	
SIDE YARD = 25 FT	
REAR YARD = 30 FT	

TREE SYMBOLS LEGEND
= OAK, = PINE, = POPLAR, = MAPLE, = GUM, = CHERRY, = HARDWOOD, = CRAPE MYRTLE, = CYPRUS, = SYCAMORE, = PEAR, = TO BE REMOVED

NOTE:
ANY WALL OVER 4' IN HEIGHT WILL BE REQUIRED TO PULL A SEPARATE PERMIT.

NOTE:
NO DIRECT ACCESS TO MAYFIELD ROAD ALLOWED

GEORGIA REGISTERED NO. 20748 PROFESSIONAL ENGINEER MARK A. MILLER

DATE: OCTOBER 25, 2013	No.	Revision/Issue	By	Date
SCALE: 1"=50'	1	CITY COMMENTS	MM	12/13/22
DRAWN: IP	2	CONCEPTUAL SEWER PLAN	MM	1/16/23
APPROVED: MM	3	REDUCE TO 5 LOTS	MM	2/06/23
DRAWING: ZONING/2200BE				

ACR ENGINEERING, INC.
ATLANTA COMMERCIAL & RESIDENTIAL ENGINEERING
600 PINNACLE COURT
SUITE 685
NORCROSS, GA 30071
TEL: (678) 291-0000
FAX: (678) 291-6887

Sheet 2
Of 2

ZONING TREE SAVE PLAN
FOR
1580 MAYFIELD ROAD
ALPHARETTA, GA 30009
LOCATED IN L.L. 1057 & 1104
2ND DISTRICT, 2ND SECTION
CITY OF ALPHARETTA
FULTON COUNTY, GEORGIA

Exhibit A – Home Photographs

Exhibit A – Home Photographs

Exhibit A – Home Photographs

Exhibit A – Home Photographs

Exhibit A – Home Photographs

Exhibit A – Home Photographs

Exhibit A – Home Photographs

Community Zoning Information Meeting (CZIM) **December 14, 2022**
Please sign-in and leave your comments and/or concerns.

Z-23-01/V-23-03 / KJ Luxury Homes/1580 Mayfield Road

NAME	ADDRESS	COMMENTS
Daniel Maldonado Alexandra Berrios	12854 Grassley Ct Alpharetta GA 30009	
Jody Rhude	12955 Harrington Dr Alpharetta GA 30009	
Jess Huffstutler	12985 Harrington Dr. Alp, GA 30009	

Community Zoning Information Meeting (CZIM) **December 14, 2022**
Please sign-in and leave your comments and/or concerns.

Z-23-01/V-23-03 / KJ Luxury Homes/1580 Mayfield Road

NAME	ADDRESS	COMMENTS
Christy Gertz	12834 Gransley Ct	
Josh Sylvester	12814 Gransley Ct	

CITIZEN PARTICIPATION FORM - PART B

This form must be completed and submitted to the City of Alpharetta Community Development Department a minimum of twenty (20) working days prior to the scheduled Public Hearing. Failure to do so will result in cancellation of the scheduled hearing.

Public Hearing or Project Name: Z-23-01 / KJ Luxury Homes / 1580 Mayfield Rd

Contact Name: Miles Hansford & Tallant, LLC - J. Ethan Underwood Telephone: 770-781-4100

Please describe comments and concerns provided by any and all individuals contacted as part of the the Citizen Participation Program. If any individuals provided written correspondence, please attach copies of same to this report.

A list of the neighboring property owners to be notified of the scheduled Public Hearing by the Applicant via letter is attached as Exhibit "A". A detailed letter notifying people of the date, time and location of the Community Zoning Information Meeting (CZIM) and the Public Hearing was sent to adjacent and nearby property owners on November 16, 2022. A copy of the letter is attached as Exhibit "B". The Applicant plans to attend the Community Zoning Information Meeting (CZIM) on December 14, 2022. The Applicant will continue to keep the Department of Community Developmentinformed of any new developments pertaining to public participation efforts by way of letters, e-mails, telephone conferences, or meetings as necessary.

Method by which these individuals were contacted. Please mark all that apply. *Please provide samples of any and all written communications used to provide notification.*

- [x] Letter
- [ ] Personal Visits
- [ ] Telephone
- [ ] Group Meeting
- [ ] Email
- [ ] Other *(Please Specify)* _____

Attach a list of people who have been notified of this application and provided information describing the subject proposal. Please note that ALL adjoining property owners MUST be notified.

I, the undersigned, as an authorized representative of the applicant and Public Hearing item identified above, do solemnly swear and attest, subject to criminal penalties for false swearing, that the information provided in this Citizen Participation Form - Part B and in any and all documents provided in support of this report are true and accurate. I further understand that any false statements provided by representatives of the applicant as part of this report may result in penalties up to and including denial of the subject application.

Signature of Authorized Agent: J. Ethan Underwood Date: 12/5/22

Print Form

HUFFSTUTLER MERRIC & JESSICA
12985 HARRINGTON DR
ALPHARETTA GA 30009

RHUDE JODY B & LISA A
12955 HARRINGTON DR
ALPHARETTA GA 30004

MURPHY SARAH & THERRELL SONNY JR
1695 PROVIDENCE PLACE DR
ALPHARETTA GA 30009

CAGLE BENGY L & SARA W
12960 HARRINGTON DR
ALPHARETTA GA 30004

CHAVDA NARESH & CHAVDA KAVITA
12817 GRANSLEY CT
ALPHARETTA GA 30009

DAPONTE EDWARD W DAPONTE MARGARET
1705 PROVIDENCE PLACE DR
ALPHARETTA GA 30009

GERTZ TODD A & GERTZ CHRISTY W
12834 GRANSLEY CT
ALPHARETTA GA 30009

OZA CHIRAG & PUROHIT OZA MADHULIKA
12807 GRANSLEY CT
ALPHARETTA GA 30009

MECHELKE THOMAS & KELLI N
325 DESTINY TRC
ALPHARETTA GA 30009

GUDIVADA JOSEPH U & AMBATI SWETA
12844 GRANSLEY CT
ALPHARETTA GA 30009

PRESSLEY JULIAN TIMOTHY & TONEY PR ESSLEY AMY NICOL
1535 MAYFIELD RD
ALPHARETTA GA 30009

HATRAK RYAN & KATRINA
12810 OAK FALLS DR
ALPHARETTA GA 30009

MALDONADO DANIEL E & BERRIOS ALEXANDRA
12854 GRANSLEY CT
ALPHARETTA GA 30009

FLIPPIN AWESOME LLC
13240 CARIS CT
ALPHARETTA GA 30009

DENNIS DAVID W
12800 OAK FALLS DR
ALPHARETTA GA 30009

MANNHEIMER FREDERIC J & MANNHEIMER SUSAN M
12864 GRANSLEY CT
ALPHARETTA GA 30009

HOFER MARK A & RHONDA
1230 SHERRY DR
ALPHARETTA GA 30009

LADEROUTE EDWARD A & PAULA
12790 OAK FALLS DR
ALPHARETTA GA 30009

JIGESH SAHEBA REVOCABLE TRUST THE
12877 GRANSLEY CT
ALPHARETTA GA 30009

COLTON KYLE
1220 SHERRY DR
ALPHARETTA GA 30009

SMITH JACKIE W
4139 EDINBURGH TRL
ROSWELL GA 30075

EVANS RICHARD T JR & BRIANNA O
12867 GRANSLEY CT
ALPHARETTA GA 30009

WINDSOR RONALD C & MILDRED G
1210 SHERRY DR
ALPHARETTA GA 30004-1128

CREDIT SHELTER TRUST THE
1580 MAYFIELD RD
ALPHARETTA GA 30004

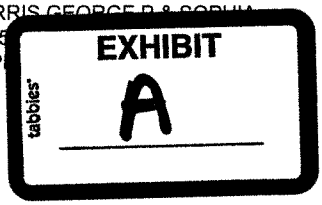
KNIGHT BRADLEY & RAMPERSAUD KNIGHT SHANTA
12837 GRANSLEY CT
ALPHARETTA GA 30009

GASKIN BRUCE N & ANNE A
1215 SHERRY DR
ALPHARETTA GA 30004-1127

BARRY DREW
12975 HARRINGTON DR
ALPHARETTA GA 30009

GRANSLEY HOMEOWNERS ASSOCIATION INC
700 BARBERRY DR
ALPHARETTA GA 30004-3681

SARRIS GEORGE P & SOPHIA
1685
ALP



MAVRIS DIMITRIOS N & ELIZABETH A
13035 HARRINGTON DR
ALPHARETTA GA 30004

LAUBENSTEIN STUART E & CYNTHIA S
13015 HARRINGTON DR
ALPHARETTA GA 30004

ALAM MOHAMMAD SARFARAZ
12887 GRANSLEY CT
ALPHARETTA GA 30009

WILSON KEVIN S & WILSON MANDA
12770 OAK FALLS DR
ALPHARETTA GA 30009

RISH DARREN JAMES & RISH TARA MARIE
12904 GRANSLEY CT
ALPHARETTA GA 30009

LIMBERIS DAMON M & MEREDITH W
12965 HARRINGTON DR
ALPHARETTA GA 30004

POU PANTON PATRICK & POU STEPHANIE
12995 HARRINGTON DR
ALPHARETTA GA 30009

MONTERO CARLOS E MONTERO VANDI L
1510 MAYFIELD RD
ALPHARETTA GA 30004

SYLVESTER JOSHUA PAUL & SYLVESTER SARA ANNE
12814 GRANSLEY CT
ALPHARETTA GA 30009

MC GINNIS SEAN P & MARTHA S
13005 HARRINGTON DR
ALPHARETTA GA 30004

HUDGENS TIMOTHY D & SHERI E
13000 HARRINGTON DR
ALPHARETTA GA 30004

MATELA DAVID M & MATELA DAWN M
12824 GRANSLEY CT
ALPHARETTA GA 30009

JOSEPH & CHRISTINA FRANKE LIVING T RUST THE
13025 HARRINGTON DR
ALPHARETTA GA 30009

RODGERS PATRICK L & RODGERS VICKIE C
12990 HARRINGTON DR
ALPHARETTA GA 30009

RUAN JIAYANG & WANG HSIN HSIN
12827 GRANSLEY CT
ALPHARETTA GA 30009

HARRINGTON FALLS COMMUNITY ASSOC I NC
12950 HARRINGTON DR
ALPHARETTA GA 30004

THOMAS DYLAN & RACHEL
12980 HARRINGTON DR
ALPHARETTA GA 30009

CREDIT SHELTER TRUST THE
1580 MAYFIELD RD
ALPHARETTA GA 30009

XIE LIN & CHAN SIOW DING
12874 GRANSLEY CT
ALPHARETTA GA 30009

NEUSTEDTER JON J & NEUSTEDTER ANN M
12970 HARRINGTON DR
ALPHARETTA GA 30009

DEVLIN SALLY A
1615 MAYFIELD RD
ALPHARETTA GA 30004

GUPTA SANJAY & GUPTA SUNITA
12884 GRANSLEY CT
ALPHARETTA GA 30004

KODILKAR NIKHIL & CHAUDHARY ARCHANA
12894 GRANSLEY CT
ALPHARETTA GA 30009

OASIS REAL ESTATE INVESTMENTS LLC
3767 HIGHBROOKE CT
DULUTH GA 30097

MOVVA SURESH BABU & MOVVA PRATHUSHA
12810 KEYSTONE CT
ALPHARETTA GA 30009

SZYMCZAK MATTHEW A & VALERIE G
12907 GRANSLEY CT
ALPHARETTA GA 30009

MECHELKE THOMAS & KELLI N
325 DESTINY TRC
ALPHARETTA GA 30009

PASSARELLI FLORIDEO & PASSARELLI ASHLEY
12820 KEYSTONE CT
ALPHARETTA GA 30009

CIEPIELA MICHAEL & DIANE
12897 GRANSLEY CT
ALPHARETTA GA 30009

MATHIS CLEMMIE II & TAMETRIUS L
12780 OAK FALLS DR
ALPHARETTA GA 30009

OASIS REAL ESTATE IVESTMENT LLC
3767 HIGHBROOKE CT
DULUTH GA 30097

November 16, 2022

Kamran Jalali
1005 Chasewood Trail
Alpharetta, Georgia 30005

RE: Z-23-01 / KJ Luxury Homes / 1580 Mayfield Road

Dear Property Owner:

Please allow this letter to serve as public notice for a Rezoning request at 1580 Mayfield Road, from AG zoning to R-22 zoning.

The Community Zoning Information Meeting (CZIM) for this request will be held on Wednesday, December 14, 2022, at 6:00 PM in the Multipurpose Room in Alpharetta City Hall across from the Council Chambers. Alpharetta City Hall is Located at 2 Park Plaza, Alpharetta, GA 30009. This is an informal meeting to allow the public to view public hearing requests, ask questions, and provide feedback.

This item will be considered by the Planning Commission on Thursday, January 5, 2023, at 6:30 PM and City Council on Monday, January 23, 2023, at 6:30 PM. The meetings will be held in the Council Chambers at City Hall, 2 Park Plaza, Alpharetta, GA 30009.

If you have any questions regarding the request, please feel free to contact me at your convenience. I can be reached at kamranjalali@yahoo.com or 678-858-0255.

Sincerely,

Kamran Jalali

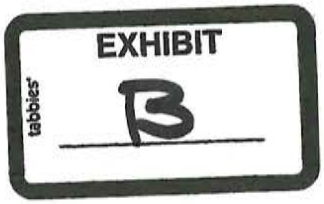


Exhibit "D"

Summary of the Issues/Questions Raised and the Applicant's Responses during the Public Participation Process and Supporting Documents

Since the Applicant submitted its initial public participation report, the Applicant and its representatives have corresponded with the following interested parties and addressed the issues raised as described below:

A. Correspondence with Interested Parties.

The Applicant mailed a letter to area property owners and received two telephone calls in response; however, the Applicant does not recall the names of the responding property owners.

B. Summary of Issues/Questions & Responses:

Issue #1: Will lot sizes be comparable to other properties in the area?

Response: Yes, the property is being zoned to the R-22 zoning category, which is similar to surrounding properties.

Issue #2: Will homes to be constructed comparable to other properties in the area?

Response: Yes, homes to be constructed will be of similar or greater quality to those on surrounding properties.

From: Cook, Kathi
To: Woodman, Michael
Subject: FW: Tonight's town hall meeting
Date: Thursday, January 5, 2023 3:46:18 PM
Attachments: image001.png

From: Gina Campbell <gmac3063@gmail.com>
Sent: Thursday, January 05, 2023 3:42 PM
To: Cook, Kathi <Kcook@alpharetta.ga.us>
Cc: jimgilvin@att.net; Mark Campbell <mjcamp1970@gmail.com>
Subject: Tonight's town hall meeting

[CAUTION: This email originated from outside the City. Do not click links or open attachments unless you recognize the sender and know the content is safe.]

Hi Kathi. My apologies for innundating you with this but I'm not sure who to send it to. I am away taking care of a family matter so I am not able to attend tonight's planning meeting.

Anyway, I understand that the builder that owns the land in between harrington falls and Gransley has an appeal to put in a small neighborhood of 1/4 acre lots. As a harrington falls resident and as a realtor, I would like to have my vote as NO Thank you. It is zoned as residential 1 acre lots and needs to stay that way. Neighborhoods on both sides have 1+ acre lots and it just doesn't the fit with the surrounding areas. Additionally, the builder originally planned to have two 1+ acre lots for two homes. I understand his dilemma based on the lot shapes but I do not think his proposal is acceptable where it sits. Furthermore, setting in town lot criteria on the outskirts is a precedent that will cause more traffic and further burden our existing infrastructure.

It is my opinion that Alpharetta should institute a residential building moratorium for 3-5 years so that the city can properly assess the consequence of this population explosion on our schools, roadways, and lifestyle before committing to more residents.

Would you mind passing this onto the board members on my behalf?

Thank you for your time and consideration.

Best,

Gina Campbell
Designer, Realtor
770.866.1063

Train Your Mind to See the Good in Everyone.

Sent from my iPhone

From: Joseph Gudivada
To: Woodman, Michael
Subject: 1580 Mayfield Rd New subdivision concerns
Date: Thursday, January 5, 2023 9:54:26 AM

[CAUTION: This email originated from outside the City. Do not click links or open attachments unless you recognize the sender and know the content is safe.]

I am a resident of 12844 Gransley Ct and I am deeply concerned with the new subdivision and it is concerning that to accommodate a developer more houses are sanctioned impacting surrounding neighborhoods and also the nature . There are so many other concerns I can list which a lot of neighbors have already expressed .

I am confident the city of Alpharetta will keep existing residents who are paying taxes for a long time and also the nature as a priority rather than accommodating the profits of the developer and make a good decision.

I am out of state not able to attend the meeting and from my side it's a big and easy no.

Thanks
Joseph Gudivada
12844 Gransley Ct
Alpharetta, GA 30009

From: Jessica Huffstutler [redacted]
Sent: Monday, January 02, 2023 1:06 PM
To: Woodman, Michael <mwoodman@alpharetta.ga.us>
Subject: 1580 Mayfield Rd Comments

[CAUTION: This email originated from outside the City. Do not click links or open attachments unless you recognize the sender and know the content is safe.]

Hello Michael,

After discussions with multiple neighbors, public officials and the developer, I wanted to gather some of our thoughts and send them your way.

- We've talked to many people in planning/City of Alpharetta over the past two years who said more than two properties on this lot was not possible. This was based on the width of the lot and available access points. With the recent purchase of 0 Mayfield Rd (the strip of land between 1580 Mayfield Rd and Harrington Falls), further reducing the initial assessment of width, what makes this possible now with more than 3 times that amount of homes? This is too many homes of his intended size (3500 sqpt minimum based on application/>4000 sqft based on the Community Information Meeting) to build in this land with proper easements and variances.
- The application document switches between 7 and 6 homes on this lot. While this quantity may fit within Fulton County's definition of very low density homes, it's double or more the density of surrounding properties and land locked between neighborhoods. Giving the allusion of even greater density.
- Their application calls out 195ft width of the midsection of the two properties but the property map viewer shows 180ft. https://gis.fultoncountyga.gov/Apps/propertymapviewer/. 15 ft is a substantial difference when deciding if it's possible to build on these lots. Due to the land locked nature of this property, it is important to clarify this prior to approval and building. The survey in the application outlines measurements taken except in this midsection which defines the width "As Per Fulton County Tax Assessors".
- Does this project require the completion of the sidewalk on Mayfield Rd., between Gransley and Harrington Falls?
- Loss of trees creates greater risk in wind/rain storms. A grouping of trees is stronger than a line of trees or sparse trees. For those of us with land that slopes downward, a falling tree adds greater risk of property and life loss. We've lived in a neighborhood in South Carolina

that withstood many hurricanes until the land was cleared behind us for a new neighborhood. They removed all of the trees and during the next, less powerful, hurricane, we all lost trees that fell onto our homes. With the tree coverage requirements of our properties, this increases our risk unless we request to remove more trees from our land. This is an issue that will have a negative domino effect on our land value and community satisfaction.

- We disagree with their statement about the positive impact on current/surrounding property value. This will negatively impact us greatly, with their increased runoff, added utilities, loss of wooded areas, loss of home/food for wildlife in the area. There's a fine balance between adding homes to increase the property tax income for the city and county and ensuring a good quality of life and land for Alpharetta and its citizens. There are plenty of instances where land is perfect for a neighborhood, and while that may not be ideal for neighboring residents, it's the best use. This is not one of those instances. This land is not ideal for a strip of 7 houses without sufficient roadways, walkways, tree coverage and wildlife maintenance.
- The continuous over development by KJ luxury homes impacts the traffic in the area heavily. The additional road with 7-21 additional cars on average turning onto a road right at a blind spot will likely cause accidents on Mayfield Rd. The builder does not live in this area and is acting in his best interest without considering the concerns of the neighboring communities.
- It's important to emphasize the impact of a stormwater management facility on the surrounding homes (increased mosquitos, other bugs, snakes and noise from these insects living around and within this). An increase in these insects increases the risks of disease and reduces the enjoyment of our land for people who are hypersensitive to these insects. The facility also increases the risks of drowning and flooding.
- How can we be sure that the drainage from these properties does not negatively impact our lots which are all on septic and have specific drainage needs. How can they ensure that the drainage doesn’t over saturate and possibly set us up for being condemned faster? Especially if there is any risk of the stormwater management facility flooding? Our homes being lower and on septic would take the hit for floods, which our neighborhood already deals with.
- Families of deer live on that land. What is the city of Alpharetta doing to preserve homes for wildlife across the city? Kids and families enjoy seeing these deer run around in our community.
- He said he needs 7 houses to make money on this land. Why should the city of Alpharetta and our residents make variances, increase our risk and reduce our quality of lives on our properties to accommodate this developer making money? Our roads should be standard for the safety of road sharing, visibility of children playing, emergency vehicle access. There should be plenty of sidewalks. There should be sufficient tree coverage and land to allow for the wildlife that we have around us now. People live in this area because of close access to Alpharetta businesses yet still having the tree coverage and space between homes. There was a variance allowed for the roundabout in front of Hearthstone. This roundabout is constantly broken. Citizens and trucks frequently drive over the center barrier.
- They’re proposing a rollback curb so that a fire truck can drive on the sidewalk to turn out of the neighborhood. That’s dangerous and who is responsible for repairs for trucks turning

around on and damaging the curb and sidewalk? If a fire truck has to do this to get out of the neighborhood, so would other trucks (delivery, moving trucks, utility trucks, etc

- They're requesting variances for the street width, cul de sac and single sidewalk. Based on this property, certain trees and other items may require them to request additional variances.
    -
    - Standards from city of Alpharetta: https://www.alpharetta.ga.us/docs/default-source/planning-zoning/land-development/standard_plan_details.pdf?sfvrsn=6ddff5ab_12
    - Unified development code section 3.5 says that curbs and gutters have to meet the standards from: https://library.municode.com/ga/alpharetta/codes/unified_development_code?nodeId=ARTIIILADEAC_S3.5INST

- This land should have homes on it with enough land to have septic. This reduces the risk for the neighboring communities and their families. This also maintains the integrity of the area in regards to land use/space. I don't believe any of us are saying that nothing should be done on these lots. However, we want to protect the quality of homes, land and life of the surrounding neighborhoods based on lessons learned.

Thank you for your time in reviewing these concerns,
Jessica Huffstutler

From: original1
To: Woodman, Michael
Subject: Opposition to 7 home development off Mayfield
Date: Thursday, January 5, 2023 9:14:45 PM

[CAUTION: This email originated from outside the City. Do not click links or open attachments unless you recognize the sender and know the content is safe.]

_____
_____

Good evening,

I was able to catch a recap of tonight‘s vote. Very pleased with the four Council Representatives who voted against the proposal. Could you please let me know who the three are who voted in favor.
I oppose the project and the idea of
trying to cram too many large homes, on small lots, without enough room for a fire truck or a school bus to turn around.
Constructing a retention pond behind beautiful, million plus dollar homes will bring down their value and harm current residents in favor of builders.
As a resident of Harrington Falls, We’re already fighting enough traffic on Mayfield. The septic tanks and lines in the backyards on Harrington Drive that back up to the proposed project already saturate the land, especially during heavy rains. Adding seven homes would only make the situation worse, causing runoff into the existing yards and homes.
Again, thanks to those who had the sense to side with current residents against this project. Please make sure those three who voted in favor understand that they are putting builder’s interests over existing resident’s property.

Sincerely,

Gina Kellis
Attorney at Law
404-808-1791
gina@ginakellislaw.com

CITY OF ALPHARETTA

PUBLIC HEARING APPLICATION

FOR OFFICE USE ONLY
Case #: _____
PH #: _____
☐ Property Taxes & Code Violations Verified
☐ Fee Paid Initial: _____

COMMUNITY DEVELOPMENT DEPARTMENT • 2 PARK PLAZA • ALPHARETTA, GA 30009

1. This page should be the first page in each of your completed application packets.
2. It is preferred that all responses be typed. Illegible applications will not be accepted.
3. Prior to signing and submitting your application, please check all information supplied on the following pages to ensure that all responses are complete and accurate. Incomplete applications will not be accepted.
4. Payment of all applicable fees must be made at the time of application. Payment may be made via cash, credit card (American Express, Master Card or Visa), or check made payable to "City of Alpharetta." Please note that a 3% convenience fee will be added to all credit card transactions.
5. Applications will be accepted on the designated submittal dates between the hours of 8:30 AM and 3:30 PM.
6. If you have any questions regarding this form, please contact the Community Development Department by calling 678-297-6070.

Contact Information:

Contact Name: Kamran Jalali Telephone: 678-858-0255

Address: 1005 Chasewood Trail Suite:

City Alpharetta State: GA Zip: 30005 Fax:

Mobile Tel: 678-858-0255 Email: KamranJalali@yahoo.com

Subject Property Information:

Address: 1580 Mayfield Road Current Zoning: AG

District: 2nd Section: 2nd Land Lot: 1057 & 1104 Parcel ID: 22 448011040867 & 22 447010570197

Proposed Zoning: R-22 Current Use: Residential & Office/Commercial

This Application For *(Check All That Apply)*:

- ☐ Conditional Use
- ☐ Master Plan Amendment
- ☐ Comprehensive Plan Amendment
- ☐ Rezoning
- ☐ Master Plan Review
- ☐ Variance
- ☐ Public Hearing
- ☐ Exception
- ☐ Other *(Specify)* _____

APPLICANT REQUEST AND INTENT

What is the proposed use(s) of the property?

7 Lot - Very Low Density Residential Subdivision

Applicant's Request (Please itemize the proposal):

Rezoning from AG to R-22

Applicant's Intent *(Please describe what the proposal would facilitate).*

Applicant intends to develop a 7 Lot - Very Low Density Residential Subdivision

PROPERTY OWNER AUTHORIZATION

Property Owner Information:

Contact Name: Kamran Jalali / KJ Luxury Homes LLC Telephone: 678-858-0255

Address: 1005 Chasewood Trail Suite:

City Alpharetta State: GA Zip: 30005 -

Authorization:

I do solemnly swear and attest, subject to criminal penalties for false swearing, that I am the legal owner, as reflected in the records of Fulton County, Georgia, of the property identified below, which is the subject of the attached Application for Public Hearing before the City of Alpharetta, Georgia.

As the legal owner of record of the subject property, I hereby authorize the individual named below to act as the applicant in the pursuit of the Application for Public Hearing in request of the items indicated below.

- ☐ Annexation
- ☐ Special Use
- ☒ Rezoning
- ☐ Conditional Use
- ☐ Variance
- ☐ Master Plan
- ☐ Land Use Application
- ☐ Other

Property Owner's Authorized Applicant (if applicable):

Name of Authorized Applicant: Abbas Heidari / ACR Engineering, Inc. Telephone: 678-291-0000

Address: Suite:

City Norcross State: GA Zip: 30071 -

So Sworn and Attested:

Owner Signature: Date: 10/27/22

Notary:

Notary Signature: Date: 10/27/22

MARGARITA SANCHEZ NOTARY PUBLIC GWINNETT COUNTY, GEORGIA MY COMMISSION EXPIRES MARCH 21, 2025

DISCLOSURE FORM

The Official Code of Georgia Annotated requires disclosure of campaign contributions to government officials by an applicant or opponent of a rezoning or public hearing petition (O.C.G.A. 36-67 A-1).

Applicants must file this form with the City of Alpharetta Community Development Department within ten (10) days after filing for rezoning or public hearing. Opponents to a rezoning or public hearing petition must file this form five (5) days prior to the Planning Commission meeting at which the subject rezoning or public hearing petition is scheduled to be heard.

Name of Applicant or Opponent: Kamran Jalali

Subject Public Hearing Case: 1580 Mayfield Road

Campaign Contribution Information:

Please provide the requested information for each contribution with a dollar amount or value of $250 or more made within the past two (2) years to an Alpharetta Official by the individual identified above. Please use a separate form for each Alpharetta Official to whom such a contribution as been made.

If the individual identified above has made no such contributions to an Alpharetta Official within the past two (2) years, please indicate this by entering "N/A" on the appropriate lines below.

Name of Official: N/A Position: N/A

Description of Contribution: _____ Value: _____

Description of Contribution: _____ Value: _____

Description of Contribution: _____ Value: _____

Description of Contribution: _____ Value: _____

Description of Contribution: _____ Value: _____

Campaign Contribution Information:

I do solemnly swear and attest, subject to criminal penalties for false swearing, that the information provided in this Disclosure Form is true and accurate and that I have disclosed herein any and all campaign contributions made to an Official of the City of Alpharetta, Georgia in accordance with O.C.G.A. 36-67 A-3.

Signature: _____ Date: 10/27/22

ALPHARETTA PLANNING COMMISSION REVIEW CRITERIA

How will this proposal be compatible with surrounding properties?

The future land use designation for this area is Very Low Density residential. The R-22 zoning classification proposed for this property is the highest and best zoning classification allowed under the Very Low Density Residential designation.

How will this proposal affect the use and value of the surrounding properties?

Replacing the older, below average grade, existing office/commercial and residential buildings on the property with new high quality single family homes will positively affect the use and value of the surrounding properties.

Can the property be developed for a reasonable economic use as currently zoned? Please explain why or why not.

No. The property is currently zoned AG. Development of the 5.66 acre property under current City of Alpharetta AG zoning district regulations would allow only one lot, which is not a reasonable economic use.

What would be the increase to population and traffic if the proposal were approved?

The increase to population and traffic due to 6 additional Very Low Density Residential homes would be minimal.

What would be the impact to schools and utilities if the proposal were approved?

The impact to schools and utilities due to 6 additional Very Low Density Residential homes would be minimal.

How is the proposal consistent with the Alpharetta Comprehensive Plan; particularly the Future Land Use Map?

The Future Land Use designation for this area is Very Low Density residential. The R-22 zoning classification proposed for this property is the highest and best zoning classification consistent with the Alpharetta Comprehensive Plan.

Are there existing or changing conditions which affect the development of the property and support the proposed request?

There are some existing older, below average grade office/commercial and residential buildings on the property. The proposed request would allow the replacement of these existing buildings with new high quality single family homes, which will positively affect the use and value of the surrounding properties.

On a separate sheet or sheets, please provide any information or evidence that supports your request and the statements that you have provided in this application.

CITIZEN PARTICIPATION FORM - PART A

This form must be completed and submitted with the applicant's completed Public Hearing Application. Applications submitted to the City of Alpharetta without a completed Citizen Participation Form - Part A will not be accepted.

Public Hearing or Project Name: 1580 Mayfield Road

Contact Name: Kamran Jalali Telephone: 678-858-0255

The following people will be notified of this application and provided information describing the subject proposal. Please note that ALL adjoining property owners MUST be notified. Use additional pages as needed.

See Attached Mailing List

Method by which these individuals will be contacted. Please mark all that apply. *If you select "Other," please provide a description of the method of contact that will be used.*

- [x] Letter
- [ ] Personal Visits
- [ ] Telephone
- [ ] Group Meeting
- [ ] Email
- [ ] Other *(Please Specify)*

Please describe the method(s) by which these individuals will have the opportunity to respond or contact the applicant with questions or concerns about the proposal.

Individuals will have the opportunity to respond by letter, telephone, or email.

HUFFSTUTLER MERRIC & JESSICA
12985 HARRINGTON DR
ALPHARETTA GA 30009

RHUDE JODY B & LISA A
12955 HARRINGTON DR
ALPHARETTA GA 30004

MURPHY SARAH & THERRELL SONNY JR
1695 PROVIDENCE PLACE DR
ALPHARETTA GA 30009

CAGLE BENGY L & SARA W
12960 HARRINGTON DR
ALPHARETTA GA 30004

CHAVDA NARESH & CHAVDA KAVITA
12817 GRANSLEY CT
ALPHARETTA GA 30009

DAPONTE EDWARD W DAPONTE MARGARI
1705 PROVIDENCE PLACE DR
ALPHARETTA GA 30009

GERTZ TODD A & GERTZ CHRISTY W
12834 GRANSLEY CT
ALPHARETTA GA 30009

OZA CHIRAG & PUROHIT OZA MADHULIKA
12807 GRANSLEY CT
ALPHARETTA GA 30009

MECHELKE THOMAS & KELLI N
325 DESTINY TRC
ALPHARETTA GA 30009

GUDIVADA JOSEPH U & AMBATI SWETA
12844 GRANSLEY CT
ALPHARETTA GA 30009

PRESSLEY JULIAN TIMOTHY & TONEY PR
ESSLEY AMY NICOL
1535 MAYFIELD RD
ALPHARETTA GA 30009

HATRAK RYAN & KATRINA
12810 OAK FALLS DR
ALPHARETTA GA 30009

MALDONADO DANIEL E & BERRIOS ALEXA
NDRA
12854 GRANSLEY CT
ALPHARETTA GA 30009

FLIPPIN AWESOME LLC
13240 CARIS CT
ALPHARETTA GA 30009

DENNIS DAVID W
12800 OAK FALLS DR
ALPHARETTA GA 30009

MANNHEIMER FREDERIC J & MANNHEIMER
SUSAN M
12864 GRANSLEY CT
ALPHARETTA GA 30009

HOFER MARK A & RHONDA
1230 SHERRY DR
ALPHARETTA GA 30009

LADEROUTE EDWARD A & PAULA
12790 OAK FALLS DR
ALPHARETTA GA 30009

JIGESH SAHEBA REVOCABLE TRUST THE
12877 GRANSLEY CT
ALPHARETTA GA 30009

COLTON KYLE
1220 SHERRY DR
ALPHARETTA GA 30009

SMITH JACKIE W
4139 EDINBURGH TRL
ROSWELL GA 30075

EVANS RICHARD T JR & BRIANNA O
12867 GRANSLEY CT
ALPHARETTA GA 30009

WINDSOR RONALD C & MILDRED G
1210 SHERRY DR
ALPHARETTA GA 30004-1128

CREDIT SHELTER TRUST THE
1580 MAYFIELD RD
ALPHARETTA GA 30004

KNIGHT BRADLEY & RAMPERSAUD KNIGHT
SHANTA
12837 GRANSLEY CT
ALPHARETTA GA 30009

GASKIN BRUCE N & ANNE A
1215 SHERRY DR
ALPHARETTA GA 30004-1127

BARRY DREW
12975 HARRINGTON DR
ALPHARETTA GA 30009

GRANSLEY HOMEOWNERS ASSOCIATION INC
700 BARBERRY DR
ALPHARETTA GA 30004-3681

SARRIS GEORGE P & SOPHIA
1685 PROVIDENCE PLACE DR
ALPHARETTA GA 30004

MAVRIS DIMITRIOS N & ELIZABETH A
13035 HARRINGTON DR
ALPHARETTA GA 30004

LAUBENSTEIN STUART E & CYNTHIA S
13015 HARRINGTON DR
ALPHARETTA GA 30004

ALAM MOHAMMAD SARFARAZ
12887 GRANSLEY CT
ALPHARETTA GA 30009

WILSON KEVIN S & WILSON MANDA
12770 OAK FALLS DR
ALPHARETTA GA 30009

RISH DARREN JAMES & RISH TARA MARIE
12904 GRANSLEY CT
ALPHARETTA GA 30009

LIMBERIS DAMON M & MEREDITH W
12965 HARRINGTON DR
ALPHARETTA GA 30004

POU PANTON PATRICK & POU STEPHANIE
12995 HARRINGTON DR
ALPHARETTA GA 30009

MONTERO CARLOS E MONTERO VANDI L
1510 MAYFIELD RD
ALPHARETTA GA 30004

SYLVESTER JOSHUA PAUL & SYLVESTER SARA ANNE
12814 GRANSLEY CT
ALPHARETTA GA 30009

MC GINNIS SEAN P & MARTHA S
13005 HARRINGTON DR
ALPHARETTA GA 30004

HUDGENS TIMOTHY D & SHERI E
13000 HARRINGTON DR
ALPHARETTA GA 30004

MATELA DAVID M & MATELA DAWN M
12824 GRANSLEY CT
ALPHARETTA GA 30009

JOSEPH & CHRISTINA FRANKE LIVING T RUST THE
13025 HARRINGTON DR
ALPHARETTA GA 30009

RODGERS PATRICK L & RODGERS VICKIE C
12990 HARRINGTON DR
ALPHARETTA GA 30009

RUAN JIAYANG & WANG HSIN HSIN
12827 GRANSLEY CT
ALPHARETTA GA 30009

HARRINGTON FALLS COMMUNITY ASSOC I NC
12950 HARRINGTON DR
ALPHARETTA GA 30004

THOMAS DYLAN & RACHEL
12980 HARRINGTON DR
ALPHARETTA GA 30009

CREDIT SHELTER TRUST THE
1580 MAYFIELD RD
ALPHARETTA GA 30009

XIE LIN & CHAN SIOW DING
12874 GRANSLEY CT
ALPHARETTA GA 30009

NEUSTEDTER JON J & NEUSTEDTER ANN M
12970 HARRINGTON DR
ALPHARETTA GA 30009

DEVLIN SALLY A
1615 MAYFIELD RD
ALPHARETTA GA 30004

GUPTA SANJAY & GUPTA SUNITA
12884 GRANSLEY CT
ALPHARETTA GA 30004

KODILKAR NIKHIL & CHAUDHARY ARCHANA
12894 GRANSLEY CT
ALPHARETTA GA 30009

OASIS REAL ESTATE INVESTMENTS LLC
3767 HIGHBROOKE CT
DULUTH GA 30097

MOVVA SURESH BABU & MOVVA PRATHUS
12810 KEYSTONE CT
ALPHARETTA GA 30009

SZYMCZAK MATTHEW A & VALERIE G
12907 GRANSLEY CT
ALPHARETTA GA 30009

MECHELKE THOMAS & KELLI N
325 DESTINY TRC
ALPHARETTA GA 30009

PASSARELLI FLORIDEO & PASSARELLI A SHLEY
12820 KEYSTONE CT
ALPHARETTA GA 30009

CIEPIELA MICHAEL & DIANE
12897 GRANSLEY CT
ALPHARETTA GA 30009

MATHIS CLEMMIE II & TAMETRIUS L
12780 OAK FALLS DR
ALPHARETTA GA 30009

OASIS REAL ESTATE IVESTMENT LLC
3767 HIGHBROOKE CT
DULUTH GA 30097

FRANZ JEFFREY D & PEARSON ALEX W
1650 MAYFIELD RD
ALPHARETTA GA 30009

CARRUTH ROBERT ET AL
1630 MAYFIELD RD
ALPHARETTA GA 30009

BENTON PHIL & NANCY S
1525 MAYFIELD RD
ALPHARETTA GA 30005

#1580 MAYFIELD ROAD TAX PARCEL 22 447010570197
TRACT DESCRIPTION FOR ZONING APPLICATION

ALL THAT TRACT OR PARCEL OF LAND LYING AND BEING IN LAND LOT 1057 OF THE 2nd DISTRICT, 2nd SECTION, CITY OF ALPHARETTA, FULTON COUNTY, GEORGIA, AND BEING MORE PARTICULARLY DESCRIBED AS FOLLOWS:

BEGINNING AT A ½" REBAR FOUND LOCATED ON THE NORTHERLY RIGHT-OF-WAY LINE OF MAYFIELD ROAD (HAVING A VARIABLE RIGHT-OF-WAY WIDTH) SAID POINT OF BEGINNING HAVING A NORTHING OF 1489447.32' AND AN EASTING OF 2251669.16' IN GEORGIA STATE PLANE WEST ZONE, NORTH AMERICAN DATUM 83; THENCE DEPARTING SAID RIGHT-OF-WAY OF MAYFIELD ROAD RUNNING ALONG THE PROPERTY LINE OF THE HARRINGTON FALLS SUBDIVISION, RECORDED IN PLAT BOOK 199, PAGES 80-81, BEING ON FILE WITH FULTON COUNTY LAND RECORDS, NORTH 01 DEGREE 25 MINUTES 51 SECONDS EAST A DISTANCE OF 580.03 FEET TO A POINT LOCATED AT THE TRUE POINT OF BEGINNING; THENCE FROM THE TRUE POINT OF BEGINNING AS THUS ESTABLISHED CONTINUING ALONG SAID PROPERTY LINE NORTH 01 DEGREE 25 MINUTES 51 SECONDS EAST A DISTANCE OF 444.40 FEET TO A POINT; THENCE CONTIUNUTING ALONG SAID PROPERTY LINE NORTH 01 DEGREE 01 MINUTE 31 SECONDS EAST A DISTANCE OF 234.70 FEET TO A POINT; THENCE DEPARTING SAID PROPERTY LINE RUNNING ALONG THE PROPERTY LINE OF THE GRANSLEY SUBDIVISION, RECORDED IN PLAT BOOK 317, PAGES 124-125, AFORSAID RECORDS SOUTH 68 DEGREES 01 MINUTE 04 SECONDS EAST A DISTANCE OF 239.64 FEET TO ½" REBAR FOUND; THENCE SOUTH 00 DEGREE 43 MINUTES 08 SECONDS WEST A DISTANCE OF 608.10 FEET TO A POINT; THENCE DEPARTING SAID PROPERTY LINE RUNNING ALONG THE LAND LOT LINE COMMON TO LAND LOTS 1057 AMD 1104 AND THE PROPERTY LINE OF TAX PARCEL 22 448011040867 NORTH 88 DEGREES 34 MINUTES 08 SECONDS WEST A DISTANCE OF 195.39 FEET TO SAID POINT LOCATED AT THE TRUE POINT OF BEGINNING.

SAID TRACT OR PARCEL OF LAND CONTAINS 123,315 SQUARE FEET, BEING 2.831 ACRES.

#1580 MAYFIELD ROAD TAX PARCEL 22 448011040867
TRACT DESCRIPTION FOR ZONING APPLICATION

ALL THAT TRACT OR PARCEL OF LAND LYING AND BEING IN LAND LOT 1104 OF THE 2nd DISTRICT, 2nd SECTION, CITY OF ALPHARETTA, FULTON COUNTY, GEORGIA, AND BEING MORE PARTICULARLY DESCRIBED AS FOLLOWS;

BEGINNING AT A ½" REBAR FOUND LOCATED ON THE NORTHERLY RIGHT-OF-WAY LINE OF MAYFIELD ROAD (HAVING A VARIABLE RIGHT-OF-WAY WIDTH) SAID POINT OF BEGINNING HAVING A NORTHING OF 1489447.32' AND AN EASTING OF 2251669.16' IN GEORGIA STATE PLANE WEST ZONE, NORTH AMERICAN DATUM 83; THENCE FROM THE POINT OF BEGINNING DEPARTING SAID RIGHT-OF-WAY OF MAYFIELD ROAD RUNNING ALONG THE PROPERTY LINE OF THE HARRINGTON FALLS SUBDIVISION, RECORDED IN PLAT BOOK 199, PAGES 80-81, BEING ON FILE WITH FULTON COUNTY LAND RECORDS, NORTH 01 DEGREE 25 MINUTES 51 SECONDS EAST A DISTANCE OF 580.03 FEET TO A POINT; THENCE DEPARTING SAID PROPERTY LINE RUNNING ALONG THE LAND LOT LINE COMMON TO LAND LOTS 1104 AND 1057 AND THE PROPERTY LINE OF TAX PARCEL 22 447010570197 SOUTH 88 DEGREES 34 MINUTES 08 SECONDS EAST A DISTANCE OF 195.39 FEET TO A POINT; THENCE DEPARTING SAID LAND LOT LINE AND PROPERTY LINE RUNNING ALONG THE PROPERTY LINE OF THE GRANSLEY SUBDIVISION, RECORDED IN PLAT BOOK 317, PAGES 124-125, AFORESAID RECORDS, SOUTH 00 DEGREE 43 MINUTES 08 SECONDS WEST A DISTANCE OF 670.82 FEET TO POINT LOCATED ON THE SAID NORTHERLY RIGHT-OF-WAY LINE OF MAYFIELD ROAD; THENCE DEPARTING SAID PROPERTY LINE RUNNING ALONG SAID RIGHT-OF-WAY LINE ALONG THE ARC OF A CURVE TO THE RIGHT HAVING A RADIUS OF 633.90 FEET SUBTENDED BY A CHORD BEARING OF NORTH 59 DEGREES 26 MINUTES 01 SECONDS WEST A CHORD DISTANCE OF 1109 FEET ALONG SAID ARC A DISTANCE OF 110.73 FEET TO A POINT; THENCE CONTINUING ALONG SAID ARC TO THE RIGHT HAVING A RADIUS OF 633.90 FEET SUBTENDED BY A CHORD BEARING OF NORTH 69 DEGREES 33 MINUTES 54 SECONDS WEST A CHORD DISTANCE OF 113.30 FEET ALONG SAID ARC A DISTANCE OF 113.45 FEET TO SAID ½" REBAR FOUND LOCATED AT THE POINT OF BEGINNING.

SAID TRACT OR PARCEL OF LAND CONTAINS 123,142 SQUARE FEET, BEING 2.827 ACRES.

PROPERTY TAX BILL
CITY OF ALPHARETTA, GEORGIA

ACCOUNT #: 209975
BILL #: 2215431
TAX DISTRICT: 10

ALT ID #: 2456990
TAX YEAR: 2022
REAL PROPERTY TAX

PROPERTY OWNER	PROPERTY ADDRESS	PROPERTY IDENTIFICATION
KJ LUXURY HOMES LLC	1580 MAYFIELD RD REAR	22 -4470-1057-019-7

FAIR MARKET VALUE	ASSESSED VALUE
$151,600	$60,640

EXEMPTION TYPE	ELIGIBLE	APPLIED
		$

LEVIES	ASSESSED VALUE	-	EXEMPTIONS	=	NET ASSESSMENT	X	MILLAGE RATE	=	NET TAX
BONDED DEBT	60,640	-		=	60,640	X	.000965	=	58.52
L.O.S.T.	60,640	-		=	60,640	X	-.002966	=	-179.86
GENERAL GOVERNMENT	60,640	-		=	60,640	X	.007751	=	470.02

*****IMPORTANT PROPERTY TAX MESSAGE*****

The due date indicated on your tax remittance stub is for CURRENT year taxes ONLY. If you have an amount shown in prior year, interest will continue to accrue monthly and collection efforts will persist. Thus, if your tax bill shows an amount due for the prior year, you will need to contact the City of Alpharetta Financial Service Division at 678-297-6060 (option 0) to confirm the total amount due.

CURRENT YEAR TAXES DUE:	$348.68
PRIOR YEARS TAXES DUE:	0.00
PENALTIES & INTEREST	0.00
TOTAL DUE	**$348.68**

City of Alpharetta
Finance Department - Tax
2 Park Plaza
Alpharetta, GA 30009-3680

Account Number:	209975
Amount Due:	$348.68
Due Date:	12/01/2022

PROPERTY TAX BILL

We accept Visa, MasterCard, or American Express.
Payments accepted via phone at 678-297-6060 (Option 0)
or online at www.alpharetta.ga.us

00002082022202215431400000348680

KJ LUXURY HOMES LLC
1005 CHASEWOOD TRL
ALPHARETTA, GA 30005

City of Alpharetta
Finance Department - Tax
2 Park Plaza
Alpharetta, GA 30009-3680

Kamran Jalali
KJ Luxury Homes, LLC
1005 Chasewood Trail
Alpharetta, Georgia 30005

October 25, 2022

City of Alpharetta
Planning Commission
2 Park Plaza
Alpharetta, Georgia 30009

Subject: Rezoning Letter of Intent
1580 Mayfield Road

To The Planning Commission,

We are writing to request a change of zoning for a 5.66 acre property at 1580 Mayfield Road, within the City of Alpharetta, Georgia. The property is currently AG. We are requesting that the tract be rezoned to R-22, to allow the development of a seven (7) lot Very Low Density Residential single family subdivision. The future land use designation for this area is Very Low Density Residential, and the R-22 zoning classification requested for this property is the highest and best zoning classification allowed under the Very Low Density Residential designation.

Development of the site under the current AG zoning classification is not a reasonable economic use. There are several existing older, below average grade office/commercial and residential buildings on the property. The proposed request would allow the replacement of these existing buildings with new high quality single family homes, which will positively affect the use and value of the surrounding properties.

Thank you for your consideration.

Sincerely,

Kamran Jalali

PROPERTY TAX BILL
CITY OF ALPHARETTA, GEORGIA

ACCOUNT #: 209975 ALT ID #: 2457287
BILL #: 2215502
TAX DISTRICT: 10 TAX YEAR: 2022 REAL PROPERTY TAX

PROPERTY OWNER	PROPERTY ADDRESS	PROPERTY IDENTIFICATION
KJ LUXURY HOMES LLC	1580 MAYFIELD RD	22 -4480-1104-086-7

FAIR MARKET VALUE	ASSESSED VALUE
$335,400	$134,160

EXEMPTION TYPE	ELIGIBLE	APPLIED
		$

LEVIES	ASSESSED VALUE	-	EXEMPTIONS	=	NET ASSESSMENT	X	MILLAGE RATE	=	NET TAX
BONDED DEBT	134,160	-		=	134,160	X	.000965	=	129.46
L.O.S.T.	134,160	-		=	134,160	X	-.002966	=	-397.92
GENERAL GOVERNMENT	134,160	-		=	134,160	X	.007751	=	1039.88

*****IMPORTANT PROPERTY TAX MESSAGE*****

The due date indicated on your tax remittance stub is for CURRENT year taxes ONLY. If you have an amount shown in prior year, interest will continue to accrue monthly and collection efforts will persist. Thus, if your tax bill shows an amount due for the prior year, you will need to contact the City of Alpharetta Financial Service Division at 678-297-6060 (option 0) to confirm the total amount due.

CURRENT YEAR TAXES DUE:	$771.42
PRIOR YEARS TAXES DUE:	0.00
PENALTIES & INTEREST	0.00
TOTAL DUE	**$771.42**

City of Alpharetta
Finance Department - Tax
2 Park Plaza
Alpharetta, GA 30009-3680

Account Number: 209975
Amount Due: $771.42
Due Date: 12/01/2022

PROPERTY TAX BILL

We accept Visa, MasterCard, or American Express.
Payments accepted via phone at 678-297-6060 (Option 0)
or online at www.alpharetta.ga.us

0000208202220221550220000771428

KJ LUXURY HOMES LLC
1005 CHASEWOOD TRL
ALPHARETTA, GA 30005

City of Alpharetta
Finance Department - Tax
2 Park Plaza
Alpharetta, GA 30009-3680

OWNER/DEVELOPER

KAMRAN JALALI
1005 CHASEWOOD TRIAL
ALPHARETTA, GA. 30005
PHONE: (678) 858-0255
CONTACT: KAMRAN JALALI

ENGINEER

ACR ENGINEERING, INC.
600 PINNACLE ROAD
SUITE 685
NORCROSS, GEORGIA 30071
(678) 291-0000
CONTACT: ABBAS HEIDARI

SURVEY BY:

ACR ENGINEERING, INC.
600 PINNACLE ROAD
SUITE 685
NORCROSS, GEORGIA 30071
(678) 291-0000
CONTACT: ABBAS HEIDARI
DATED: MARCH 17, 2022

TAX PARCEL I.D.

22 448011040867

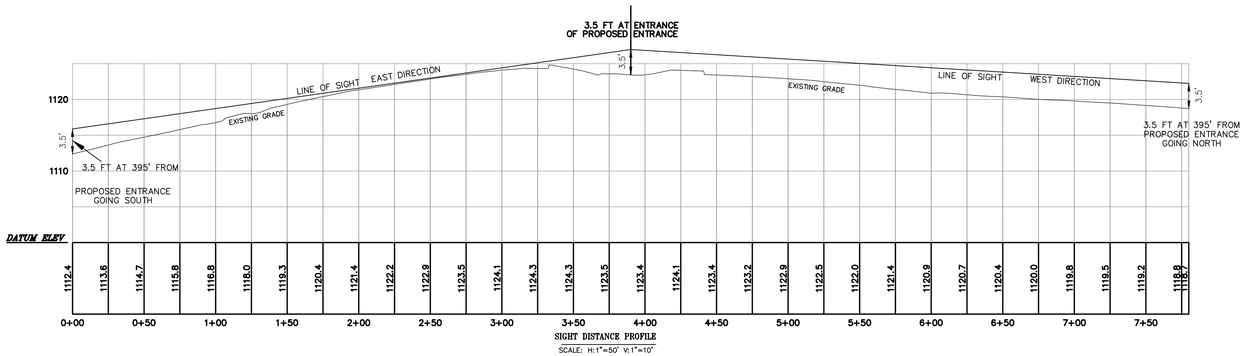
BENCHMARK

FULTON COUNTY MONUMENT F315	FULTON COUNTY MONUMENT F415
N: 1486158.656	N: 1486943.445
E: 2284780.395	E: 2284673.516
ELEV. 1165.926	ELEV. 1179.919

UTILITY PROVIDERS:

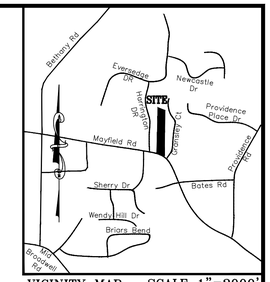
TELEPHONE- AT&T
POWER- SAWNEE ELCTRIC
WATER- FULTON COUNTY
SEWER- FULTON COUNTY
GAS- GEORGIA NATURAL GAS CO.

24 HOUR EMERGENCY CONTACT:
KAMRAN JALALI
(678) 858-0255



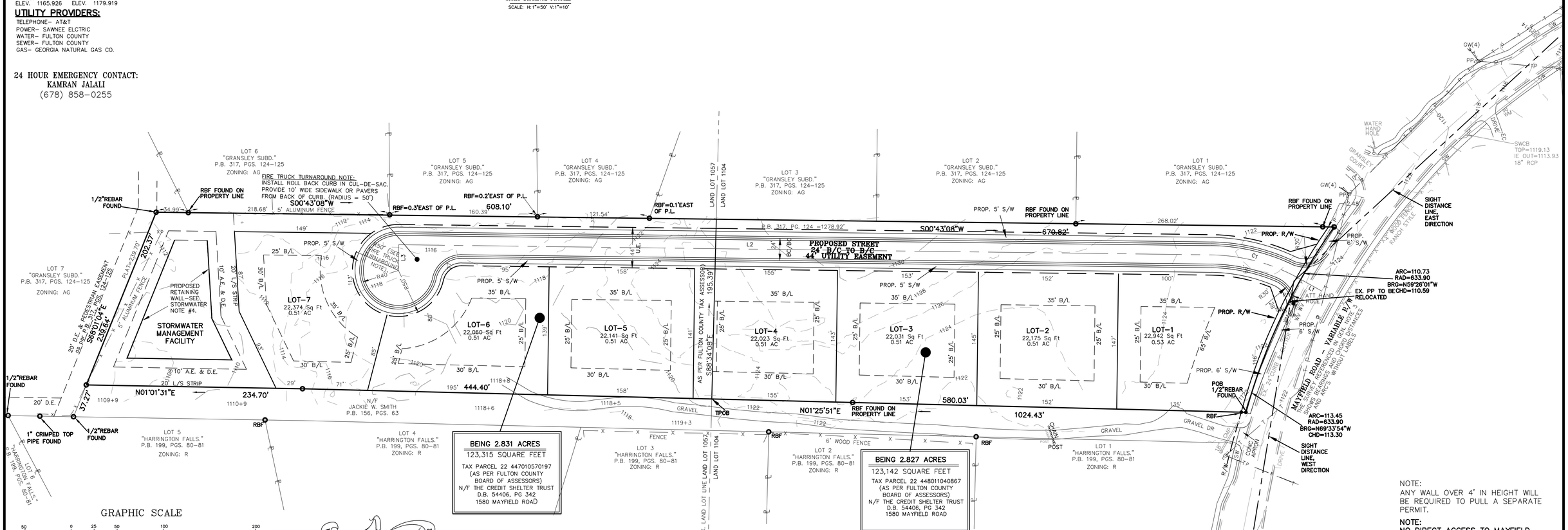
SIGHT DISTANCE PROFILE
SCALE: H:1"=50' V:1"=10'

TRIP GENERATION REPORT								
			A.M. PEAK			P.M. PEAK		
LAND USE (ITE CODE)	INTENSITY	DAILY TOTAL	IN	OUT	TOTAL	IN	OUT	TOTAL
SINGLE FAMILY DETACHED (210)	7 LOTS	70	4	12	16	13	8	21



VICINITY MAP SCALE 1"=2000'

PROPERTY ADDRESS:
1580 MAYFIELD ROAD
ALPHARETTA, GA 30009


1/2"REBAR FOUND
RBF FOUND ON PROPERTY LINE
S00°43'08"W 608.10'
RBF=0.3'EAST OF P.L.
RBF=0.2'EAST OF P.L.
RBF=0.1'EAST OF P.L.
PROP. 5' S/W
RBF FOUND ON PROPERTY LINE
S00°43'08"W 670.82'
PROPOSED STREET 24' B/C TO B/C 44' UTILITY EASEMENT
PROP. R/W
PROP. 6' S/W
SIGHT DISTANCE LINE, EAST DIRECTION
ARC=110.73
RAD=633.90
BRG=N59°26'01"W
EX. PP TO BECHD=110.59 RELOCATED
SIGHT DISTANCE LINE, WEST DIRECTION
ARC=113.45
RAD=633.90
BRG=N60°33'54"W
CHD=113.30
POB 1/2"REBAR FOUND
N01°25'51"E 580.03'
1024.43'
TPOB
RBF FOUND ON PROPERTY LINE
S01°01'04"E 259.64'
N01°01'31"E 234.70'
1" CRIMPED TOP PIPE FOUND
1/2"REBAR FOUND
20' D.E.
20' L/S STRIP
10' A.E. & D.E.
PROPOSED RETAINING WALL-SEE STORMWATER NOTE #4.
STORMWATER MANAGEMENT FACILITY
LOT-7 22,374 Sq Ft 0.51 AC
LOT-6 22,060 Sq Ft 0.51 AC
LOT-5 22,141 Sq Ft 0.51 AC
LOT-4 22,023 Sq Ft 0.51 AC
LOT-3 22,031 Sq Ft 0.51 AC
LOT-2 22,175 Sq Ft 0.51 AC
LOT-1 22,942 Sq Ft 0.53 AC
FIRE TRUCK TURNAROUND NOTE: INSTALL ROLL BACK CURB IN CUL-DE-SAC. PROVIDE 10' WIDE SIDEWALK OR PAVERS FROM BACK OF CURB. (RADIUS = 50')
AS PER FULTON COUNTY TAX ASSESSOR 195.39'
S88°34'08"E
N/F JACKIE W. SMITH P.B. 156, PGS. 63
444.40'
APPROX. LAND LOT LINE LAND LOT 1057 LAND LOT 1104
LOT 6 "GRANSLEY SUBD." P.B. 317, PGS. 124-125 ZONING: AG
LOT 5 "GRANSLEY SUBD." P.B. 317, PGS. 124-125 ZONING: AG
LOT 4 "GRANSLEY SUBD." P.B. 317, PGS. 124-125 ZONING: AG
LOT 3 "GRANSLEY SUBD." P.B. 317, PGS. 124-125 ZONING: AG
LOT 2 "GRANSLEY SUBD." P.B. 317, PGS. 124-125 ZONING: AG
LOT 1 "GRANSLEY SUBD." P.B. 317, PGS. 124-125 ZONING: AG
LOT 7 "GRANSLEY SUBD." P.B. 317, PGS. 124-125 ZONING: AG
LOT 5 "HARRINGTON FALLS." P.B. 199, PGS. 80-81 ZONING: R
LOT 4 "HARRINGTON FALLS." P.B. 199, PGS. 80-81 ZONING: R
LOT 3 "HARRINGTON FALLS." P.B. 199, PGS. 80-81 ZONING: R
LOT 2 "HARRINGTON FALLS." P.B. 199, PGS. 80-81 ZONING: R
LOT 1 "HARRINGTON FALLS." P.B. 199, PGS. 80-81 ZONING: R
BEING 2.831 ACRES
123,315 SQUARE FEET
TAX PARCEL 22 447010570197
(AS PER FULTON COUNTY BOARD OF ASSESSORS)
N/F THE CREDIT SHELTER TRUST
D.B. 54406, PG 342
1580 MAYFIELD ROAD
BEING 2.827 ACRES
123,142 SQUARE FEET
TAX PARCEL 22 448011040867
(AS PER FULTON COUNTY BOARD OF ASSESSORS)
N/F THE CREDIT SHELTER TRUST
D.B. 54406, PG 342
1580 MAYFIELD ROAD
GRAVEL
FENCE
6' WOOD FENCE
WATER HAND HOLE
GW(4)
PP
SWCB TOP=1119.13 IE OUT=1113.93 18" RCP
GRANSLEY COURT
DRIVE
MAYFIELD ROAD - VARIABLE R/W
GRAVEL DR
CONC. APRON
POST
R/W
EX. 24" CMP
EX. 18" RCP
EX. 12" RCP
EX. 8" RCP
EX. 6" RCP
EX. 4" RCP
EX. 2" RCP
EX. 1" RCP
EX. 0.5" RCP
EX. 0.25" RCP
EX. 0.125" RCP
EX. 0.0625" RCP
EX. 0.03125" RCP
EX. 0.015625" RCP
EX. 0.0078125" RCP
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E

OWNER/DEVELOPER

KAMRAN JALALI
1005 CHASEWOOD TRIAL
ALPHARETTA, GA. 30005
PHONE: (678) 858-0255
CONTACT: KAMRAN JALALI

ENGINEER

ACR ENGINEERING, INC.
600 PINNACLE ROAD
SUITE 685
NORCROSS, GEORGIA 30071
(678) 291-0000
CONTACT: ABBAS HEIDARI

SURVEY BY:

ACR ENGINEERING, INC.
600 PINNACLE ROAD
SUITE 685
NORCROSS, GEORGIA 30071
(678) 291-0000
CONTACT: ABBAS HEIDARI
DATED: MARCH 17, 2022

TAX PARCEL I.D.

22 448011040867

BENCHMARK

FULTON COUNTY MONUMENT F315
N: 1486158.656
E: 2284780.395
ELEV: 1165.926

FULTON COUNTY MONUMENT F415
N: 1486943.445
E: 2284673.516
ELEV: 1179.919

UTILITY PROVIDERS:

TELEPHONE- AT&T
POWER- SAWNEE ELCTRIC
WATER- FULTON COUNTY
SEWER- FULTON COUNTY
GAS- GEORGIA NATURAL GAS CO.

24 HOUR EMERGENCY CONTACT:
KAMRAN JALALI
(678) 858-0255

NO.	(INCHS)	SPECIES
4988	7	POP
4989	23	PINE
4990	14	PINE
4991	17	PINE
4992	22	PINE
4993	8	PINE
4994	13	OAK
4995	7	POP
4996	11	POP
4997	7	POP
4998	10	PINE
4999		"TRIP 13-15-19 GUM"
5000		TRIP 13 GUM 12 OAK
5001	16	OAK
5002	48	MAP
5003	31	MAP
5004	26	MAP
5005	13	PINE
5006	8	OAK
5007	13	PINE
5008	7	OAK
5009	10	PINE
5010	6	OAK
5011	13	MAP
5012	8	OAK
5013	11	PINE
5014	12	PINE
5015	10	PINE
5016	9	PINE
5017	8	PINE
5018	19	MAP
5019	11	PINE
5020	9	PINE
5021	10	PINE
5022	12	PINE
5023	9	PINE
5024	8	PINE
5025	8	PINE
5026	11	PINE

NO.	(INCHS)	SPECIES
5027		TWIN 8-9 PINE
5028	8	PINE
5029	10	PINE
5030	9	PINE
5031	9	PINE
5032	10	PINE
5033	12	PINE
5034	8	PINE
5035	8	PINE
5036	12	PINE
5037	8	PINE
5038	8	PINE
5039	10	PINE
5040	8	PINE
5041	11	PINE
5042	10	PINE
5043	9	PINE
5044	8	PINE
5045	8	OAK
5046	8	GUM
5047	7	OAK
5048	7	GUM
5049		TWIN 7-18 MAP
5050		TWIN 8-11 MAP
5051	8	PINE
5052	10	PINE
5053	10	PINE
5054	13	PINE
5055	11	GUM
5056	12	PINE
5057	9	PINE
5058	9	SYC
5059	10	PINE
5060		QUAD 8-9-10-11 GUM
5061		TWIN 8 HW
5062	9	PINE
5063	9	PINE
5064	8	PINE
5065	12	PINE

NO.	(INCHS)	SPECIES
5066	8	PINE
5067	10	PINE
5068	8	GUM
5069	8	GUM
5070	8	MAP
5071	9	PINE
5072	12	MAP
5073	18	GUM
5074	11	MAP
5075	8	CHERRY
5076	15	MAP
5077	14	GUM
5078	10	OAK
5079	18	GUM
5080	17	OAK
5081	8	OAK
5082	14	GUM
5083	9	GUM
5084	10	PINE
5085	9	PINE
5086	9	PINE
5087	9	PINE
5088	9	PINE
5089	9	PINE
5090	11	GUM
5091	8	PINE
5092	12	PINE
5093	8	PINE
5094	10	PINE
5095	13	PINE
5096	8	PINE
5097	8	PINE
5098	8	PINE
5099	9	PINE
5100	11	PINE
5101	13	PINE
5102	9	GUM
5103	10	PINE
5104	8	PINE
5105	10	PINE

NO.	(INCHS)	SPECIES
5106	12	PINE
5107	8	GUM
5108	8	PINE
5109	9	PINE
5110	11	PINE
5111	8	PINE
5112	11	PINE
5113	8	PINE
5114	9	PINE
5115	9	PINE
5116	10	PINE
5117	8	PINE
5118	12	PINE
5119	11	PINE
5120	10	PINE
5121	10	PINE
5122	9	PINE
5123	12	PINE
5124	13	PINE
5125	10	PINE
5126	12	MAP
5127	11	PINE
5128	9	PINE
5129	9	PINE
5130	13	PINE
5131	9	PINE
5132	8	PINE
5133	8	PINE
5134	9	PINE
5135	8	PINE
5136	8	PINE
5137	13	PINE
5138	8	PINE
5139	17	PINE
5140	9	PINE
5141	10	PINE
5142	12	PINE
5143	11	GUM
5144		TWIN 9-11 GUM
5145	16	PINE

NO.	(INCHS)	SPECIES
5146	8	MAP
5147	11	PINE
5148	10	PINE
5149	11	PINE
5150	13	POP
5151	9	PINE
5152	11	PINE
5153	13	PINE
5154	15	PINE
5155	10	PINE
5156	8	PINE
5157	15	PINE
5158	14	PINE
5159	14	PINE
5160	8	PINE
5161	9	PINE
5162	9	PINE
5163	10	PINE
5164	10	PINE
5165	9	PINE
5166	12	PINE
5167	14	PINE
5168	8	PINE
5169	8	PINE
5170	9	PINE
5171	9	PINE
5172	10	PINE
5173	9	PINE
5174	8	PINE
5175	9	PINE
5176	8	PINE
5177	8	PINE
5178	8	PINE
5179	8	PINE
5180	11	PINE
5181	9	PINE
5182	9	PINE
5183	11	PINE
5184	9	PINE
5185	8	PINE

NO.	(INCHS)	SPECIES
5186	9	PINE
5187	8	PINE
5188	8	PINE
5189	8	PINE
5190	11	PINE
5191	8	PINE
5192	12	PINE
5193	8	PINE
5194	10	PINE
5195	11	PINE
5196	11	PINE
5197	8	PINE
5198	9	PINE
5199	9	PINE
5200	8	PINE
5201	8	PINE
5202	9	PINE
5203	10	PINE
5204	10	PINE
5205	9	PINE
5206	12	PINE
5207	8	PINE
5208	9	PINE
5209	12	PINE
5210	10	PINE
5211	10	PINE
5212	16	PINE
5213	13	PINE
5214	13	PINE
5215	9	PINE
5216	8	PINE
5217	9	PINE
5218	12	PINE
5219	12	PINE
5220	13	PINE
5221	8	GUM
5222	8	GUM
5223	8	PINE
5224	12	PINE
5225	16	PINE

NO.	(INCHS)	SPECIES
5226	11	PINE
5227	13	PINE
5228	7	GUM
5229	6	GUM
5230	9	PINE
5231	13	PINE
5232	15	PINE
5233	13	PINE
5234	13	PINE
5235	14	PINE
5236	9	PINE
5237	11	PINE
5238	10	PINE
5239	9	PINE
5240	8	PINE
5241	8	PINE
5242	7	CYPRESS
5243	9	CYPRESS
5244	8	PINE
5245		12 CRAPE MYRTLE
5246	8	PINE
5247	7	CYPRESS
5248	6	CYPRESS
5249		"TWIN 6-7 CYPRESS"
5250		15 CRAPE MYRTLE
5251		16 CRAPE MYRTLE
5252		19 CRAPE MYRTLE
5253	9	CHERRY
5254	8	CHERRY
5255	7	CHERRY
5256	16	PINE
5257	18	PINE
5258	16	PINE
5259	19	PINE
5260	23	PINE
5261	6	POP
5262	7	POP
5263	26	PINE

NO.	(INCHS)	SPECIES
5264	6	GUM
5265	6	GUM
5266	6	GUM
5267	6	PEAR
5268		TWIN 9 POP
5269	7	POP
5270	12	POP
5271	6	POP
5272	6	POP
5273	6	GUM
5274	6	GUM
5275		TWIN 7-8 POP
5276	16	PINE
5277	7	GUM
5278	8	PINE
5279	10	PINE
5280	8	PINE
5281	20	PINE
5282	15	GUM
5283	6	GUM
5284	12	PINE
5285	8	PEAR
5286	11	PINE
5287	9	PINE
5288	9	PINE
5289	9	PINE
5290	6	GUM
5291	6	PEAR
5292	11	PINE
5293	11	GUM
5294		19 PINE W/ CHAIN
5295	6	OAK
5296	8	PINE
5297	11	PINE
5298	11	PINE
5299	9	PINE
5300	10	PINE
5301	8	PINE
5302	9	PINE
5303	24	OAK

NO.	(INCHS)	SPECIES
5304	45	OAK
5305	7	MAP
5306	6	MAP
5307		TWIN 9-12 GUM
5308		TWIN 12-13 GUM
5309	15	PINE
5310	14	PINE
5311	11	GUM
5312	9	GUM
5313	6	OAK
5314	15	GUM
5315		TWIN 13-15 OAK
5316	6	MAP
5317	19	MAP
5318	21	MAP
5319	9	CHERRY
5320	9	GUM
5321	7	GUM
5322	7	GUM
5323	6	OAK
5324	7	GUM
5325	12	GUM
5326	23	OAK
5327	14	PINE
5328	25	OAK
5329	14	PINE
5330	11	OAK
5331	7	GUM
5332	7	OAK
5333	18	OAK
5334	18	PINE
5335		TWIN 6-14 GUM
5336	10	GUM
5337	9	OAK
5338	18	PINE
5339	13	PINE
5340	16	PINE
5341	6	GUM
5342	16	PINE

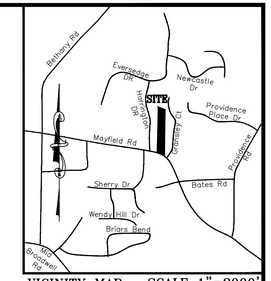
NO.	(INCHS)	SPECIES
5343	7	OAK
5344	10	GUM
5345		TWIN 10-15 GUM
5346	16	PINE
5347	12	OAK
5348	20	PINE
5349	16	PINE
5350	7	GUM
5351	9	CHERRY
5352		TRIP 7-8-15 GUM
5353	14	OAK
5354	18	OAK
5355	14	OAK
5356	6	MAP
5357	6	MAP
5358	13	PINE
5359	8	PINE
5360	13	PINE
5361	9	PINE
5362	8	PINE
5363	10	PINE
5364	9	PINE
5365	11	GUM
5366	10	GUM
5367	6	GUM
5368	7	GUM
5369	6	GUM
5370	8	PINE
5371	6	GUM
5372	12	GUM
5373		TWIN 6-7 CHERRY
5374	7	CHERRY
5375	8	PINE
5376	9	PINE
5377	9	PINE
5378	9	PINE
5379	8	PINE
5380	15	PINE
5381	11	PINE

NO.	(INCHS)	SPECIES
5382	8	PINE
5383	8	PINE
5384	11	PINE
5385	11	PINE
5386		TWIN 9-10 PINE
5387	8	PINE
5388	14	PINE
5389	9	GUM
5390	11	PINE
5391	8	PINE
5392	13	PINE
5393	9	PINE
5394	8	PINE
5395	10	PINE
5396	8	PINE
5397	8	GUM
5398	12	GUM
5399	9	OAK
5400	7	GUM
5401	7	GUM
5402	11	GUM
5403	9	OAK
5404	12	GUM
5405	9	GUM
5406	7	GUM
5407	16	PINE
5408	9	GUM
5409	13	GUM
5410	17	PINE
5411	15	PINE
5412	9	PINE
5413	8	PINE
5414	19	PINE
5415	16	OAK
5416	10	GUM
5417	7	GUM
5418	8	PINE
5419	8	PINE
5420	10	OAK
5421	8	OAK

NO.	(INCHS)	SPECIES
5422	6	GUM
5423	10	GUM
5424	9	PINE
5425	9	GUM
5426	10	PINE
5427	9	OAK
5428	15	MAP
5429	6	GUM
5430	6	GUM
5431	8	PINE
5432	23	PINE
5433	11	GUM
5434	20	GUM
5435	21	PINE
5436	17	POP
5437	13	OAK
5438	10	GUM
5439	20	PINE
5440	13	PINE
5441	12	PINE
5442	12	PINE
5443	12	PINE
5444	13	PINE
5445	10	GUM
5446	7	GUM
5447	7	GUM
5448	11	GUM
5449	13	GUM
5450	10	GUM
5451		TWIN 10 SYC
5452	14	GUM
5453		7 HRDWD
5454	8	PINE
5455	8	PINE
5456	13	PINE
5457	8	PINE
5458	10	PINE
5459	8	PINE
5460	9	PINE
5461	10	PINE

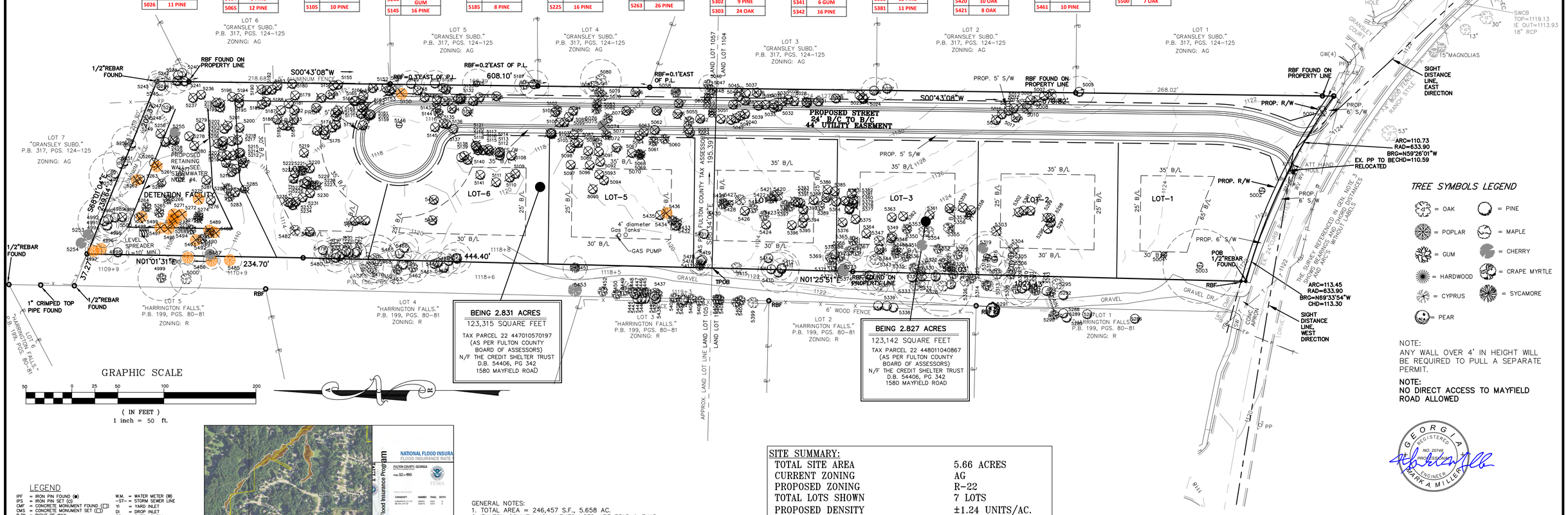
NO.	(INCHS)	SPECIES
5462	13	GUM
5463	12	GUM
5464	9	PINE
5465	10	PINE
5466	12	PINE
5467	20	OAK
5468	16	OAK
5469	18	OAK
5470	6	OAK
5471	10	PINE
5472	8	PINE
5473	9	PINE
5474	11	PINE
5475	12	PINE
5476	8	PINE
5477	9	PINE
5478		TRIP 9-10-12 PINE
5479	8	PINE
5480		TWIN 6 GUM
5481	13	PINE
5482	21	OAK
5483	8	PINE
5484	9	PINE
5485	10	POP
5486	7	POP
5487	6	CHERRY
5488		TWIN 6-7 POP
5489	6	POP
5490	7	GUM
5491	7	GUM
5492	9	GUM
5493	8	POP
5494	6	GUM
5495	6	POP
5496		TWIN 6-10 POP
5497	10	POP
5498	6	POP
5499	8	POP
5500	7	OAK

NOTE: TREE SYMBOL NUMBERS SHOWN HEREON ARE THE SAME AS TREE TAG NUMBERS IN THE FIELD.



VICINITY MAP SCALE 1"=2000'

PROPERTY ADDRESS:
1580 MAYFIELD ROAD
ALPHARETTA, GA 30009



GRAPHIC SCALE
50 0 25 50 100 200
(IN FEET)
1 inch = 50 ft.

BEING 2.831 ACRES
123,315 SQUARE FEET
TAX PARCEL 22 447010570197
(AS PER FULTON COUNTY BOARD OF ASSESSORS)
N/F THE CREDIT SHELTER TRUST
D.B. 54406, PG 342
1580 MAYFIELD ROAD

BEING 2.827 ACRES
123,142 SQUARE FEET
TAX PARCEL 22 448011040867
(AS PER FULTON COUNTY BOARD OF ASSESSORS)
N/F THE CREDIT SHELTER TRUST
D.B. 54406, PG 342
1580 MAYFIELD ROAD

TREE SYMBOLS LEGEND

- OAK
- PINE
- POPLAR
- MAPLE
- GUM
- CHERRY
- HARDWOOD
- CRAPE MYRTLE
- CYPRUS
- SYCAMORE
- PEAR

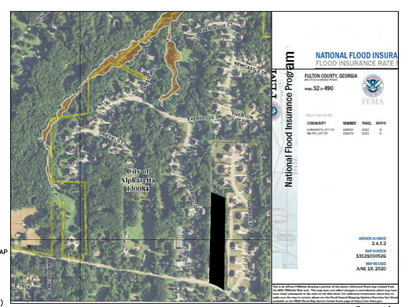
NOTE:
ANY WALL OVER 4' IN HEIGHT WILL BE REQUIRED TO PULL A SEPARATE PERMIT.

NOTE:
NO DIRECT ACCESS TO MAYFIELD ROAD ALLOWED

GEORGIA REGISTERED NO. 29748 PROFESSIONAL ENGINEER MARK A. MILLER

LEGEND

IPF	= IRON PIN FOUND (●)	W.M.	= WATER METER (W)
IPS	= IRON PIN SET (○)	-ST-	= STORM SEWER LINE
CMF	= CONCRETE MONUMENT FOUND (□)	YI	= YARD INLET
CMS	= CONCRETE MONUMENT SET (□)	DI	= DROP INLET
R/W	= RIGHT OF WAY	CB	= CATCH BASIN
STA	= STATION NUMBER	HW	= HEAD WALL
LLL	= LAND LOT LINE	JB	= JUNCTION BOX
C/L	= CENTERLINE	DE	= DRAINAGE EASEMENT
P/L	= PROPERTY LINE	FM	= SEWER FORCE MAIN
BM	= BENCHMARK	DS	= DOWNSPOUT
PT	= POINT OF TANGENCY	CO	= CLEAN OUT
PC	= POINT OF CURVATURE	CMP	= CORRUGATED METAL PIPE
IE	= INVERT ELEVATION	RCP	= REINFORCED CONCRETE PIPE
EL	= ELEVATION (ELEV.)	VCP	= VITRIFIED CLAY PIPE
B/L	= BUILDING LINE	DIP	= DUCTILE IRON PIPE
R	= RADIUS	PVC	= POLYVINYL CHLORIDE PIPE
SGE	= SUBGRADE ELEVATION	C & G	= CURB AND GUTTER
→	= FLOW	F.I.R.M.	= FEDERAL INSURANCE RATE MAP
O	= PROPERTY CORNER	T.P.O.B.	= TRUE POINT OF BEGINNING
-x-	= FENCE	P.O.B.	= POINT OF BEGINNING
-⌀-	= POLE	GMD	= GA. MILITIA DISTRICT
-T-	= TELEPHONE LINE		= TREE LINE
-TV-	= TELEVISION LINE	REB.	= REBAR
-P-	= POWER LINE		= BRANCH
-S-	= SANITARY SEWER LINE		= EXISTING CONTOURS (DASHED)
SSE	= SANITARY SEWER EASEMENT	912	= PROPOSED CONTOURS (SOLID)
MH	= MANHOLE	TC	= TOP OF CURB ELEVATION
-G-	= GAS LINE	▲	= TRAVERSE POINT
-W-	= WATER LINE	⊙	= LIGHT POLE (☼)
	= PLUGGED STUB		= PLANTED TREE
	= GATE VALVE	MT	= MARKED TREE
F.H.	= EXIST. FIRE HYDRANT		
F.H.	= PROP. FIRE HYDRANT		



SCALE 1"=1000'

FIRM PANEL
1"=1000' PANEL 52 OF 490
MAP NUMBER 13121C0052G
MAP DATED: JUNE 19, 2020

GENERAL NOTES:
1. TOTAL AREA = 246,457 S.F., 5.658 AC.
2. FULTON COUNTY MONUMENTS USED ARE F315 & F415.
3. EXISTING CONDITIONS OF THIS SITE IS MIXED HARDWOOD AND EVERGREEN TREES WITH EXISTING HOUSE.
4. WATER AND SANITARY SEWER SERVICES TO BE PROVIDED BY FULTON COUNTY.
5. PROPERTY IS NOT LOCATED WITHIN THE FAR PART 150 AIRPORT NOISE CONTOUR MAP.
6. NO PORTION OF THIS PROPERTY LIES WITHIN A DESIGNATED FLOOD PRONE AREA AS PER F.I.R.M. COMMUNITY PANEL NO. 13121C0052G FULTON COUNTY, GEORGIA, EFFECTIVE DATE JUNE 19, 2020
7. TOPOGRAPHICAL INFORMATION HAS TAKEN FROM FIELD WORK PERFORM BY ACR ENGINEERING DATED 3/9/2022.
8. THERE ARE NO STATE WATERS, WETLANDS, NOR BUFFERS ASSOCIATED WITH STATE WATERS OR WETLANDS LOCATED ON SITE.
9. BOUNDARY SURVEY TAKEN FROM PLAT PREPARED BY ACR ENGINEERING, INC., DATED MARCH 9, 2022.
10. ON-SITE DEBRIS BURIAL IS NOT ALLOWED
11. PROPOSED USE IS SINGLE FAMILY RESIDENTIAL.
12 EXISTING IMPERVIOUS = 9,403 S.F.
13. PROPOSED BUILDINGS:
HEATED FLOOR: 3,500 S.F, HEIGHT: NOT TO EXCEED 35', 2 STORY BUILDING

SITE SUMMARY:

TOTAL SITE AREA	5.66 ACRES
CURRENT ZONING	AG
PROPOSED ZONING	R-22
TOTAL LOTS SHOWN	7 LOTS
PROPOSED DENSITY	±1.24 UNITS/AC.
MINIMUM LOT SIZE	22,000 S.F.
MIN. LOT WIDTH	100 FEET
MAXIMUM BUILDING HEIGHT	35 FEET
MAXIMUM GROUND COVERAGE BY PRINCIPAL BUILDINGS	25%
MINIMUM FLOOR AREA OF A DWELLING UNIT	1,500 SQUARE FEET
SETBACKS:	
FRONT YARD OF LOCAL STREET = 35 FT	
FRONT YARD OF ALL OTHER STREETS = 65 FT	
SIDE YARD = 25 FT	
REAR YARD = 30 FT	

DATE:	OCTOBER 25, 2013	No.	Revision/Issue	By / Date
SCALE:	1"=50'			
DRAWN:	IP			
APPROVED:	MM			
DRAWING:	ZONING/22008E			

ACR ENGINEERING, INC.
ATLANTA COMMERCIAL & RESIDENTIAL ENGINEERING
600 PINNACLE COURT
SUITE 685
NORCROSS, GA 30071
TEL: (678) 291-0000
FAX: (678) 291-6887

Sheet 1 Of 1

ZONING TREE SURVEY
FOR
1580 MAYFIELD ROAD
ALPHARETTA, GA 30009
LOCATED IN L.L. 1057 & 1104
2ND DISTRICT, 2ND SECTION
CITY OF ALPHARETTA
FULTON COUNTY, GEORGIA

LEGEND

RBF	1/2" REBAR FOUND	UE	= UNDERGROUND ELECTRIC
RBS	1/2" REBAR SET	DI	= DROP INLET
CMF	= CONCRETE MONUMENT FOUND	CB	= CATCH BASIN
IPS	= CORNER SET AS DESCRIBED	JB	= JUNCTION BOX
CMF	= CONCRETE MONUMENT FOUND	HW	= HEAD WALL (⌒)
RBS	1/2" REBAR SET	CB	= CATCH BASIN
IPS	= CORNER SET AS DESCRIBED	DE	= DRAINAGE EASEMENT
STA	= STATION NUMBER	FM	= SEWER FORCE MAIN
R/W	= RIGHT OF WAY	CO	= CLEAN OUT
LLL	= LAND LOT LINE	DS	= DOWNSPOUT
℄	= PROPERTY LINE	CMP	= CORRUGATED METAL PIPE
BM	= BENCHMARK	RCP	= REINFORCED CONCRETE PIPE
FL	= POINT OF TANGENCY	PF	= POINT OF TANGENCY
PC	= POINT OF CURVATURE	DIP	= DUCTILE IRON PIPE
PT	= POINT OF TANGENCY	VCP	= VITRIFIED CLAY PIPE
RBF	= REBAR FOUND	RCP	= REINFORCED CONCRETE PIPE
RBS	= REBAR SET	PVC	= POLYVINYL CHLORIDE PIPE
IF	= INVERT ELEVATION	DIP	= DUCTILE IRON PIPE
EL	= ELEVATION (ELEV.)	F.I.R.M.	= FEDERAL INSURANCE RATE MAP
PVC	= POLYVINYL CHLORIDE PIPE	C & G	= CURB AND GUTTER
DIP	= DUCTILE IRON PIPE	P.O.B.	= POINT OF BEGINNING
VCP	= VITRIFIED CLAY PIPE	T.P.O.B.	= TRUE POINT OF BEGINNING
RCP	= REINFORCED CONCRETE PIPE	GMD	= GA. MILITIA DISTRICT
C & G	= CURB AND GUTTER	TL	= TREE LINE
P.O.B.	= POINT OF BEGINNING	RB.	= REBAR
T.P.O.B.	= TRUE POINT OF BEGINNING	———	= BRANCH
F.I.R.M.	= FEDERAL INSURANCE RATE MAP	———	= EXISTING CONTOURS (DASHED)
GMD	= GA. MILITIA DISTRICT	-912-	= PROPOSED CONTOURS (SOLID)
TL	= TREE LINE	ETB	= ELECTRIC TRANSFORMER BOX
RB.	= REBAR	EM	= ELECTRIC METER
———	= BRANCH	GM	= GAS METER
———	= EXISTING CONTOURS (DASHED)	AC	= A/C CONDITIONER
-912-	= PROPOSED CONTOURS (SOLID)	CMG	= CURB AND GUTTER
ETB	= ELECTRIC TRANSFORMER BOX	PKNS	= PK NAIL SET
EM	= ELECTRIC METER	IRV	= IRRIGATION CONTROL VALVE
GM	= GAS METER	C.O.	= CLEAN OUT
AC	= A/C CONDITIONER	OH=	OVERHANG/AMMING
CMG	= CURB AND GUTTER		
PKNS	= PK NAIL SET		
IRV	= IRRIGATION CONTROL VALVE		
C.O.	= CLEAN OUT		
OH=	OVERHANG/AMMING		

GENERAL NOTES

1. REFERENCE FOR THIS SURVEY SHOULD BE MADE TO THAT CERTAIN "DEED IN DEED BOOK 54406, PAGES 342 THROUGH 345, BEING ON FILE WITH FULTON COUNTY LAND RECORDS.
2. REFERENCE SHOULD ALSO BE MADE TO AN EXEMPTION PLAT FOR JACKIE W. SMITH, DATED JULY 13, 1987, RECORDED IN PLAT BOOK 156, PAGE 63, A PORTION OF THIS PLAT IS LOCATED TO THE WEST OF THE SITE SHOWN HEREON.
2A. REFERENCE SHOULD ALSO BE MADE THE "CANSLEY S/D," DATED 03-02-07, RECORDED IN PLAT BOOK 317, PAGE 124, AFORESAID RECORDS. THIS PROPERTY SHOWN HEREON ADJOINS SAID PLAT ALONG LOTS 1, 2, 3, 4, 5, & 7.
2B. REFERENCE SHOULD ALSO BE MADE THE "HARRINGTON FALLS" SUBD., DATED 9-18-1997, RECORDED IN PLAT BOOK 199, PAGE 80, AFORESAID RECORDS. THIS PROPERTY HEREON INCLUDES ALL OF LOTS 1 THROUGH 5 AS SHOWN HEREON.
3. REFERENCE FOR THIS SURVEY SHOULD ALSO MADE TO A SURVEY FOR JOHN W. BAILEY, DATED JULY 13, 1972, PREPARED BY BRUMBELOE-REESE & ASSOC., INC., JOB NO. 8732-1564, PROVIDED BY CLIENT. THIS SITE SHOWN HEREON INCLUDES ONLY THE REMAINING PORTION OF THE LAND SHOWN ON SAID SURVEY PROVIDED THAT DOES NOT INCLUDE GRANSLEY SUBDIVISION.
4. THE BEARING STRUCTURE FOR THIS SURVEY IS BASED UPON MOUNUMENTATION FOUND IN THE FIELD AT THE TIME OF THIS SURVEY AND REFERENCED TO GEORGIA STATE PLANE (WEST) DATUM, THE VERTICAL DATUM IS NGVD 88.
5. ACCORDING TO THE FLOOD RATE INSURANCE MAP (F.I.R.M.) FOR THE CITY OF ALPHARETTA, GEORGIA, PANEL NO. 13121C0052G, EFFECTIVE DATE JUNE 6, 2020, 2013, THIS PROPERTY SHOWN HEREON DOES NOT LIE WITHIN A SPECIAL FLOOD HAZARD FLOOD AREA.
6. THE PUBLIC RECORDS AS SHOWN HEREON REFLECTS TO THOSE RECORDS NECESSARY TO ESTABLISH THE BOUNDARIES SHOWN HEREON AND REFERENCED TO THE SAME DOES NOT AND IS NOT INTENDED TO CONSTITUTE A TITLE SEARCH OR TITLE OPINION.
7. THIS SITE IS SERVICED BY SOME UNDERGROUND UTILITIES. THE FIRM OF "AOR ENGINEERING, INC." DOES NOT CERTIFY TO THE ACCUARCY OF THE UNDERGROUND UTILITIES SHOWN OR NOT SHOWN HEREON. CONTACT THE UTILITY PROTECTION CENTER AT 1-800-282-7411 PRIOR TO ANY DIGGING.
8. THE FIELD WORK FOR THIS SURVEY WAS COMPLETED BY AN "AOR ENGINEERING INC."
9. THIS SURVEY HAS BEEN PREPARED WITHOUT THE BENEFIT OF A TITLE REPORT. EASEMENTS AND OTHER ENCUMBRANCES OR BENEFITS MAY EXISTS THAT ARE NOT SHOWN HEREON THAT A CURRENT TITLE REPORT MAY DISCLOSE.
10. THIS SURVEY HAS BEEN PREPARED FOR THE EXCLUSIVE USE OF THE ENTITIES OR PERSONS NAMED HEREON. NO EXPRESS OR IMPLIED WARRANTIES WITH RESPECT TO THE INFORMATION SHOWN HEREON IS TO BE EXTENDED TO ANY ENTITIES OR PERSONS OTHER THAN THOSE SHOWN HEREON.

FIELD NOTE:

FIELD INFORMATION FOR THIS SURVEY WAS OBTAINED WITH A THREE SECOND THEODILITE AND AN ELECTRONIC DISTANCE METER. THIS MAP OR PLAT HAS BEEN CALCULATED FOR CLOSURES AND IS FOUND TO BE ACCURATE WITHIN ONE FOOT IN 455,577 FEET OR TAX PARCEL 22 44801104087 AND ONE FOOT IN 361,314 FEET FOR TAX PARCEL 22 44701057097.

THE FIELD DATA UPON WHICH THIS MAP OR PLAT IS BASED HAS A CLOSURE PRECISION OF ONE FOOT IN 19,003 FEET AND AN ANGULAR ERROR OF 2.7 SECONDS PER ANGLE POINT AND WAS ADJUSTED USING THE COMPASS RULE METHOD.

GRAPHIC SCALE

(IN FEET)
1 inch = 50 ft.
50 0 25 50 100 200

SURVEYORS CERTIFICATION

This plat is a retracement of an existing parcel or parcels of land and does not subdivide or create a new parcel or make any change to any real property boundaries. The recording information of the documents, maps, plats, or other instruments which created the parcel or parcels are stated hereon. RECOMMENDATION OF THIS PLAT DOES NOT IMPLY APPROVAL OF ANY REGULATIONS OR REQUIREMENTS, OR SUITABILITY FOR ANY USE OR PURPOSE OF THE LAND. Furthermore, the LOCAL JURISDICTION, AVAILABILITY OF PERMITS, COMPLIANCE WITH LOCAL REGULATIONS OR undeveloped land survey certified that this plat complies with the minimum technical standards for property surveys in Georgia as set forth in the rules and regulations of the Georgia Board of Registration for Professional Engineers and Land Surveyors and as set forth in O.C.G.A. Section 15-6-67.

THIS SURVEY WAS PREPARED IN CONFORMITY WITH THE TECHNICAL STANDARDS FOR PROPERTY SURVEYS IN GEORGIA AS SET FORTH IN CHAPTER 180-7 OF THE RULES OF THE GEORGIA BOARD OF REGISTRATION FOR PROFESSIONAL ENGINEERS AND LAND SURVEYORS AND AS SET FORTH IN THE GEORGIA PLAT ACT O.C.G.A. 15-6-67.

GA. REG. L.S. License No. 2764 Date: March 17, 2022

GEORGIA REGISTERED LAND SURVEYOR No. 2764 TAMMY A POTTER

BEING 2.831 ACRES
123,315 SQUARE FEET
TAX PARCEL 22 44701057097
(AS PER FULTON COUNTY
BOARD OF ASSESSORS)
N/F THE CREDIT SHELTER TRUST
D.B. 54406, PG 342
1580 MAYFIELD ROAD

BEING 2.827 ACRES
123,142 SQUARE FEET
TAX PARCEL 22 44801104087
(AS PER FULTON COUNTY
BOARD OF ASSESSORS)
N/F THE CREDIT SHELTER TRUST
D.B. 54406, PG 342
1580 MAYFIELD ROAD

GA STATE PLANE (WEST)

BOUNDARY & TOPOGRAPHIC SURVEY FOR KAMRAN JALALI

ACR Engineering, inc.
ATLANTA COMMERCIAL & RESIDENTIAL ENGINEERING
600 PINNACLE ROAD
SUITE 685
NORCROSS, GA 30071
TEL: (678) 291-0000 LSF# 000927
Land Surveying FIRM #000927

No.	Revision/Issue	By	Date

#1580 MAYFIELD ROAD

SURVEYED: JJ2 & JG | COUNTY: FULTON | STATE: GEORGIA
SECTION: 2nd | CITY ADDRESS: ALPHARETTA
DISTRICT: 2nd
LAND LOT(S): 1057 & 1104

DRAWN: TP

DRAWING: 22008S | SNAPSHOT: | DATE: MARCH 9, 2022 | SCALE: 1"=50' | H: N/A | V:

Sheet 1 of 2

CITY COUNCIL MEETING
STAFF REPORT

SUBMITTING DEPARTMENT: COMMUNITY DEVELOPMENT
SUBMITTED BY: KATHI COOK
DRAFTED BY: MICHAEL WOODMAN
CITY COUNCIL SPONSOR: DAN MERKEL

I. AGENDA ITEM TITLE: PH-23-01 UNIFIED DEVELOPMENT CODE TEXT AMENDMENTS – CRABAPPLE OVERLAY DISTRICT

CITY COUNCIL: MARCH 27, 2023

This item was considered at the 3/2/2023 Planning Commission meeting. There was one (1) public comment from a property owner in the proposed overlay asking if the overlay would require streetscape improvements to the existing site. A Planning Commissioner requested that bike racks be added to the street furniture section. After discussion, Planning Commission recommended approval. Vote 7-0

II. REPORT IN BRIEF:

Consideration of text amendments to Unified Development Code (UDC) Article II to add Section 2.11 Crabapple Overlay.

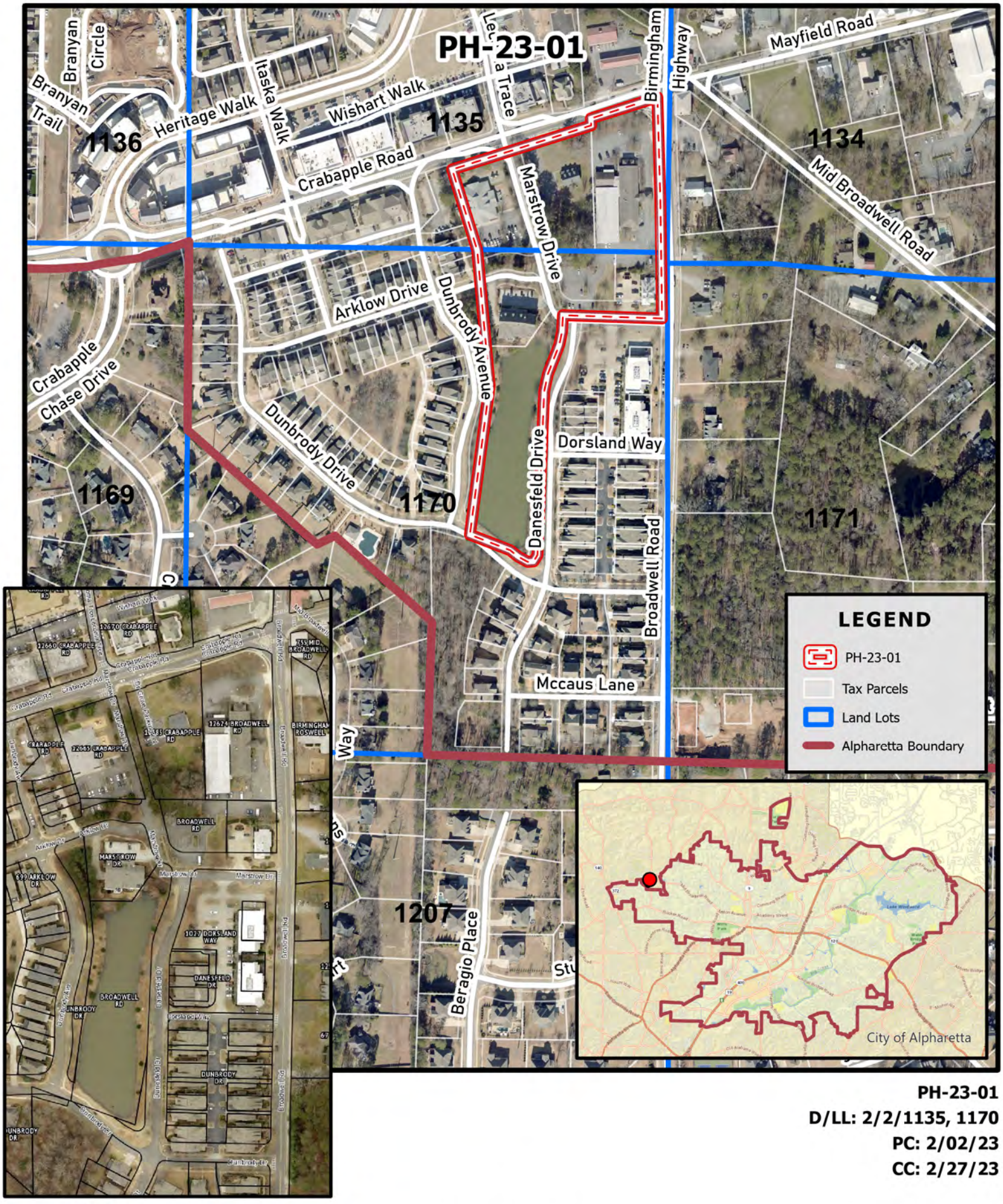
DISCUSSION

Approximately nine (9) acres of land in the Crabapple area is located in Alpharetta, with the remaining area located in the City of Milton. Through various planning efforts, Milton has established and is implementing their vision for Crabapple, which promotes the area as Milton's Downtown. In order to implement a cohesive look and vision for the area, it is recommended that the City adopt an overlay district to ensure compatible with the City of Milton's vision for Crabapple.

In preparing the Crabapple Overlay, City Staff reviewed Milton's zoning regulations, zoning map, applicable long-range planning documents, and GDOT plans for Crabapple Road. In coordination with City of Milton staff, the proposed Crabapple Overlay addresses regulations related to site design standards, streetscapes, parking and loading, landscaping and screening, building design and street furniture.

III. ATTACHMENTS:

- Aerial Map
- Zoning Map
- Future Land Use Map
- Location Map
- City of Milton Crabapple Zoning Map
- UDC Section 2.11 Crabapple Overlay
- Ordinance

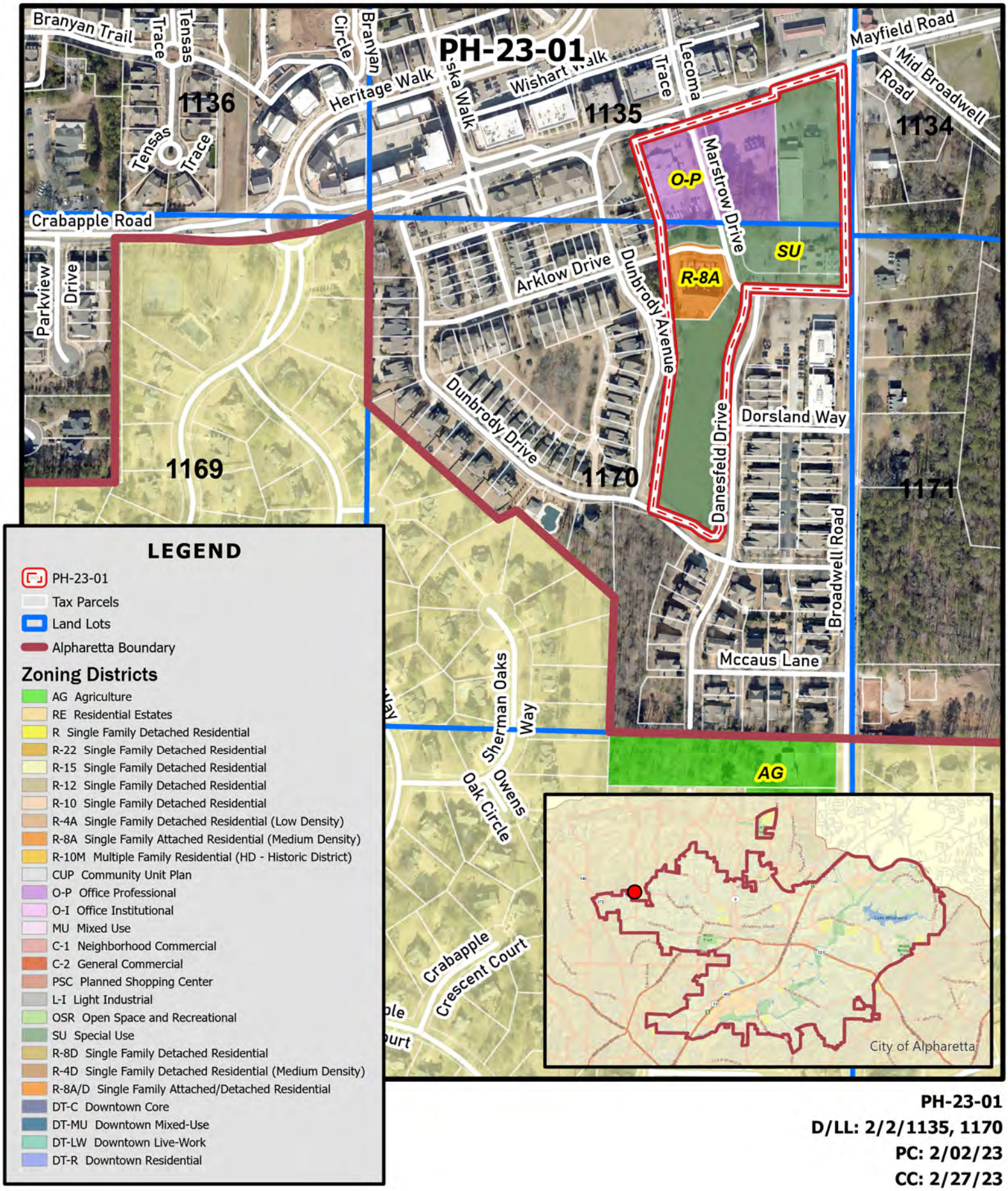


PH-23-01
D/LL: 2/2/1135, 1170
PC: 2/02/23
CC: 2/27/23

THE CITY OF ALPHARETTA GEORGIA

Aerial Map
Crabapple Overlay

Location Map Provided by:
Community Development - GIS



LEGEND

- PH-23-01
- Tax Parcels
- Land Lots
- Alpharetta Boundary

Zoning Districts

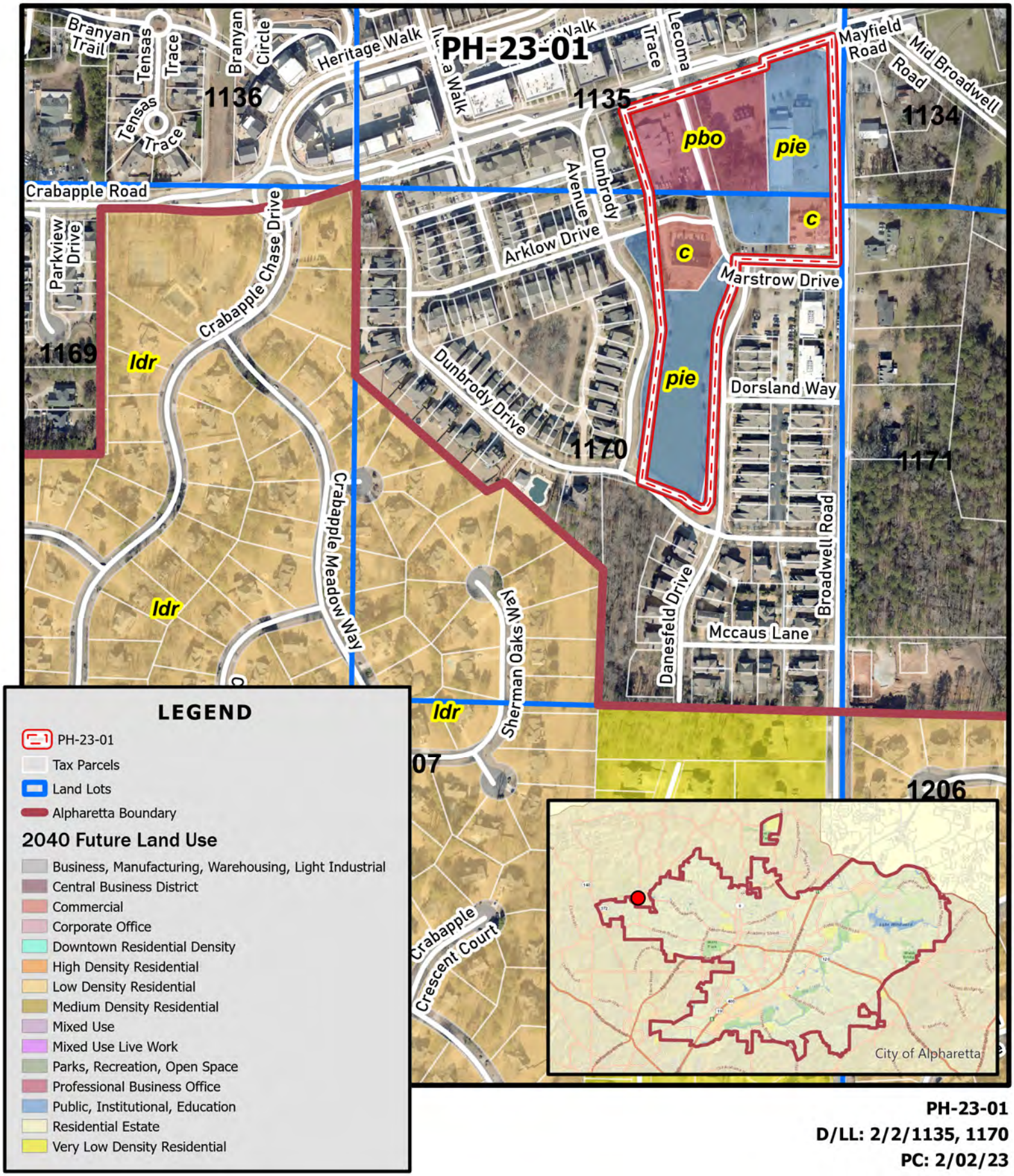
- AG Agriculture
- RE Residential Estates
- R Single Family Detached Residential
- R-22 Single Family Detached Residential
- R-15 Single Family Detached Residential
- R-12 Single Family Detached Residential
- R-10 Single Family Detached Residential
- R-4A Single Family Detached Residential (Low Density)
- R-8A Single Family Attached Residential (Medium Density)
- R-10M Multiple Family Residential (HD - Historic District)
- CUP Community Unit Plan
- O-P Office Professional
- O-I Office Institutional
- MU Mixed Use
- C-1 Neighborhood Commercial
- C-2 General Commercial
- PSC Planned Shopping Center
- L-I Light Industrial
- OSR Open Space and Recreational
- SU Special Use
- R-8D Single Family Detached Residential
- R-4D Single Family Detached Residential (Medium Density)
- R-8A/D Single Family Attached/Detached Residential
- DT-C Downtown Core
- DT-MU Downtown Mixed-Use
- DT-LW Downtown Live-Work
- DT-R Downtown Residential

PH-23-01
D/LL: 2/2/1135, 1170
PC: 2/02/23
CC: 2/27/23

THE CITY OF ALPHARETTA GEORGIA

Zoning Map
Crabapple Overlay

Location Map Provided by:
Community Development - GIS

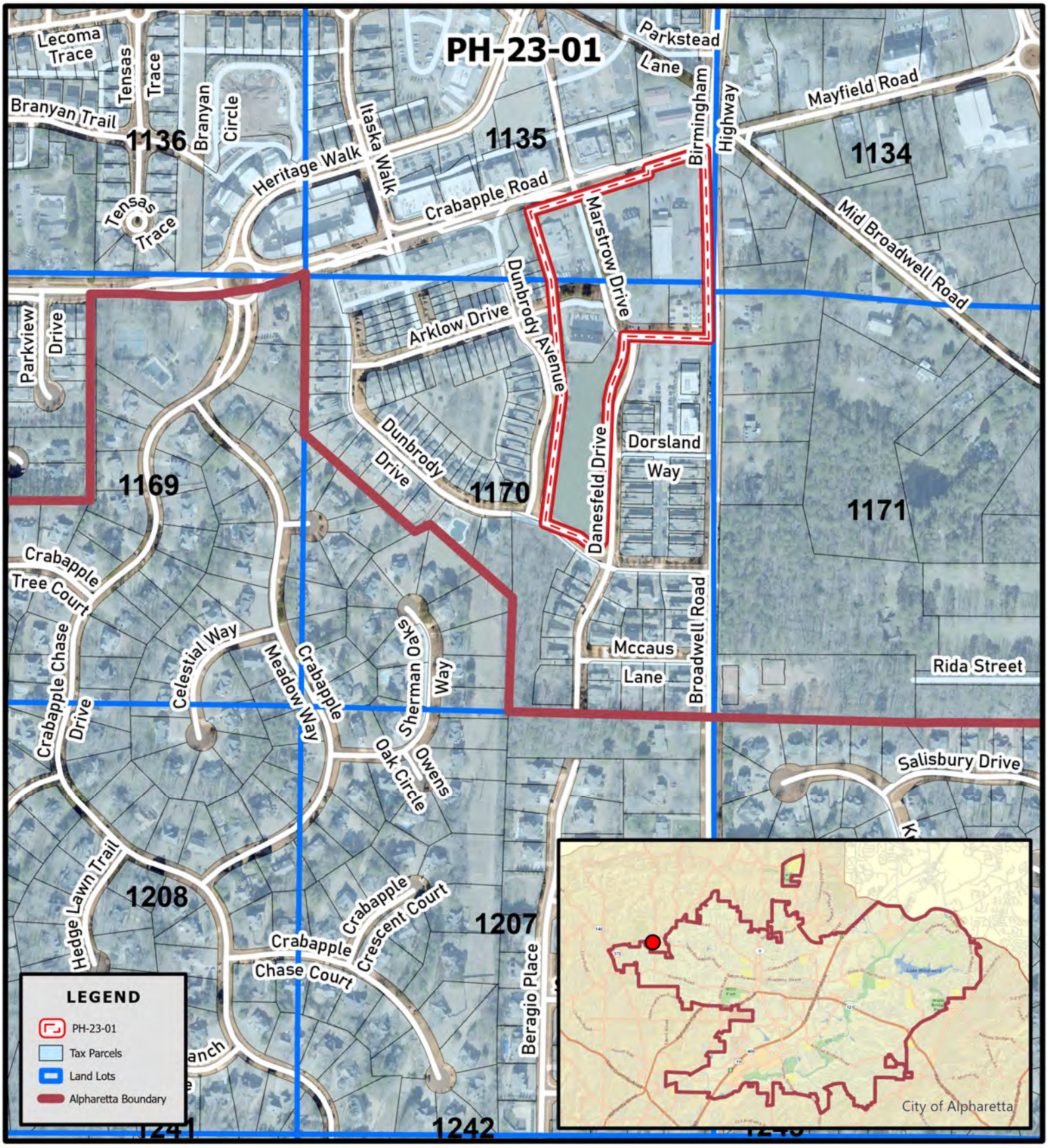


PH-23-01
D/LL: 2/2/1135, 1170
PC: 2/02/23
CC: 2/27/23

THE CITY OF ALPHARETTA GEORGIA

Future Land Use Map
Crabapple Overlay

Location Map Provided by:
Community Development - GIS

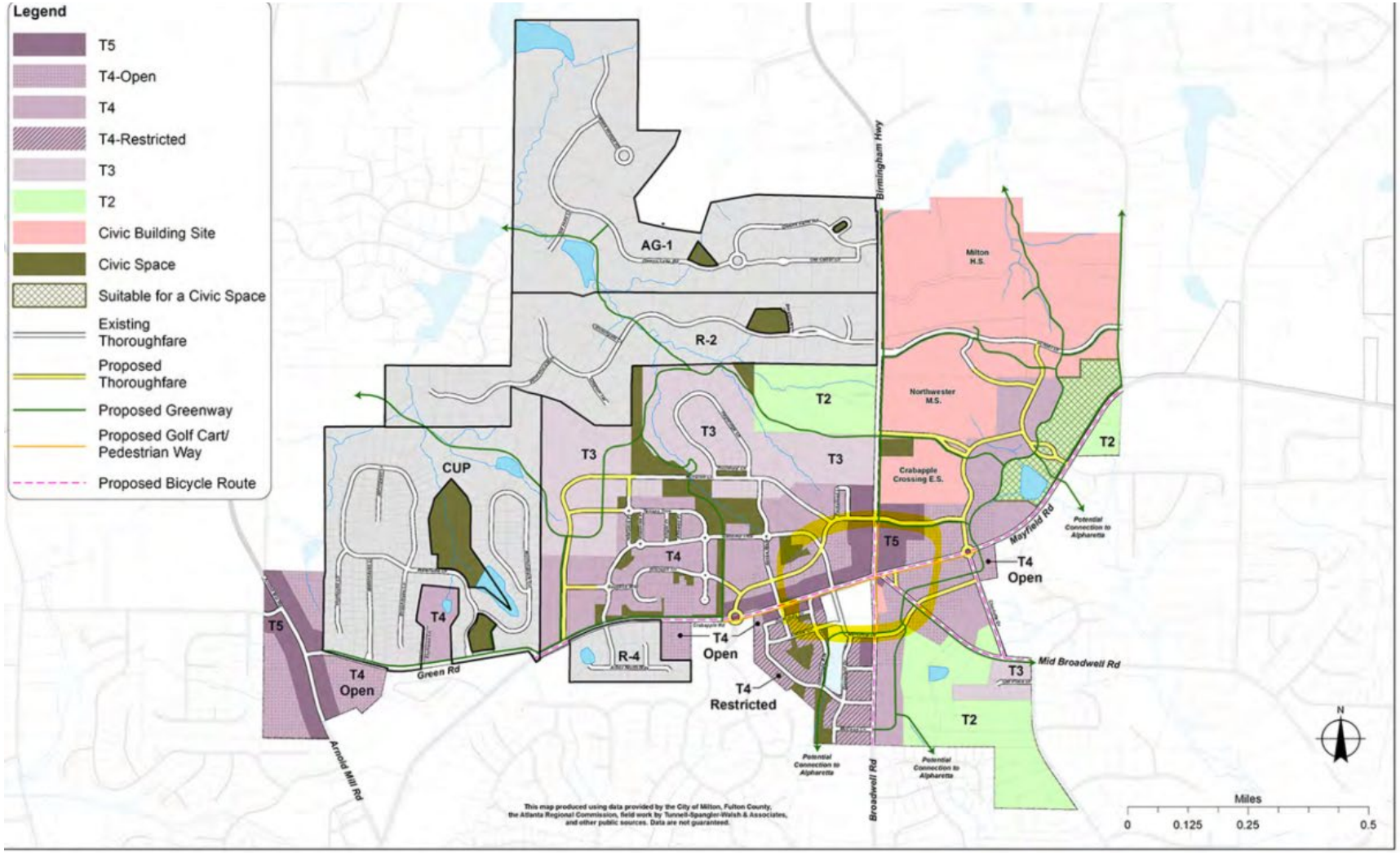


PH-23-01
D/LL: 2/2/1135, 1170
PC: 2/02/23
CC: 2/27/23

Location Map
Crabapple Overlay

THE CITY OF ALPHARETTA GEORGIA

Location Map Provided by:
Community Development - GIS



Crabapple Regulating Plan

ABAPPLE FORM-BASED CODE

ril 27, 2015

City of Milton

SECTION 2.11 CRABAPPLE OVERLAY

2.11.1. General Provisions.

A. *Title.* This Section shall be known as the "Crabapple Overlay" or may be internally cited as "this overlay."

B. *General Purpose.* The purpose of this overlay is to enable and support a cohesive vision for the Crabapple area.

C. *Applicability.*

1. This overlay applies within the area be shown on the Official Zoning Map and labeled "Crabapple Overlay."

2. Parcels within this overlay shall be subject to both the requirements of this Section and the requirements of their underlying zoning district, subject to the conflict provisions in "3" immediately below.

3. When requirements of this overlay conflict with any requirement of the underlying zoning or any other provision of the City Unified Development Code (UDC), the requirements of this overlay shall prevail.

4. When the word "street" is used it means both public and private streets unless stated otherwise.

D. *Conformance Requirements.*

1. All buildings, structures or land, in whole or in part, must be used or occupied, in conformance with this overlay. All buildings or structures, in whole or in part, must be erected, constructed, moved, enlarged or structurally altered in conformance with this overlay.

2. Nothing in this overlay shall require any change in the plans, construction or intended use of a building or structure for which a lawful permit has been issued or a lawful permit application has been accepted before the effective date of this overlay, provided that the construction under the terms of such permit is diligently followed until its completion.

E. *Conflicting Provisions.*

1. It is not the intent of this overlay to interfere with or abrogate or annul any easements, covenants or other agreements between parties; provided, however, that where this overlay imposes a greater restriction upon the use of property, or requires more space than is imposed or required by other resolutions, rules or regulations, or by easements, covenants or agreements, the provisions of this overlay shall govern.

2. Nothing herein shall be construed as repealing or modifying the conditions of operation or conditions of site development accompanying those zoning approvals, variances, or use permits issued prior to the existence of this overlay; however, modification or repeal of these past conditions of approval may be accomplished through a zoning change in accordance UDC Section 4.2.

F. *Place Making.* The design of streets, streetscapes, open spaces, civic spaces, and other features regulated by this overlay must incorporate signage, plantings, lighting, materials, and other placemaking elements as follows:

1. In accordance with placemaking plans adopted by the City of Alpharetta; or

2. As submitted by the applicant and approved by the Director of Community development if no plans identified in "1" immediately above have been adopted.

2.11.2. Site Regulations.

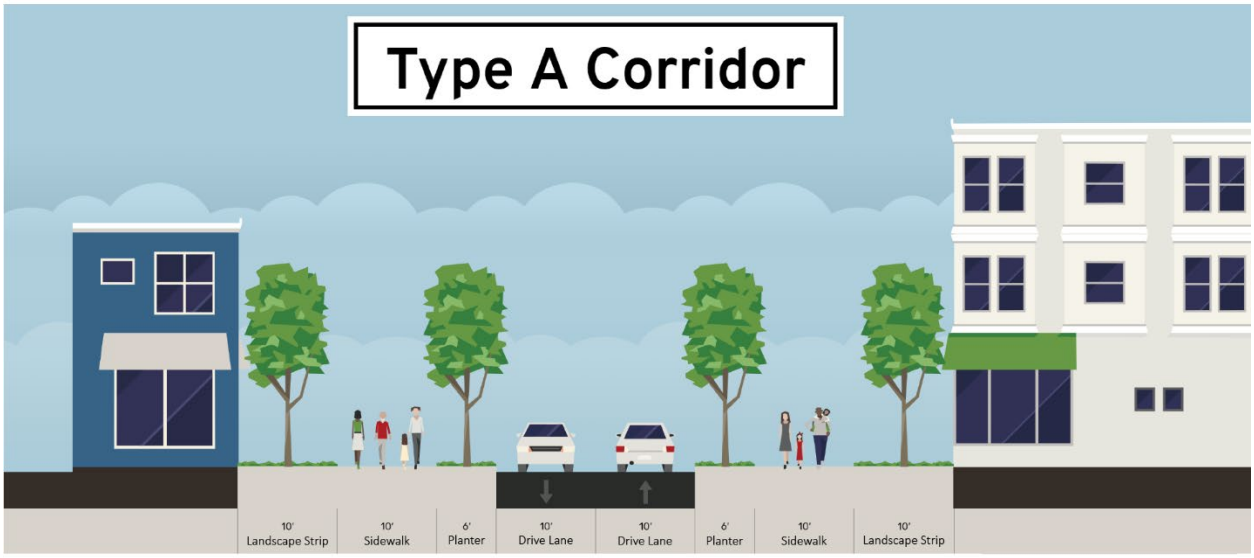
A. *Corridor Types Established.* This overlay uses corridor types to regulate the design of sidewalks, sites, buildings, and other purposes, as shown in the Site Regulation Table and as referenced in other Sections. Corridor types include:

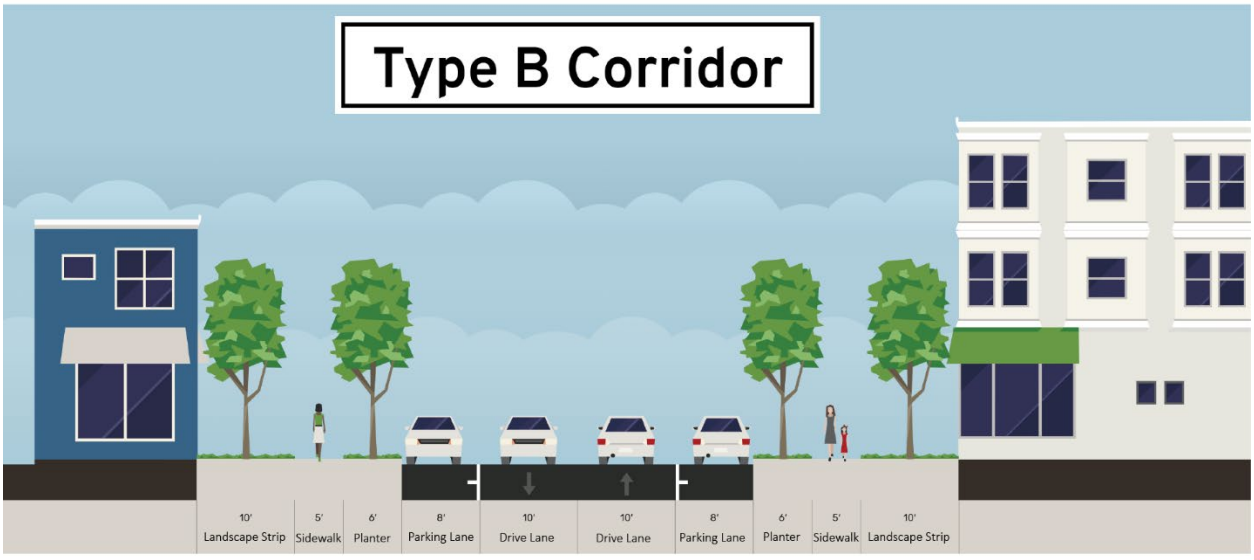
1. **Type A Corridors**, which include Crabapple Road and Broadwell Road.
2. **Type B Corridors**, which include Marstrow Road, Arklow Drive, and new streets.

B. *Site Regulation Table.* Sites must be developed in accordance with the following Site Regulation Table.

Site Regulation Table

Site Design Standards		
	Type A Corridors	**Type B Corridors**
Building Setback (from the back of required sidewalk)	10 ft. min./ 20 ft max.	10 ft. min./ 60 ft. max.
Building Height (as measured along the applicable corridor)	20 ft. or 2 story min., whichever is higher/ Max. per Sec. 2.11.3.D.	20 ft. or 2 story min., whichever is higher/ Max. per Sec. 2.11.3.D.
Surface Parking Lots (see UDC Sec. 3.2.8.C and Sec. 2.11.5.A)	No parking allowed between primary buildings and a public street.	Only one row of parking (parallel with the road) is allowed between primary buildings and a public street.
Streetscape Standards		
	Type A Corridors	**Type B Corridors**
Sidewalk	10 ft. min.	5 ft. min.
Planter	6 ft. min.	6 ft. min.
Planter Pedestrian Light Spacing (see Sec. 2.10.4.C.2)	40 ft. on-center max.	40 ft. on-center max.
Planter Tree Spacing (see Sec. 2.10.4.C.1)	40 ft. on-center max.	40 ft. on-center max.
On-Street Parking	8 ft. min. (if required)	8 ft. min.
Landscape Strip	Per UDC Sec. 3.2.8.D (see note 1)	Per UDC Sec. 3.2.8.D (see note 1)





Note 1: The Director of Community Development has the authority to reduce or eliminate UDC Sec. 3.2.8.D landscape strips adjacent to buildings with ground floor commercial uses that front and are accessible from the adjacent sidewalk.

C. *Minimum Lot Size.*

1. Minimum lot size in accordance with the underlying zoning district.

D. *Maximum Building Height.*

1. Maximum building height shall not exceed 3 stories or 40’.

2.11.3. Streets.

A. *Applicability.*

1. The Section applies to:

a. New development;

b. Existing developed sites when more than 25% of the site area is disturbed, except as provided for in "2" immediately below;

c. Existing principal buildings that are expanded, except as provided for in "2" immediately below; and

d. Existing principal buildings that are renovated or repaired and the value of said work exceeds 50% of the building's replacement cost, except as provided for in "2" immediately below.

2. The Director of Community Development may grant variances to any requirement of this Section for existing developed sites and existing buildings (except as specifically delegated to the City Transportation Engineer) when one or more of the following exists:

a. The streetscape would render a site non-conforming with regard to vehicular parking; or

b. Existing topography, trees, buildings, bridges, utilities, retaining walls, or other existing features render this Section unreasonable.

3. This Section does not apply on a parcel for which a Land Disturbance Permit or Building Permit is issued but where the Director of Community Development determines that the permit is for an accessory use or structure to the principal use or structure or for minor repairs or additions to the principal building or structure in existence.

B. *Streetscapes.*

1. *Streetscapes Required.*

a. New public and private streets must include sidewalks and planters as identified in the Streetscape Standards of the Site Regulation Table prior to the issuance of Certificate of Occupancy, except as indicated in "d" immediately below.

b. Existing streets that do not meet the Streetscape Standards of the Site Regulation Table must be brought into compliance with said standards along the site's frontage prior to the issuance of Certificate of Occupancy, except as indicated in "d" immediately below.

c. On existing streets where there is insufficient right-of-way for the required streetscape improvements, the right-of-way needed for such improvements may be expanded by mutual agreement between the property owner and the entity holding the right-of-way, or a public access easement may be provided to the City to meet the required improvements.

d. On streetscapes that are or will be within the public right-of-way, root barriers are required between the sidewalk and any adjacent landscape strips or planters, subject to approval of the City Arborist.

e. The City encourages the use of multi-functional runoff reduction measures in the streetscape, including bioretention areas, stormwater tree box, and planter box. The dimensional standards for planting area, tree spacing, and planting type be varied to accommodate runoff reduction measures.

C. *Planter.*

1. Street trees must be planted in the planter as follows:

    a. Overstory trees must be planted in the planter in accordance with the Streetscape Standards of the Site Regulation Table. Newly planted trees shall be a minimum of 3½ inches in caliper, and must be limbed up to a minimum of 7 feet.

    b. Trees must have a pervious planting area that is at least 6 feet wide by 10 feet long, 3 feet deep, and 1,800 cubic feet in soil volume. Tree grates are not allowed unless the City Arborist determines that they will not negatively impact tree health.

    c. Shrubs, groundcover, or mulch must be installed in the tree planting area identified in "c" immediately above when tree grates are not installed. Shrubs must conform to "1" immediately above.

2. Pedestrian Lights.

    a. Pedestrian lights must be installed in the planter in accordance with the Streetscape Standards of the Site Regulation Table.

    b. Pedestrian lights must be spaced evenly between overstory street trees.

    c. Pedestrian light spacing may be increased by the Director or Community Development along existing streets when trees, traffic control devices, or other existing conditions prevent the required spacing.

D. *On-Street Parking.* Newly-created on-street parking on public or private streets must conform to the following:

1. A bulbout must be provided at the end of every three (3) parallel parking spaces.

2. Each bulbout must include at least one overstory tree. Newly planted trees must be a minimum of 3½ inches in caliper, and must be limbed up to a minimum of 7 feet.

3. Trees must have a pervious planting area that is at least 6 feet wide by 10 feet long, 3 feet deep, and 1,800 cubic feet in soil volume. Tree grates are not allowed unless the City Arborist determines that they will not negatively impact tree health.

2.11.4. Parking and Loading.

A. *Vehicular Parking.*

1. Minimum parking requirements are as required by UDC Section 2.5. Parking requirements may be reduced based upon an Urban Land Institute shared parking analysis or other parking analyses acceptable to the City, subject to approval of the Director of Community Development.

2. Where on-street parking spaces exist in the public right-of-way, one on-street parking space may be substituted for every required parking space, provided:

    a. The on-street space immediately abuts the subject property.

    b. Each on-street parking space may only be counted for one property. Where a space straddles an extension of a property line, the space may only be counted by the owner whose property abuts 50% or more of the on-street parking space.

    c. The Director of Community Development, in consultation with the City Transportation Engineer, may determine that to ensure future roadway capacity or other public purposes, the on-street parking credit may not be available.

B. *Driveways.*

1. *Applicability.* The following applies to driveways, including those serving alleys, but not to new streets in conformance with Sec. 2.10.4.A.

2. *Location.* Driveways may not be located on a Type A Corridor when access is available from a Type B Corridor.

C. *Design of Parking Structures.*

1. When a parking structure fronts a Type A Corridor its ground story must have active uses (such as, but not limited to, residential, commercial, office, or civic space) between the parking structure and said street. The active use must be at least 20 feet deep.

2. Where any portions of structured parking are adjacent to or visible from any street, they must be screened so that cars and ramps are not visible from ground level view from the adjacent parcel or adjacent street (not including an alley). Screening must include:

a. Evergreen trees, vines, and landscaping that physically attached to the parking; or

b. A facade having the appearance of a horizontal storied building; or

c. A combination of "a" and "b" immediately above.

D. *Loading.*

1. Loading areas for new buildings must be located to the rear of buildings. Loading areas may not be placed between a building and the closest adjacent street.

2. If a loading area is provided, it must meet the following:

a. Screening must consist of either:

i. An 8-foot high wall compatible with the principal building in terms of texture, quality, material and color; or

ii. Evergreen plant material that can be expected to reach a height of 8 feet with a spread of 4 feet within 3 years of planting.

E. *Parking Locations.* Driveway and off-street parking lots are only allowed between a building and the closest street when indicated in the Site Regulations Table.

2.11.5. Landscaping and Screening.

A. *Parking Lot Landscaping.* All parking lots must conform to the requirements of UDC Sec. 3.2.8.C and these additional standards.

1. Landscaped areas within the interior of the parking area may be designed as bio-retention areas, using inwardly draining swales without curbs, in lieu of raised planting areas surrounded by curbs, provided that each parking space provides a wheel stop and provided that depressed areas adjacent to driving aisles are surrounded by painted lines or flush curbing to separate landscaping from driving aisles.

2. Landscape design and material selection may incorporate practices of water conservation and xeriscape. Use of native materials is encouraged. Plant materials should be arranged so that plants that require similar amounts of irrigation are placed together wherever possible.

B. *Foundation Plantings.* All building foundations facing a public street must conform to these standards, except as provided for in "3" immediately below:

1. Foundations must be screened with continuous evergreen or semi-evergreen shrubs

2. At the time of installation, the screening must be at least 1 foot in height and reach a height of 3 feet within 3 years of planting.

3. Foundation plantings are not required adjacent to ground floor commercial fenestration when said plantings would obstruct views into the commercial establishments, subject to approval of the Director of Community Development.

C. *Service Areas.*

1. Trash and recycling collection and other similar service areas must be located to the side or rear of buildings and may not be between a building and the street.

2. Service areas must be screened on 3 sides and on the 4th side by a solid gate at a minimum of 6 feet in height.

3. Screening must consist of:

a. A 6-foot high wall; or

b. Evergreen plant material that can be expected to reach a height of 6 feet with a spread of 4 feet within three years of planting.

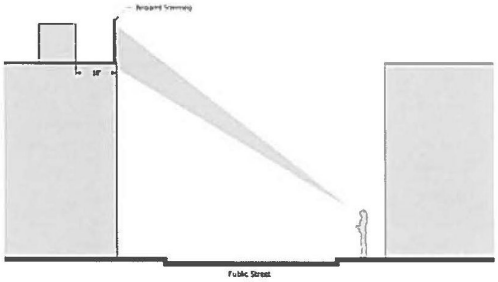
4. Screening walls must be opaque and be constructed of one or a combination of the following: architectural block; brick; stone; cast-stone; or stucco over standard concrete masonry blocks.

5. The gate must be self-locking and maintained in good working order.

D. *Roof-Mounted Equipment.*

1. Roof-mounted equipment must be set back at least 10 feet from the edge of the roof and screened from ground level view from the abutting parcel or street (not including an alley).

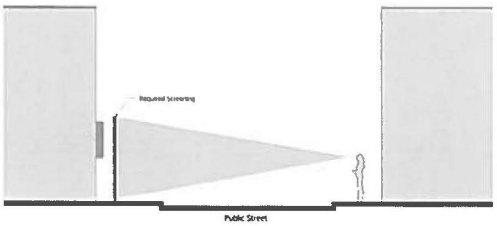
2. New buildings must provide a parapet wall or other architectural element that is compatible with the principal building in terms of texture, quality, material, and color that fully screens roof-mounted equipment from ground level view.



3. For buildings with no or low parapet walls, roof mounted equipment must be screened on all sides by an opaque screen compatible with the principal building in terms of texture, quality, material, and color.

E. *Wall-Mounted Equipment.*

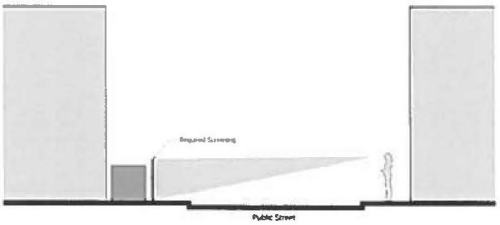
1. Wall-mounted equipment located on any surface that is visible from a street (not including an alley) must be fully screened by landscaping or an opaque wall or fence that is compatible with the principal building in terms of texture, quality, material, and color.



2. If required, screening must be of a height equal to or greater than the height of the mechanical equipment being screened.

F. *Ground-Mounted Equipment.*

1. Ground-mounted mechanical equipment that is visible from a street (not including an alley) must be fully screened by landscaping or an opaque wall or fence that is compatible with the principal building in terms of texture, quality, material, and color.



2. Screening must be of a height equal to or greater than the height of the mechanical equipment being screened.

G. *Plant Material.* All plant material shall conform to UDC Sec. 3.2.8.A, Sec. 3.2.8.C, and the following standards:

1. Plant materials must be hardy to zone 7b in accordance with the U.S. Department of Agriculture's Plant Hardiness Zone Map.

2. Plant materials must be able to survive on natural rainfall once established with no loss of health. However, irrigation may be provided as the option of the property owner.

3. No artificial plants, trees, or other vegetation may be installed as required landscaping and screening.

H. *Maintenance of Landscaping.*

1. The property owner is responsible for maintaining all required landscaping and screening in good health and condition. Any dead, unhealthy, damaged or missing landscaping and screening must be replaced with landscaping and screening that conforms to this Section within 90 days (or within 180 days where weather concerns would jeopardize the health of plant materials) as approved by the City Arborist.

2. All planting areas must be stabilized from soil erosion immediately upon planting and must be maintained for the duration of the use.

2.11.6. Building Design.

A. *Applicability.* This Section applies to all new buildings, additions to existing buildings, and any change to a building facade except ordinance maintenance and repairs.

B. *Building Architectural Standards.*

1. All buildings, except single-family detached residential, shall be designed in one of the following styles:

a. Vernacular

b. Greek Revival

c. Italianate

d. Gothic

e. Queen Anne

f. Colonial Revival

g. Adams/Federal

2. Specific elements of the required styles can be found in A Field Guide to American Houses by Virginia Savage McAlester, Residential Architectural Styles in Georgia by the Historic Preservation Division of the Georgia Department of Natural Resources, or other architectural resources.

C. *Exterior Walls.*

1. Technical and aesthetic requirements.

a. Wall finishes on sides of individual buildings seen from a public road shall be the same on all visible sides; architecturally significant portions must conform; appendages or secondary wings assume a differing finish according to visibility and architectural merit.

b. Wood shingles shall be level at the bottom edge. Corners shall be mitered. Decorative novelty shapes are prohibited.

c. Trim shall be consistent on all sides of the building; the primary building mass or the Façade may be further embellished or enhanced.

d. Service wings may be expressed in a more simplistic manner, but shall exhibit clear design intent.

2. Materials.

a. No more than three different exterior materials, exterior colors, or any combination thereof may be used on a single building, not including windows, doors, porches, balconies, foundations, and architectural details.

b. Materials may be combined on exterior walls only horizontally, with the heavier below the lighter.

c. Exterior material shall be limited to brick, natural stone, clapboard, board and batten, hard-coat stucco, or wood shingles.

d. Vinyl or aluminum siding, and synthetic stone veneer are prohibited.

e. Stone, brick, and mortar color and style shall match building style.

f. Hard-coat stucco shall be a 3-coat plaster finish, integral finish, applied on brick or concrete block; control joints shall be concealed where possible.

g. Clapboards and board and battens shall be wood or cementitious board. Hardi board shall have a 4 inch maximum exposure, while Artisan series Hardi board or full three-quarter inch wood siding may have up to an 8 inch lap. False wood graining is prohibited.

h. Wood shingles shall be level at the bottom edge.

D. *Roofs.*

1. Technical and aesthetic requirements.

a. The roof slope on a single mass shall be the same on all sides, except for cat-slides and sheds.

b. Roof slopes shall match building style.

c. Vents and stacks shall be painted to match the roof material and hidden from view to the extent possible.

d. Overhangs that shed water within 5 feet of an adjacent lot shall be guttered or piped, and diverted away from adjacent lots.

2. Materials.

a. Materials shall be wood shingles, wood shakes, standing-seam paint grip galvanized metal, slate or asphalt shingles (architectural weathered, wood, or classic green or red), or concrete simulated slate or wood shingles.

b. Gutters may be ogee or half-round with round downspouts, metal-lined wood, or architecturally formed or molded. Gutter finishes may be copper, unpainted galvanized metal, or color to resemble galvanized metal

c. Wood shingles shall not drain onto metal roofs.

E. *Foundations.*

1. Foundations shall be constructed of poured concrete or concrete masonry units.

2. Foundations may be finished with smooth stucco, brick, or stone.

3. Front porches of wood shall be supported on masonry piers finished in smooth stucco, masonry, brick, or stone. Piers shall have a minimum width of 18 inches and a minimum depth of 8 inches.

F. *Windows.*

1. The provision of windows shall match building style.

2. Technical and aesthetic requirements

a. Windows and casings shall match building style.

b. Windows shall not be omitted on elevations.

c. Window sills shall have a minimum depth of 1.5 inches.

d. Ganged windows and bays shall have a continuous sill and 4 inch mulls minimum.

e. Grill between glass, reflective glazing, and pop-in grills are prohibited.

f. Windows shall be True Divided Lite or Simulated Divided Lite.

3. Materials.

a. Windows shall have sash with a minimum face width of 2 inches; the dimensions of the glass surface to sash and muntin face shall be a minimum of 0.75 inch.

b. Non-glass exterior window components shall be faced in wood, clad wood, or polymer materials, and said materials shall be paint grade or pre-finished.

G. *Doors and windows that operate as sliders are prohibited along Frontages.*

H. *Doors.*

1. Technical and aesthetic requirements

a. Doors and casings shall match building style.

b. Exterior front doors or doors visible from a public way, shall be hardwood, and may be stained or painted.

2. Materials.

a. Plastic laminated, stamped metal, and leaded/beveled glass doors are prohibited. Tropical hardwoods are prohibited unless Forest Stewardship Council certified.

b. Exterior doors shall be a durable, stable wood or clad in wood. Heart pine, wormy chestnut, walnut, cypress, pecan, are acceptable varieties.

c. Garage doors shall be wood, composite, or metal. Faux strap hinges, embellishments, standard paneled doors, and arched glass panels shall be prohibited.

I. *Shutters.*

1. Shutter design shall match building style.

2. Shutters shall be solid-core polymers or durable hardwoods.

3. Vinyl, nail-on, false wood graining, and pre-finished shutters are prohibited.

4. Shutters shall be authentic, fully operable, and capable of totally closing over the window sash. Plank or louver shutters are acceptable. The minimum thickness of shutters shall be 1.25 inches.

5. Shutters Shall occur in pairs, except that windows narrower than 3 feet may utilize a single shutter.

J. *Chimneys.*

1. Chimneys shall be proportioned, tapered, and shall match building style.

2. Stacks shall be faced in smooth integral finish stucco, brick, stone, or detailed as exposed metal flues.

3. Siding or stucco board is prohibited as a finish material for chimneys.

K. *Porches and Balconies.*

1. Technical and aesthetic requirements.

a. Columns shall match building style

b. Classical columns shall be architecturally correct.

c. Railings shall be simple pickets or fretwork centered on rails.

2. Materials.

a. Porch floors shall be wooden, brick, or stone, and shall rest on masonry piers finished in brick, stone, or smoothed stucco.

b. Porch ceilings shall be beaded nominal 1 by 4 inch or 1 by 6 inch, flush boards, tongue and groove boards, or exterior gypsum board with decorative nominal 1 by 4 inch or 1 by 6 inch shallow coffers or strips.

c. Plywood ceilings, with or without beads, are prohibited.

d. Areas between porch piers, if left open, shall be in-filled with custom wood lattice, wood louvers, brick lattice, or wire mesh planted with vines, and shall match building style. The opening is not required to be in-filled if the distance from grade to bottom of floor structure is less than one foot.

e. Columns shall be wood, resin material, or masonry.

f. Sheet metal and foam columns are prohibited.

g. Railing systems shall be painted wood, iron, or masonry.

h. Synthetic and prefabricated railing systems are prohibited.

i. Plain, round tapered, fretwork, and straight pickets are permitted.

j. Precast classical balusters and ornate spindle work are prohibited.

L. *Trim.*

1. Trim shall match building style.

a. Trim shall be consistent on all sides of building masses, with emphasis on the primary building mass and façade.

b. Trim for wings not along a Frontage may be simplified to match building style.

2. Materials.

a. Trim shall be of wooden or synthetic planks with enough thickness to conceal the edge of the siding. When used on buildings clad in horizontal siding, corner boards, casings, frieze boards, and similar architectural details shall be 1.25 inch thick material.

b. Pressure treated trim is prohibited.

c. All trim shall be dressed.

2.11.7. Street Furniture.

A. Pedestrian lighting. Poles shall be Georgia Power “Washington” type in black and fixtures shall be Georgia Power “Granville” type.

B. Benches shall be Victor Stanley Classic Series CR-138 in black with no center arm rest.

C. Trash cans shall be Victor Stanley D-35 in black.

D. Bicycle racks shall be Dero Round Rack in black.

ORDINANCE NUMBER:

AN ORDINANCE BY THE MAYOR AND COUNCIL OF THE CITY OF ALPHARETTA, GEORGIA TO AMEND ARTICLE II OF THE UNIFIED DEVELOPMENT CODE OF THE CITY OF ALPHARETTA, GEORGIA; TO ADD REGULATIONS PERTAINING TO THE CRABAPPLE OVERLAY; TO REPEAL CONFLICTING ORDINANCES; AND FOR OTHER PURPOSES.

WHEREAS, on or about May 21, 2001, the City of Alpharetta (the "City") adopted a comprehensive zoning ordinance known and cited as the Unified Development Code of the City of Alpharetta, Georgia, which has subsequently been amended from time to time (the "Unified Development Code");

WHEREAS, the Mayor and Council of the City of Alpharetta (the "City Council" or "Council") are charged with the protection of the public health, safety, and welfare of the citizens of the City of Alpharetta;

WHEREAS, the Unified Development Code was designed to be amended from time to time when circumstances warrant that modifications be made in order to make said Codes more responsive to community needs;

WHEREAS, the City Council finds that ordinances and regulations governing the uses of land and development of land within the City, as well as the City's operations, should be continually improved from time to time and modified as necessary to better protect and promote the public health, safety and welfare of the residents and businesses of the City of Alpharetta;

WHEREAS, the City Council desires to amend Article II of the Unified Development Code for the foregoing purposes; and

WHEREAS, the City Council finds that the following amendments to the Unified Development Code promote the health, safety, morals, convenience, order, prosperity and general welfare of the present and future inhabitants of the City of Alpharetta.

NOW THEREFORE, the Mayor and City Council of the City of Alpharetta hereby ordains, as follows:

Section 1: Article II, Section 2.11 titled "Crabapple Overlay" of the Unified Development Code is hereby added by amending same as set forth in Exhibit "A" attached hereto as if fully set forth herein.

Section 2: If any section, subsection, provisions, or clause of any part of this Ordinance shall be declared invalid or unconstitutional or, if the provisions of any part of this Ordinance as applied to any particular situation or set of circumstances shall be declared invalid or unconstitutional, such invalidity shall not be construed to affect the portions of this Ordinance not so held to be invalid, or the application of this Ordinance to other circumstances not so held to be invalid. It is hereby declared as the intent of the City Council that this Ordinance would have been adopted in its current form without the invalid or unconstitutional provision contained therein.

Section 3: This Ordinance shall be effective immediately upon its adoption by the City Council and the amendments made herein shall be incorporated into the Unified Development Code of the City of Alpharetta, Georgia, as applicable. This Ordinance hereby repeals any and all conflicting ordinances and amendments.

SO ORDAINED, this _____ day of _____, 2023.

CITY OF ALPHARETTA

By: _____
Jim Gilvin, Mayor

COUNCIL MEMBERS

_____
Mayor Pro Tem Dan Merkel

_____
Council Member Donald F. Mitchell

_____
Council Member Brian Will

_____
Council Member Douglas J. DeRito

_____
Council Member John Hipes

_____
Council Member Jason Binder

[SIGNATURES CONTINUED ON FOLLOWING PAGE]
SIGNATURES CONTINUED FROM PRECEDING PAGE]

(SEAL)

Attest:

_____
Lauren Shapiro, City Clerk

Approved as to form and legal sufficiency:

_____
[INSERT ATTORNEY], City Attorney

Exhibit “A”

SECTION 2.11 CRABAPPLE OVERLAY

2.11.1. General Provisions.

A. *Title.* This Section shall be known as the "Crabapple Overlay" or may be internally cited as "this overlay."

B. *General Purpose.* The purpose of this overlay is to enable and support a cohesive vision for the Crabapple area.

C. *Applicability.*

1. This overlay applies within the area be shown on the Official Zoning Map and labeled "Crabapple Overlay."

2. Parcels within this overlay shall be subject to both the requirements of this Section and the requirements of their underlying zoning district, subject to the conflict provisions in "3" immediately below.

3. When requirements of this overlay conflict with any requirement of the underlying zoning or any other provision of the City Unified Development Code (UDC), the requirements of this overlay shall prevail.

4. When the word "street" is used it means both public and private streets unless stated otherwise.

D. *Conformance Requirements.*

1. All buildings, structures or land, in whole or in part, must be used or occupied, in conformance with this overlay. All buildings or structures, in whole or in part, must be erected, constructed, moved, enlarged or structurally altered in conformance with this overlay.

2. Nothing in this overlay shall require any change in the plans, construction or intended use of a building or structure for which a lawful permit has been issued or a lawful permit application has been accepted before the effective date of this overlay, provided that the construction under the terms of such permit is diligently followed until its completion.

E. *Conflicting Provisions.*

1. It is not the intent of this overlay to interfere with or abrogate or annul any easements, covenants or other agreements between parties; provided, however, that where this overlay imposes a greater restriction upon the use of property, or requires more space than is imposed or required by other resolutions, rules or regulations, or by easements, covenants or agreements, the provisions of this overlay shall govern.

2. Nothing herein shall be construed as repealing or modifying the conditions of operation or conditions of site development accompanying those zoning approvals, variances, or use permits issued prior to the existence of this overlay; however, modification or repeal of these past conditions of approval may be accomplished through a zoning change in accordance UDC Section 4.2.

F. *Place Making.* The design of streets, streetscapes, open spaces, civic spaces, and other features regulated by this overlay must incorporate signage, plantings, lighting, materials, and other placemaking elements as follows:

1. In accordance with placemaking plans adopted by the City of Alpharetta; or

2. As submitted by the applicant and approved by the Director of Community development if no plans identified in "1" immediately above have been adopted.

2.11.2. Site Regulations.

A. *Corridor Types Established.* This overlay uses corridor types to regulate the design of sidewalks, sites, buildings, and other purposes, as shown in the Site Regulation Table and as referenced in other Sections. Corridor types include:

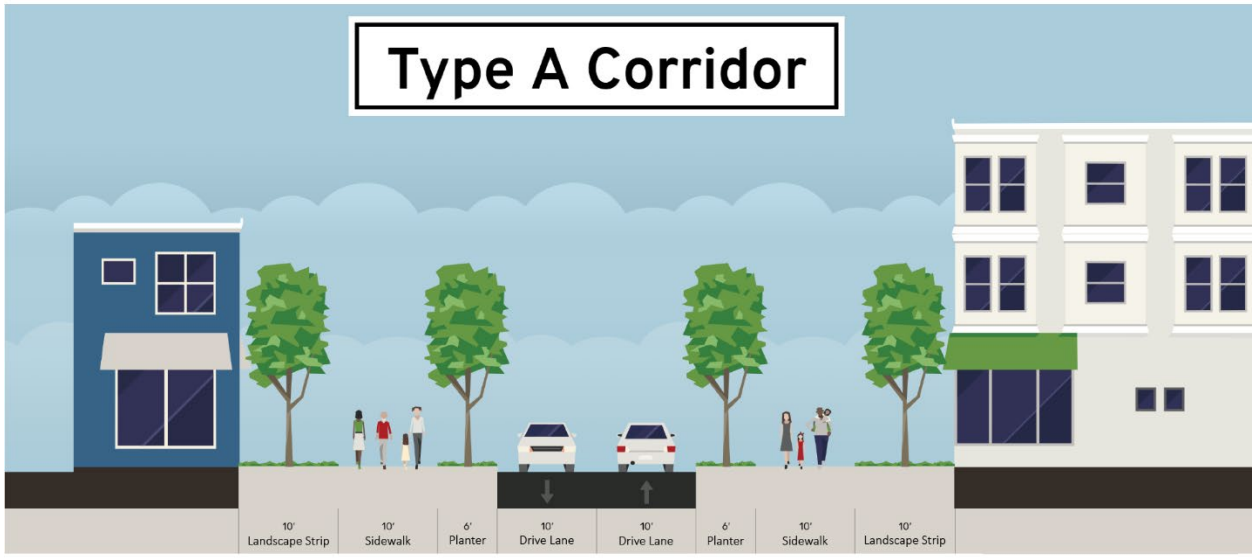
1. **Type A Corridors**, which include Crabapple Road and Broadwell Road.

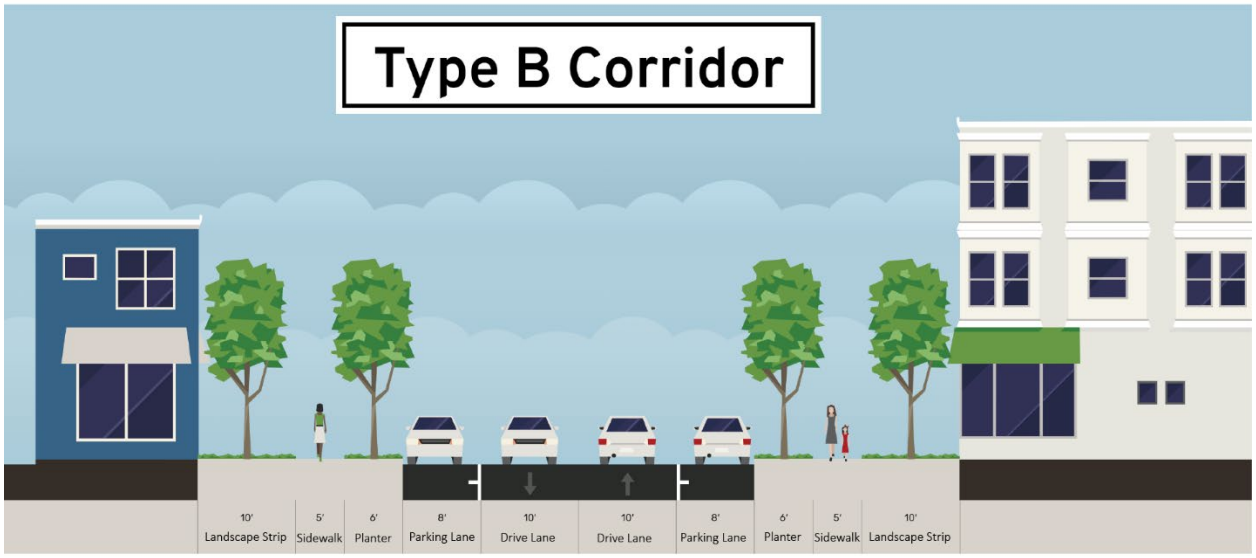
2. **Type B Corridors**, which include Marstrow Road, Arklow Drive, and new streets.

B. *Site Regulation Table.* Sites must be developed in accordance with the following Site Regulation Table.

Site Regulation Table

Site Design Standards		
	Type A Corridors	**Type B Corridors**
Building Setback (from the back of required sidewalk)	10 ft. min./ 20 ft max.	10 ft. min./ 60 ft. max.
Building Height (as measured along the applicable corridor)	20 ft. or 2 story min., whichever is higher/ Max. per Sec. 2.11.3.D.	20 ft. or 2 story min., whichever is higher/ Max. per Sec. 2.11.3.D.
Surface Parking Lots (see UDC Sec. 3.2.8.C and Sec. 2.11.5.A)	No parking allowed between primary buildings and a public street.	Only one row of parking (parallel with the road) is allowed between primary buildings and a public street.
Streetscape Standards		
	Type A Corridors	**Type B Corridors**
Sidewalk	10 ft. min.	5 ft. min.
Planter	6 ft. min.	6 ft. min.
Planter Pedestrian Light Spacing (see Sec. 2.10.4.C.2)	40 ft. on-center max.	40 ft. on-center max.
Planter Tree Spacing (see Sec. 2.10.4.C.1)	40 ft. on-center max.	40 ft. on-center max.
On-Street Parking	8 ft. min. (if required)	8 ft. min.
Landscape Strip	Per UDC Sec. 3.2.8.D (see note 1)	Per UDC Sec. 3.2.8.D (see note 1)





Note 1: The Director of Community Development has the authority to reduce or eliminate UDC Sec. 3.2.8.D landscape strips adjacent to buildings with ground floor commercial uses that front and are accessible from the adjacent sidewalk.

C. *Minimum Lot Size.*

1. Minimum lot size in accordance with the underlying zoning district.

D. *Maximum Building Height.*

1. Maximum building height shall not exceed 3 stories or 40’.

2.11.3. Streets.

A. *Applicability.*

1. The Section applies to:

   a. New development;

   b. Existing developed sites when more than 25% of the site area is disturbed, except as provided for in "2" immediately below;

   c. Existing principal buildings that are expanded, except as provided for in "2" immediately below; and

   d. Existing principal buildings that are renovated or repaired and the value of said work exceeds 50% of the building's replacement cost, except as provided for in "2" immediately below.

2. The Director of Community Development may grant variances to any requirement of this Section for existing developed sites and existing buildings (except as specifically delegated to the City Transportation Engineer) when one or more of the following exists:

   a. The streetscape would render a site non-conforming with regard to vehicular parking; or

   b. Existing topography, trees, buildings, bridges, utilities, retaining walls, or other existing features render this Section unreasonable.

3. This Section does not apply on a parcel for which a Land Disturbance Permit or Building Permit is issued but where the Director of Community Development determines that the permit is for an accessory use or structure to the principal use or structure or for minor repairs or additions to the principal building or structure in existence.

B. *Streetscapes.*

1. *Streetscapes Required.*

   a. New public and private streets must include sidewalks and planters as identified in the Streetscape Standards of the Site Regulation Table prior to the issuance of Certificate of Occupancy, except as indicated in "d" immediately below.

   b. Existing streets that do not meet the Streetscape Standards of the Site Regulation Table must be brought into compliance with said standards along the site's frontage prior to the issuance of Certificate of Occupancy, except as indicated in "d" immediately below.

   c. On existing streets where there is insufficient right-of-way for the required streetscape improvements, the right-of-way needed for such improvements may be expanded by mutual agreement between the property owner and the entity holding the right-of-way, or a public access easement may be provided to the City to meet the required improvements.

   d. On streetscapes that are or will be within the public right-of-way, root barriers are required between the sidewalk and any adjacent landscape strips or planters, subject to approval of the City Arborist.

   e. The City encourages the use of multi-functional runoff reduction measures in the streetscape, including bioretention areas, stormwater tree box, and planter box. The dimensional standards for planting area, tree spacing, and planting type be varied to accommodate runoff reduction measures.

C. *Planter.*

1. Street trees must be planted in the planter as follows:

a. Overstory trees must be planted in the planter in accordance with the Streetscape Standards of the Site Regulation Table. Newly planted trees shall be a minimum of 3½ inches in caliper, and must be limbed up to a minimum of 7 feet.

b. Trees must have a pervious planting area that is at least 6 feet wide by 10 feet long, 3 feet deep, and 1,800 cubic feet in soil volume. Tree grates are not allowed unless the City Arborist determines that they will not negatively impact tree health.

c. Shrubs, groundcover, or mulch must be installed in the tree planting area identified in "b" immediately above when tree grates are not installed. Shrubs must conform to "1" immediately above.

2. Pedestrian Lights.

a. Pedestrian lights must be installed in the planter in accordance with the Streetscape Standards of the Site Regulation Table.

b. Pedestrian lights must be spaced evenly between overstory street trees.

c. Pedestrian light spacing may be increased by the Director or Community Development along existing streets when trees, traffic control devices, or other existing conditions prevent the required spacing.

D. *On-Street Parking.* Newly-created on-street parking on public or private streets must conform to the following:

1. A bulbout must be provided at the end of every three (3) parallel parking spaces.

2. Each bulbout must include at least one overstory tree. Newly planted trees must be a minimum of 3½ inches in caliper, and must be limbed up to a minimum of 7 feet.

3. Trees must have a pervious planting area that is at least 6 feet wide by 10 feet long, 3 feet deep, and 1,800 cubic feet in soil volume. Tree grates are not allowed unless the City Arborist determines that they will not negatively impact tree health.

2.11.4. Parking and Loading.

A. *Vehicular Parking.*

1. Minimum parking requirements are as required by UDC Section 2.5. Parking requirements may be reduced based upon an Urban Land Institute shared parking analysis or other parking analyses acceptable to the City, subject to approval of the Director of Community Development.

2. Where on-street parking spaces exist in the public right-of-way, one on-street parking space may be substituted for every required parking space, provided:

a. The on-street space immediately abuts the subject property.

b. Each on-street parking space may only be counted for one property. Where a space straddles an extension of a property line, the space may only be counted by the owner whose property abuts 50% or more of the on-street parking space.

c. The Director of Community Development, in consultation with the City Transportation Engineer, may determine that to ensure future roadway capacity or other public purposes, the on-street parking credit may not be available.

B. *Driveways.*

1. *Applicability.* The following applies to driveways, including those serving alleys, but not to new streets in conformance with Sec. 2.10.4.A.

2. *Location.* Driveways may not be located on a Type A Corridor when access is available from a Type B Corridor.

C. *Design of Parking Structures.*

1. When a parking structure fronts a Type A Corridor its ground story must have active uses (such as, but not limited to, residential, commercial, office, or civic space) between the parking structure and said street. The active use must be at least 20 feet deep.

2. Where any portions of structured parking are adjacent to or visible from any street, they must be screened so that cars and ramps are not visible from ground level view from the adjacent parcel or adjacent street (not including an alley). Screening must include:

a. Evergreen trees, vines, and landscaping that physically attached to the parking; or

b. A facade having the appearance of a horizontal storied building; or

c. A combination of "a" and "b" immediately above.

D. *Loading.*

1. Loading areas for new buildings must be located to the rear of buildings. Loading areas may not be placed between a building and the closest adjacent street.

2. If a loading area is provided, it must meet the following:

a. Screening must consist of either:

i. An 8-foot high wall compatible with the principal building in terms of texture, quality, material and color; or

ii. Evergreen plant material that can be expected to reach a height of 8 feet with a spread of 4 feet within 3 years of planting.

E. *Parking Locations.* Driveway and off-street parking lots are only allowed between a building and the closest street when indicated in the Site Regulations Table.

2.11.5. Landscaping and Screening.

A. *Parking Lot Landscaping.* All parking lots must conform to the requirements of UDC Sec. 3.2.8.C and these additional standards.

1. Landscaped areas within the interior of the parking area may be designed as bio-retention areas, using inwardly draining swales without curbs, in lieu of raised planting areas surrounded by curbs, provided that each parking space provides a wheel stop and provided that depressed areas adjacent to driving aisles are surrounded by painted lines or flush curbing to separate landscaping from driving aisles.

2. Landscape design and material selection may incorporate practices of water conservation and xeriscape. Use of native materials is encouraged. Plant materials should be arranged so that plants that require similar amounts of irrigation are placed together wherever possible.

B. *Foundation Plantings.* All building foundations facing a public street must conform to these standards, except as provided for in "3" immediately below:

1. Foundations must be screened with continuous evergreen or semi-evergreen shrubs

2. At the time of installation, the screening must be at least 1 foot in height and reach a height of 3 feet within 3 years of planting.

3. Foundation plantings are not required adjacent to ground floor commercial fenestration when said plantings would obstruct views into the commercial establishments, subject to approval of the Director of Community Development.

C. *Service Areas.*

1. Trash and recycling collection and other similar service areas must be located to the side or rear of buildings and may not be between a building and the street.

2. Service areas must be screened on 3 sides and on the 4th side by a solid gate at a minimum of 6 feet in height.

3. Screening must consist of:

   a. A 6-foot high wall; or

   b. Evergreen plant material that can be expected to reach a height of 6 feet with a spread of 4 feet within three years of planting.

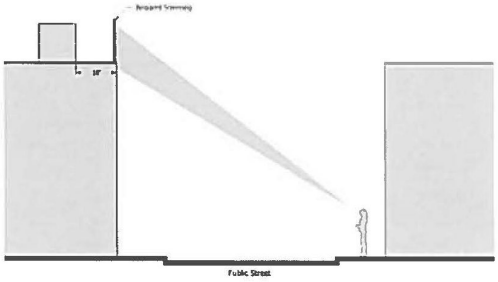
4. Screening walls must be opaque and be constructed of one or a combination of the following: architectural block; brick; stone; cast-stone; or stucco over standard concrete masonry blocks.

5. The gate must be self-locking and maintained in good working order.

D. *Roof-Mounted Equipment.*

1. Roof-mounted equipment must be set back at least 10 feet from the edge of the roof and screened from ground level view from the abutting parcel or street (not including an alley).

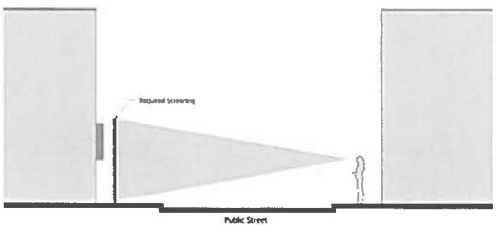
2. New buildings must provide a parapet wall or other architectural element that is compatible with the principal building in terms of texture, quality, material, and color that fully screens roof-mounted equipment from ground level view.



3. For buildings with no or low parapet walls, roof mounted equipment must be screened on all sides by an opaque screen compatible with the principal building in terms of texture, quality, material, and color.

E. *Wall-Mounted Equipment.*

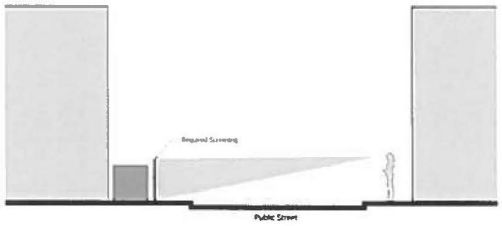
1. Wall-mounted equipment located on any surface that is visible from a street (not including an alley) must be fully screened by landscaping or an opaque wall or fence that is compatible with the principal building in terms of texture, quality, material, and color.



2. If required, screening must be of a height equal to or greater than the height of the mechanical equipment being screened.

F. *Ground-Mounted Equipment.*

1. Ground-mounted mechanical equipment that is visible from a street (not including an alley) must be fully screened by landscaping or an opaque wall or fence that is compatible with the principal building in terms of texture, quality, material, and color.



2. Screening must be of a height equal to or greater than the height of the mechanical equipment being screened.

G. *Plant Material.* All plant material shall conform to UDC Sec. 3.2.8.A, Sec. 3.2.8.C, and the following standards:

1. Plant materials must be hardy to zone 7b in accordance with the U.S. Department of Agriculture's Plant Hardiness Zone Map.

2. Plant materials must be able to survive on natural rainfall once established with no loss of health. However, irrigation may be provided as the option of the property owner.

3. No artificial plants, trees, or other vegetation may be installed as required landscaping and screening.

H. *Maintenance of Landscaping.*

1. The property owner is responsible for maintaining all required landscaping and screening in good health and condition. Any dead, unhealthy, damaged or missing landscaping and screening must be replaced with landscaping and screening that conforms to this Section within 90 days (or within 180 days where weather concerns would jeopardize the health of plant materials) as approved by the City Arborist.

2. All planting areas must be stabilized from soil erosion immediately upon planting and must be maintained for the duration of the use.

2.11.6. Building Design.

A. *Applicability.* This Section applies to all new buildings, additions to existing buildings, and any change to a building facade except ordinance maintenance and repairs.

B. *Building Architectural Standards.*

1. All buildings, except single-family detached residential, shall be designed in one of the following styles:

a. Vernacular

b. Greek Revival

c. Italianate

d. Gothic

e. Queen Anne

f. Colonial Revival

g. Adams/Federal

2. Specific elements of the required styles can be found in A Field Guide to American Houses by Virginia Savage McAlester, Residential Architectural Styles in Georgia by the Historic Preservation Division of the Georgia Department of Natural Resources, or other architectural resources.

C. *Exterior Walls.*

1. Technical and aesthetic requirements.

a. Wall finishes on sides of individual buildings seen from a public road shall be the same on all visible sides; architecturally significant portions must conform; appendages or secondary wings assume a differing finish according to visibility and architectural merit.

b. Wood shingles shall be level at the bottom edge. Corners shall be mitered. Decorative novelty shapes are prohibited.

c. Trim shall be consistent on all sides of the building; the primary building mass or the Façade may be further embellished or enhanced.

d. Service wings may be expressed in a more simplistic manner, but shall exhibit clear design intent.

2. Materials.

a. No more than three different exterior materials, exterior colors, or any combination thereof may be used on a single building, not including windows, doors, porches, balconies, foundations, and architectural details.

b. Materials may be combined on exterior walls only horizontally, with the heavier below the lighter.

c. Exterior material shall be limited to brick, natural stone, clapboard, board and batten, hard-coat stucco, or wood shingles.

d. Vinyl or aluminum siding, and synthetic stone veneer are prohibited.

e. Stone, brick, and mortar color and style shall match building style.

f. Hard-coat stucco shall be a 3-coat plaster finish, integral finish, applied on brick or concrete block; control joints shall be concealed where possible.

g. Clapboards and board and battens shall be wood or cementitious board. Hardi board shall have a 4 inch maximum exposure, while Artisan series Hardi board or full three-quarter inch wood siding may have up to an 8 inch lap. False wood graining is prohibited.

h. Wood shingles shall be level at the bottom edge.

D. *Roofs.*

1. Technical and aesthetic requirements

a. The roof slope on a single mass shall be the same on all sides, except for cat-slides and sheds.

b. Roof slopes shall match building style.

c. Vents and stacks shall be painted to match the roof material and hidden from view to the extent possible.

d. Overhangs that shed water within 5 feet of an adjacent lot shall be guttered or piped, and diverted away from adjacent lots.

2. Materials.

a. Materials shall be wood shingles, wood shakes, standing-seam paint grip galvanized metal, slate or asphalt shingles (architectural weathered, wood, or classic green or red), or concrete simulated slate or wood shingles.

b. Gutters may be ogee or half-round with round downspouts, metal-lined wood, or architecturally formed or molded. Gutter finishes may be copper, unpainted galvanized metal, or color to resemble galvanized metal

c. Wood shingles shall not drain onto metal roofs.

E. *Foundations.*

1. Foundations shall be constructed of poured concrete or concrete masonry units.

2. Foundations may be finished with smooth stucco, brick, or stone.

3. Front porches of wood shall be supported on masonry piers finished in smooth stucco, masonry, brick, or stone. Piers shall have a minimum width of 18 inches and a minimum depth of 8 inches.

F. *Windows.*

1. The provision of windows shall match building style.

2. Technical and aesthetic requirements.

a. Windows and casings shall match building style.

b. Windows shall not be omitted on elevations.

c. Window sills shall have a minimum depth of 1.5 inches.

d. Ganged windows and bays shall have a continuous sill and 4 inch mulls minimum.

e. Grill between glass, reflective glazing, and pop-in grills are prohibited.

f. Windows shall be True Divided Lite or Simulated Divided Lite.

3. Materials.

a. Windows shall have sash with a minimum face width of 2 inches; the dimensions of the glass surface to sash and muntin face shall be a minimum of 0.75 inch.

b. Non-glass exterior window components shall be faced in wood, clad wood, or polymer materials, and said materials shall be paint grade or pre-finished.

G. *Doors and windows that operate as sliders are prohibited along Frontages.*

H. *Doors.*

1. Technical and aesthetic requirements.

a. Doors and casings shall match building style.

b. Exterior front doors or doors visible from a public way, shall be hardwood, and may be stained or painted.

2. Materials.

a. Plastic laminated, stamped metal, and leaded/beveled glass doors are prohibited. Tropical hardwoods are prohibited unless Forest Stewardship Council certified.

b. Exterior doors shall be a durable, stable wood or clad in wood. Heart pine, wormy chestnut, walnut, cypress, pecan, are acceptable varieties.

c. Garage doors shall be wood, composite, or metal. Faux strap hinges, embellishments, standard paneled doors, and arched glass panels shall be prohibited.

I. *Shutters.*

1. Shutter design shall match building style.

2. Shutters shall be solid-core polymers or durable hardwoods.

3. Vinyl, nail-on, false wood graining, and pre-finished shutters are prohibited.

4. Shutters shall be authentic, fully operable, and capable of totally closing over the window sash. Plank or louver shutters are acceptable. The minimum thickness of shutters shall be 1.25 inches.

5. Shutters Shall occur in pairs, except that windows narrower than 3 feet may utilize a single shutter.

J. *Chimneys.*

1. Chimneys shall be proportioned, tapered, and shall match building style.

2. Stacks shall be faced in smooth integral finish stucco, brick, stone, or detailed as exposed metal flues.

3. Siding or stucco board is prohibited as a finish material for chimneys.

K. *Porches and Balconies.*

1. Technical and aesthetic requirements.

a. Columns shall match building style

b. Classical columns shall be architecturally correct.

c. Railings shall be simple pickets or fretwork centered on rails.

2. Materials.

a. Porch floors shall be wooden, brick, or stone, and shall rest on masonry piers finished in brick, stone, or smoothed stucco.

b. Porch ceilings shall be beaded nominal 1 by 4 inch or 1 by 6 inch, flush boards, tongue and groove boards, or exterior gypsum board with decorative nominal 1 by 4 inch or 1 by 6 inch shallow coffers or strips.

c. Plywood ceilings, with or without beads, are prohibited.

d. Areas between porch piers, if left open, shall be in-filled with custom wood lattice, wood louvers, brick lattice, or wire mesh planted with vines, and shall match building style. The opening is not required to be in-filled if the distance from grade to bottom of floor structure is less than one foot.

e. Columns shall be wood, resin material, or masonry.

f. Sheet metal and foam columns are prohibited.

g. Railing systems shall be painted wood, iron, or masonry.

h. Synthetic and prefabricated railing systems are prohibited.

i. Plain, round tapered, fretwork, and straight pickets are permitted.

j. Precast classical balusters and ornate spindle work are prohibited.

L. *Trim.*

1. Trim shall match building style.

    a. Trim shall be consistent on all sides of building masses, with emphasis on the primary building mass and façade.

    b. Trim for wings not along a Frontage may be simplified to match building style.

2. Materials.

    a. Trim shall be of wooden or synthetic planks with enough thickness to conceal the edge of the siding. When used on buildings clad in horizontal siding, corner boards, casings, frieze boards, and similar architectural details shall be 1.25 inch thick material.

    b. Pressure treated trim is prohibited.

    c. All trim shall be dressed.

2.11.7. Street Furniture.

A. Pedestrian lighting. Poles shall be Georgia Power “Washington” type in black and fixtures shall be Georgia Power “Granville” type.

B. Benches shall be Victor Stanley Classic Series CR-138 in black with no center arm rest.

C. Trash cans shall be Victor Stanley D-35 in black.

D. Bicycle racks shall be Dero Round Rack in black.

CITY COUNCIL MEETING
STAFF REPORT

SUBMITTING DEPARTMENT: COMMUNITY DEVELOPMENT
SUBMITTED BY: KATHI COOK
DRAFTED BY: NIKISHA MISTRY

I. AGENDA ITEM TITLE: E-23-01 PEACHTREE IMMEDIATE CARE SIGN EXCEPTION

CITY COUNCIL: MARCH 27, 2023

II. RECOMMENDATION:

Approve E-23-01 Peachtree Immediate Care Sign Exception, subject to the following conditions:

1. Wall sign location, number, and size shall be limited to the submitted plans, dated 12/23/22, except to comply with the conditions below, as approved by Staff.
2. Wall signs shall not have an internally illuminated sign face. Wall signs shall be reverse lit, externally illuminated, or non-illuminated, as approved by Staff. Wall signs shall comply with the sign regulations applicable in the Downtown Overlay.

III. REPORT IN BRIEF:

The applicant, Peachtree Immediate Care, is requesting consideration of a sign exception to allow for an additional wall sign for a total of two (2) wall signs. The applicant proposes to aggregate allowable wall sign area and distribute to signs on the northeast and southeast building elevations. The subject property is located at 870 North Main Street near the northwest corner of North Main Street and Windward Parkway.

DISCUSSION

The submitted request, if approved, would allow for two (2) wall signs on a commercial building. The applicant proposes to aggregate allowable wall sign area and distribute to signs on the northeast and southeast building elevations. The subject property is located at 870 North Main Street near the northwest corner of North Main Street and Windward Parkway.

The 1.05-acre property is zoned C-1 (Neighborhood Commercial) and developed with a one (1) story, 4,058 square foot commercial building. The subject property is located in the Highway 9/Georgia 400 Area Livable Centers Initiative (LCI). The LCI states that the Downtown design regulations should be extended to the North Main Street properties. Surrounding properties are zoned similarly. A conditional use was approved in 2022 to allow an urgent care clinic for Peachtree Immediate Care on the subject property.

For free-standing commercial establishments, the City's Sign Code allows one (1) wall sign per road frontage no greater than one square foot (1 SF) of area per one linear foot (1 LF) of frontage. The front door of the building, which is the northeast elevation, faces a parking lot; while the building's southeast elevation faces North Main Street. The frontage facing North Main Street is 65 linear feet; therefore, a 65 square foot wall sign is permitted on the southeast elevation of the building.

The applicant is proposing to split up the allowable sign area to provide signage at the customer entrance located on the northeast elevation, as well as on the southeast elevation facing North

Main Street. The sign on the northeast elevation is proposed to be 20.7 square feet and the southeast elevation sign is proposed to be 42.63 square feet, for a total of 63.33 square feet.

Northeast Elevation

Southeast Elevation

EXCEPTION REVIEW CRITERIA

The City of Alpharetta Unified Development Code Article IV, Section 4.5.4. outlines the criteria set forth for granting an exception to the sign regulations. The ordinance specifically states…"an exception may be granted upon a finding that":

1. There are extraordinary and exceptional conditions pertaining to the particular piece of property in question because of size, shape or topography; or

Response: The subject property sits below the grade of North Main Street which affects its visibility from the street. The property is approved to operate as an urgent care clinic which requires strong visibility and access for the public and emergency vehicles.

2. The application of the Ordinance to this particular piece of property would create an unnecessary hardship; or

Response: Application of the ordinance would allow one (1) wall sign for the building. The property is approved to operate as an urgent care clinic which requires strong visibility and access for the public and emergency vehicles.

3. There are conditions that are peculiar to the property which adversely affect its reasonable use or usability as currently zoned; or

Response: Because the property sits below the grade of North Main Street, the building entrance was oriented to the parking lot which is located on the side of the building. The property is approved to operate as an urgent care clinic which requires strong visibility and access for the public and emergency vehicles.

4. Relief, if granted, would not cause substantial detriment to the public good or impair the purpose and intent of the Ordinance.

Response: Granting the applicant's request would not cause substantial detriment to the public good or impair the purpose and intent of the Ordinance. The property is approved to operate as an urgent care clinic which requires strong visibility and access for the public and emergency vehicles. If approved, walls signs should meet the sign regulations applicable in the Downtown Overlay.

CONCURRENCES

Staff has reviewed the applicant's request against the review criteria for a sign exception. The proposal should not have significant impacts on surrounding properties, which are developed with non-residential uses. Because the property sits below the grade of North Main Street, the building entrance was oriented to the parking lot which is located on the side of the building. The property is approved to operate as an urgent care clinic which requires strong visibility and access for the public and emergency vehicles. If approved, walls signs should meet the sign regulations applicable in the Downtown Overlay.

CITIZEN PARTICIPATION PLAN

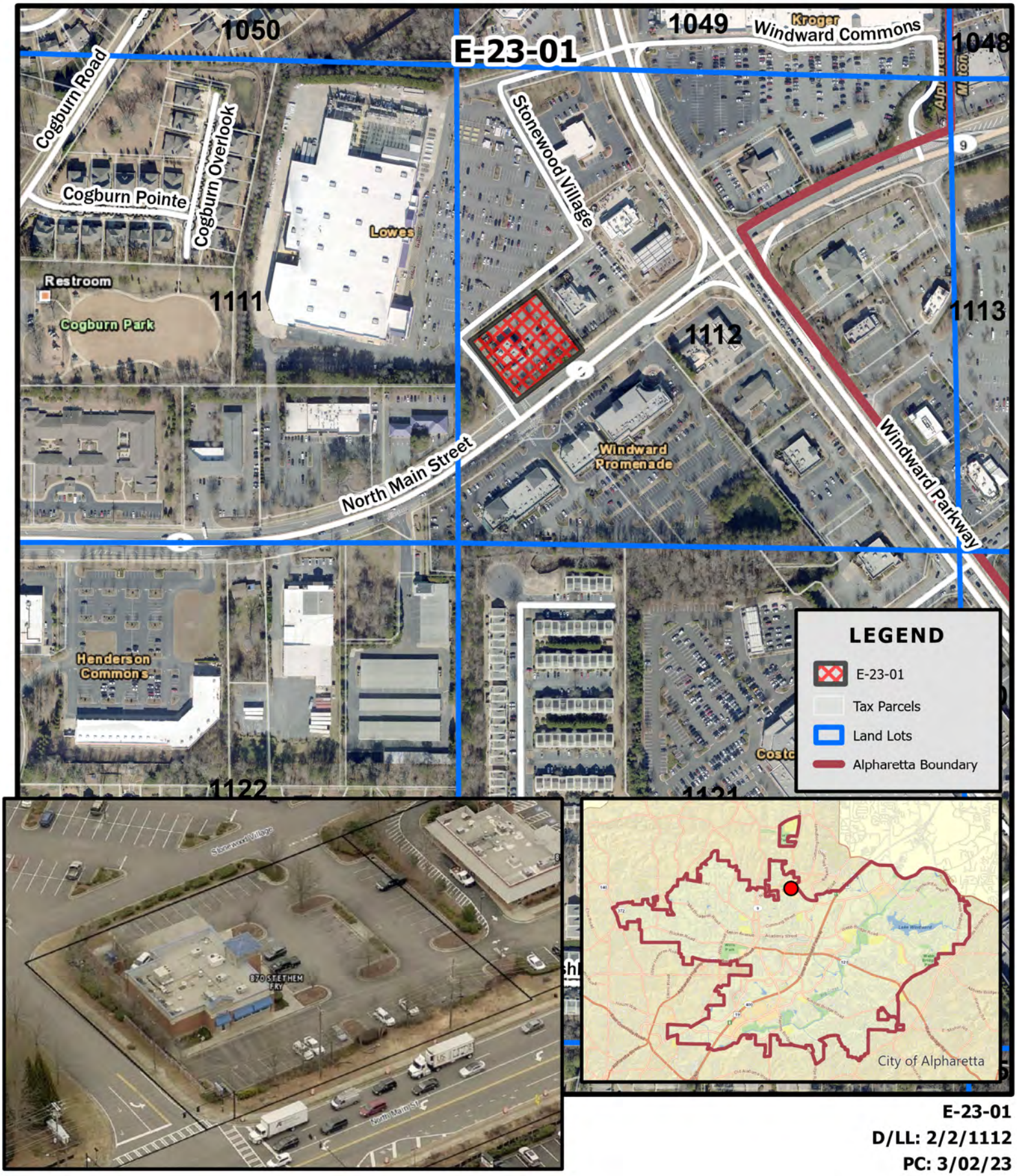
The report submitted by the applicant states that adjacent property owners were contacted regarding the applicant's intent. The report states that no comments have been received.

COMMUNITY ZONING INFORMATION MEETING

The CZIM was held on February 8, 2022. There were no public comments.

IV. ATTACHMENTS:

- Aerial Map
- Zoning Map
- Future Land Use Map
- Location Map
- CZIM Sign In Sheet
- Citizen Part B
- Application



E-23-01
D/LL: 2/2/1112
PC: 3/02/23
CC: 3/27/23

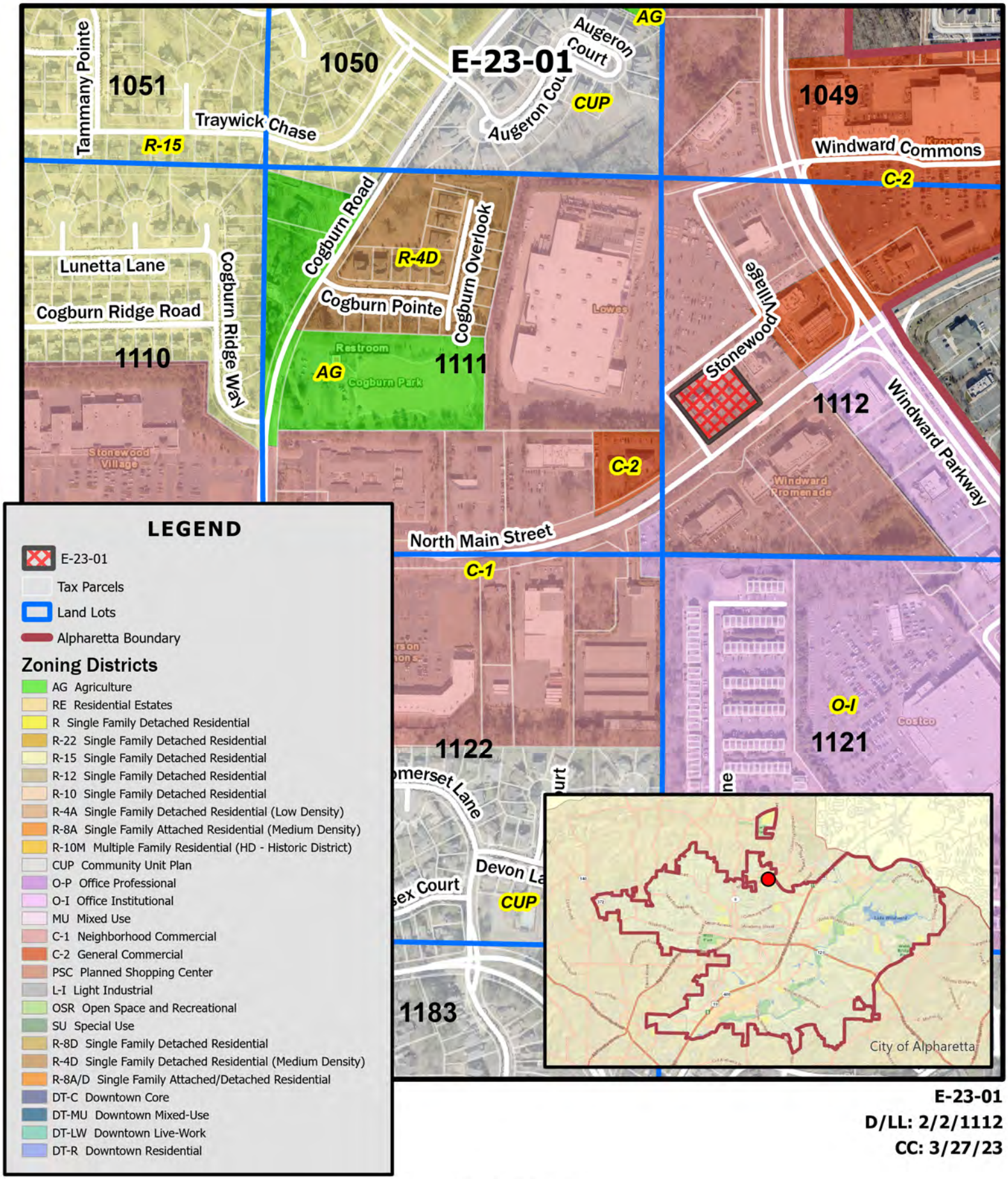
Aerial Map

Peachtree Immediate Care Sign Exception

870 North Main Street

THE CITY OF ALPHARETTA GEORGIA

Location Map Provided by:
Community Development - GIS



LEGEND

- E-23-01
- Tax Parcels
- Land Lots
- Alpharetta Boundary

Zoning Districts

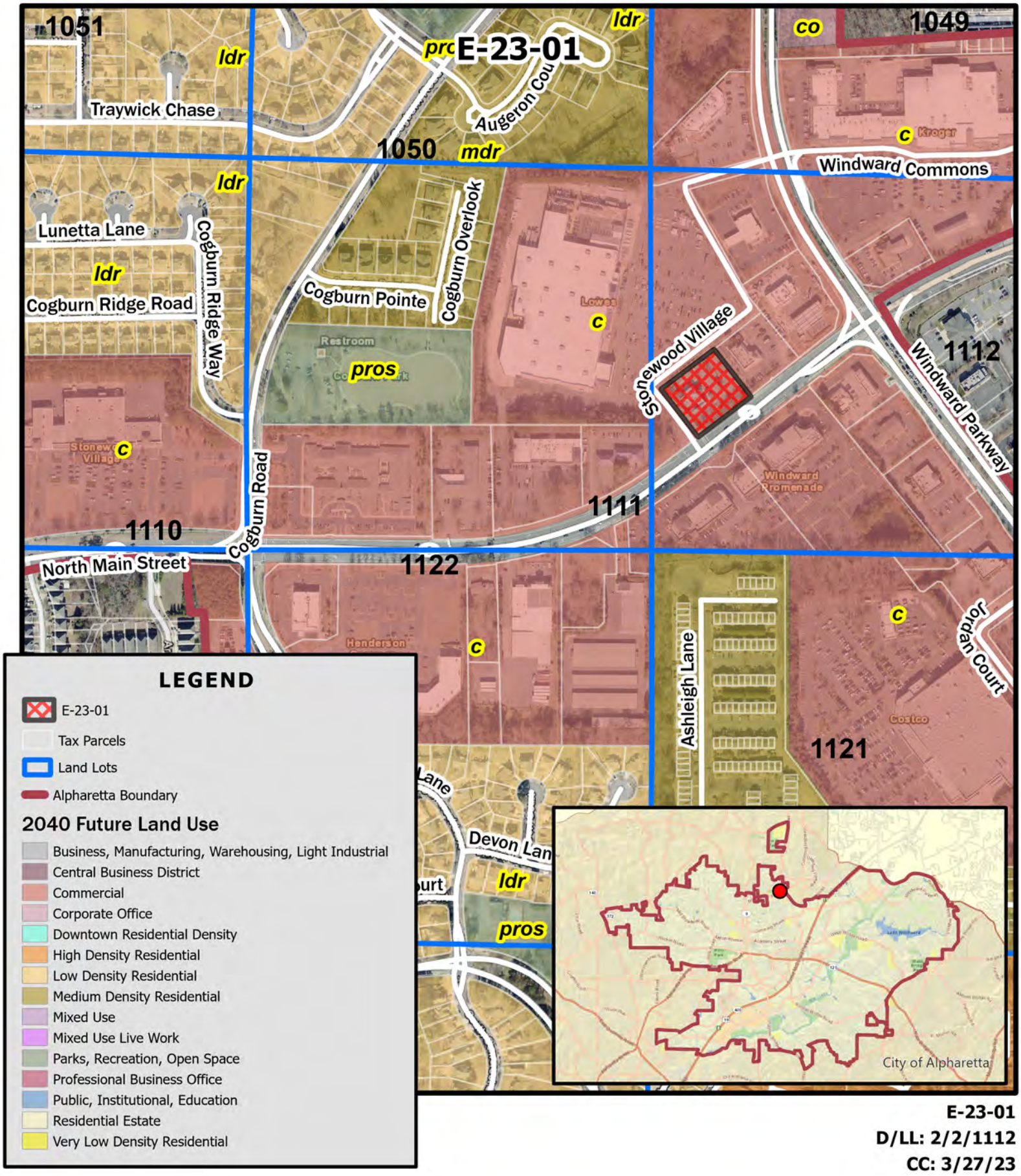
- AG Agriculture
- RE Residential Estates
- R Single Family Detached Residential
- R-22 Single Family Detached Residential
- R-15 Single Family Detached Residential
- R-12 Single Family Detached Residential
- R-10 Single Family Detached Residential
- R-4A Single Family Detached Residential (Low Density)
- R-8A Single Family Attached Residential (Medium Density)
- R-10M Multiple Family Residential (HD - Historic District)
- CUP Community Unit Plan
- O-P Office Professional
- O-I Office Institutional
- MU Mixed Use
- C-1 Neighborhood Commercial
- C-2 General Commercial
- PSC Planned Shopping Center
- L-I Light Industrial
- OSR Open Space and Recreational
- SU Special Use
- R-8D Single Family Detached Residential
- R-4D Single Family Detached Residential (Medium Density)
- R-8A/D Single Family Attached/Detached Residential
- DT-C Downtown Core
- DT-MU Downtown Mixed-Use
- DT-LW Downtown Live-Work
- DT-R Downtown Residential

E-23-01
D/LL: 2/2/1112
CC: 3/27/23

Zoning Map
Peachtree Immediate Care Sign Exception
870 North Main Street

THE CITY OF ALPHARETTA GEORGIA

Location Map Provided by:
Community Development - GIS



LEGEND

- E-23-01
- Tax Parcels
- Land Lots
- Alpharetta Boundary

2040 Future Land Use

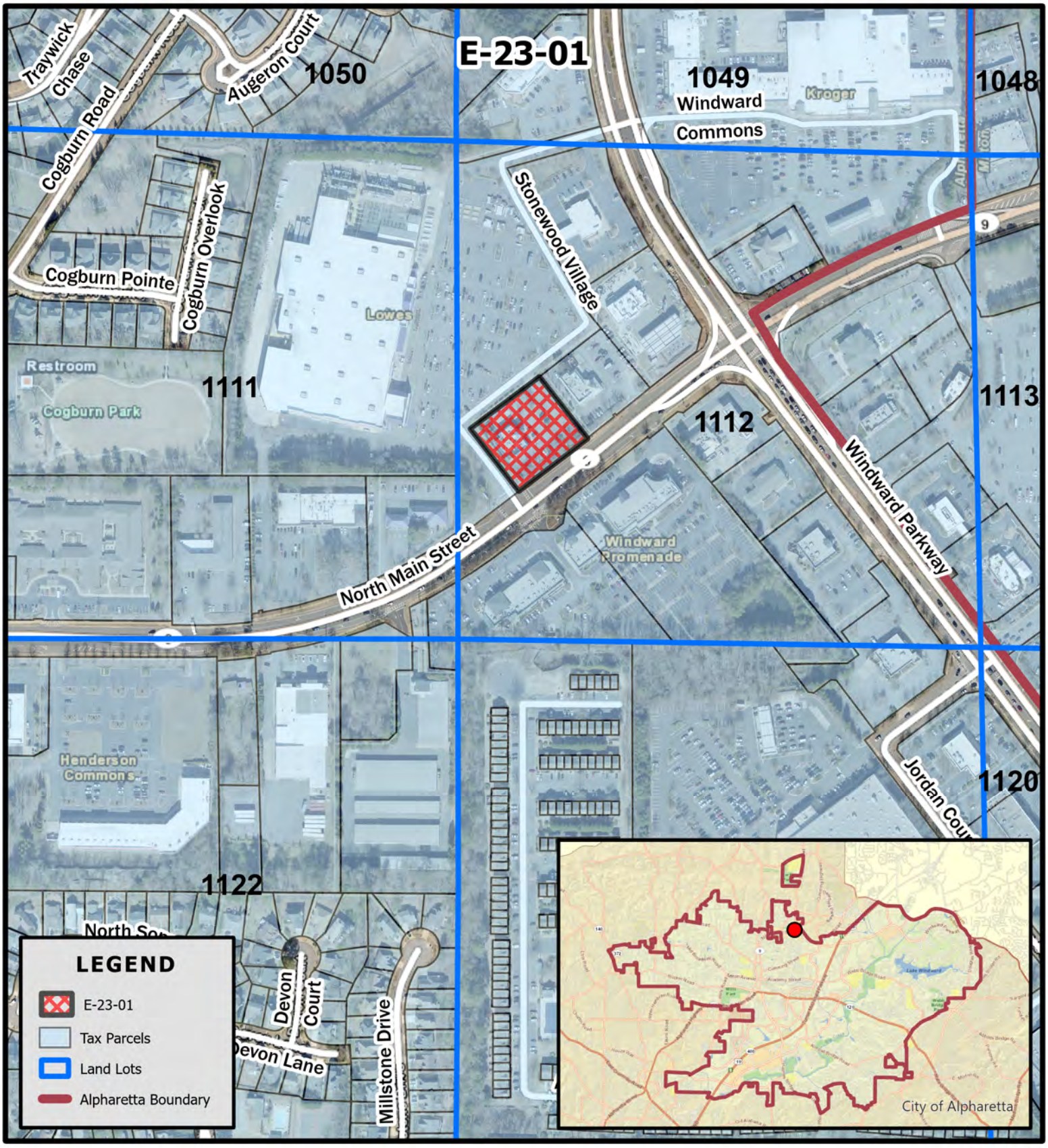
- Business, Manufacturing, Warehousing, Light Industrial
- Central Business District
- Commercial
- Corporate Office
- Downtown Residential Density
- High Density Residential
- Low Density Residential
- Medium Density Residential
- Mixed Use
- Mixed Use Live Work
- Parks, Recreation, Open Space
- Professional Business Office
- Public, Institutional, Education
- Residential Estate
- Very Low Density Residential

E-23-01
D/LL: 2/2/1112
CC: 3/27/23

Future Land Use Map
Peachtree Immediate Care Sign Exception
870 North Main Street

THE CITY OF ALPHARETTA GEORGIA

Location Map Provided by:
Community Development - GIS



E-23-01
D/LL: 2/2/1112
CC: 3/27/23

Location Map
Peachtree Immediate Care Sign Exception
870 North Main Street

THE CITY OF ALPHARETTA GEORGIA

Location Map Provided by:
Community Development - GIS

Community Zoning Information Meeting (CZIM) **February 8, 2023**

Please sign-in and leave your comments and/or concerns.

E-23-01 / Peachtree Immediate Care Sign Exception

NAME	ADDRESS	COMMENTS
	No Comments	

CITIZEN PARTICIPATION FORM - PART B

This form must be completed and submitted to the City of Alpharetta Community Development Department a minimum of twenty (20) working days prior to the scheduled Public Hearing. Failure to do so will result in cancellation of the scheduled hearing.

Public Hearing or Project Name: Peachtree Immediate Care

Contact Name: Kim Wakefield Telephone: 770-402-8532

Please describe comments and concerns provided by any and all individuals contacted as part of the the Citizen Participation Program. If any individuals provided written correspondence, please attach copies of same to this report.

As of today, we were not contacted by any individuals as a result of the letter mailed to all properties within 500' of the subject property.

Method by which these individuals were contacted. Please mark all that apply. *Please provide samples of any and all written communications used to provide notification.*

- [x] Letter
- [ ] Personal Visits
- [ ] Telephone
- [ ] Group Meeting
- [ ] Email
- [ ] Other *(Please Specify)* _____

Attach a list of people who have been notified of this application and provided information describing the subject proposal. Please note that ALL adjoining property owners MUST be notified.

I, the undersigned, as an authorized representative of the applicant and Public Hearing item identified above, do solemnly swear and attest, subject to criminal penalties for false swearing, that the information provided in this Citizen Participation Form - Part B and in any and all documents provided in support of this report are true and accurate. I further understand that any false statements provided by representatives of the applicant as part of this report may result in penalties up to and including denial of the subject application.

Signature of Authorized Agent: Kim Wakefield Digitally signed by Kim Wakefield Date: 2023.02.08 10:03:57 -05'00' Date: 2/8/2023

Print Form

January 18, 2023

Kim Wakefield on behalf of
Peachtree Immediate Care
2675 Paces Ferry Rd SE, Suite 200
Atlanta GA 30339

RE: Peachtree Immediate Care – Case E-23-01

Dear Property Owner:

Please allow this letter to serve as public notice for a Variance request at 870 North Main St to allow two (2) signs on the building. We are not asking for an increase in the allowable sign area as the two (2) signs combined do not exceed the 65 square feet allowed.

The Community Zoning Information Meeting (CZIM) for this request will be held on February 8, 2023, at 6:00 PM in the Multipurpose Room in Alpharetta City Hall across from the Council Chambers. Alpharetta City Hall is Located at 2 Park Plaza, Alpharetta, GA 30009. This is an informal meeting to allow the public to view public hearing requests, ask questions, and provide feedback.

This item will be considered by the City Council on Monday, March 27, 2023, at 6:30 PM. The meeting will be held in the Council Chambers at City Hall, 2 Park Plaza, Alpharetta, GA 30009.

If you have any questions regarding the request, please feel free to contact me at your convenience. I can be reached at thepermitgal@gmail.com.

Sincerely,

Kim Wakefield

Kim Wakefield
Permit Specialist

ANGLADE HERLANDY & ROSEMAY
435 PINE BOUGH CT
ALPHARETTA GA 30004

IHOP PROPERTY LLC
450 NORTH BRAND BLVD
GLENDALE CA 91203

WINDWARD POINTE HOMEOWNERS ASSOC. INC
3350 BRECKINRIDGE BLVD
DULUTH GA 30096

PROVIDENCE BANK
4955 WINDWARD PKWY
ALPHARETTA GA 30004

KJM HOLDINGS LLC
1418 DRESDEN DR STE 220
ATLANTA GA 30319

LOWES HOME CENTERS INC
1000 LOWE'S BLVD
MOORESVILLE NC 28117

MULLER ASSOCIATES OF MILTON LLC
885 FOXHOLLOW RUN
ALPHARETTA GA 30004

COSTCO WHOLESALE CORPORATION
999 LAKE DR
ISSAQUAH WA 98027

KMD ALPHARETTA LLC
2424 N FEDERAL HWY BLDG 101
BOCA RATON FL 33431-7746

WINDWARD PROMENADE LLC
210 INTERSTATE NORTH PKWY SE STE 50
ATLANTA GA 30339-2231

JNP INVESTMENT HOLDING LLC
793 N MAIN ST
ALPHARETTA GA 30009

WINDWARD PROMENADE L L C
210 INTERSTATE NORTH PKWY SE STE 50
ATLANTA GA 30339-2231

EXTRA SPACE PROPERTIES TWO LLC
2795 E COTTONWOOD PKWY # 300
SALT LAKE CITY UT 84121

KENNY PROPERTIES LLC
140 BLACKLAND CT E
MARIETTA GA 30067

WINDWARD PROMENADE LLC
3350 RIVERWOOD PKY STE 450
ATLANTA GA 30339

ARC CAFEUSA001 LLC
2325 E CAMELBACK RD STE 1100
PHOENIX AZ 85016

FIDELITY BANK
3490 PIEDMONT RD NE STE 1550
ATLANTA GA 30305

ALLEN MICHELLE
2607 ASHLEIGH LANE
ALPHARETTA GA 30004

CITY OF ALPHARETTA

PUBLIC HEARING APPLICATION

FOR OFFICE USE ONLY

Case #: _____

PH #: _____

☐ Property Taxes & Code Violations Verified

☐ Fee Paid Initial: _____

COMMUNITY DEVELOPMENT DEPARTMENT • 2 PARK PLAZA • ALPHARETTA, GA 30009

1. This page should be the first page in each of your completed application packets.
2. It is preferred that all responses be typed. Illegible applications will not be accepted.
3. Prior to signing and submitting your application, please check all information supplied on the following pages to ensure that all responses are complete and accurate. Incomplete applications will not be accepted.
4. Payment of all applicable fees must be made at the time of application. Payment may be made via cash, credit card (American Express, Master Card or Visa), or check made payable to "City of Alpharetta." Please note that a 3% convenience fee will be added to all credit card transactions.
5. Applications will be accepted on the designated submittal dates between the hours of 8:30 AM and 3:30 PM.
6. If you have any questions regarding this form, please contact the Community Development Department by calling 678-297-6070.

Contact Information:

Contact Name: Kim Wakefield Telephone: 770-4028532

Address: 3548 Atlanta Rd Suite:

City Smyrna State: GA Zip: 30080 Fax:

Mobile Tel: 770-402-8532 Email: thepermitgal@gmail.com

Subject Property Information:

Address: 870 N Main St. Current Zoning: C-1

District: 12 Section: 22 Land Lot: 1112 Parcel ID: 22 512011122916

Proposed Zoning: C-1 Current Use: Peachtree Immediate Care

This Application For *(Check All That Apply)*:

☐ Conditional Use ☐ Master Plan Amendment ☐ Comprehensive Plan Amendment

☐ Rezoning ☐ Master Plan Review

☒ Variance ☐ Public Hearing

☐ Exception ☐ Other *(Specify)*: _____

Applicant Request And Intent

What is the proposed use(s) of the property?

The property has a Conditional Use approval for the operation of Peachtree Immediate Care and Urgent Care Medical Clinic.

Applicant's Request (Please itemize the proposal):

Peachtree Immediate Care is requesting to be allowed to have two (2) wall signs within the allowable square footage on the building. One on the front elevation and the other the street-facing side elevation.

Applicant's Intent *(Please describe what the proposal would facilitate)*:

Granting this request will allow Peachtree Immediate Care to be visible and legible to pedestrians and automobiles.

PROPERTY OWNER AUTHORIZATION

Property Owner Information:

Contact Name: ASAD MAZAHIR Telephone: 678 200 8524

Address: P.O. Box 6715 Suite:

City Marietta State: GA Zip: 30065 -

Authorization:

I do solemnly swear and attest, subject to criminal penalties for false swearing, that I am the legal owner, as reflected in the records of Fulton County, Georgia, of the property identified below, which is the subject of the attached Application for Public Hearing before the City of Alpharetta, Georgia.

As the legal owner of record of the subject property, I hereby authorize the individual named below to act as the applicant in the pursuit of the Application for Public Hearing in request of the items indicated below.

- ☐ Annexation
- ☐ Special Use
- ☐ Rezoning
- ☐ Conditional Use
- ☒ Variance
- ☐ Master Plan
- ☐ Land Use Application
- ☐ Other

Property Owner's Authorized Applicant (if applicable):

Name of Authorized Applicant: Kim Wakefield on behalf of Commercial Signs Telephone: 770-402-8532

Address: 3548 Atlanta Rd Suite:

City Smyrna State: GA Zip: 30080 -

So Sworn and Attested:

Owner Signature: Date: 12/23/2022

Notary:

Notary Signature: Date: 12-21-22

NICOLE HARD NOTARY PUBLIC GEORGIA COBB COUNTY

CamScanner

DISCLOSURE FORM

The Official Code of Georgia Annotated requires disclosure of campaign contributions to government officials by an applicant or opponent of a rezoning or public hearing petition (O.C.G.A. 36-67 A-1).

Applicants must file this form with the City of Alpharetta Community Development Department within ten (10) days after filing for rezoning or public hearing. Opponents to a rezoning or public hearing petition must file this form five (5) days prior to the Planning Commission meeting at which the subject rezoning or public hearing petition is scheduled to be heard.

Name of Applicant or Opponent: John Richmond

Subject Public Hearing Case: _____

Campaign Contribution Information:

Please provide the requested information for each contribution with a dollar amount or value of $250 or more made within the past two (2) years to an Alpharetta Official by the individual identified above. Please use a separate form for each Alpharetta Official to whom such a contribution as been made.

If the individual identified above has made no such contributions to an Alpharetta Official within the past two (2) years, please indicate this by entering "N/A" on the appropriate lines below.

Name of Official: N/A Position: N/A

Description of Contribution: N/A Value: N/A

Description of Contribution: _____ Value: _____

Description of Contribution: _____ Value: _____

Description of Contribution: _____ Value: _____

Description of Contribution: _____ Value: _____

Campaign Contribution Information:

I do solemnly swear and attest, subject to criminal penalties for false swearing, that the information provided in this Disclosure Form is true and accurate and that I have disclosed herein any and all campaign contributions made to an Official of the City of Alpharetta, Georgia in accordance with O.C.G.A. 36-67 A-3.

Signature: _____ Date: 7/25/22

Sign Variance Review Criteria

Are there exceptional conditions pertaining to the property where the sign is to be located as a result of the property size, shape, or topography which are not applicable to other lands or structures in the area? If "yes," please explain.

- [x] Yes
- [ ] No

Due to the building facing the parking lot instead of the street and the building sitting below road grade, it can be difficult to locate our Urgent Care facility. If the sign is placed on the store front as most are able to do, it can only be viewed from one direction, if at all.

Would the applicant be deprived of rights that are commonly enjoyed by others similarly situated? If "yes," please explain.

- [ ] Yes
- [x] No

Would granting the variance confer on the applicant any significant privileges which are denied to others similarly situated? If "yes," please explain.

- [ ] Yes
- [x] No

Are the exceptional circumstances the result of actions of the applicant or the applicant's representatives? If "yes," please explain.

- [ ] Yes
- [x] No

Is the requested variance the minimum necessary to allow the applicant to enjoy rights commonly enjoyed by others similarly situated? If "no," please explain.

- [x] Yes
- [ ] No

Would granting of the variance violate more than one standard of the Unified Development Code? If "yes," please explain.

- [ ] Yes
- [x] No

Would granting the variance result in allowing a sign that interferes with road or highway visibility or obstruct or otherwise interfere with the safe and orderly movement of traffic? On a separate sheet or sheets, please defend your response.

- [ ] Yes
- [x] No

The signs will be placed on the building and will not interfere with visibility or traffic.

CITIZEN PARTICIPATION FORM - PART A

This form must be completed and submitted with the applicant's completed Public Hearing Application. Applications submitted to the City of Alpharetta without a completed Citizen Participation Form - Part A will not be accepted.

Public Hearing or Project Name: Peachtree Immediate Care

Contact Name: Kim Wakefield Telephone: 770-402-8532

The following people will be notified of this application and provided information describing the subject proposal. Please note that ALL adjoining property owners MUST be notified. Use additional pages as needed.

ANGLADE HERLANDY & ROSEMAY 435 PINE BOUGH CT ALPHARETTA GA 30004

WINDWARD PROMENADE LLC 3350 RIVERWOOD PKY STE 450 ATLANTA GA 30339

WINDWARD POINTE HOMEOWNERS ASSOC. INC 3350 BRECKINRIDGE BLVD DULUTH GA 30096

IHOP PROPERTY LLC 450 NORTH BRAND BLVD GLENDALE CA 91203

KJM HOLDINGS LLC 1418 DRESDEN DR STE 220 ATLANTA GA 30319

PROVIDENCE BANK 4955 WINDWARD PKWY ALPHARETTA GA 30004

MULLER ASSOCIATES OF MILTON LLC 885 FOXHOLLOW RUN ALPHARETTA GA 30004

LOWES HOME CENTERS INC 1000 LOWE'S BLVD MOORESVILLE NC 28117

KMD ALPHARETTA LLC 2424 N FEDERAL HWY BLDG 101 BOCA RATON FL 33431-7746

COSTCO WHOLESALE CORPORATION 999 LAKE DR ISSAQUAH WA 98027

JNP INVESTMENT HOLDING LLC 793 N MAIN ST ALPHARETTA GA 30009

WINDWARD PROMENADE LLC 210 INTERSTATE NORTH PKWY SE STE 50 ATLANTA GA 30339-2231

EXTRA SPACE PROPERTIES TWO LLC 2795 E COTTONWOOD PKWY # 300 SALT LAKE CITY UT 84121

KENNY PROPERTIES LLC 140 BLACKLAND CT E MARIETTA GA 30067

ARC CAFEUSA001 LLC 2325 E CAMELBACK RD STE 1100 PHOENIX AZ 85016

Method by which these individuals will be contacted. Please mark all that apply. *If you select "Other," please provide a description of the method of contact that will be used.*

- [X] Letter
- [ ] Personal Visits
- [ ] Telephone
- [ ] Group Meeting
- [ ] Email
- [ ] Other *(Please Specify)*

Please describe the method(s) by which these individuals will have the opportunity to respond or contact the applicant with questions or concerns about the proposal.

Applicants name and phone number will be provided in the notification letter.

December 29, 2022

City of Alpharetta
Board of Zoning Appeals
2 Park Plaza
Alpharetta GA 30009

RE: Peachtree Immediate Care
870 North Main Street

Peachtree Immediate Care is requesting a variance to be allowed to increase the number of allowable signs on the building. We are not asking for an increase in the allowable sign area as the two (2) signs combined do not exceed the 65 square feet allowed.

Our building does not face Main Street but the parking lot creating a hardship if we are required to comply with the code of only one wall sign. Additionally, our building sits below road grade presenting another hardship to overcome.

We would like to install an urgent care sign on the side elevation facing Main Street so people can identify us as an urgent care location. With our customer entrance being located on the parking lot side of the building, we feel we need our main identification sign over that entrance. Placement of these signs will allow Peachtree Immediate Care to be visible and legible to pedestrians and automobiles.

It is our position that granting of this variance will have no adverse effect of neighbors. We are simply asking to be allowed the square footage allowance to be split between two (2) signs so we can be visible to the general public.

Granting this variance is consistent with the spirit of the code. A strict and literal adherence to the code would be a hardship to Peachtree Immediate Care.

Respectfully,

Kim Wakefield
Permit Specialist

DETAILED TAX SUMMARY

City of Alpharetta

TAX YEAR: 2022

Owner Name	Parcel Identification	Account Number
IHOP PROPERTY LLC	22 -5120-1112-291-6	7028950
Property Location		**Tax District**
870 STATE HIGHWAY		10 - ALPHARETTA
Fair Market Value	**Assessed Value**	**Temporary Assessment**
1,533,500	613,400	Not Found

City Exemption:
County Exemption:

Levies	Assessment	Exemptions	Net Assessment	X	Net Rate	State Credit	TAX
Fulton Cycle							
FULTON BONDS	613,400	0	613,400	X	.000200	$0.00	$122.68
FULTON OPER	613,400	0	613,400	X	.008870	$0.00	$5,440.86
FULTON SCHOOL GEN	613,400	0	613,400	X	.017240	$0.00	$10,575.02
INTEREST							$0.00
PENALTIES/FEES							$0.00
Last Payment: 11/14/2022			**Total Amount Billed**				**$16,138.56**
			Less Amount Paid				**$16,138.56**
			Total Due				**$0.00**
City of Alpharetta Cycle							
INTEREST							$0.00
PENALTIES/FEES							$0.00
Last Payment: Not Found			**Total Amount Billed**				**$0.00**
			Less Amount Paid				**$0.00**
			Total Due				**$0.00**

Property owners with current legal matters, such as bankruptcy or foreclosure, must contact the Tax Commissioner's office at (404) 613-6100 for the official balance due on their parcel(s).

Return to Tax Bill |

COMMERCIAL SIGNS EST. 1986

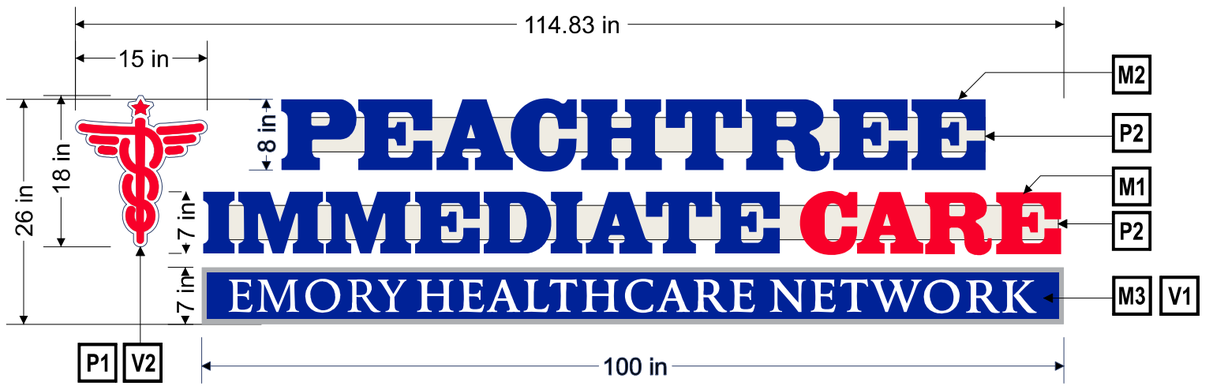
CRH HEALTHCARE

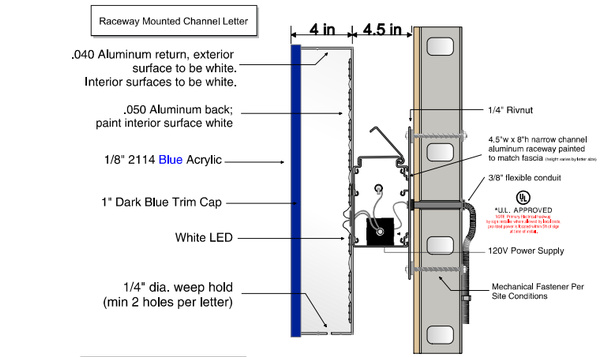
870 North Main Street
Alpharetta, GA 30009

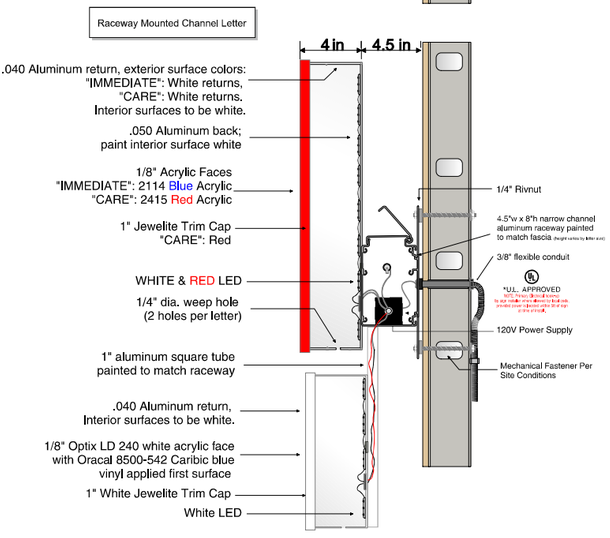
PROJECT REVISIONS		
DATE:	REV #	NOTES:
08/15/22	1	UPDATED ELEVATIONS
11/15/22	2	REVISED SQ FOOTAGE AND LINEAR OPTION
11/30/22	3	CHG VINYL PHONE # & ADDED BUILDING #
00/00/00	4	XX
00/00/00	5	XX

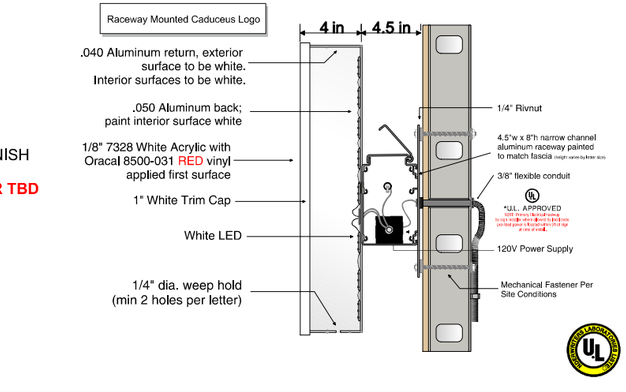
PROPOSED: FRONT LIT RACEWAY MOUNTED CHANNEL LETTERS

FRONT (NORTHEAST) ELEVATION









ELECTRICAL NOTE

Customer is responsible for contracting with electrician to provide 120VAC circuit and place an accessible junction box within 5ft of sign. Final connection will only be made if power is in place at time of install. Time clock is recommended to be installed by your electrician to control the illumination of the sign.

P1	PAINT TO MATCH WHITE, SATIN FINISH
P2	PAINT TO MATCH FACADE - **COLOR TBD**
M1	2415 RED ACRYLIC
M2	2114 BLUE ACRYLIC
M3	7328 WHITE ACRYLIC
V1	8500-542 CARIBIC BLUE
V2	3M 3630-031 RED VINYL GRAPHICS

COMMERCIAL SIGNS EST. 1986

MFG / Nat'l Account Svcs:
4806 Wright Drive, Bldg. A
Smyrna, GA. 30082
(O) 770.989.1290

comSIGNS.com

Corporate:
3548 Atlanta Rd.
Smyrna, GA. 30080
(O) 770.431.0807

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PEACHTREE IMMEDIATE CARE

PROJECT ADDRESS:
870 NORTH MAIN STREET
ALPHARETTA, GA 30009

SALES REP: **DAVID FRUSHTICK**
PM INITIALS: **SF**
DRAWN BY INITIALS: **SD**
DATE: **08/15/22**

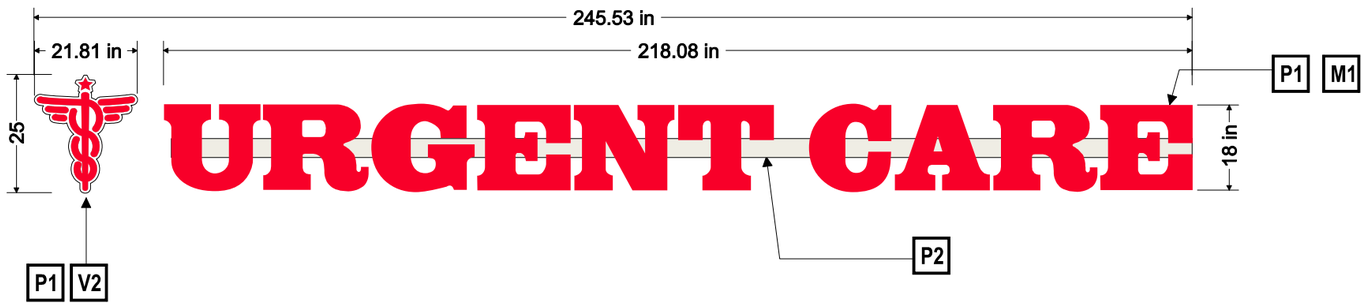
SIGN CODE INFO:
1SF/LF FRONTAGE
SQ. FT. ALLOWED: **65**
SQ. FT. SHOWN: **20.7**

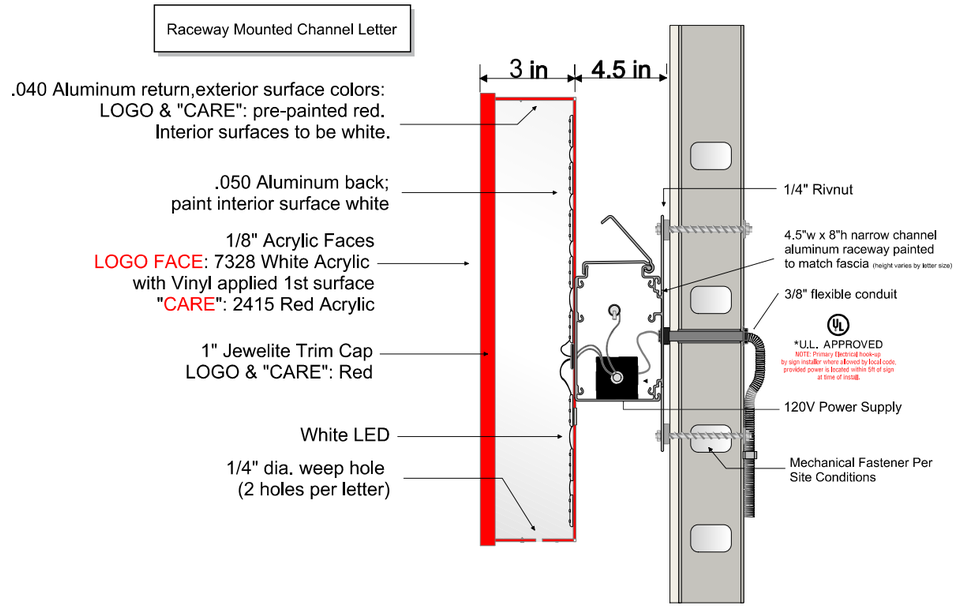
FINAL APPROVAL
Authorized Signature:
X
Date:
X
PAGE
1

V:\CRH HEALTHCARE, LLC\ALPHARETTA\DESIGN FILES

PROPOSED: FRONT LIT RACEWAY MOUNTED CHANNEL LETTERS - OPTION 2

SIDE (SOUTHEAST) ELEVATION





ELECTRICAL NOTE

Customer is responsible for contracting with electrician to provide 120VAC circuit and place an accessible junction box within 5ft of sign. Final connection will only be made if power is in place at time of install. Time clock is recommended to be installed by your electrician to control the illumination of the sign.

P1		PAINT TO MATCH WHITE, SATIN FINISH
P2		PAINT TO MATCH BUILDING - **COLOR TBD**
M1		2415 RED ACRYLIC
V2		3M 3630-031 RED VINYL GRAPHICS

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PEACHTREE IMMEDIATE CARE

PROJECT ADDRESS:
870 NORTH MAIN STREET
ALPHARETTA, GA 30009

SALES REP: **DAVID FRUSHTICK**

PM INITIALS: **SF**

DRAWN BY INITIALS: **SD**

DATE: **08/15/22**

SIGN CODE INFO:
1SF/LF FRONTAGE

SQ. FT. ALLOWED: **65**

SQ. FT. SHOWN: **42.63**

FINAL APPROVAL

Authorized Signature:

X _ _ _ _ _ _ _ _ _ _ _ _

Date:

X _ _ _ _ _ _

PAGE **2**

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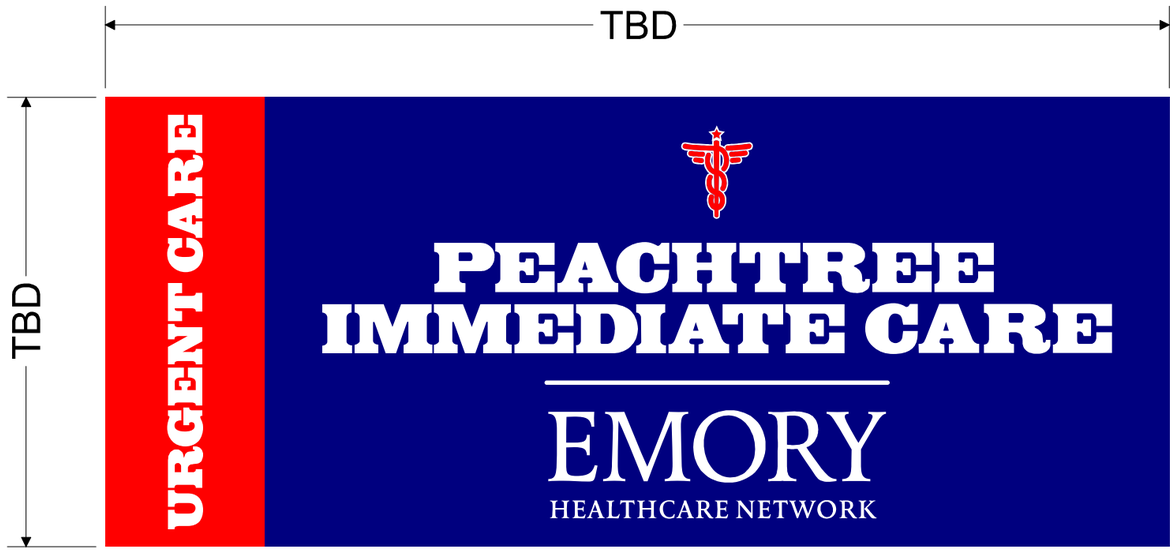
PROPOSED: (2) MONUMENT FACE REPLACEMENTS



V1 3M 8500-031 RED

V2 SAPPHIRE BLUE

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PEACHTREE IMMEDIATE CARE

PROJECT ADDRESS:
870 NORTH MAIN STREET
ALPHARETTA, GA 30009

SALES REP: **DAVID FRUSHTICK**

PM INITIALS: **SF**

DRAWN BY INITIALS: **SD**

DATE: **08/15/22**

SIGN CODE INFO:
N/A

SQ. FT. ALLOWED: **XX**

SQ. FT. SHOWN: **XX**

FINAL APPROVAL

Authorized Signature:

X

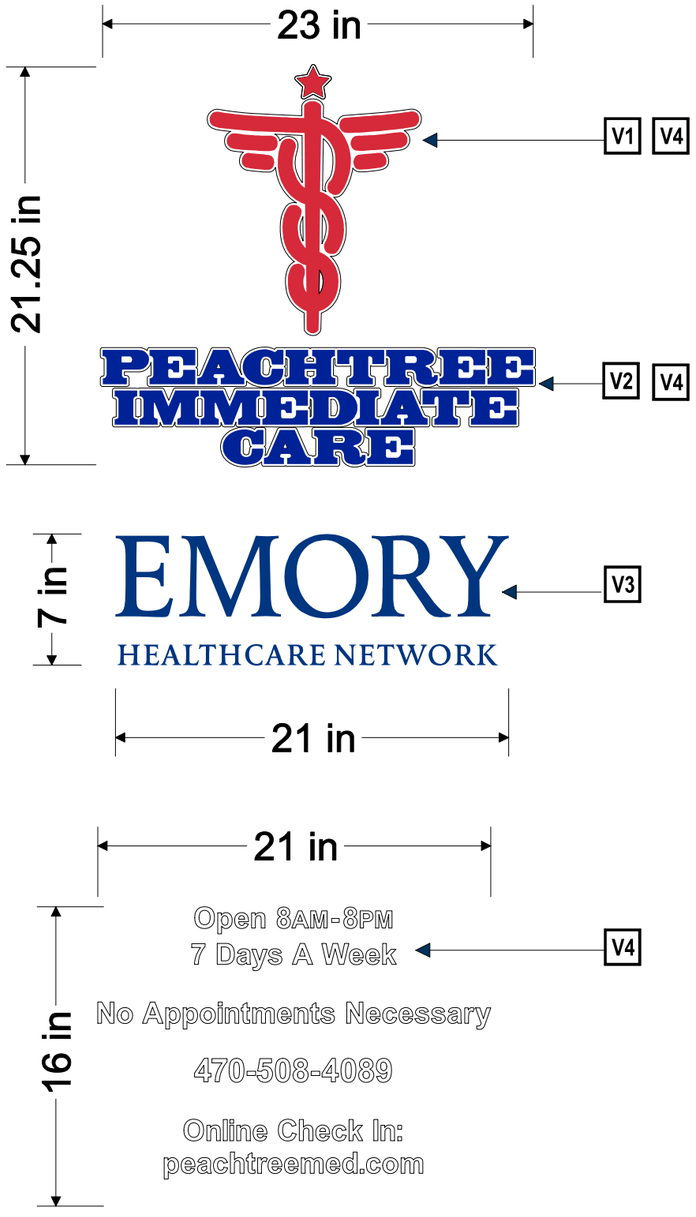
Date:

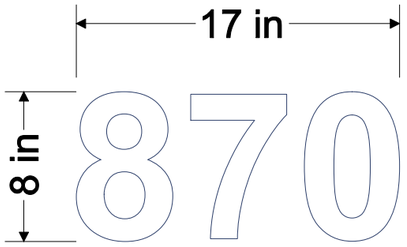
X

PAGE **3**

V:\CRH HEALTHCARE, LLC\ALPHARETTA\DESIGN FILES

PROPOSED: (1) DOOR GRAPHICS





INSTALLATION INSTRUCTIONS:
APPLY LOGO AND HOURS CENTERED AT EYELEVEL ON THE DOOR GLASS AS SHOWN BELOW. DEPENDING UPON THE LOCATION OF THE "BAR", PLEASE APPLY THE EMORY LOGO ABOVE OR BELOW IT SO THAT THE BAR IS NOT BEHIND THE GRAPHICS

V1	3M 8500-031 RED
V2	SAPPHIRE BLUE
V3	INTENSIVE BLUE 6500-006

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PEACHTREE IMMEDIATE CARE

PROJECT ADDRESS:
870 NORTH MAIN STREET
ALPHARETTA, GA 30009

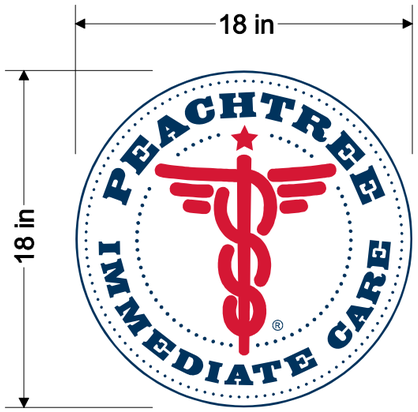
SALES REP: **DAVID FRUSHTICK**
PM INITIALS: **SF**
DRAWN BY INITIALS: **SD**
DATE: **08/15/22**

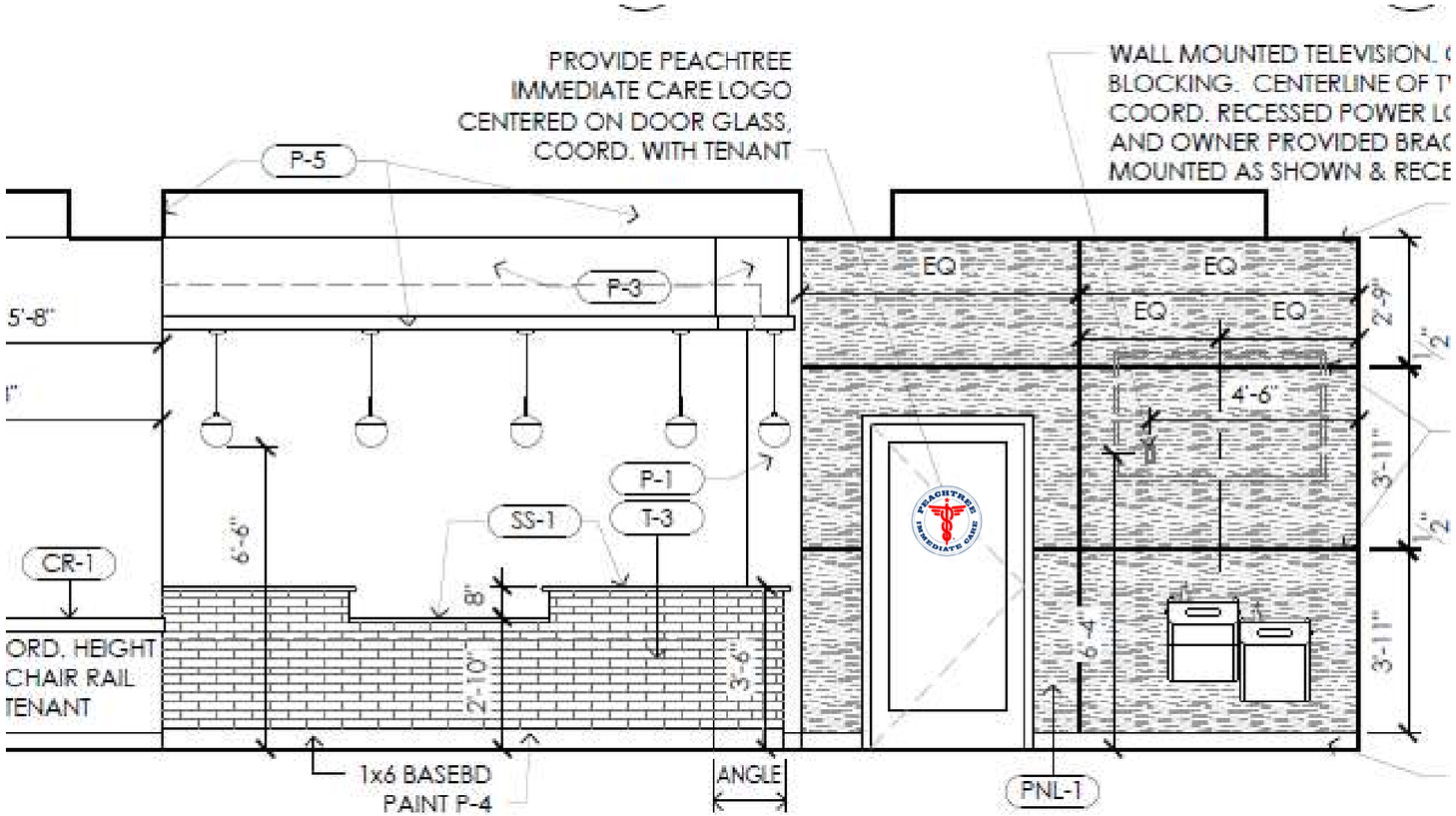
SIGN CODE INFO:
N/A
SQ. FT. ALLOWED: **XX**
SQ. FT. SHOWN: **XX**

FINAL APPROVAL
Authorized Signature:
X
Date:
X
PAGE
4

V:\CRH HEALTHCARE, LLC\ALPHARETTA\DESIGN FILES

PROPOSED: (1) DOOR GRAPHICS - DIGITALLY PRINTED VINYL





12 / A4.1 LOBBY INTERIOR ELEVATION
SCALE: 1/4" = 1'-0"

M1		CLEAR VINYL
D1		DIGITAL PRINT TO MATCH PMS 186
D2		DIGITAL PRINT TO MATCH PMS 540

* DIGITAL PRINT TO HAVE OVERLAMINATE

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ALPHARETTA, GA 30009

SALES REP: **DAVID FRUSHTICK**
PM INITIALS: **SF**
DRAWN BY INITIALS: **SD**
DATE: **08/15/22**

SIGN CODE INFO:
N/A

SQ. FT. ALLOWED: **XX**
SQ. FT. SHOWN: **XX**

FINAL APPROVAL
Authorized Signature:
X
Date:
X
PAGE **5**

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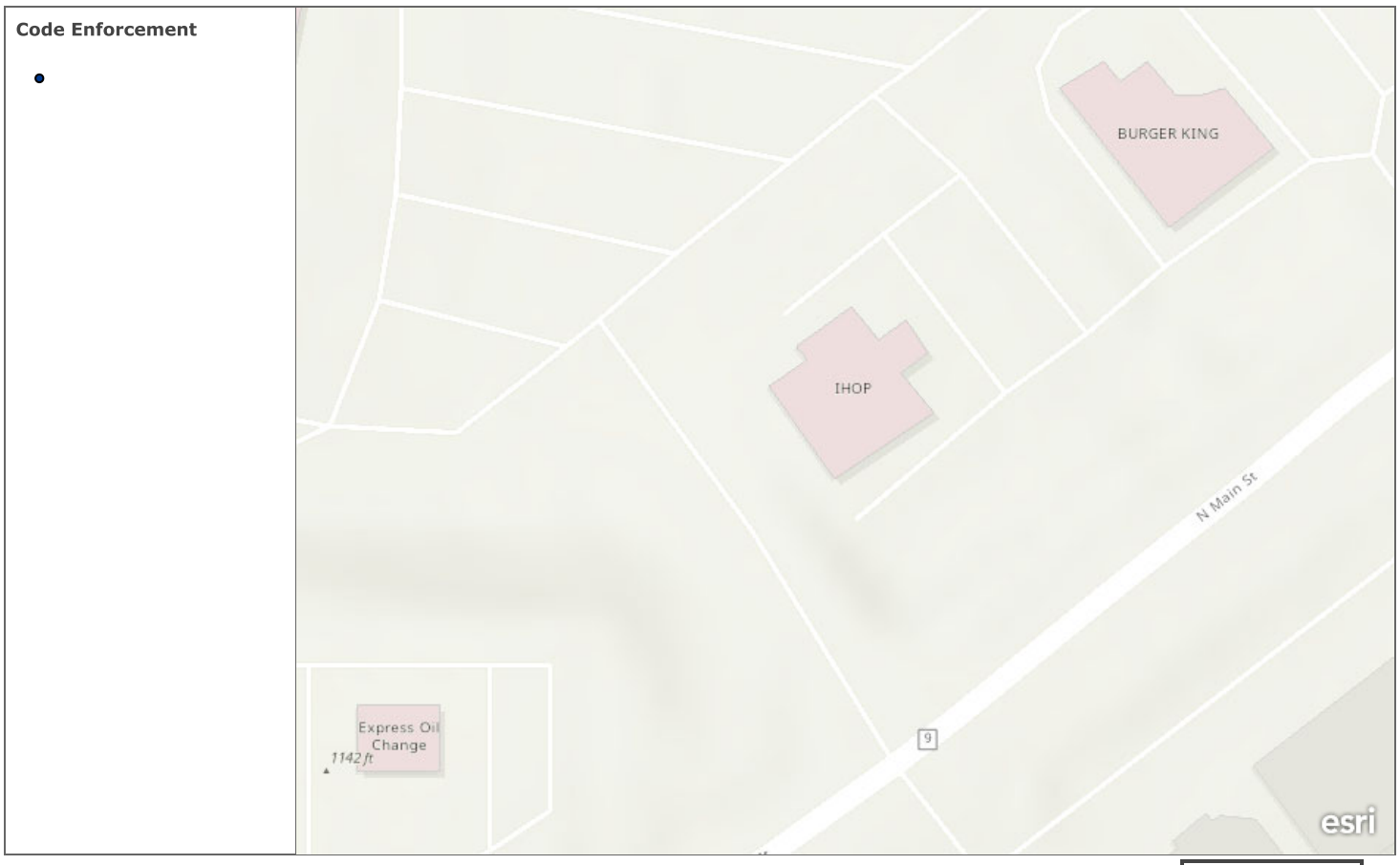
Code Enforcement



City of Alpharetta Code Enforcement Cases that are in progress.Data updated nightly.

Esri Community Maps Contributors, © OpenStreetMap, Microsoft, Esri, HERE, Garmin, SafeGraph, GeoTechnologies, Inc, METI/NASA, USGS, EPA, NPS, US Census Bureau, USDA

CITY COUNCIL MEETING
STAFF REPORT

SUBMITTING DEPARTMENT: COMMUNITY DEVELOPMENT
SUBMITTED BY: KATHI COOK
DRAFTED BY: MICHAEL WOODMAN

I. AGENDA ITEM TITLE: PH-23-04 SOUTH MAIN STREET LIVABLE CENTERS INITIATIVE (LCI) STUDY

CITY COUNCIL: MARCH 27, 2023

This item was considered at the 3/2/2023 Planning Commission meeting. Staff recommended approval of the item. There were no public comments. After discussion, Planning Commission recommended approval. Vote 7-0

II. RECOMMENDATION:

Approve the adoption of PH-23-04 South Main Street Livable Centers Initiative (LCI) Study.

III. REPORT IN BRIEF:

Consideration of adoption of the South Main Street Livable Center Initiative (LCI) Study. The Atlanta Regional Commission's (ARC) Livable Centers Initiative (LCI) is a program that incentivizes local jurisdictions to re-envision their communities as vibrant, walkable places that offer increased mobility options, encourage healthy lifestyles and provide improved access to jobs and services. The LCI program is funded by federal transportation dollars (FHWA's Surface Transportation Program).

On February 22, 2021, Mayor and Council authorized Staff to submit an application to the Atlanta Regional Commission's (ARC) Livable Centers Initiative (LCI) Program seeking grant funding for the South Main Street LCI Study. ARC awarded the City $160,000 to complete the Study, with a 20% match from the City in the amount of $40,000. On February 7, 2022, Mayor and Council awarded the LCI Study contract to Kimley-Horn & Associates, Inc.

The LCI Study kicked off in March 2022 and reached conclusion in December 2022. A steering committee, consisting of property owners, residents and business owners, was assembled to help guide the process and provide valuable input into the study. The public participation plan included three (3) steering committee meetings and three (3) public meetings. The final study includes an existing conditions assessment, housing and market study analysis, and final recommendations report.

IV. ATTACHMENTS:

- South Main Street LCI Study – Final Recommendations Report
- South Main Street LCI - Housing and Market Analysis

RESOLUTION NUMBER:

A RESOLUTION BY THE MAYOR AND COUNCIL OF THE CITY OF ALPHARETTA, GEORGIA TO ADOPT THE SOUTH MAIN STREET LIVABLE CENTERS INITIATIVE (LCI) STUDY AND INCORPORATE INTO THE HORIZON 2040 COMPREHENSIVE PLAN

WHEREAS, the Downtown Livable Centers Initiative (LCI) was adopted by City Council in 2015, of which a portion of the LCI includes South Main Street; and

WHEREAS, the City was awarded $160,000.00 in grant funding by the Atlanta Regional Commission in 2021 to complete a supplemental study to the Downtown LCI; and

WHEREAS, Mayor and City Council awarded the South Main Street LCI Supplemental Study to Kimley-Horn & Associates; and

WHEREAS, Kimley-Horn & Associates in conjunction with City Staff led the planning process for the South Main Street LCI Supplemental Study, which included implementation of a public participation plan.

NOW THEREFORE, BE IT RESOLVED by the Mayor and City Council of the City of Alpharetta hereby adopts the South Main Street LCI, attached as Exhibit A, and incorporates the LCI into the Horizon 2040 Comprehensive Plan.

SO RESOLVED this ____ day of March _____.

CITY OF ALPHARETTA

By: _____
Jim Gilvin, Mayor

[SIGNATURES CONTINUED ON FOLLOWING PAGE]

[SIGNATURES CONTINUED FROM PRECEDING PAGE]

COUNCIL MEMBERS

_____
Mayor Pro Tem Dan Merkel

_____
Council Member Donald F. Mitchell

_____
Council Member Brian Will

_____
Council Member Douglas J. DeRito

_____
Council Member John Hipes

_____
Council Member Jason Binder

(SEAL)

Attest:

_____
Lauren Shapiro, City Clerk

Approved as to form and legal sufficiency:

_____
Melissa Tracy, City Attorney

THE CITY OF
ALPHARETTA
GEORGIA

SOUTH MAIN

LIVABLE CENTERS INITIATIVE STUDY

Final Recommendations Report

FEBRUARY 23, 2023

Kimley»Horn

In Collaboration with TSW + UKBA

Introduction

The City of Alpharetta in partnership with the Atlanta Regional Commission (ARC) conducted a Livable Centers Initiative "LCI" study focused on the South Main Street (Alpharetta Highway / State Route 9) area from Downtown Alpharetta to the city limits bordering the City of Roswell. The intent of this study was to evaluate challenges and opportunities related to future development, transportation improvements, and investments in greenspace and public space, and create a vision for a reimagined South Main area. The nine-month LCI kicked-off in March of 2022 and included interactive stakeholder and public engagement, including three public meetings held a various locations throughout the City. This report is a compilation of analysis and engagement, recommendations, and an action plan.

How To Use This Document

This report is organized into four chapters. Chapter 1: Project Foundations includes highlights of the Existing Conditions Assessment and Market Analysis. Chapter 2: Community Engagement details the public and stakeholder engagement strategies and activities completed during the study process. Chapter 3: Study Area Concepts explores the near-term initiatives, as well as mid-term priority redevelopment concepts. Finally, Chapter 4: Implementation Strategies outlines the action plan and specific short, mid, and longer-term steps needed to realize the community's vision for the future.

- Chapter 1: Project Foundations
- Chapter 2 Community Engagement
- Chapter 3: Study Area Concepts
- Chapter 4: Implementation Strategies

Project Schedule

The South Main LCI planning process included several phases of analysis and collaboration over a 9-month period. The first two phases included a review and assessment of the impact of previous planning efforts and an analysis of an existing conditions assessment. This work along with community and stakeholder input created the foundation for developing development concepts and the 5-Year Implementation Plan.

Project Foundations

Using data provided by the City as well as data gathered throughout the Study process, an analysis was completed to best understand existing conditions within the Study Area now, as well as other challenges and constraints the area may have in the future.

PREVIOUS PLANNING EFFORTS

A thorough review of previous planning efforts was conducted at the start of this Study to gather an understanding of area trends and refine project goals. Many plans were reviewed including the Downtown Master Plan, Walkability and Pedestrian Safety Study, Rental Housing Study, and the 2040 Comprehensive Plan. Regional plans were also reviewed, including the North Fulton Comprehensive Transportation Plan, Fulton County Transit Master Plan, and the Blueprint North Fulton III. A summary of the plans that were reviewed is provided in the Existing Conditions Report, available in the appendix and project website.

EXISTING CONDITIONS ASSESSMENT

An Existing Conditions Analysis was conducted as part of the South Main LCI Study, including a review of development activity, property ownership, existing and future land use, environmental features,street conditions and roadway classifications, transit service, as well as bike and pedestrian facilities. For more information regarding the key takeaways, please refer to Appendix A and the Existing Conditions Report for the Alpharetta South Main LCI Study, located on the project website.

MARKET POTENTIAL

A market analysis was conducted for the Study Area, including the 241 acres and 805 tax parcels. A few of the demographic highlights from the Study Area are listed below, and the full market analysis can be found in **Appendix B.**

- The estimated current Study Area population is just under 1,400 people and has increased by approximately 95% since 2000.
- In the long-term, the Study Area is expected to grow faster than the City overall through 2027.
- Nearly 1/3 of residents living in the Study Area are Millennials. Compared to the City of Alpharetta, the area experiences a smaller share of Baby Boomers and Gen Z residents as well as fewer children.
- Seniors over 65 comprise a significant share of the population with 9% aged 65 or older.
- The median age in the Study Area is approximately 40.8 years, while the median age in the City of Alpharetta is about 37.9.
- Just over 50% of residents in the Study Area are white, 18% are black, 19% are Asian, approximately 5% are another race alone, and 5% are two or more races, reflecting similar trends to that of Alpharetta and North Fulton.
- More than half of the residents in the Study Area hold a bachelor's degree or higher.
- 47% of households in the Study Area earn above $100,000 annually.
- The median household income is $35,000 lower in the Study Area, compared to the entire City of Alpharetta.
- Nearly 60% of households in the Study Area are smaller households (1 or 2 people)
- Approximately 22% of the households in the Study Area are without children
- The area has a smaller share of medium and large households (3-4/more than 5 people) compared to surrounding areas
- Approximately 25% of the Study Area is comprised of non-family households.
- Over 50% of the households in the Study Area are renters, representing a larger share of renters when compared to Alpharetta and North Fulton.
- The average housing stock age in the Study Area is 8.9 years (versus 20.1 years old in the City of Alpharetta)

SOUTH MAIN LCI Study

VISION AND GOALS

Word clouds developed during the first round of stakeholder and public involvement were used to form the vision and goals for the Alpharetta South Main LCI Study. The vision and goals will help define future growth, identify desired placemaking elements for activation, and inform transportation investments to enhance mobility in the South Main area.

Which one word describes the study area today?

Which one word describes your vision for the study area?

Study Vision and Goals

Improve **walkability and pedestrian safety** through the identification of sidewalk segments and intersections that may enhance the pedestrian experience: connections to the AlphaLoop and Wills Park, side street lighting, pedestrian signals and crosswalks.

Develop a **well-connected area that is designed** for bicyclists, pedestrians, and motorists through the strategic use of lane markings, turn signals, driving signage, and wayfinding tools.

Identify **subareas** that may be designated to provide or preserve a scale of **attainable housing**.

Create a **unique and vibrant sense of place** in the area through the identification of community gathering spaces, public art, as well as a mix of destinations and quality establishments to create a reason to visit the area both day and night.

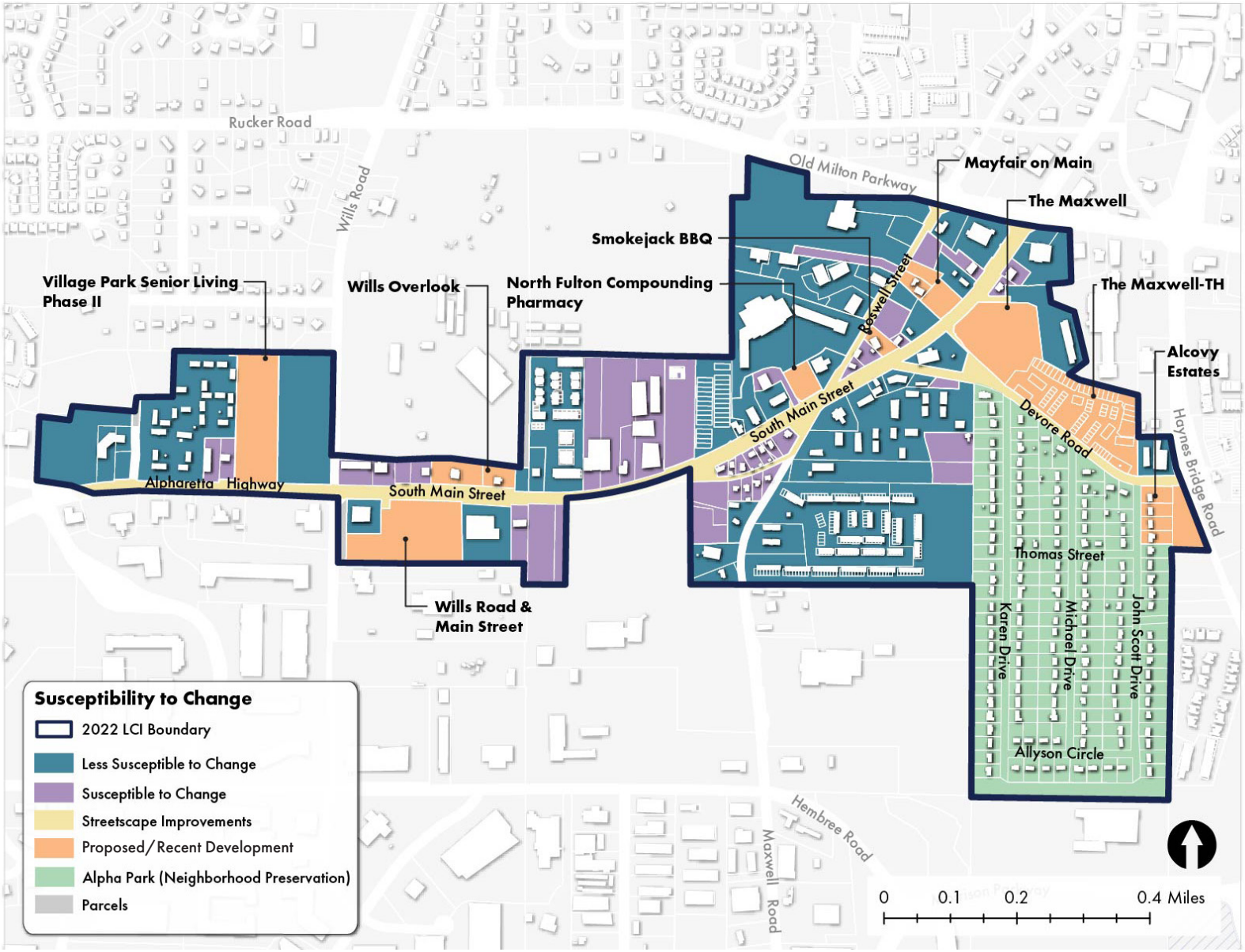
Continue to **preserve the lush greenery** of the area, including the mature tree canopy seen in many parts of the Study Area.

Encourage **redevelopment of lots** that have existing uses that do not contribute to a walkable environment.

SUSCEPTIBILITY TO CHANGE

Many opportunities exist to change the use of parcels and buildings within the study area as time passes. The map to the right shows the susceptibility to change parcel by parcel for the study area, based on in-person site visits and Geographic Information System (GIS) analysis. This map is divided into three categories, which include:

- **Land Less Susceptible to Change**: Includes newly constructed buildings, proposed development that the City has been notified of as of December 2022, occupied single-family housing, and civic uses such as parks and schools.
- **Land Susceptible to Change:** Includes vacant land, structures that are distressed, areas with excessive surface parking, and development that does not reflect the highest and best use OR is not likely to remain for the foreseeable future.
- **Streetscape Improvements:** Includes of portions of roadway that should be evaluated for pedestrian, landscape, or vehicular streetscape improvements.
- **Alpha Park:** While the Alpha Park neighborhood was analyzed for its susceptibility to change, the focus of this area will be a focus on the preservation of existing character and affordability, while still allowing for limited infill.


Rucker Road
Wills Road
Old Milton Parkway
Mayfair on Main
The Maxwell
Smokejack BBQ
Village Park Senior Living Phase II
Wills Overlook
North Fulton Compounding Pharmacy
Boswell Street
The Maxwell-TH
Alcovy Estates
South Main Street
Devore Road
Haynes Bridge Road
Alpharetta Highway
South Main Street
Thomas Street
Karen Drive
Michael Drive
John Scott Drive
Wills Road & Main Street
Allyson Circle
Hembree Road
Maxwell Road
Susceptibility to Change
2022 LCI Boundary
Less Susceptible to Change
Susceptible to Change
Streetscape Improvements
Proposed/Recent Development
Alpha Park (Neighborhood Preservation)
Parcels
0
0.1
0.2
0.4 Miles

Community Engagement

Consistent contact with key stakeholders and targeted efforts to involve South Main community members helped the planning team develop a strategic and relevant plan for the study area. Over the course of the planning process, three stakeholder committee meetings and three public engagement events were held. These stakeholder committee and public engagement meetings provided the opportunity for community members to offer input on the challenges facing the area as well as to express their goals and vision for future development enhancements. Within this input, several recurring themes and priorities emerged, including walkability, quality development, and creating a unique part of the city. These themes, in conjunction with other plan analysis, helped shape a cohesive strategy and framework for the future of the South Main area.

STAKEHOLDER COMMITTEE

The Stakeholder Committee was comprised of various residents, business owners, and engaged citizens from within the Study Area. The full Steering Committee contact list can be found in Appendix X. The stakeholder committee was asked to meet three times during the duration of the project. The following sections highlight each of these engagements.

Stakeholder Committee Meeting #1

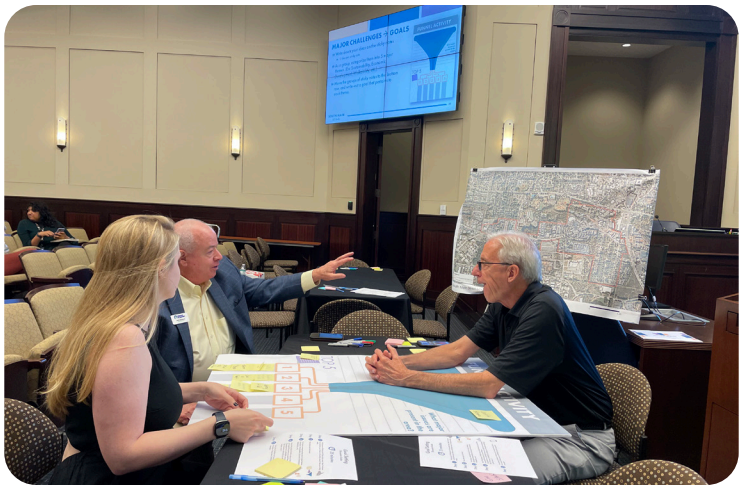
The first Stakeholder Committee meeting was held on May 11, 2022, at Alpharetta City Hall. This session was used to help set the vision and goals of the Study. Following this meeting, the remaining members of the Stakeholder Committee were engaged through an online survey so that they were able to help inform the vision and goals as well.

During the first Stakeholder Committee meeting, three planning activities were completed. The first activity included an interactive poll where members submitted one word to describe the Study Area now, as well as one word to describe their vision for the Study Area.

The second activity was an exercise to identify concepts for the future Study Area. These concepts were grouped by “Gotta Have”, “Nice to Have”, and “Never Gonna Have”. During this exercise, participants identified and noted ideas and concepts that fell into the respective category and posted the idea on the large poster board.

The final activity during the stakeholder committee meeting was used to identify the challenges within the Study Area and develop goals to address each challenge. The Study Area goals are listed below.

- Improve walkability and pedestrian safety through the identification of sidewalk segments and intersections that may enhance the pedestrian experience: connections to the AlphaLoop and Wills Park, side street lighting, pedestrian signals and crosswalks.
- Develop a well-connected area that is designed for bicyclists, pedestrians, and motorists through the strategic use of lane markings, turn signals, driving signage, and wayfinding tools.
- Identify subareas that may be designated to achieve or maintain a scale of attainable housing.
- Create a unique and vibrant sense of branding in the area through the identification of community gathering spaces, public art, as well as a mix of destinations and quality establishments to create a reason to visit the area both day and night.
- Continue to preserve the lush greenery of the area, including the mature tree canopy seen in many parts of the Study Area.
- Encourage redevelopment of lots that have existing land use patterns that do not contribute to a walkable environment.



Stakeholder Committee Meeting #2

The second Stakeholder Committee meeting was held on September 13, 2022, at Alpharetta City Hall. The focus of this meeting was to share the preliminary concepts with the stakeholders and gain feedback on what parts of the designs they liked and disliked. During this meeting, various preliminary streetscapes were presented as well as precedent imagery for the overall character and theme of the Study Area.

The information gathered during this meeting helped inform and prepare the project team for the second round of public engagement that took place two weeks later. During this meeting, one large roll plot map of the Study Area was also presented to the Stakeholder Committee with various sub-area designs highlighted for review and discussion.

Stakeholder Committee Meeting #3

The third and final Stakeholder Committee meeting was held on November 30, 2022, at Alpharetta City Hall. The focus of this meeting was to share the draft final concepts with the stakeholders and gain feedback. The meeting also included discussing near-term corridor-wide strategies, long-term recommendations, and the draft 100-Day Action Plan. The near-term strategies and long-term recommendations were shown on large roll plots for the members of the stakeholder committee to mark up and provide feedback.

When discussing the long-term recommendations, questions about each area were prompted, such as: Does this support the vision of the South Main Street area? Are the land uses appropriate? What should the plan include to support this vision? During this time, the members of the stakeholder committee were asked to identify what they believed to be the three most important 100-Day Action Plan items. This input directly informed the development of the Final Plan.

PUBLIC ENGAGEMENT

Three public meetings were held during the study process to engage and gain feedback from members of the public. Prior to each meeting, the City of Alpharetta advertised the event through the City's social media channels and website, and mailers were sent to residents and businesses in the Study Area boundaries. The specific locations of the public engagement events were selected in order to attract residents and business owners from within the Study Area.

Public Meeting #1

The first public engagement event was held on June 21, 2022, at the Fairway Social in the Maxwell District. Approximately 60 members of the public attended the open house. The meeting was set up with various board and easel stations for the public to walk through and learn about the study area before providing feedback in the form of dot exercises, mapping exercises, and one-word surveys. Additionally, there was a large roll plot map of the Study Area was provided so that attendees could identify areas of concern or ideas they had for the South Main area. Members of the public were also asked to use one word to describe the South Main area today as well as one word to describe their vision for the South Main Area.

Public Meeting #2

The second public engagement event was held on September 29, 2022, at the Alpharetta Community Center on the edge Wills Park in the Study Area. Approximately 15 members of the public attended the open house. The room was set up with various board stations for the public to engage with and provide feedback. Members of the public used green and red dots to provide their like or dislike for various character imagery and building materials as well as streetscape elements, such as bus stops, street furniture, lights, crosswalks, public art components, and trash cans. Attendees were also invited to leave general feedback on any of the images, elements, or concepts presented during the meeting.

Public Meeting #3

The third public engagement event was held on December 6, 2022, at the Alpharetta City Hall in the Multipurpose Room. During this event, approximately 20 members of the public attended and provided feedback to the project team. The open house was set up with various board and easel stations for the public to walk through and gain information before providing feedback in the forms of dot exercises and comment forms.

Attendees began by reorienting themselves with the overall Study Area before learning about the proposed near-term corridor-wide enhancements, followed by the mid- and long-term recommendations. This also included various area-specific boards for each of the four focus areas of the Study Area. The final boards included information regarding the market demand of the area, and exercises to vote and provide feedback on study area branding as well as what the City should prioritize for the first 100 days after the plan is complete.

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Study Area Concepts

NEAR-TERM CORRIDOR-WIDE INITIATIVES

Drawing on information from the stakeholder committee and public engagement events, four area-wide initiatives were identified to address study area goals. These four initiatives are focused on study area character, streetscape improvements, green space, activation, transit, and creative placemaking, all with the aim of enhancing the area as a more vibrant, unique, and walkable destination. These four initiatives are detailed on the following pages.

SR 9 Corridor Enhancements

Connectivity into Wills Park

SR 9 Public Art Program

Corridor branding and theme

SR 9 CORRIDOR DEVELOPMENT CHARACTER

The first area-wide initiative, enhancing the State Route 9 Corridor, will require developing a sense of character that is unique to the South Main Street area and that is well-defined as future developments take place. As part of this process, the Project Team considered various architectural styles that were presented to the public for feedback. The overall character of the Study Area that has naturally emerged is a traditional/mercantile architecture style, as shown in the pictures below. The style shown in these pictures pairs well with the Downtown Alpharetta aesthetic; however, there is an opportunity to guide this area to have a slightly different, more artistic and innovative style.

STREETSCAPE ELEMENTS

The second area-wide initiative, includes the introduction of streetscape elements that fit into the overall character of the Study Area and that encourages visitors and residents of the area to socialize, interact with their environment, and discover the creative district. Some potential elements may include outdoor lighting and furniture, unique bus shelters and creative crosswalks that activate the area to encourage and promote a balanced and interconnected network. The following pages create a guide for future streetscape improvements included in any future developments.

BUS SHELTERS

There are currently 12 MARTA bus stops within the Study Area. All 12 of these stops are along South Main Street. Currently, there is only one stop with a shelter. Bus shelters protect transit patrons from the elements and can also add to the character of the area. Bus shelters also offer an opportunity to create a transit stop that fits into the streetscape and adds to the character of the area. The following images show precedent imagery of bus shelters that could be used inform the design of future shelters in the Study Area. These bus shelters have heavy wood and steel components, aligning with the overall character of the area.

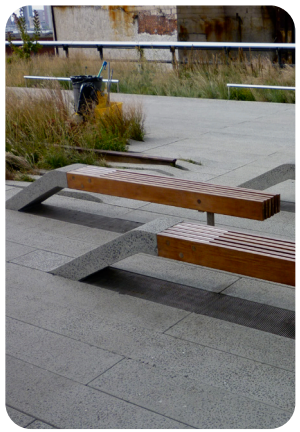
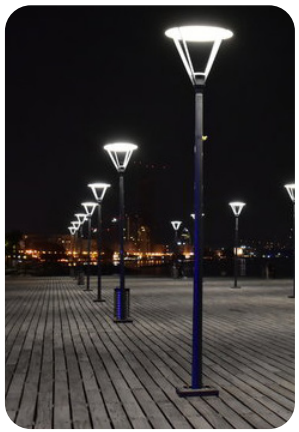
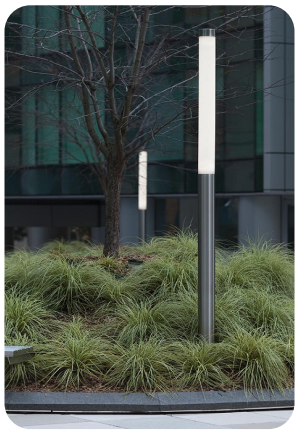
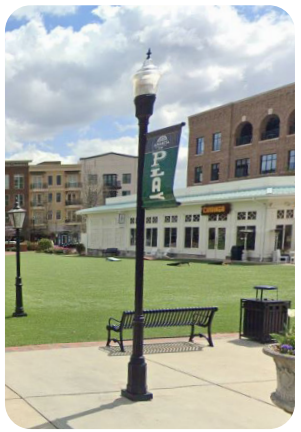
to

In 2019, the North Fulton CID (NFCID) began a MARTA Bus Shelter Program by creating a fund for CID members who are required, or choose to, improve existing or planned bus stops adjacent to their property and within the public right-of-way. Funded amounts are intended to be used to reimburse bus shelter upgrades consistent with the shelter design standards approved by the CID Board of Directors and the City of Alpharetta. The initial program, as approved, provided $40,000 in landscape and hardscape reimbursement funds per installation. To initiate the program, the NFCID also approved funding to construct three initial upgraded shelters. To date, a total of five new bus shelters have been constructed within the City of Alpharetta and the NFCID that are in accordance with the new district design standards.

*IMAGES FOR ILLUSTRATIVE PURPOSES ONLY**

FURNITURE, LIGHTING, AND WASTE RECEPTACLES

Street furniture that is properly integrated into the design of a public space can help create an identity and develop a sense of place. Selecting appropriate furniture and lighting should serve a function, fit into the character and layout of the area, and lastly have a durability that will last. Street furniture creates a setting for resting, sitting, and social encounters with others. Street furniture can give a comforting and appealing feeling to draw people to the area, supporting into the area-wide initiative of creating active street life. The two left pictures below highlight the types and styles of outdoor furniture that could be used as inspiration for future development, including wood and steel features, with the opportunity for brighter, colorful features.

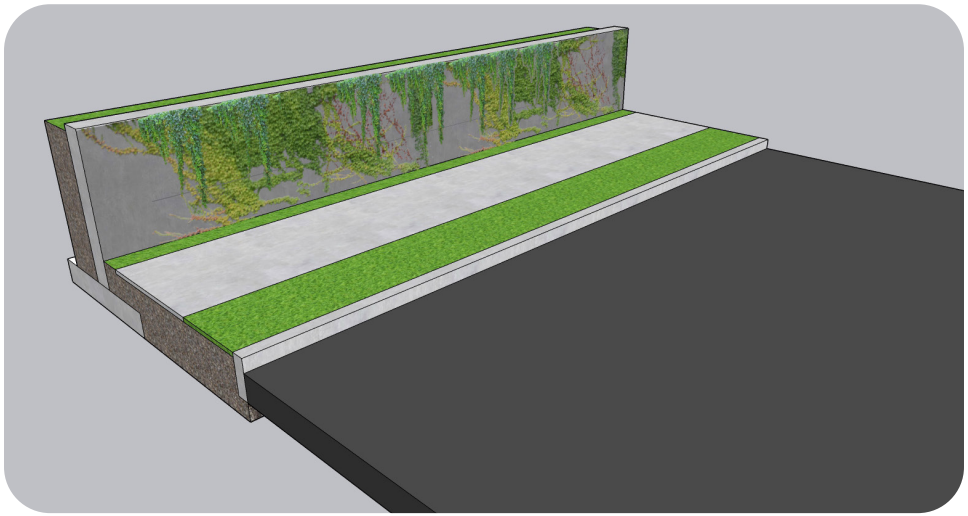
Street lighting can serve many functions. It can illuminate an area, provide wayfinding, create a social space, and also enhance safety or security. Lighting can illuminate important spaces, such as building entrances, intersections, or key public spaces or amenities. Street lighting should be designed carefully, considering placement, intensity, and color. Additionally, the style of street light should seamlessly fit into the overall character of the area. The two right pictures above highlight various types of street lamps and lighting that could fit into the overall character of the South Main Street area, highlighting important features and creating a sense of space that connects the South Main Street area to the rest of Alpharetta and Wills Park. Some lighting, seating, and other elements will be within public ROW or on public property while others will be on private property. Those on public property should mirror what has already been installed along Main Street. Elements on private property can be similar, but also present an opportunity to provide more unique and creative solutions.

An additional component of streetscape elements that are typically placed in the public right of way is trash receptacles. These receptacles should be highly visible and accessible in order to minimize litter. The following images show types of trash receptacles that fit into the overall character of the area that serve their core purpose. These receptacles are located in high-volume areas near other items of street furniture like benches and shelters. It is also important to locate trash receptacles near the entrances and exits to Wills Park and the AlphaLoop.

STREETSCAPE ACTIVATION - CREATIVE CROSSWALKS

Another unique streetscape element that can be used to develop a creative district identity is painted or artistically enhanced crosswalks. Pedestrian crosswalks serve an important safety function to keep pedestrians safe while crossing streets and are located at many high visibility intersections. However, crosswalks can also create a sense of community through the use of bright colors and unique designs. These "creative crosswalks" have historically received a positive reaction from the public, providing an opportunity to involve local artists or residents in their design and creation. Creative crosswalks can strongly enhance the overall aesthetic and character of the area, providing an accessible way to jump start the creative district around South Main Street.

The SR 9 / South Main Street corridor is currently undergoing a significant project led by the Georgia Department of Transportation (DOT). This project includes new sidewalks on both sides of the road, road and intersection realignments, and the addition of signalized intersections. While this work is being completed to meet GDOT standards, there are opportunities for small but impactful improvements along the corridor to enhance the look and feel, especially for pedestrians utilizing this area. The first near-term corridor-wide initiative includes coordinating with GDOT to implement street trees, lighting, median plantings and retaining wall enhancements where appropriate along the SR 9 corridor. The following two renderings show what the South Main Street corridor could look like in the future. Additionally, the following pages provide inspirational imagery for the overall character and streetscape elements.



A possible solution for the GDOT retaining walls and parapet walls along South Main include adding planters to the top or behind the wall with greenery growing above or cascading down the wall, as shown above.

STATE ROUTE 9 PUBLIC ILLUSTRATIVE RENDERING

STATE ROUTE 9 PUBLIC ILLUSTRATIVE RENDERING

CONNECTIVITY INTO WILLS PARK

The second corridor-wide near term initiative includes connectivity into Wills Park. During the public outreach phases, there was a significant amount of feedback regarding connecting South Main Street into the south part of Wills Park, including the addition of visible connections from SR 9 or other nearby road that will lead pedestrians and into the park.

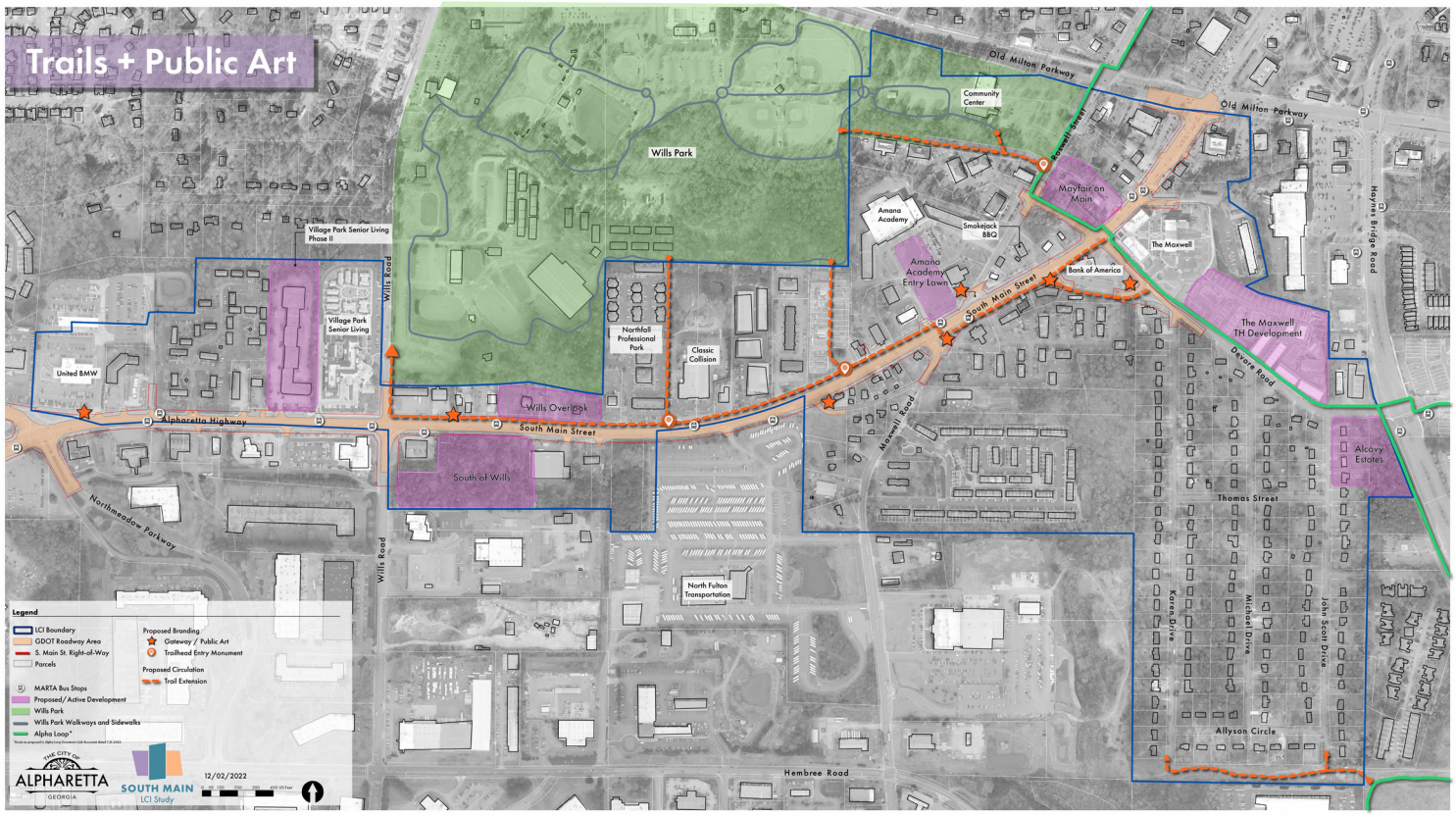
The City of Alpharetta can introduce major or minor gateways into Wills Park that fit in well with the overall style of the area as well as the Wills Park Master Plan. These major and minor gateways are recommended to be visible from South Main Street.

PREFERRED DESIGN

ALTERNATE DESIGN

SR 9 PUBLIC ART PROGRAM

Public art can refer to a variety of improvements and additions such as sculptures, murals, and other artworks that are located in publicly visible or accessible spaces, often but not always outdoors. Public art has the ability to enhance the environment and activate public spaces. Public art can recognize local art culture and may also highlight the functional aspects of areas, drawing people towards it, and contributing to the active street life of the South Main Street area. These features may be used to serve as focal points on streets and in public areas, especially at key locations or intersections. Public art may be permanent or temporary and creates an opportunity to engage local artists. It should also be noted that the City of Alpharetta provides a 50% funding match for approved public art including murals and sculptures. The preferred width for new trails is 8 feet and should include lighting and other amenities where appropriate.



SOUTH MAIN LCI Study

Once completed, the GDOT project along SR 9 will include several "leftover" small places that are in the GDOT right of way but that will not be used for roadway or sidewalk improvements. A near-term recommendation includes working with GDOT to leverage these small spaces within the right-of-way to add new small greenspaces and locations for public art. The map on the previous page identifies these small spaces that could be leveraged in the future. The following section identifies examples of public art that could help create character and support the branding of the area.

Examples include the realignment of the Maxwell Road intersection across from the Amana Academy as well as the Devore Road / Old Devore Road intersection. These areas are likely spaces for impactful public art that would solidify this area as unique district. The photos to the right provide examples of public art pieces that have an aesthetic type that could fit in well with the South Main Street area.

CORRIDOR BRANDING AND THEME

The final corridor-wide near term initiative includes identifying and creating a corridor brand and theme for the South Main Street area. This may include the City of Alpharetta partnering with a branding company to create a name for the area as well as design and style pieces for the area that would help establish the area.

During the various stakeholder and public meetings, many attendees expressed the need for unique branding for the South Main area that is separate from Downtown Alpharetta. The project team used various activities to capture what the overall theme or source of the branding could be, and received a large amount of feedback. Many wanted the area to be branded based on Wills Park, as it is a large identifying feature for the area. Additionally, people wanted to create a new identity for the area, based on the potential for public art and spaces for artists in the area. Members of the stakeholder committee envisioned this area as a gateway to Downtown, and wanted to brand it something similar to the Gateway District, Village District, SoMa (South Main) District, South of Wills (SOW) District, or Parks and Arts District.

The project team created a few inspirational ideas based on elements of these potential brands such as the Gateway, Arts, Parks, and South Main. It is important to note that these are initial ideas based on feedback from various engagement efforts. Additional discussion on area branding is needed before finalizing any theme, design, or other elements.

Near Term Concept

MID-TERM RECOMMENDATIONS

Mid-term recommendations were developed that could be implemented over the next 3-5 years. These four recommendations are based on feedback from the stakeholder committee and public engagement and will be discussed on the following pages.

Facade grant and frontage improvement program

Redevelopment Guidelines

Maxwell Road extension

South Main Central North semi-permanent structures

FACADE GRANT AND FRONTAGE IMPROVEMENT PROGRAM

One of the mid-term recommendations that was voiced by members of the stakeholder committee was to establish a facade and frontage improvement grant program for the South Main Street Area.

The purpose of this program would be to assist property owners in the South Main street corridor enhance their existing property and buildings in alignment with the future vision of the area. The type of eligible projects could include a variety of ideas such as the addition of awnings, painting / repairing the outside of buildings, or refreshing building signage.

This program would be led by the City of Alpharetta in conjunction with a review board to oversee the grant program and ensure that improvements remain in alignment with the character of the area. The City has used this type of program in the past with much success and would be adequately prepared to execute such a recommendation.

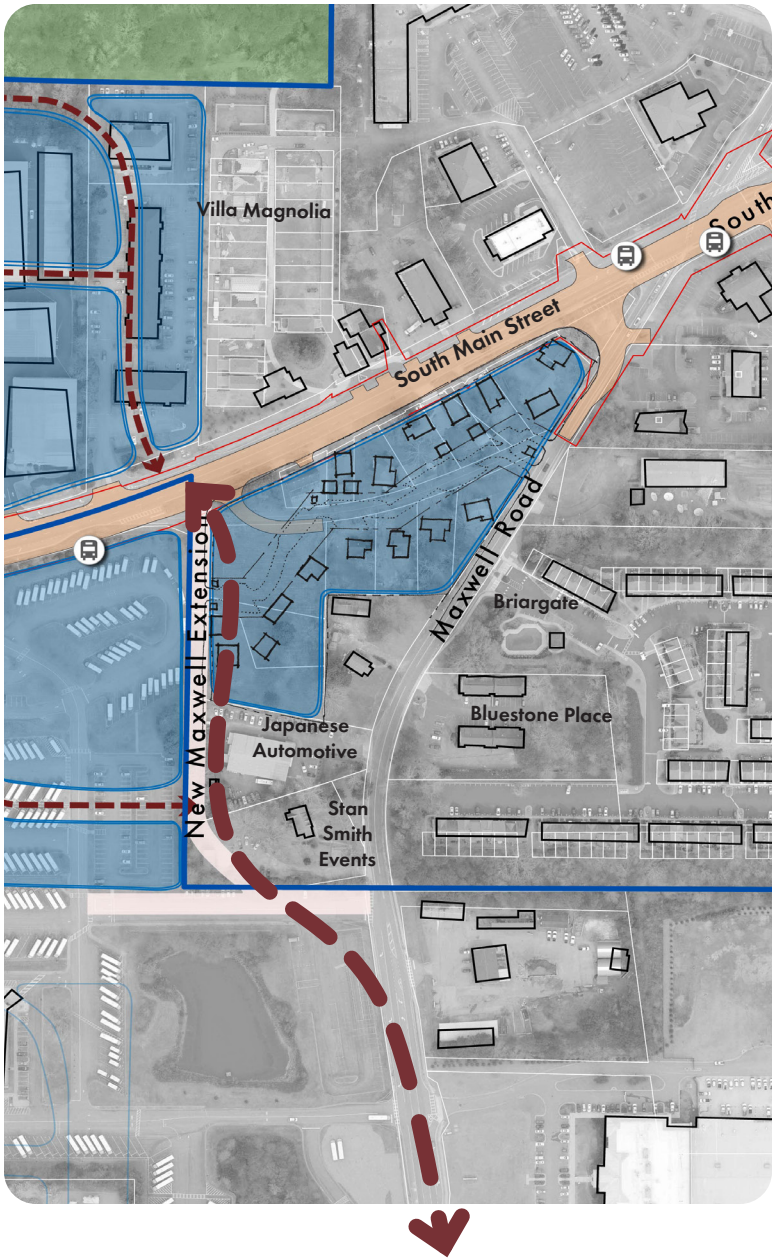
DOWNTOWN OVERLAY AND GUIDELINES AMENDMENT

Amend the Downtown Overlay designation and Alpharetta Downtown Design Guidelines to include standards and recommendations to reflect the desired character identified by this South Main Street LCI Study and community vision. The proposed amendments should apply to the South Main Street and Alpharetta Highway corridor within the Downtown Overlay. Specifically, this should include any property (public or private) with direct frontage onto the identified corridor. The intent of the amendments is to shape quality spaces by appropriately regulating elements viewed from the public realm to form a cohesive district within downtown Alpharetta

It is important that the amendments to Article 2 Downtown Overlay specifically address and appropriately expand on preferred Building Design (Sec.2.8) and Building Types (Sec. 2.7).

Amendments to the Alpharetta Downtown Design Guidelines should address and provide recommendations for preferred bus stop design and streetscape elements as identified in this study. In this case streetscape elements include furniture, lighting, crosswalk design, and waste receptacles within the public realm.

The Downtown Design Guidelines should also seek to allow flexibility for outdoor dining and retailing, including additional sidewalk widths or informal seating added to the back of sidewalks. The guidelines should also limit driveways and parking between the public street and primary buildings along South Main Street.



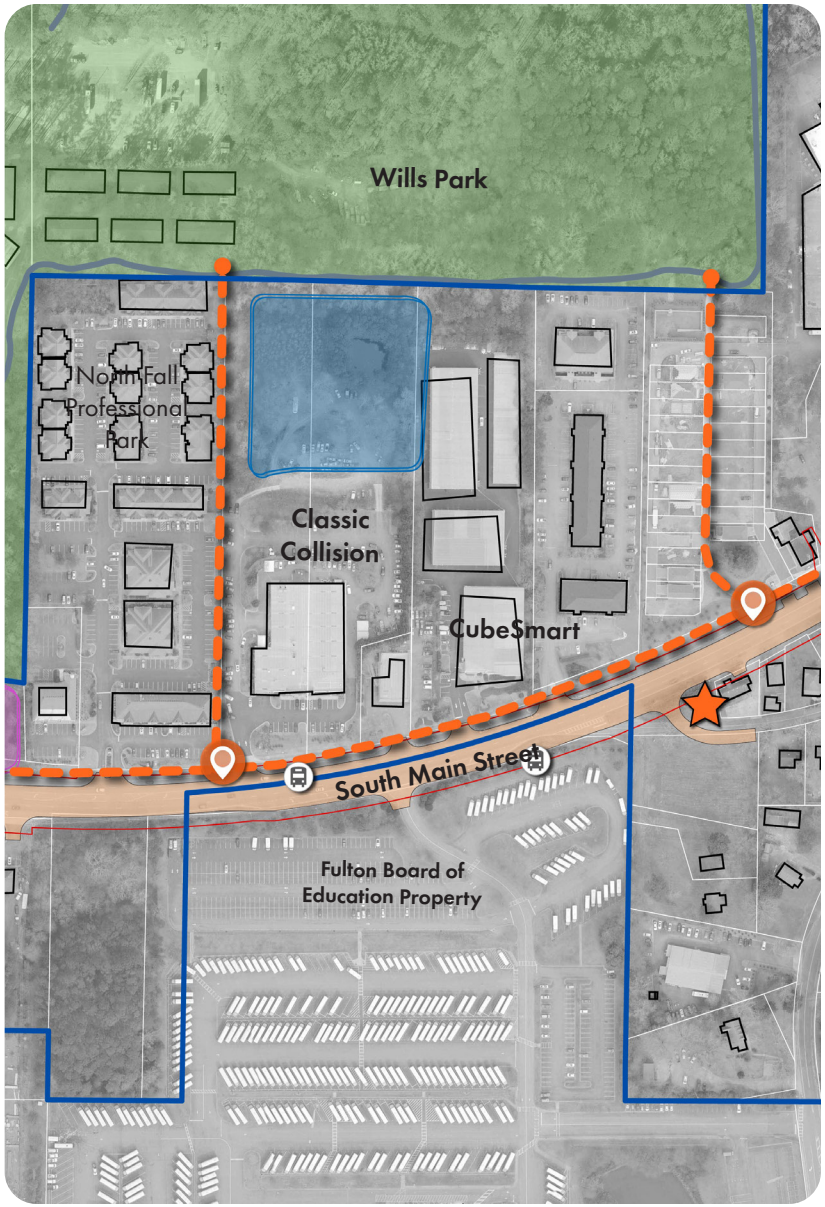
MAXWELL ROAD EXTENSION

One goal for the area includes increasing connectivity for cars, bicycles, and pedestrians, while also framing out new blocks where infill or redevelopment can occur. One example of this is the Maxwell Road extension.. This extension would provide additional circulation and street frontage. It would also require coordination with the Fulton County Board of Education as it could potentially impact the parcel that is currently owned by the Board of Education and would impact their entrance and exit of the current property.

SOUTH MAIN CENTRAL NORTH SEMI-PERMANENT STRUCTURES

The fourth mid-term recommendation encourages the activation of underutilized areas adjacent to Wills Park by promoting the implementation of semi-permanent and temporary structures for potential beer gardens, creative maker spaces, music venues, etc.

The underutilized 3.25 acre site at the rear of Classic Collision offers such opportunity. Necessary vehicular access may be accommodated with connections through the adjacent Northfall Professional Park to the west. Pedestrian connections from South Main to Wills Park should be coordinated with City of Alpharetta Recreation, Parks, Culture Department and adjacent property owners.



The following images illustrate examples of potential activation for the space identified behind Classic Collision. The image on the left shows a more permanent option with a stage, a food/drink vendor, and outdoor lighting that may be incorporated into a larger redevelopment opportunity in the future. The image on the right shows a more temporary installation for activation of the space through the addition of outdoor furniture, a greenspace, and a stage.

LONG-TERM RECOMMENDATIONS

The long-term vision for South Main Street is to be a more walkable and mixed-use oriented district than it is today. Building on the near and mid-term recommendations, and acknowledging the study area is within the Downtown Overlay District, five areas are identified to help further create the desired character of the district. The following pages review in more detail the visions and strategies for the key redevelopment areas including:

Areas 1-2: South Main Central

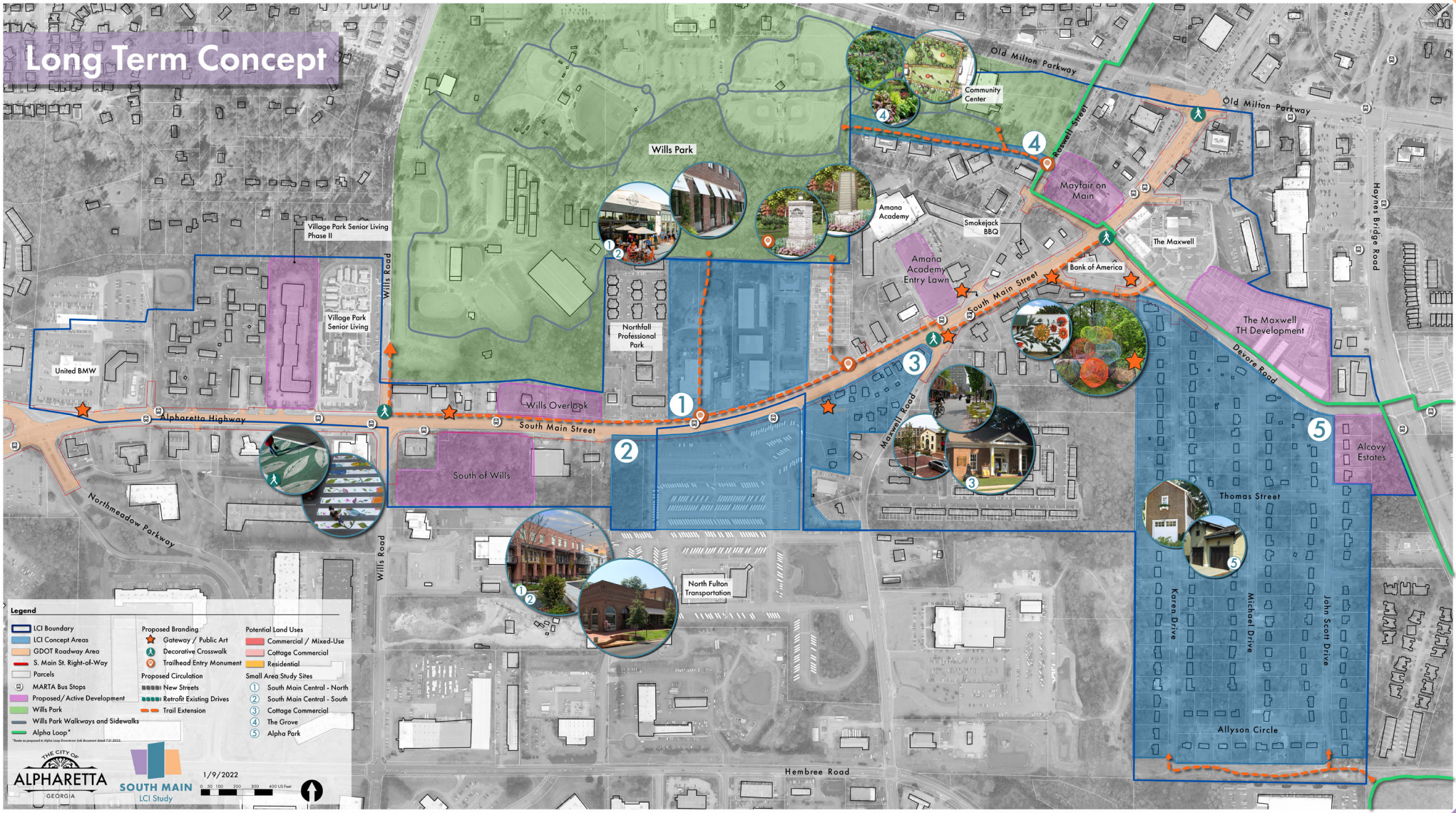
Area 3: Cottage Commercial

Area 4: The Grove

Area 5: Alpha Park

The illustrative plans shown for each redevelopment area provide a vision for what the South Main Street area can become. The following plans including building locations are for illustrative purposes only. They are intended to show one possible option for long-term redevelopment and assumes that any redevelopment will only occur when in coordination with property owners.

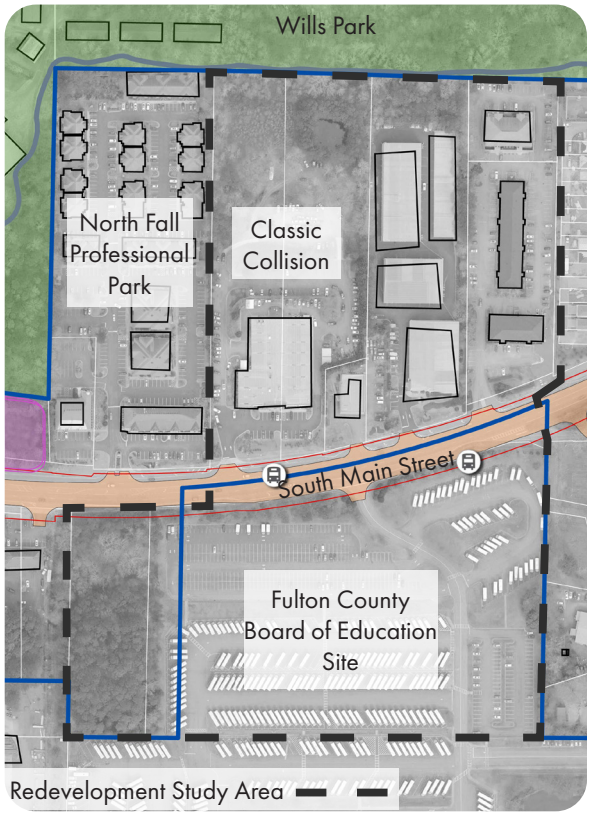
Long Term Concept



AREA 1-2: SOUTH MAIN CENTRAL

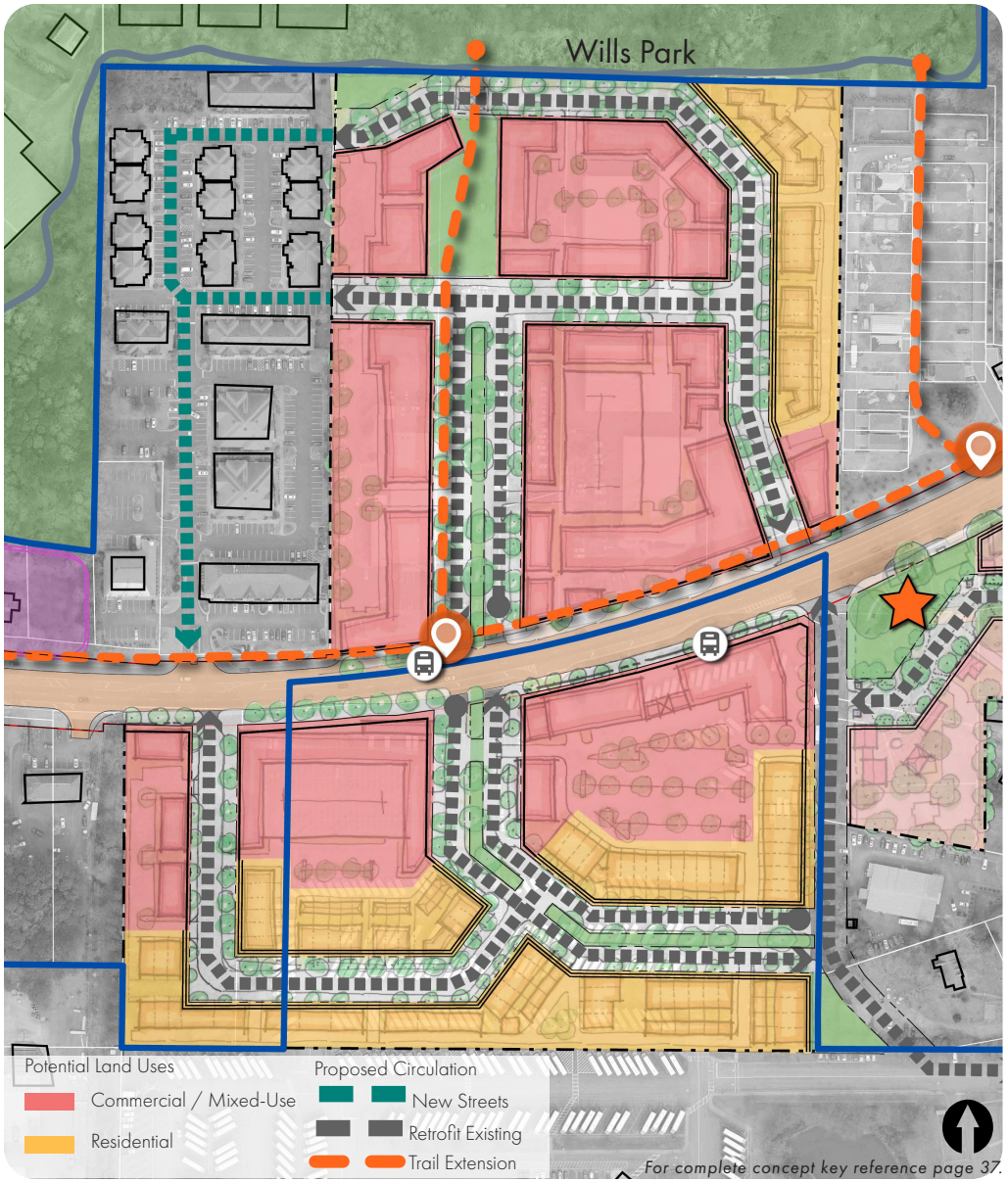
Location was the driving force behind this redevelopment study. Offering ~800' of Wills Park frontage, under a 6-minute walk from the Alpha Loop Trail crossing at Devore Road and South Main Street, and centrally located within the study, this site is a prime location for redevelopment. The illustrated concept is just one example of how the site may be redeveloped in the future. Some elements represented here should be included in all redevelopment proposals for this location.

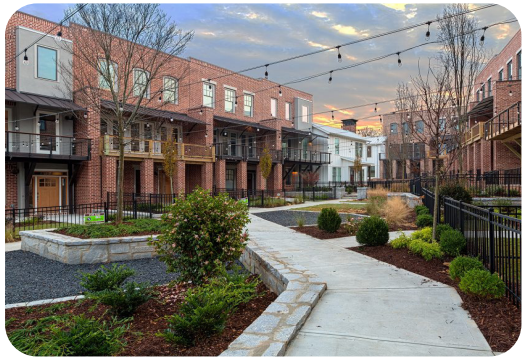
- **Street Framework.** Provide a street framework that allows for continuous connections between developments and walkable blocks. If inner block connections are not feasible at the time of redevelopment, future connections should be identified and incorporated into the design as temporary stub-out streets.
- **Land Use**. Due to its proximity to WellsStar North Fulton medical campus, office or medical office may also be a viable use within this concept or areas further to the west along South Main. A mix of uses as allowed in the Downtown District Overlay (such as residential, commercial, and mixed-use buildings) should be incorporated into the design to promote a vibrant active district.
- **Park Frontage and Pedestrian Circulation.** Wills Park is the marquee park for the City of Alpharetta. Proposed redevelopments should highlight this amenity by providing active uses fronting onto the park. Pedestrian connections linking the park to South Main Street should be provided and appropriately incorporated into the design.



Area 2 of the redevelopment concept lies mostly outside of the study area within the City of Roswell. Currently owned by Fulton County Board of Education, the current use (school bus facilities and storage yard) does not reflect the highest and best use for a parcel with ~770' of frontage on South Main Street.

While not critical to the success of Area 1, allowing a portion of the Fulton County Board of Education land to be redeveloped (as shown in this study) allows for a more meaningful redevelopment opportunity.





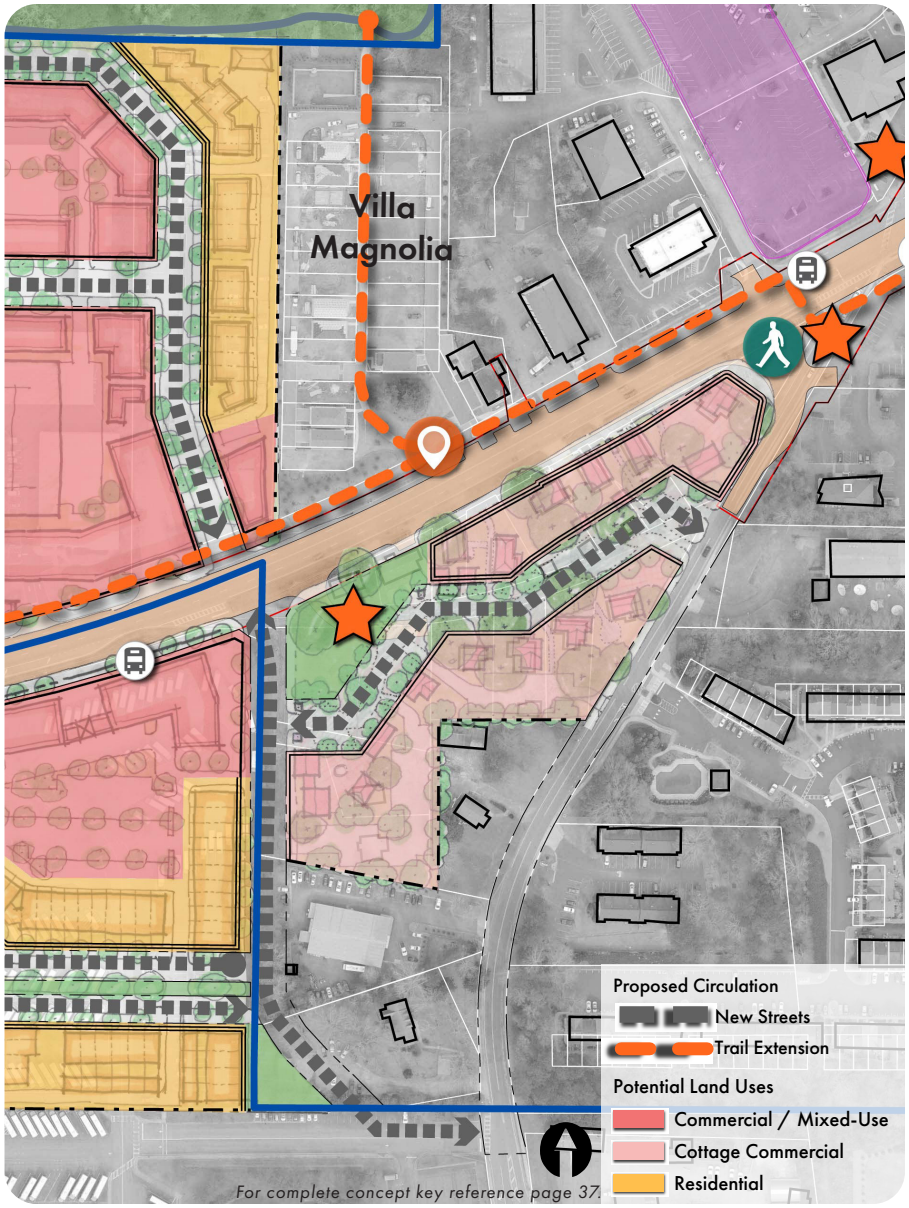
The images above were selected by the public based on their appropriateness for the future of South Main Street.

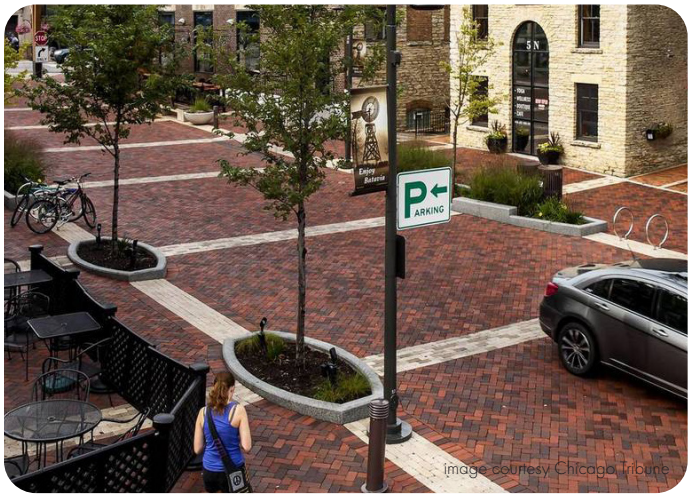
AREA 3: COTTAGE COMMERCIAL

Brady Place is a unique ~800' long street providing vehicular connection between Maxwell Road to the east and South Main Street to the west. The street character found here is not seen elsewhere in the study area. Primarily consisting of 1940s era residential housing that have been converted for commercial use, the site provides a unique opportunity to build on the market condition that has started to take hold naturally and define the area as a cottage commercial district.

The Downtown Overlay District defines this type of use as a Commercial House. This redevelopment concept recommends new infill structures that meet the Commercial House definition be considered as illustrated on the concept plan. Some existing structures may be saved, however structure modifications and replacements may also be appropriate. New Commercial House infill should compliment the existing structures in terms of mass, height, and architectural style.

Also key to this redevelopment study is the realignment and redesign of Brady Place to a Living Street. This street type complements the idea for establishing Brady Place as a node for design oriented businesses. Essentially creating a linear plaza for businesses to activate and complement the eclectic nature of Area 3.





The images above were selected by the public based on their appropriateness for the future of South Main Street.

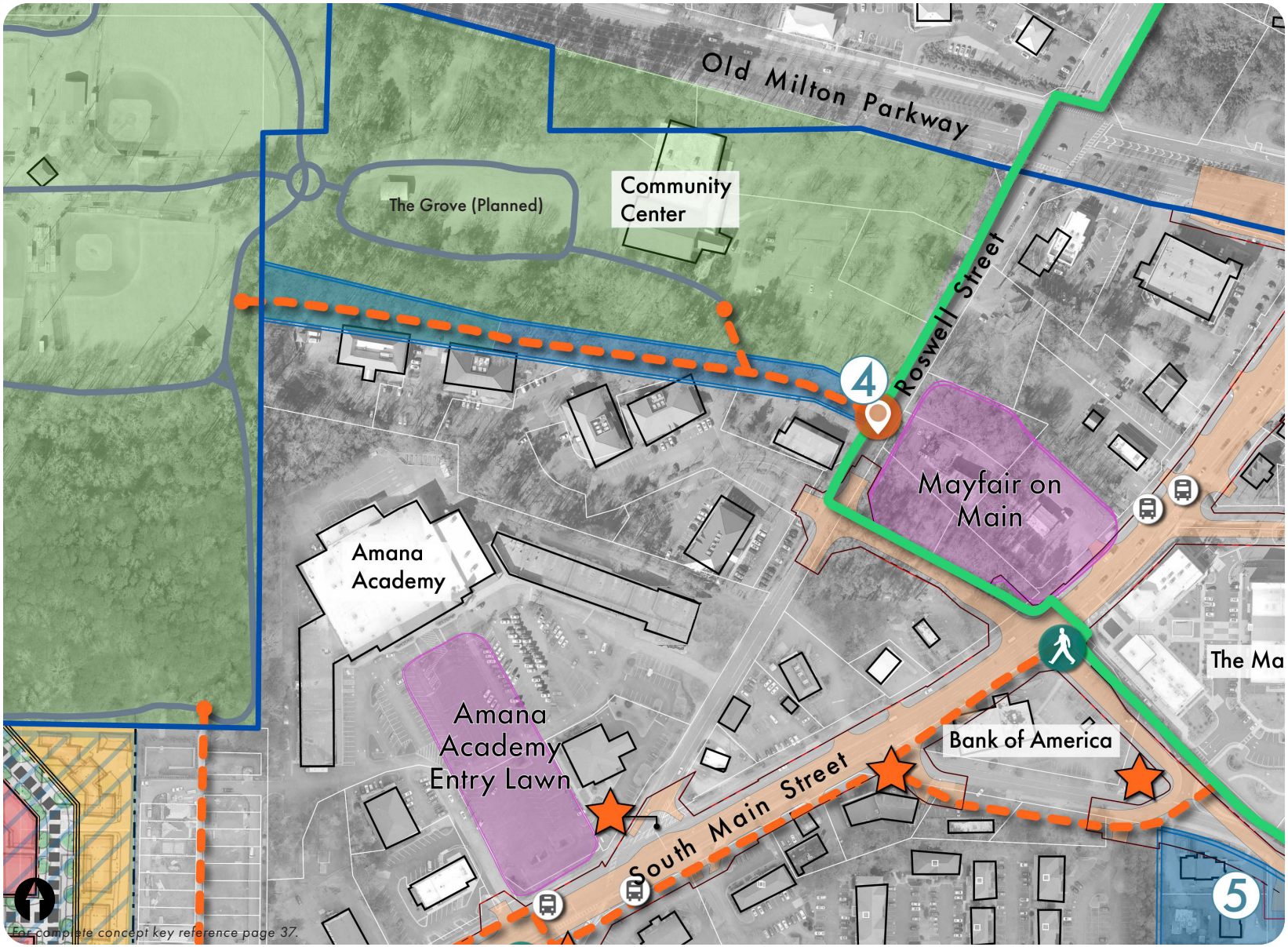
What is a Living Street?

A living street refers to a street that encourages the mixing of pedestrian and vehicle traffic. The idea of mixing modes may seem counter to the goal of pedestrian safety, but designating the street as a shared place for pedestrians, cyclist, and vehicles elevates the awareness of each user creating a safe environment. This concept is inspired by the Dutch "woonerf" street, which translates directly to "living street." Its key characteristics are:

- Intended for local traffic, including cyclists
- Vehicular and pedestrian zones are delineated by paving patterns, street furniture, and tree placement
- Traffic modes intermingle and negotiate between one another
- Visual and physical traffic calming treatments, such as a narrow passageway, trees, bollards, and pavers, maintain low speeds to protect those walking or biking in the street

AREA 4: THE GROVE

In the long and narrow area that runs parallel to Wills Park and the Alpharetta Community Center, and leveraging plans for "The Grove" from the Wills Park Master Plan an opportunity exists to create a linear greenspace and new connection to Wills Park. The Wills Park Master Plan is shown in the figure below on the left, highlighting the area that is planned to be The Grove a forested, passive space with hammocks, places to relax, and informal picnic spots. Building on the idea of The Grove, the narrow strip of land south of the Community Center could be used to support the City's Urban Agricultural Plan and existing community gardens in Wills Park through the implementation of a linear orchard with edible landscape elements, as shown in the figure on the right below. Additionally, connecting this area and therefore Wills Park to the Alpha Loop by creating a trail spur into the park that features innovative landscape design elements could be an innovative and practical activation strategy of this space.


Old Milton Parkway
The Grove (Planned)
Community Center
Roswell Street
4
Mayfair on Main
Amana Academy
Amana Academy Entry Lawn
South Main Street
Bank of America
The Ma
5
For complete concept key reference page 37.

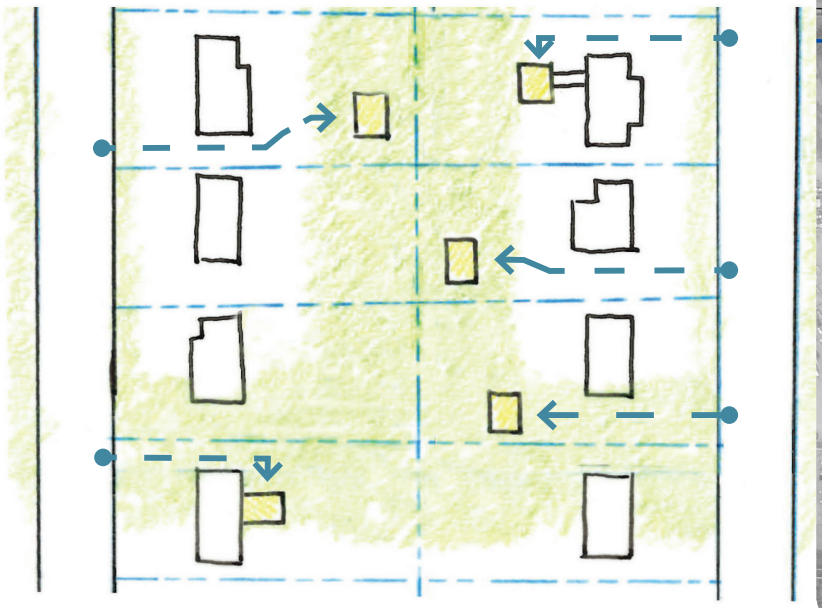
AREA 5: ALPHA PARK

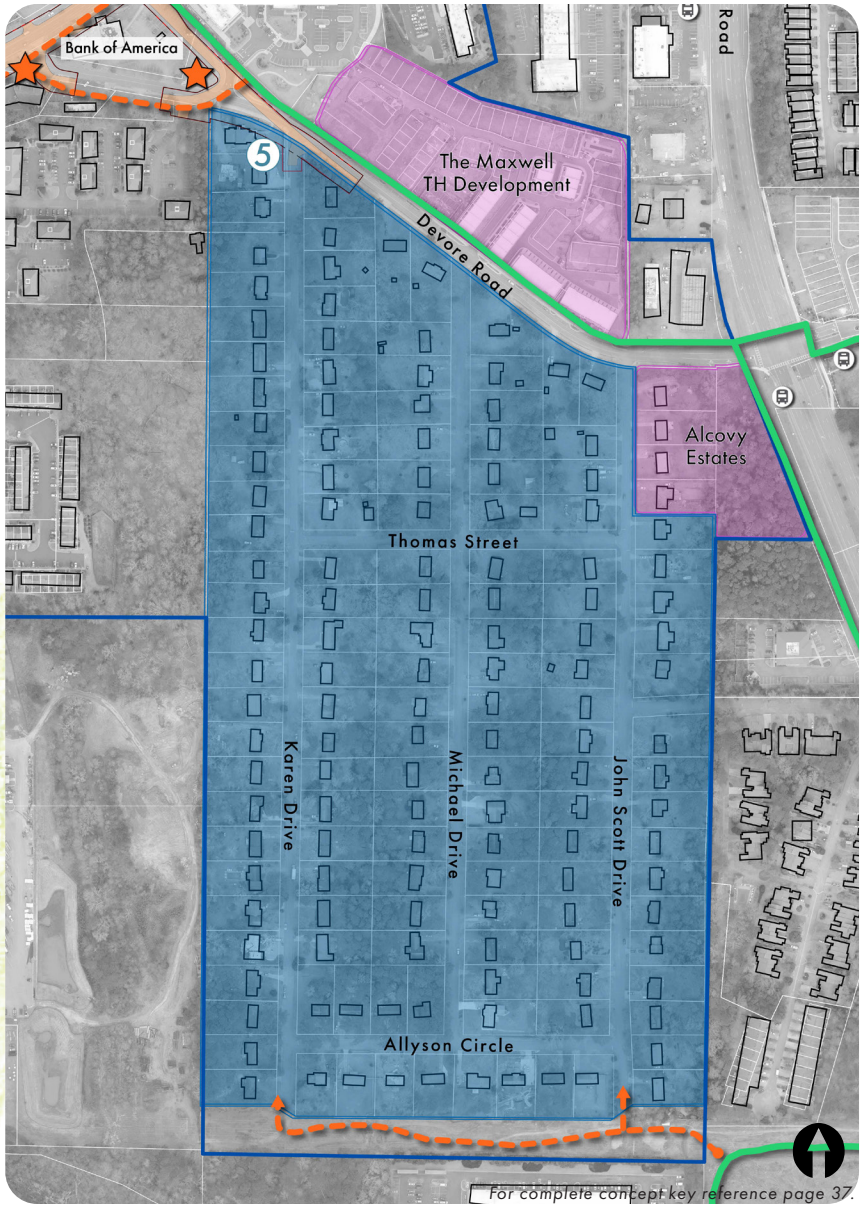
Located off Devore Road across from a recently built townhouse community, the established residential neighborhood of Alpha Park likely provides the most attainable for-sale product in downtown Alpharetta. Many developers have looked into consolidating the 141 single family parcels here for a much more intense development, however, no such development proposal has been successful to date.

The goal for this area is to foster community by evaluating the need for regulations to preserve the existing neighborhood character and affordability, while still allowing for some infill and incremental change. One such regulation may be to allow the introduction of an Accessory Dwelling Unit (ADU) program for Alpha Park. Unlike elsewhere in Alpharetta, this ADU program should allow for detached ADUs at the rear of the primary residence. A majority of lots in Alpha Park may accommodate a driveway to access ADUs placed in the rear yards. Such units would allow for additional living space and/or potential rental income for the property owner.

The City of Alpharetta should maintain the Future Land Use designation of Low-Density Residential and facilitate a listening session for property owners and residence to further evaluate potential needs. Additional possible implementation actions for Alpha Park include but are not limited to: explore possible regulations on house size or massing, streetscape improvements, and on-street parking regulations.

The images above depict typical ADUs that could be allowed in Alpha Park. Below is a diagram illustrating appropriate ADU placement and potential vehicular access routes.





For complete concept key reference page 37.

CASE STUDIES

To better understand possible outcomes for the South Main Street area, it can be helpful to review case studies of other redevelopment sites with similar characteristics and challenges. The following pages contain a collection of examples of developments that have experienced success by leveraging similar strategies proposed for the South Main Street area. These examples can act as a guide the South Main Street area's future and help shape a unique identity for the area.

PLANT RIVERSIDE DISTRICT SHOPS
SAVANNAH, GEORGIA

The Plant Riverside District Shops in Savannah, Georgia is an example of a pedestrian oriented area with a focus on cottage commercial vendors. These smaller-sized stores are located along the Riverfront area with food vendors, art shops and galleries, jewelry and clothing stores, and provide a contrast to the historic buildings surrounding them. This area is an inspiration for the Brady Place Woonerf area.

WIEHLE STATION
RESTON, VIRGINIA

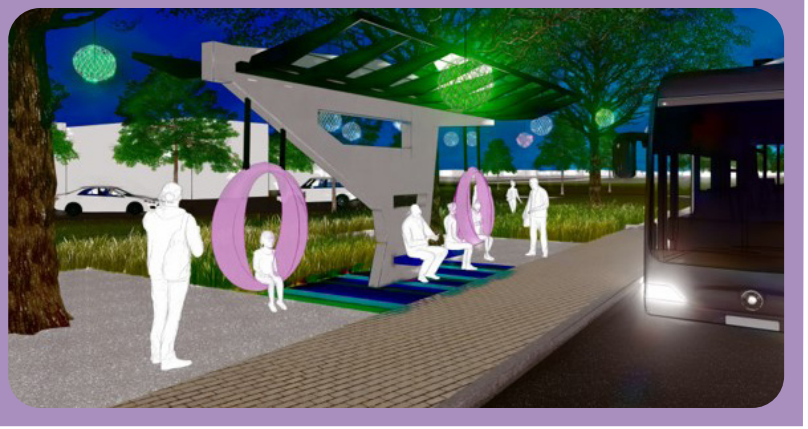
The Wiehle Station in Reston, Virginia is a transit-oriented development situated on over 80 acres of mixed-use development. It includes many shops, including bakeries, bookstores, and home ware vendors. There are also many adjacent amenities such as a parking garage, bike storage room, bus loop, and a kiss and ride.

SPARKMAN WHARF
TAMPA, FLORIDA

The Sparkman Wharf is a 56-acre development located on the downtown Tampa waterfront, providing various office and retail options. Amenities include a dining garden and biergarten as well as a recreational lawn. This outdoor space is an inspiration for the South Main Street area.

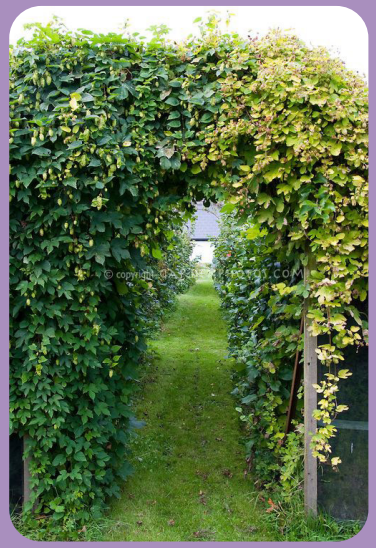
SUGARLOAF CID
GWINNETT COUNTY, GEORGIA

The Sugarloaf CID in Gwinnett County, Georgia recently completed an LCI Study for an improved bus shelter with lighting, pole signage with route information, interactive seating, and waste and recycling receptacles. This case study shows how bus shelters can provide art through the lighting elements as well as wayfinding and branding opportunities.



FOOD FOREST TRAIL
GWINNETT COUNTY, GEORGIA

The Food Forest Trail is a case study related to urban agriculture components in a developed area supporting the ecological betterment of the area. This Food Forest Trail includes design ideas and suggestions related to features within the planting area (picnic table, bench, storage shed) as well as types of plants and plots (vines, edible landscape plots, pollinator plantings). This is a case study for the Roswell Street area near the Alpharetta Community Center and the planned Grove in Wills Park.



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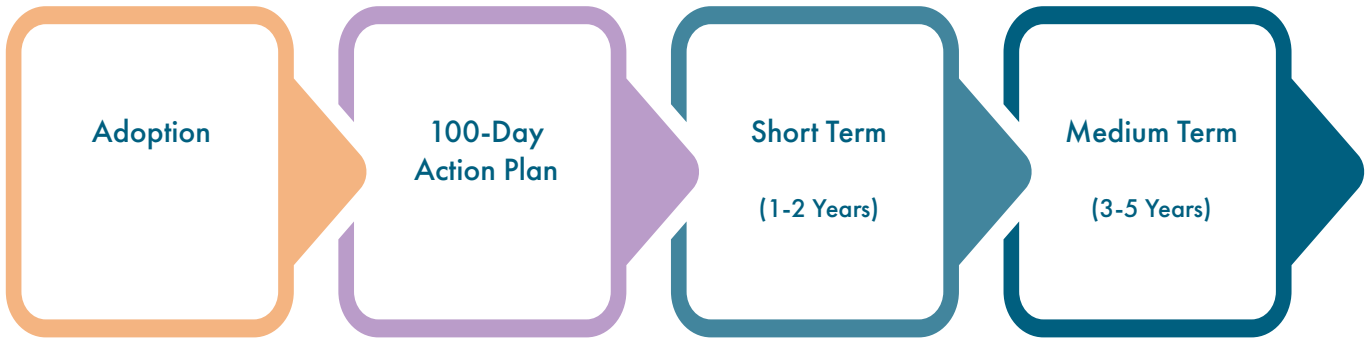
Implementation Plan

Based on stakeholder and community input, existing area and market conditions, and with the redevelopment concepts in mind, a 5-year implementation plan, including a 100-day action plan was developed. The implementation and action plan outline priority projects and initiatives for the South Main Street study area. The 100-day action plan includes projects and activities that can begin upon adoption of the plan, while the 5-Year Action Plan includes short- and medium-term projects and initiatives to be completed over the next five years. Projects are organized by timeframe and identify the concept area they pertain to with those that apply to multiple concept areas or the entire study area identified accordingly.

100-DAY ACTION PLAN

Items included in the 100-day action plan are recommendations that are easy to implement with no or very low cost to build momentum for plan implementation and should be pursued in the first 100 days after this plan is adopted. Some projects identified within the 100-day action plan are not anticipated to be completed within that timeframe, but rather work should begin immediately to capitalize on recent discussions, meetings, and positive inertia from the study process. As part of the 100- day action plan, the City of Alpharetta should work with implementation partners and organizations to identify who will take a leading or supporting role and to coordinate immediate next steps.



100-DAY ACTION PLAN

1	Area-Wide	Adopt South Main LCI Study and incorporate into the Comprehensive Plan.
2	Area-Wide	Continue South Main branding discussions, including identification of priority elements
3	Area-Wide	Begin discussions with GDOT regarding additional landscaping along SR 9
4	Area-Wide	Identify areas for public art and additional streetscape elements within ROW and begin discussions with stakeholders or property owners
5	Area-Wide	Begin discussion of area-wide facade grant / frontage improvement program
6	Area-Wide	Partner with Parks Department / Recreation Commission to plan park entry monuments
7	South Main Central	Evaluate and discuss Wills Park connections with property owners
8	Cottage Commercial	Update Commercial House regulations within the Downtown Overlay to encourage appropriate building type and address non-compatible uses.
9	The Grove	Meet with Parks Department to discuss how to best support the Grove

5-YEAR ACTION PLAN - TRANSPORTATION/INFRASTRUCTURE IMPROVE

Timeframe	Category	Applicable Area	Name	Description	Type of Improvement	Engineering / Design	
						Year	Cost
Short-Term	Infrastructure	Area-Wide	Corridor brand and theme	Create branding identity and install signage	Enhancements	2023	$ 20,000
Short-Term	Infrastructure	Area-Wide	SR 9 Corridor Enhancements	Create a plan for landscaping along SR 9 and begin GDOT discussion	Enhancements	2023	$ 500,000
Short-term	Infrastructure	Area-Wide	Bus Shelters	Bus shelter improvements at the MARTA bus stops along South Main Street	Infrastructure	2024	$ 80,000
Short-term	Infrastructure	Area-Wide	Reclaiming ROW remnants	Create pocket greenspace and public art	Enhancements	2024	$ 150,000
Short-Term	Sidewalks/ Paths	Area-Wide	Park Entrances	Work with Parks Department / Recreation Commission to finalize park entry monuments	Infrastructure	2025	$ 20,000
Medium-term	Street Framework	Cottage Commercial	New Maxwell Street Extension	Provide additional circulation and street frontage with New Maxwell Street Extension	Infrastructure	2025	$ 700,000
Medium-term	Green Spaces	The Grove	Trail Spur	Connect to the AlphaLoop by creating a trail spur into the park that features innovative landscape design elements	Walkability	2026	$ 150,000
Medium-term	Sidewalks	Alpha Park	Sidewalk Addition	Add sidewalks on one or both sides of the street in Alpha Park	Walkability	2026	$ 400,000
Medium-term	Streetscape	Area-Wide	South Main Streetscapes	Streetscape improvements along South Main St including: street lights, outdoor furniture, trash cans	Infrastructure	2027	$ 400,000

MENTS

Construction			Funding			
Year	Cost	Total Cost	Responsible Party	Primary Source	Local Source	Local Match
2025	$ 100,000	$ 120,000	City of Alpharetta/ Cultural Arts Commission	Local	City of Alpharetta	
2025	$ 2,500,000	$ 3,000,000	City of Alpharetta in coordination with GDOT	LCI	City of Alpharetta	$ 600,000
2026	$ 720,000	$ 800,000	City of Alpharetta	GDOT, ARC	City of Alpharetta	$ 160,000
2026	$ 700,000	$ 850,000	City of Alpharetta	Local	City of Alpharetta	
2027	$ 80,000	$ 100,000	City of Alpharetta	Local	City of Alpharetta Parks	
2027	$ 3,500,000	$ 4,200,000	City of Alpharetta	GDOT, ARC	City of Alpharetta	$ 840,000
2028	$ 600,000	$ 750,000	City of Alpharetta	GDOT, ARC	City of Alpharetta	$ 150,000
2028	$ 2,000,000	$ 2,400,000	City of Alpharetta	Local	City of Alpharetta	
2029	$ 2,000,000	$ 2,400,000	City of Alpharetta	GDOT, ARC	City of Alpharetta	$ 480,000

5-YEAR ACTION PLAN - DEVELOPMENT/LAND USE INITIATIVES

Timeframe	Category	Applicable Area	Name	Description	Type of Improvement
Short-term	Redevelopment	South Main Central	Catalytic Mixed-Use	Encourage catalytic mixed-use redevelopment to reinforce South Main's character	Infrastructure
Short-term	Other	Area-Wide	Corridor brand and theme	Create a brand and theme for the area and create signage	Enhancements
Short-term	Redevelopment	South Main Central	Market Spaces	Promote the implementation of semi-permanent and temporary structures for potential beer gardens, maker spaces, music venues, etc.	Other
Short-term	Infrastructure	Area-Wide	Façade / Frontage Improvements	Create an area-wide façade grant / frontage improvement program	Enhancements
Short-term	Redevelopment	Cottage Commercial	Unique Retail	Reinforce area as a Commercial House district with small-scale, unique retail and mini café offerings as well as activated public spaces. Regulate preferred building type to avoid non-compatible development	Infrastructure
Short-term	Green Spaces	Cottage Commercial	Woonerf Street	Create opportunity for infill Commercial Houses and gathering by retrofitting Brady Place to a Woonerf-style street	Infrastructure
Short-term	Green Spaces	The Grove	Urban Agricultural Plan	Support City's Urban Agriculture Plan as well as existing community gardens in Wills Park through implementation of a linear orchard with edible landscape elements	Other
Medium-term	Street Framework	South Main Central	Street Framework	Promote street framework to allow continuous connections between developments	Infrastructure
Medium-term	Redevelopment	South Main Central	Fulton Board of Education	Discuss development opportunity for property owned by Fulton Board of Education located within City of Roswell	Other
Medium-term	Infrastructure	Alpha Park	Parking Additions	Allow for on-street parking spaces	Policy
Medium-term	Infrastructure	Alpha Park	Carriage Houses	Allow Carriage Houses or Accessory Dwelling Units (ADUs) at rear of properties by way of side yard driveways	Policy

Engineering / Design		Construction			Funding
Year	Cost	Year	Cost	Total Cost	Responsible Party
2023		2027			
2023	$20,000	2025	$100,000	$120,000	City of Alpharetta/ Cultural Arts Commission
2023	$35,000	2025	$75,000	$110,000	City of Alpharetta/ Cultural Arts Commission
2024	Staff Time	2026	$ 500,000	$500,000	City of Alpharetta
2024	N/A	2028	N/A	N/A	City of Alpharetta/ Staff Time
2024	$50,000	2027	$350,000	$400,000	City of Alpharetta/Private Developer
2024	$25,000	2026	$150,000	$175,000	City of Alpharetta/ Cultural Arts Commission
2025	N/A	2027	N/A	N/A	City of Alpharetta/ Staff Time
2025	N/A	2027	N/A	N/A	City of Alpharetta/ Staff Time
2026	N/A	2028	N/A	N/A	City of Alpharetta/ Staff Time
2026	N/A	2028	N/A	N/A	City of Alpharetta/ Staff Time

Alpharetta
South Main LCI
Housing and Market Analysis

Prepared for: City of Alpharetta, Georgia

Under the Leadership of:

Prepared by: KB Advisory Group

February 13, 2023

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Introduction

KB Advisory Group (formerly Bleakly Advisory Group) is partnering with Kimley-Horn for this analysis, conducted with Livable Centers Initiative (LCI) funding granted by the Atlanta Regional Commission (ARC).

This task will provide a real estate inventory and trend analysis for several nested geographic areas:

- The South Main LCI Study Area Boundary
- City of Alpharetta and 1-Mile market area defined by KB Advisory Group to provide a broader economic catchment area.
- North Fulton County

The study will examine the state of the market in the South Main Study Area, forecast future demand potential, and identify strategies that can bolster the economic development potential of Alpharetta/South Main.

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Atlanta, GA 30309
404.845.3550

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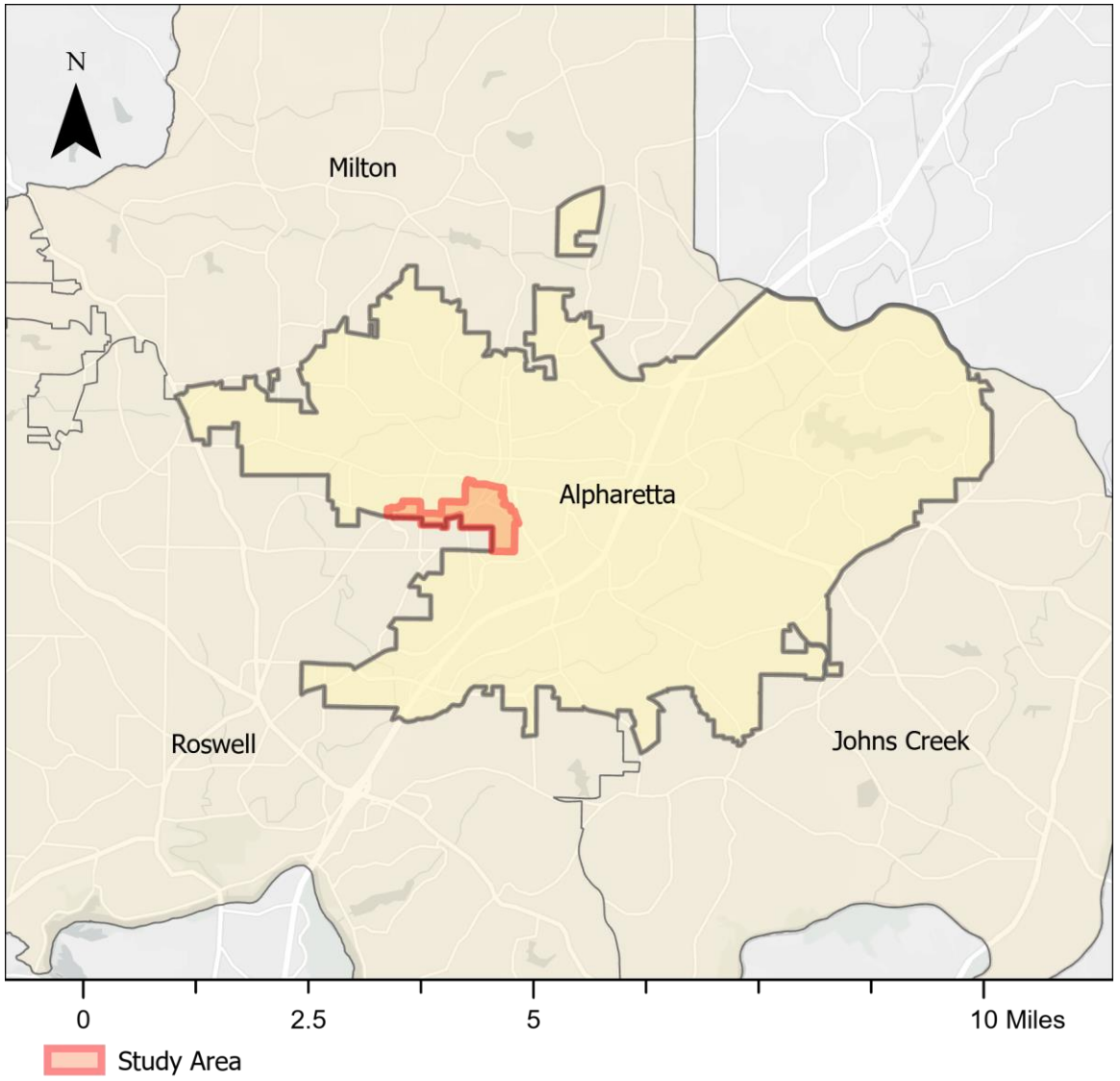
Study Area Context

Geographic

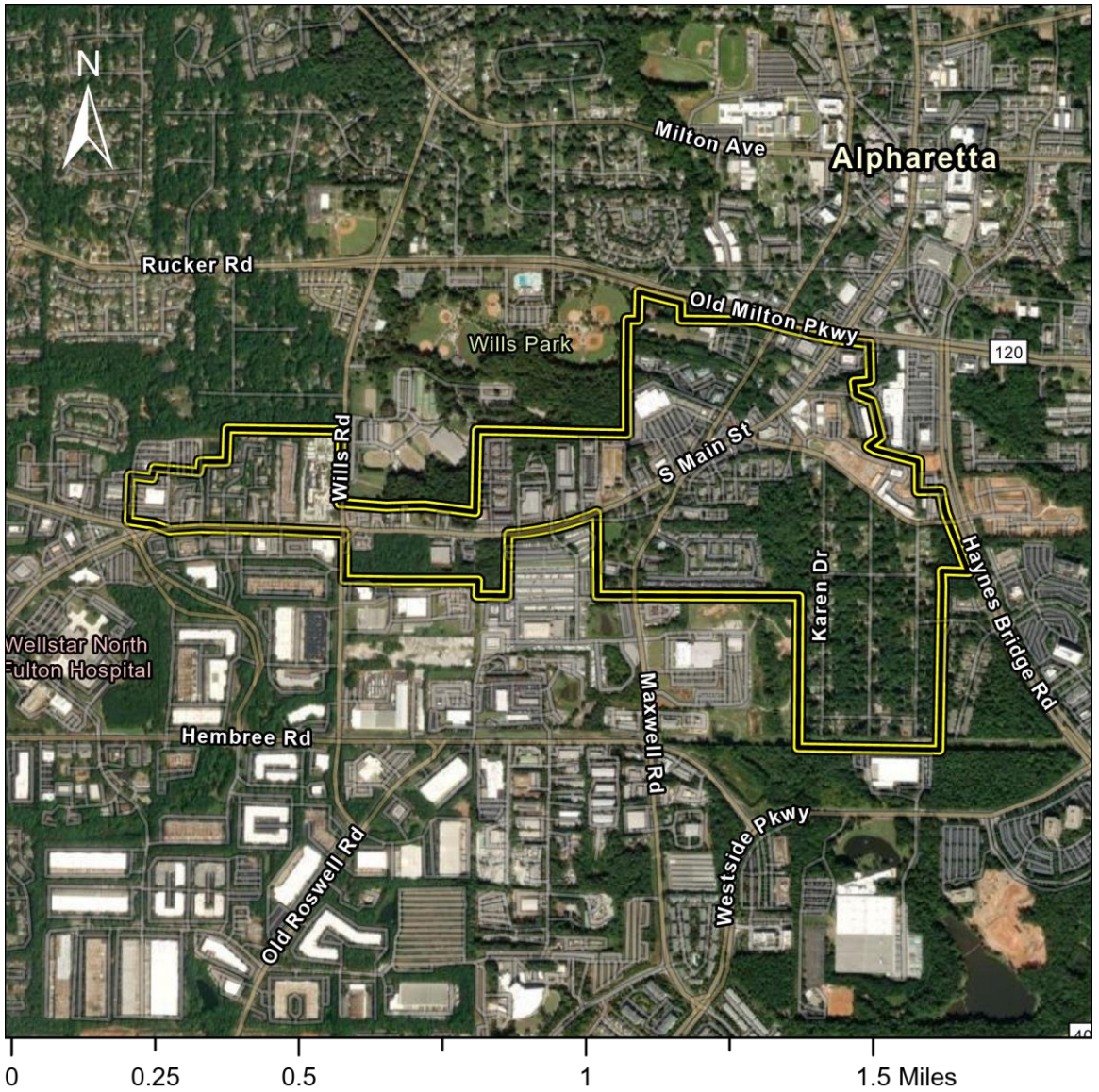
- **The South Main LCI Study Area lies on the edge of the City of Alpharetta and borders the City of Roswell.**
  - The area is a major corridor bookended by Old Milton Parkway and Upper Hembree Road.
  - The corridor represents an existing connection between Downtown Alpharetta and Roswell.



Study Area Context

Geographic

- **Characterized by retail and office.**
  - The eastern portion of the LCI Study Area Is neighbored by Downtown Alpharetta.
  - The western portion is directly adjacent to Wellstar North Fulton Hospital and medical office.
  - Wills Park sits centrally along the corridor with the rear of South Main retail oriented towards the park.



Demographic Assessment

In comparison to the City of Alpharetta, the Study Area trends slightly older with a proportionally lower share of family households. Millennials and Seniors (65+) distinguish the area generationally with fewer children, young adults, and Boomers than the city overall. Residents are healthy earners, but trail behind Alpharetta and North Fulton in terms of highly affluent households (those earning $100k+). Residents within the Study Area are well educated with over 83% having an associates degree or higher. The racial composition of the area largely mirrors that of the city and county but has a slightly higher percent of mixed-race individuals.

Key Takeaways

Population and Households

- In the past two decades, the population growth rate in the Study Area has outpaced that of Alpharetta given newer residential product.
- This growth is expected to continue, though tempering slightly, for an average annual growth rate of 1.6%.

Household Income

- The median household income with the Study Area is $94,457, 29% lower than the city of Alpharetta as a whole.
- Households within the Study Area making between $50,000 to $100,000 comprise over 35% of all households, well above the city's share.

Age and Generations

- Millennials, likely moving to the area more recently, and Seniors, likely aging in place, comprise a larger share of households compared to Alpharetta.

Household Characteristics and Tenure

- Over 60% of residents are renters, and median home values are 31% lower than the city overall.
- With more recent residential product deliveries, the Study Area's housing stock trends newer.

Race and Ethnicity

- The area is majority white with a slightly larger share of mixed-race residents than the City and North Fulton.

Educational Attainment

- Study Area residents are well educated but represent a smaller share of high educational attainment (Advanced degrees) compared to the surrounding areas.

Demographic Assessment

Population

- **The Study Area population is estimated at 1,397 people.**
  - The Study Area does not conform to official boundaries for Census taking, so official population counts are unavailable.
  - This population estimate was built by pairing housing unit inventory data from Fulton County GIS with housing data from the American Community Survey, 2020.
- The population growth rates in the Study area and Alpharetta (city) are projected to slow through 2027.
  - However, the Study Area is expected to grow faster than the city of Alpharetta through 2027.

Population

	Study Area	Alpharetta
2022 Estimate	1,397	68,002
2027 Forecast	1,515	72,292

Population Growth

	Study Area	Alpharetta
Avg. Annual Growth 2010-2022	3.2%	1.4%

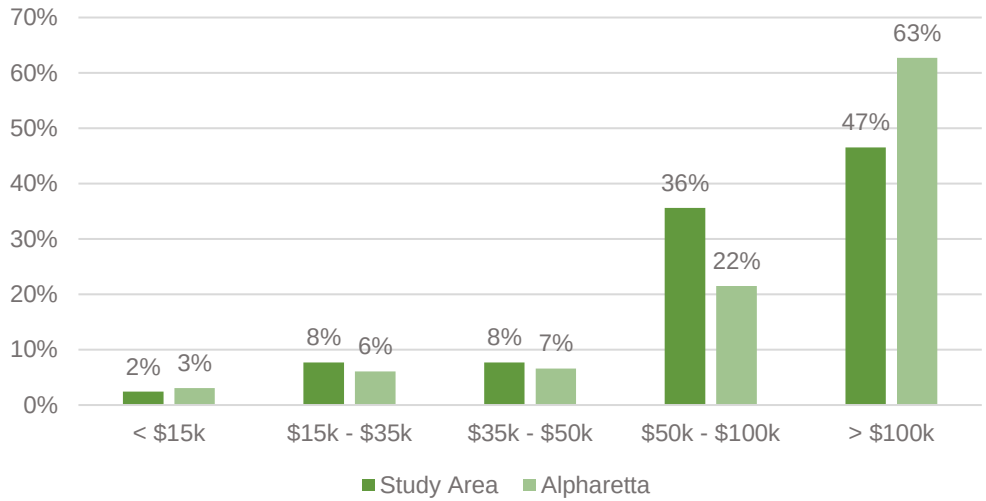
Source: KB Advisory, based on data from Claritas, ACS 2020 5-yr Estimates, Fulton County GIS

Demographic Assessment

Household Income

- **The median household income in the Study Area is $94,457.**
- The median household income in the City of Alpharetta is $133,101.
- **The income distribution of households in the Study Area indicates that nearly half of households (47%) earn above $100,000 annually.**
  - In the City of Alpharetta, 63% of households earn over $100,000 annually.
  - Median household income is nearly $40,000 lower in the Study Area, compared to the entire city of Alpharetta.
  - The income distribution is highly attractive to retail development.

Household Income Distribution, 2022



	Study Area	Alpharetta
Median Income	$94,457	$133,101
< $15k	2%	3%
$15k - $35k	8%	6%
$35k - $50k	8%	7%
$50k - $100k	36%	22%
> $100k	47%	63%

Source: KB Advisory, based on data from Claritas

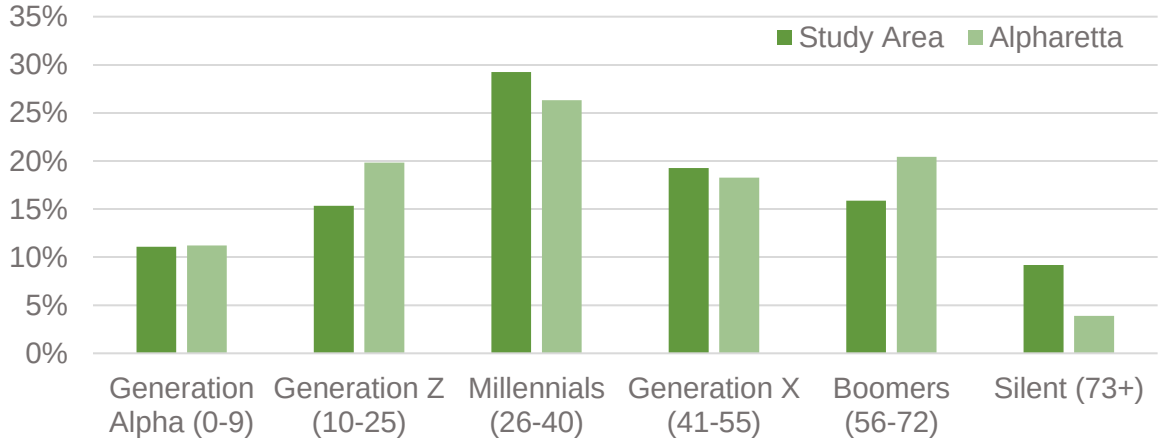
Demographic Assessment

Residents by Generation

- **Nearly a third of residents living in the study area are Millennials.**
  - Compared to the City of Alpharetta, the area experiences a smaller share of Boomers and Gen Z residents, and fewer children.
  - Seniors over 65 comprise a decent share of the population with 9% aged 73 or older.

	Study Area	Alpharetta
2022 Est. Population by Age & Generational Cohort		
Generation Alpha (0-9)	11%	11%
Generation Z (10-25)	15%	20%
Millennials (26-40)	29.3%	26.3%
Generation X (41-55)	19.3%	18.3%
Boomers (56-72)	15.9%	20.4%
Children & Seniors		
Children (0-17)	21.1%	22.1%
Seniors (65+)	16.2%	11.6%
Median Age	40.8	37.9

Age Distribution, 2022



Source: KB Advisory, based on data from Claritas

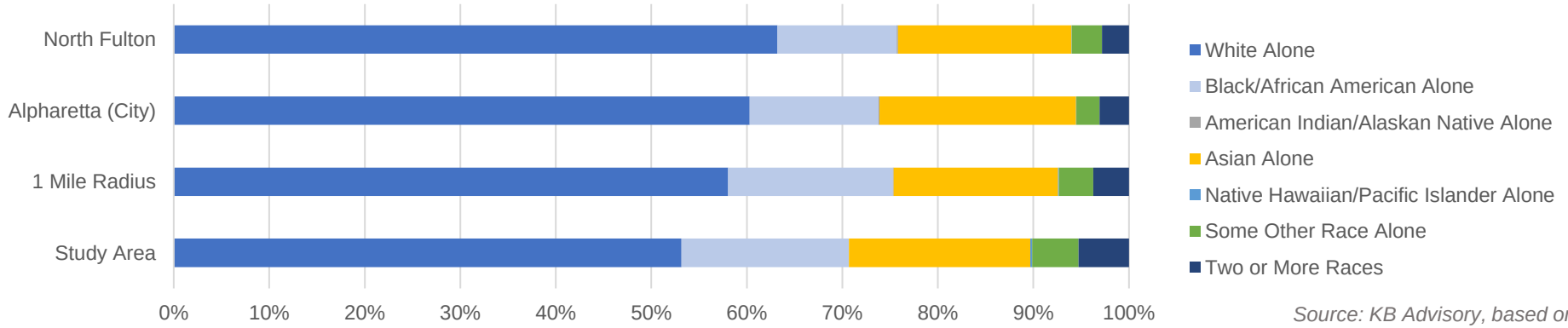
Demographic Assessment

Race & Ethnicity

- **Over half of the Study Area population is white.**
  - The racial composition reflects similar trends to that of Alpharetta and North Fulton.

	Study Area	Alpharetta
2022 Est. Population by Single-Classification Race		
White Alone	53%	60%
Black/African American Alone	18%	13%
American Indian/Alaskan Native Alone	0%	0%
Asian Alone	19%	21%
Native Hawaiian/Pacific Islander Alone	0%	0%
Some Other Race Alone	5%	2%
Two or More Races	5%	3%
2022 Est. Population by Ethnicity (Hispanic or Latino)		
Hispanic / Latino	10%	8%
Not Hispanic / Latino	90%	92%

Est. Population by Race, 2022



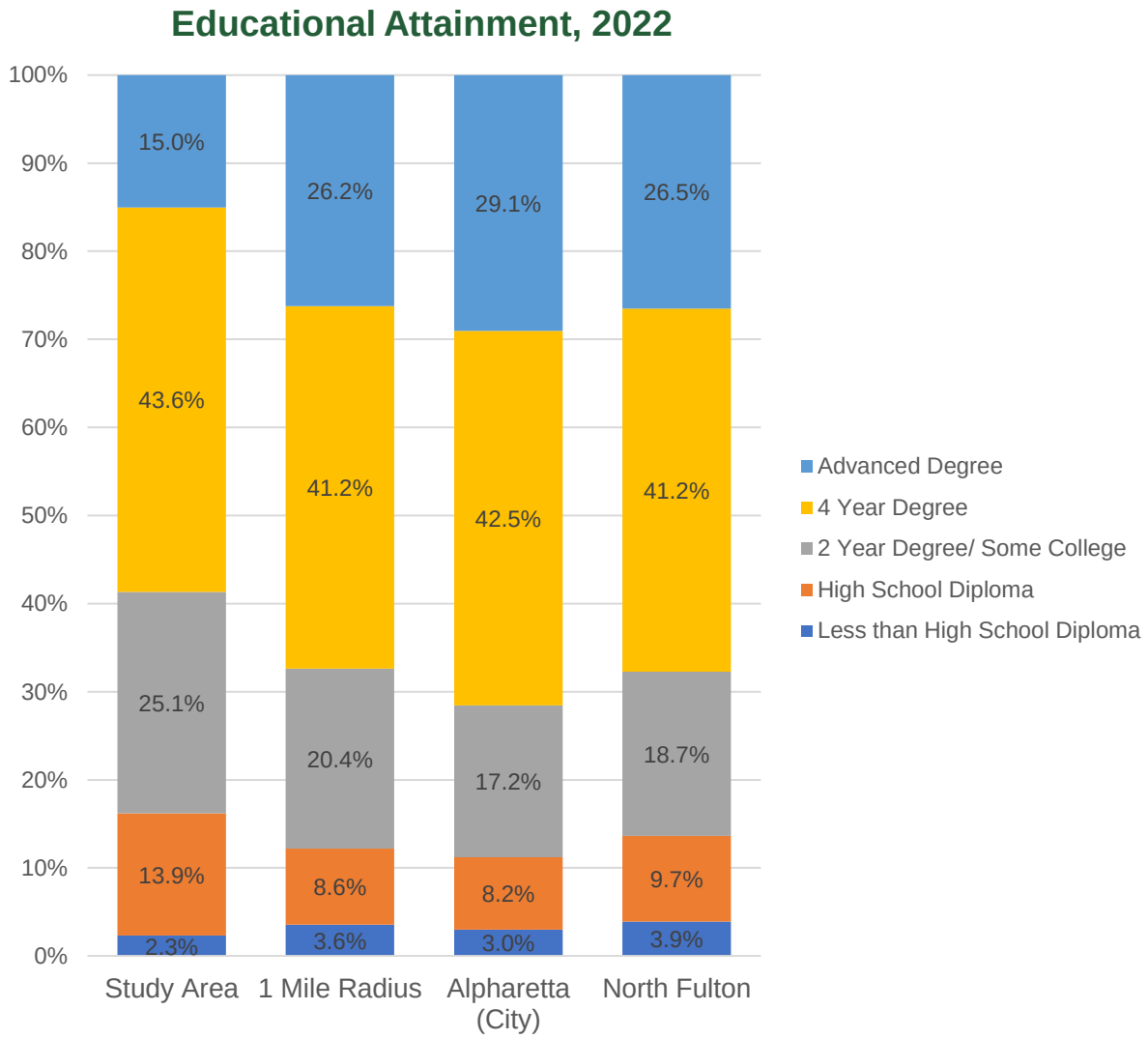
Source: KB Advisory, based on data from Claras

Demographic Assessment

Educational Attainment

- **Overall, the Study Area population is high-educated.**
- More than half of residents hold a bachelors degree of better.
- Compared to the city, the Study Area trails slightly in the concentration of residents with advanced degrees.

Educational Attainment	Study Area	Alpharetta
Less than High School Diploma	2.3%	3.0%
High School Diploma	13.9%	8.2%
2 Year Degree/ Some College	25.1%	17.2%
4 Year Degree	43.6%	42.5%
Advanced Degree	15.0%	29.1%



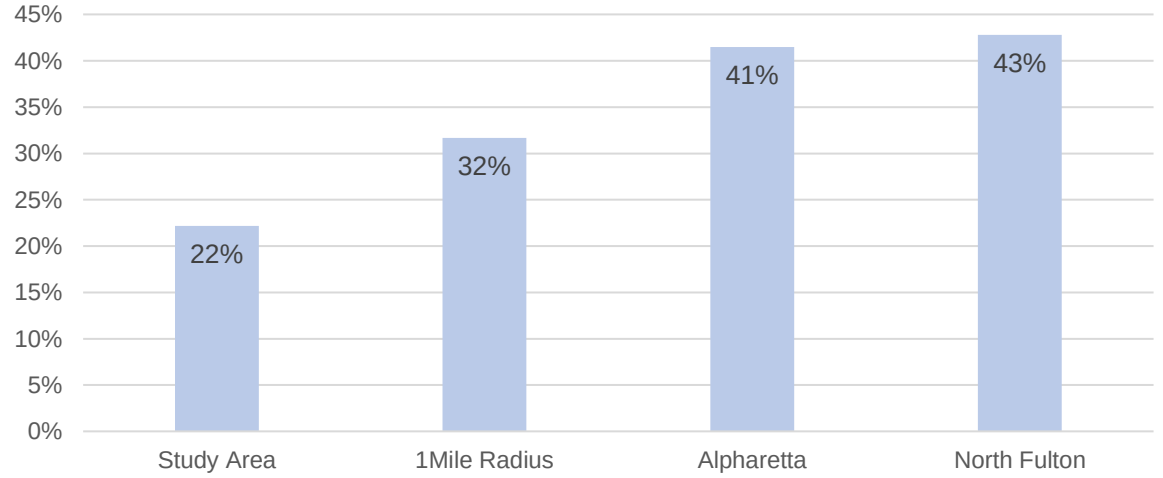
Source: KB Advisory, based on data from Claritas

Demographic Assessment

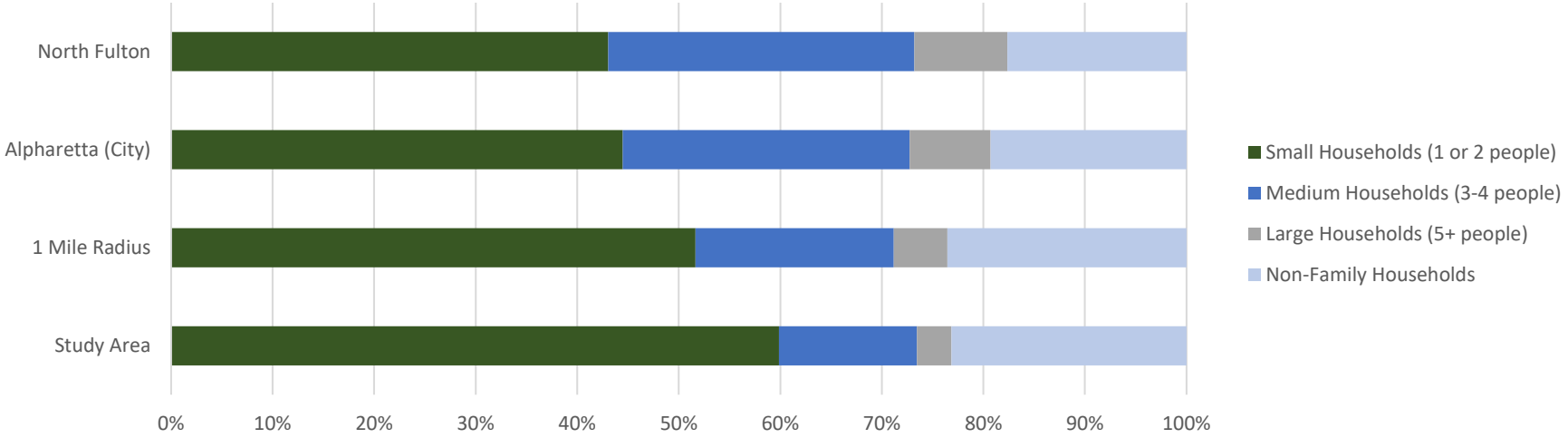
Household Size

- **Most households are "small" (1 or 2 people) and without children.**
  - Additionally, the area has a smaller share of medium and large households compared to surrounding areas and a larger share of non-family households.

Households with Children, 2022



Households by Size, 2022



Source: KB Advisory, based on data from Claritas

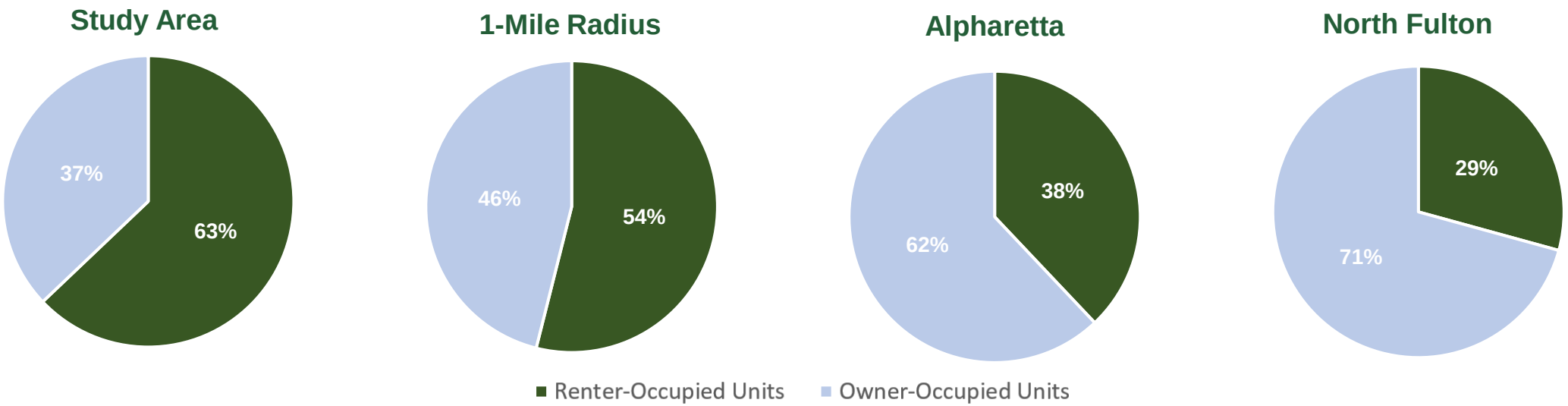
Demographic Assessment

Household Tenure Preferences

- **Well over half of households are renters. This area represents a significantly larger share of renters within Alpharetta and North Fulton.**
  - Median home values are lower than that of the city, but housing stock age is slightly newer.

	Study Area	Alpharetta
2022 Est. Housing Tenure, Value, & Age		
Owner-occupied	234	16,224
Renter-occupied	396	7,734
Percent Owner-occupied	37.1%	67.7%
Median Home Value	$381,300	$550,500
Median Age of Housing (Years)	8.9	20.1

Tenure, 2022



Source: KB Advisory, based on data from Claritas

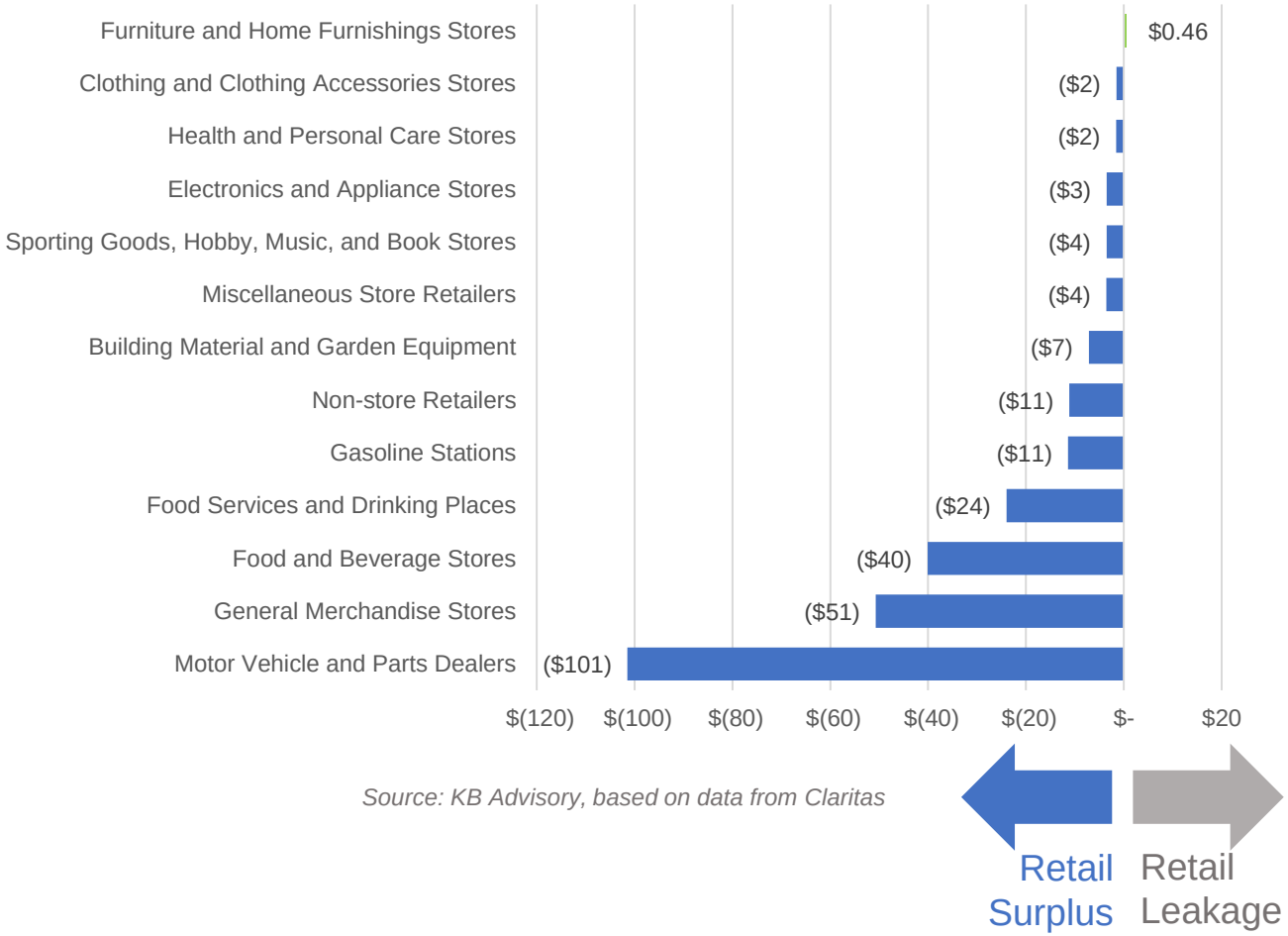
Resident Spending Assessment

City of Alpharetta

- **An overall retail surplus in the City of Alpharetta suggests that retail spending is supported by spending from sources other residents (such as employees, visitors, etc.).**
- The difference between retail demand and supply represents an opportunity gap to capture additional spending by local residents.
- As shown at right, only spending at furniture/home furnishing stores has positive values by store type signifying “leakage” of retail spending to locations outside of the local market area.

Annual Retail Spending Citywide
Households (demand): **$12,390,436**
Annual Retail Sales at Establishments
Citywide (supply): **$103,252,852**

Alpharetta Spending Details, 2022



Source: KB Advisory, based on data from Claritas

Resident Spending Assessment

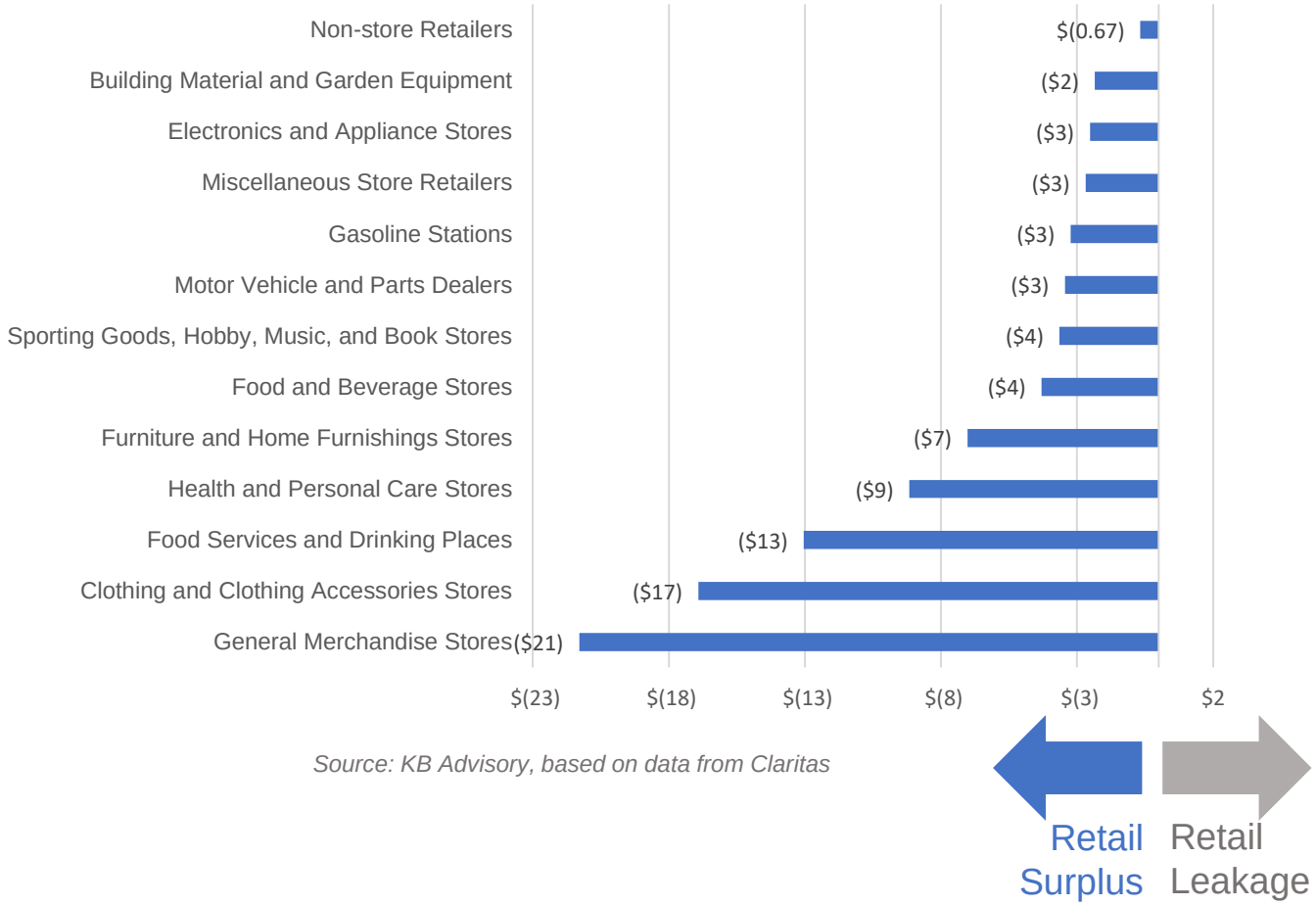
Study Area Spending Trends

- **An overall retail surplus in the Study Area suggests that retail spending is supported by spending from sources other residents that reside in the local area.**
- The difference between retail demand and supply represents an opportunity gap to capture additional spending by local residents.
- As shown at right, no store type has positive values. signifying “leakage” of retail spending.

Annual Retail Spending Study Area Households (demand): **$2,998,394**

Annual Retail Sales at Establishments Study Area (supply): **$ 6,443,232**

Study Area Spending Details, 2022



Source: KB Advisory, based on data from Claritas

Employment & Workforce

The majority of those living within the study area commute to nearby job cores in Alpharetta and Rowell as well as regional job centers closer to Atlanta's urban core. As of 2019, there were no residents working and living within the study area. While the local workforce is generally employed in Professional Services, Information, and Health Care industries, the Study Area employment opportunities are mismatched. Additionally, job growth within the area has been on the decline following a growth spike from 2012 to 2014. Lack of appealing office space has likely contributed to this trend.

Key Takeaways

Workforce Composition

- The Study Area comprises a very small share of Alpharetta jobs.
- Educational Services, Health, Care, and Accommodations and Food Services represent the largest industries within the Study Area.
- Employment comparisons would suggest those currently living in the area are employed in industries which are not locating within the South Main corridor.

Job Locations

- There are 700 jobs within the Study Area largely anchored by F&B/retail within the corridor, medical offices, the Amana Academy.

Commuting Patterns

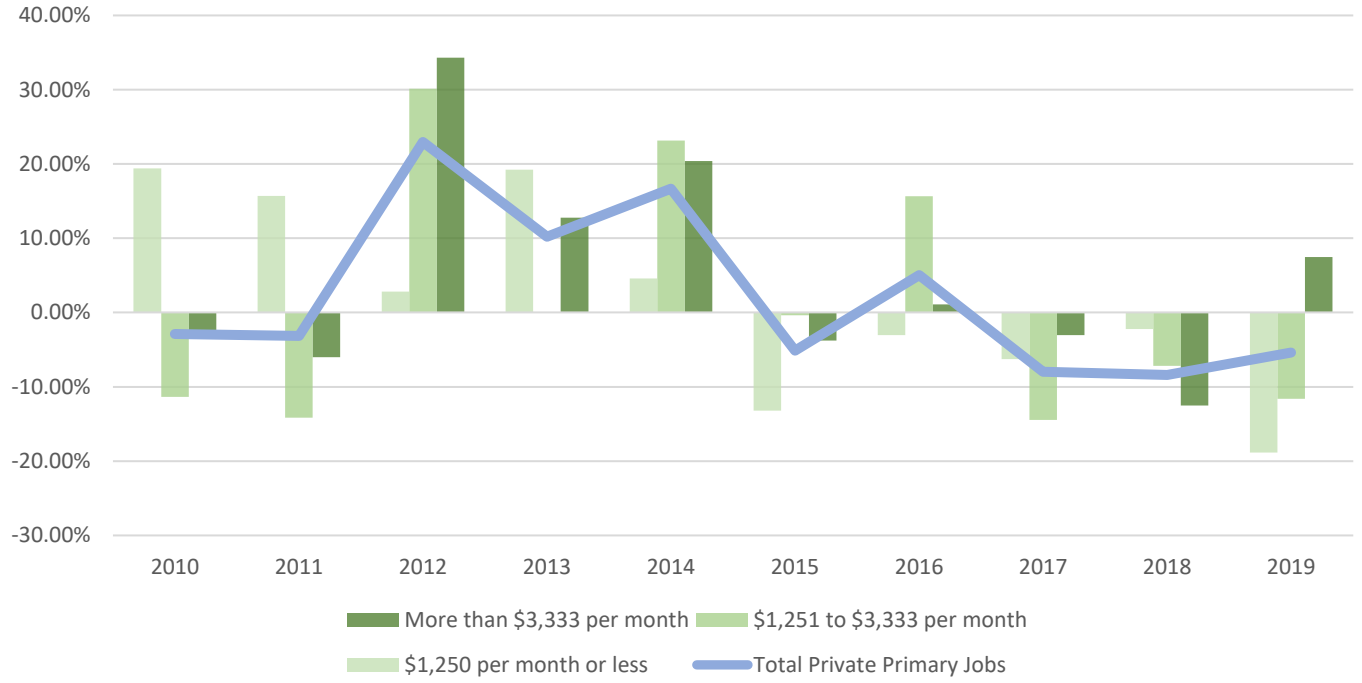
- Over a third of residents commute nearby to Alpharetta and Roswell.
- Perimeter Center, Buckhead, and Midtown represent work destinations for just over 18% of residents.
- The remaining residents commute across the northern metro area with very few commute south of I-20.

Employment & Workforce

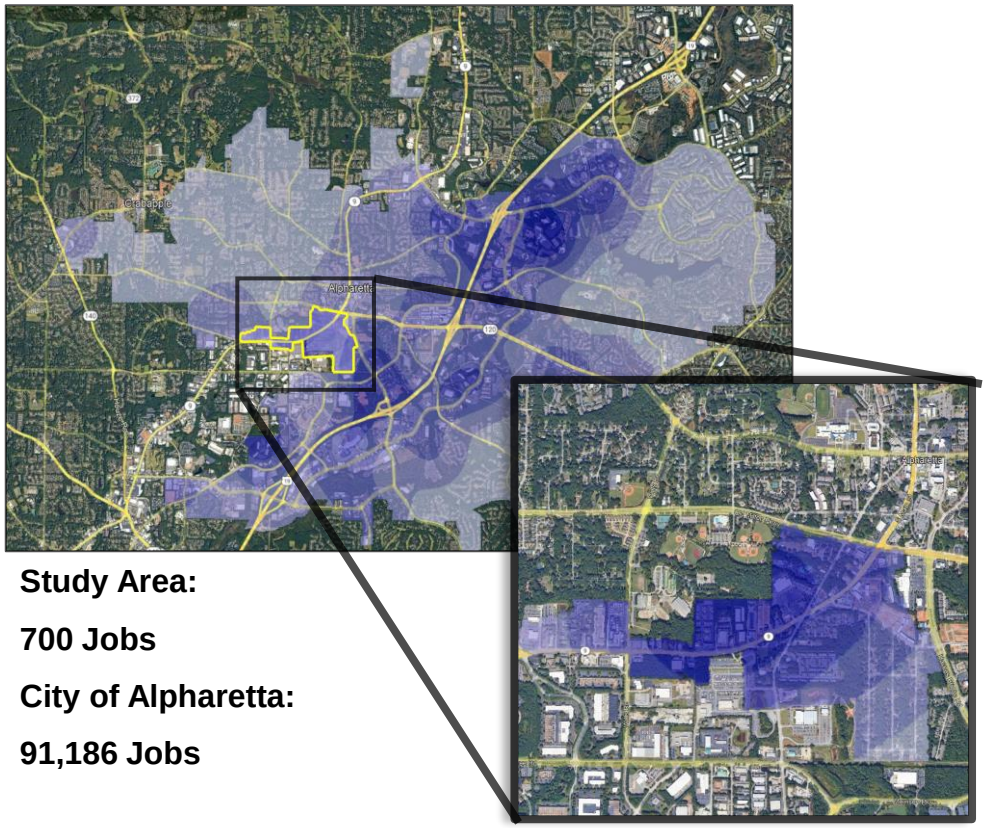
Employment Estimate by Income

- **Employment within the Study Area has seen a recent decline across all earning cohorts and currently represents less than 1% of Alpharetta employment.**

Year over Year Employment Growth by Earnings



Employment Density, 2019



Study Area:

700 Jobs

City of Alpharetta:

91,186 Jobs

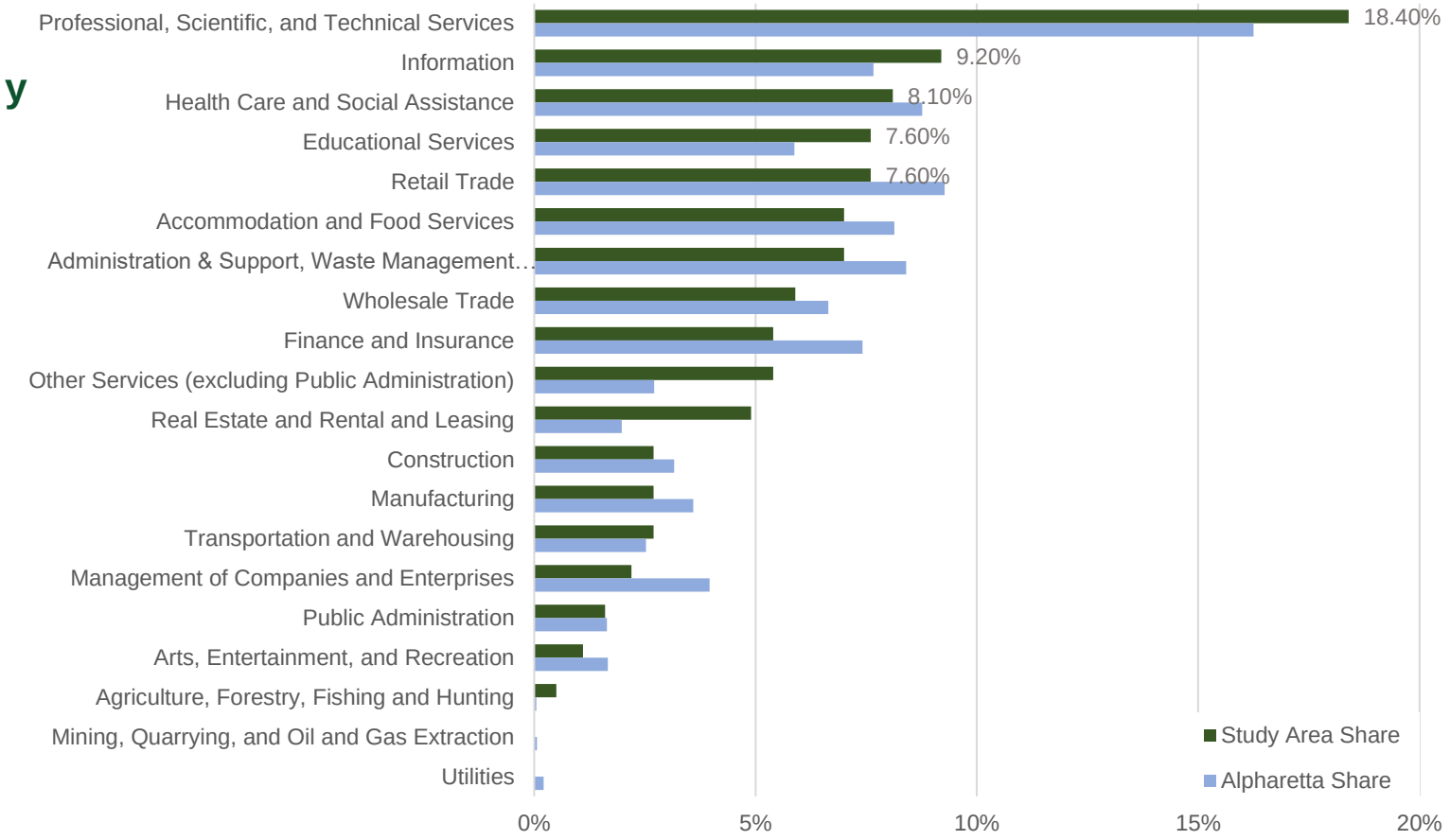
Source: KB Advisory, based on data from BLS

Employment & Workforce

Employment Estimate by Sector

- **The employment sectors of current residents within the Study Area closely aligns with the occupations of Alpharetta residents city-wide.**

Employment Share by Sector of those Living in the Study Area & Alpharetta



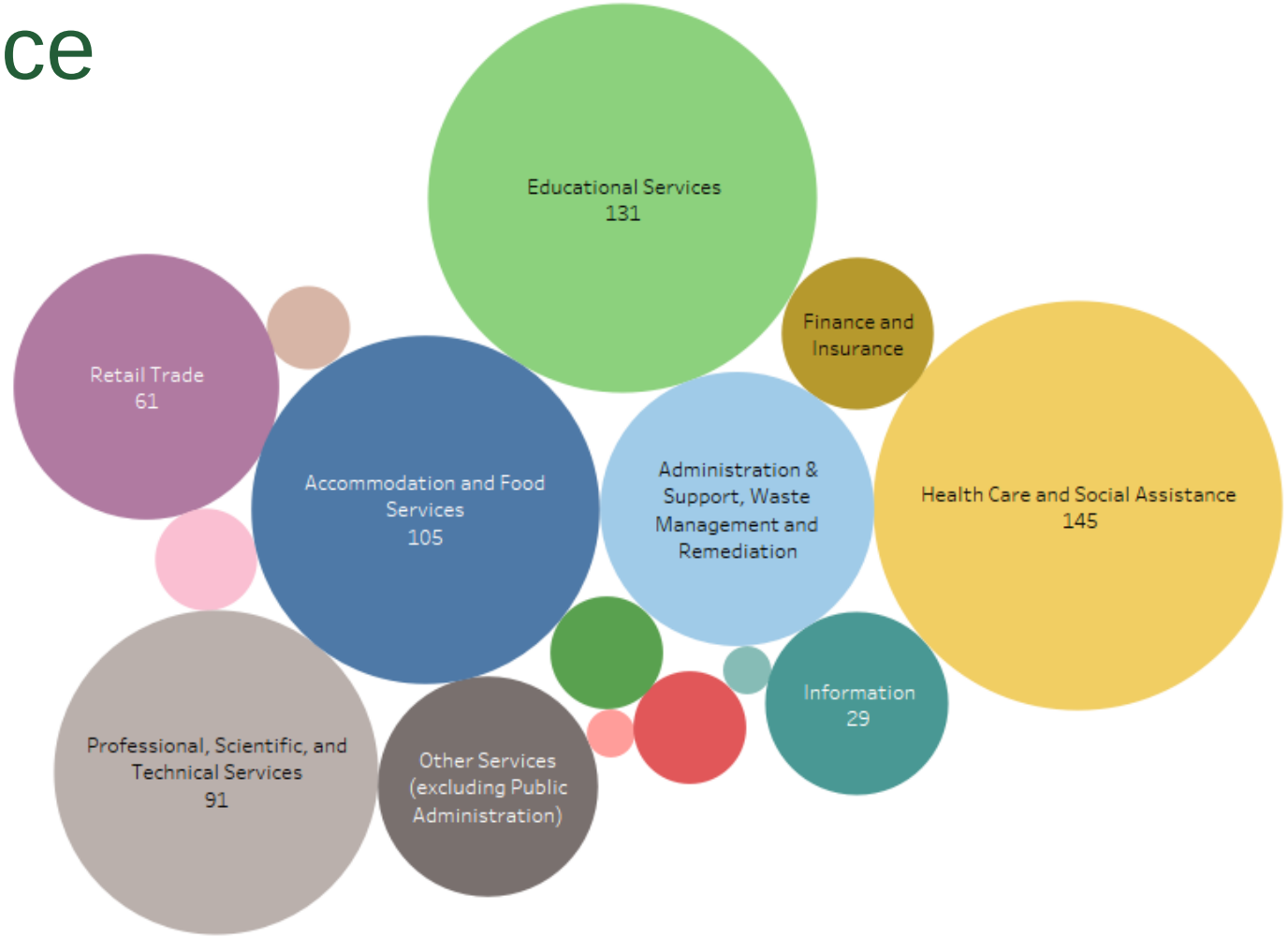
Source: KB Advisory, based on data from BLS

Employment & Workforce

Employment Estimate by Sector

- **Health Care, Educational Service, and Accommodations and Food Services jobs are currently the dominant industries within the Study Area.**
  - No residents currently live and work in the Study Area.

Inflow/Outflow



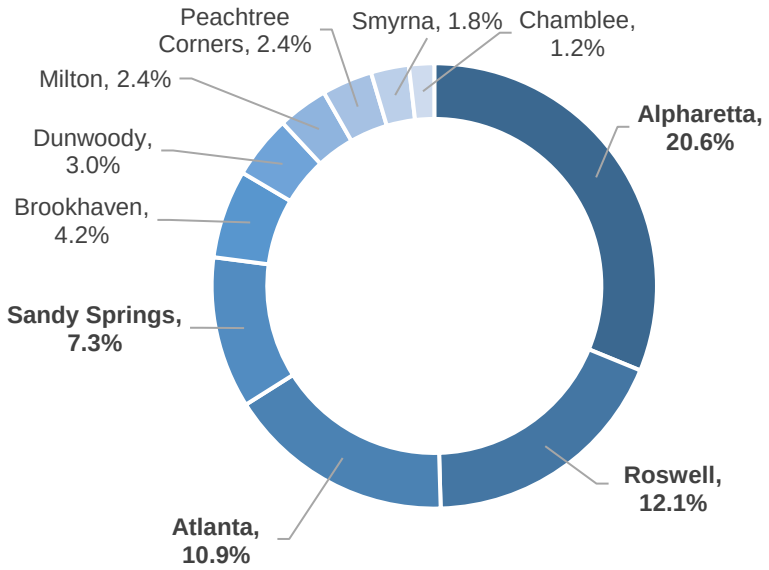
Employment Share by Sector of Current Jobs in the Study Area, 2019

Source: KB Advisory, based on data from BLS

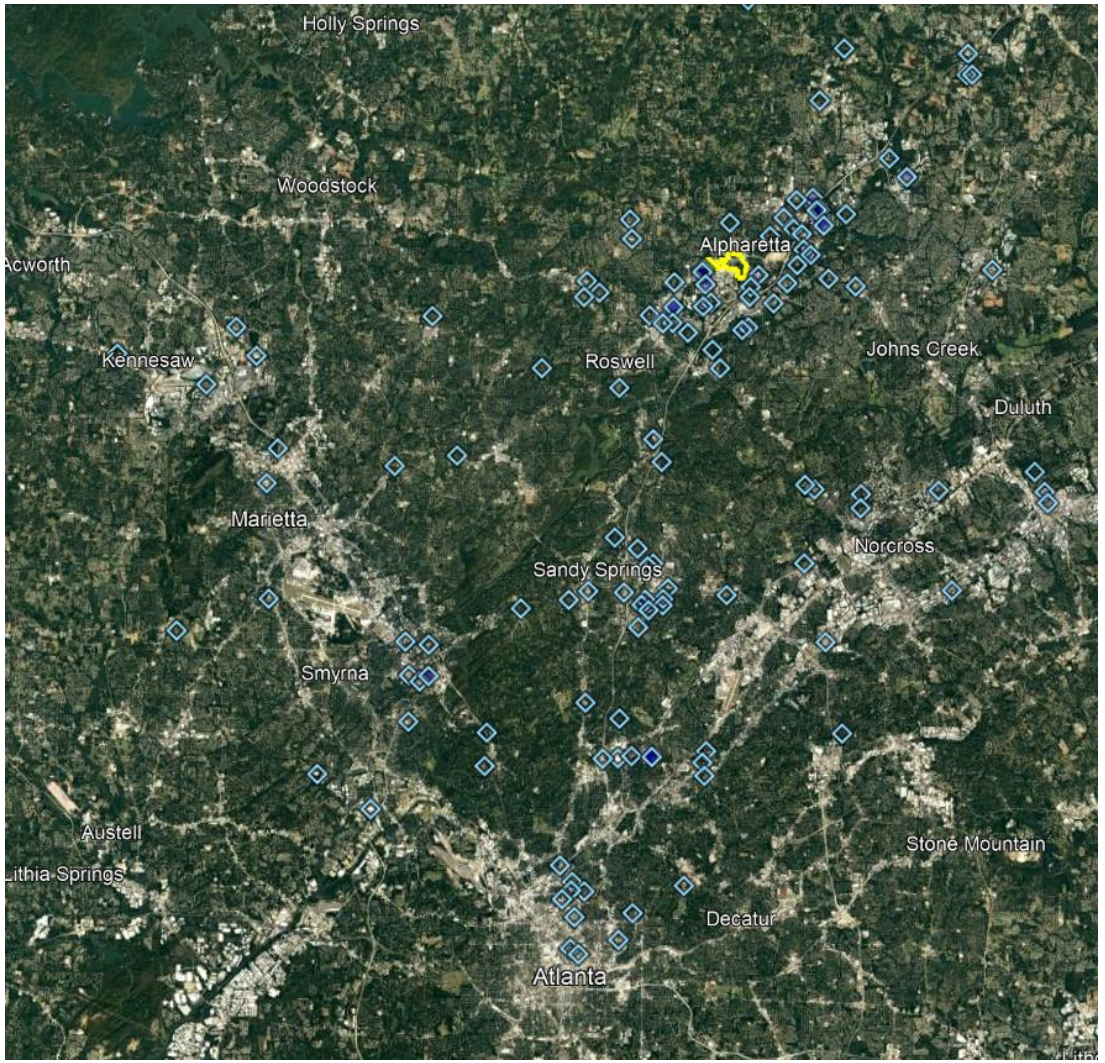
Employment & Workforce

Commuting Patterns

- **Most residents are commuting to work destinations in Alpharetta, Roswell, and Atlanta (Midtown, Buckhead, & Perimeter).**
  - The remaining residents are commuting throughout the northern Atlanta metro.



Work Destinations of Current Study Area Residents



Source: KB Advisory, based on data from BLS

Real Estate Assessment: Residential

Housing within the South Main corridor tends to be smaller and priced at a discount to more residentially desirable areas of Alpharetta. A lack of new construction homes contributes to lower homes value than surrounding areas. Smaller single-family detached and attached product has recently disrupted the residential offering within the Study Area. This new product is competitive with the city's market average. Rental product, however, lags behind the city with no new market rate deliveries in decades.

Key Takeaways

Housing Composition

- The Study Area has a diverse mix of older single-family houses, new modern builds, and luxury homes in proximity to each other.
- Only 25% of the housing is single-family detached compared to the city at 75% and North Fulton at 65%.
- Approximately 35% of housing in the Study Area is townhomes, which is a high mix of 1 Unit Attached housing for the region.

Multifamily Trends

- With the exception of the Village Park assisted living residences, the area has not had new, rental multifamily product in decades.
- Of the 246 multifamily rental units along the corridor, 130 units are in assisted-living housing (Village Park), and 100 units are in affordable senior housing (Dogwood). The remaining 16 MF units are garden apartments that were built over 50 years ago.

New Construction

- New townhomes and condos within the Study Area support the market potential for new construction housing.
- Smaller product sizes provide moderately attainable ownership options ranging from the mid $300s to $800k.

Real Estate Assessment: Residential

Household Size

- **Townhomes and condos account for the largest share of the Study Area's residential inventory.**
  - In the context of the City of Alpharetta, the Study Area has a low concentration of single-family homes (25% overall).
- Many new builds are currently vacant, awaiting completion and sale.

Study Area Housing Inventory	
Type of Housing	**Units**
1 Unit Detached (SF)	159
1 Unit Attached (TH)	225
Small Multifamily (2-4 Units/Bldg.)	16
Large Multifamily (5+ Units/Bldg.)	230
Trailer, RV & Boat	0
Vacant Residential	46
	676

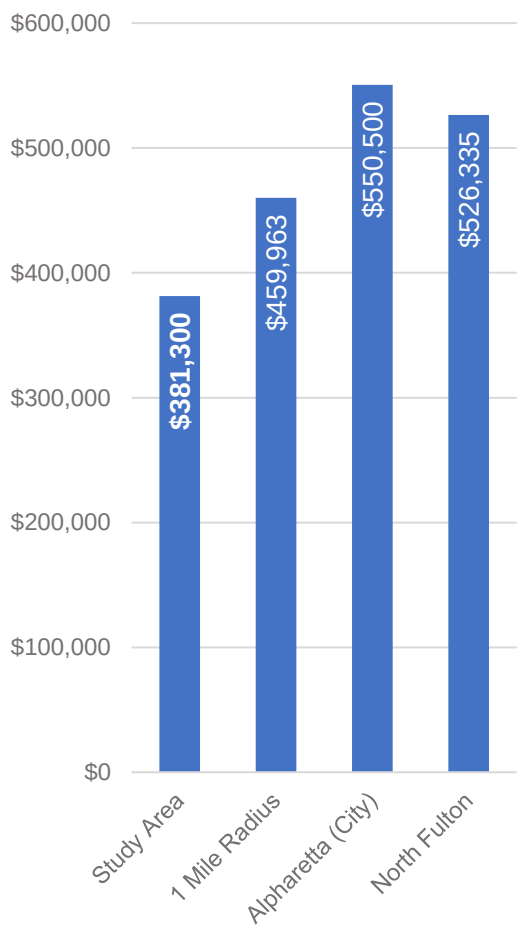
Source: KB Advisory, based on Alpharetta GIS June 2022

Real Estate Assessment: Residential

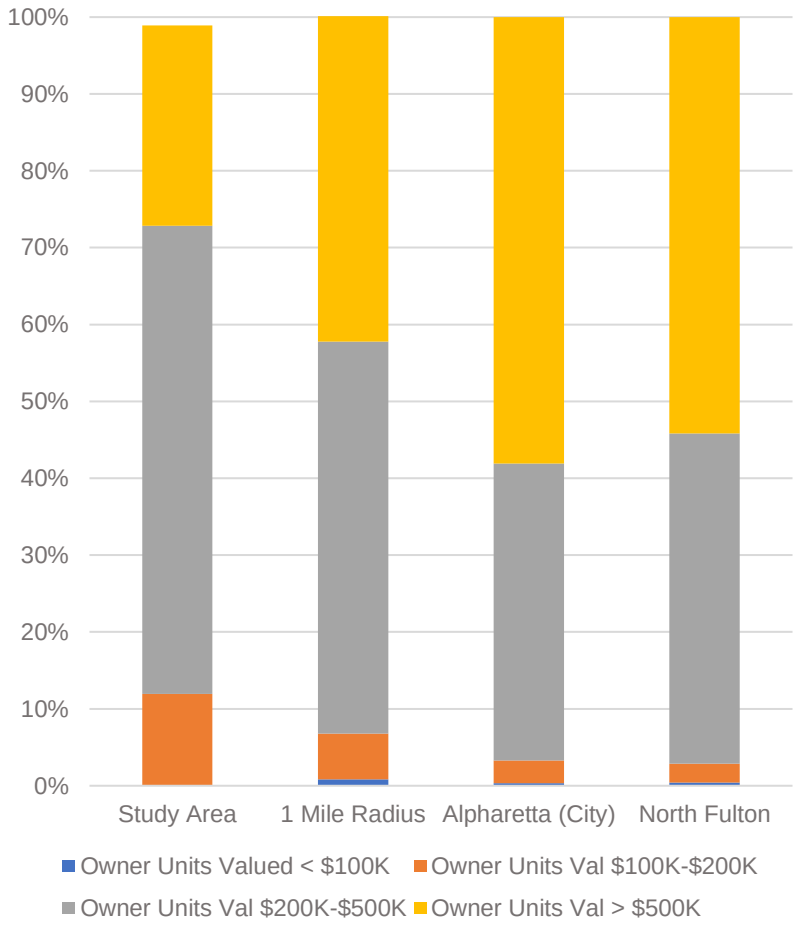
Value

- **Home values span a greater range within the mid-tier level of $200-$500k.**
  - Compared to surrounding areas, there are less homes valued over $500k and more homes valued less than $200k.
  - With the majority of homes valued modestly, the median home value within the Study Area is $381,300.

Median Home Value



Homeowner Value



Source: KB Advisory, based on data from Claritas

Real Estate Assessment: Residential

Value & Age

The chart below addresses the percentages of the previous page and accompanying characteristics of housing units.

Owner-Reported Home Values	Study Area		1 Mile Radius		Alpharetta (City)		North Fulton	
Owner Units Valued < $100K	-	0.0%	13	1%	55	0%	333	0%
Owner Units Val $100K-$200K	28	12%	96	6%	483	3%	1,925	2%
Owner Units Val $200K-$500K	143	61%	818	51%	6,288	39%	33,895	43%
Owner Units Val > $500K	61	26%	680	42%	9,463	58%	42,767	54%

Owner-Reported Home Values	Study Area		1 Mile Radius		Alpharetta (City)		North Fulton	
Units Built since 2010	105	45%	1,130	30%	5,883	21%	21,656	18%
Units Built 2000-2009	51	22%	647	17%	5,126	19%	19,954	17%
Units Built 1980-1999	58	25%	1,559	42%	14,616	53%	62,948	54%
Units Built pre-1980	19	8%	382	10%	1,931	7%	13,052	11%

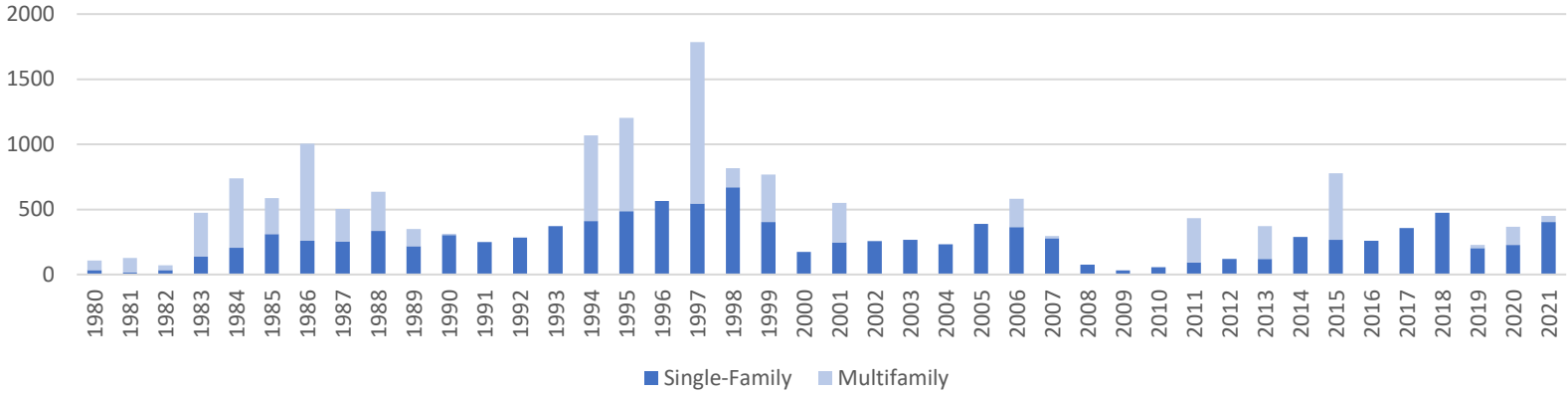
Source: KB Advisory, based on data from Claritas

Real Estate Assessment: Residential

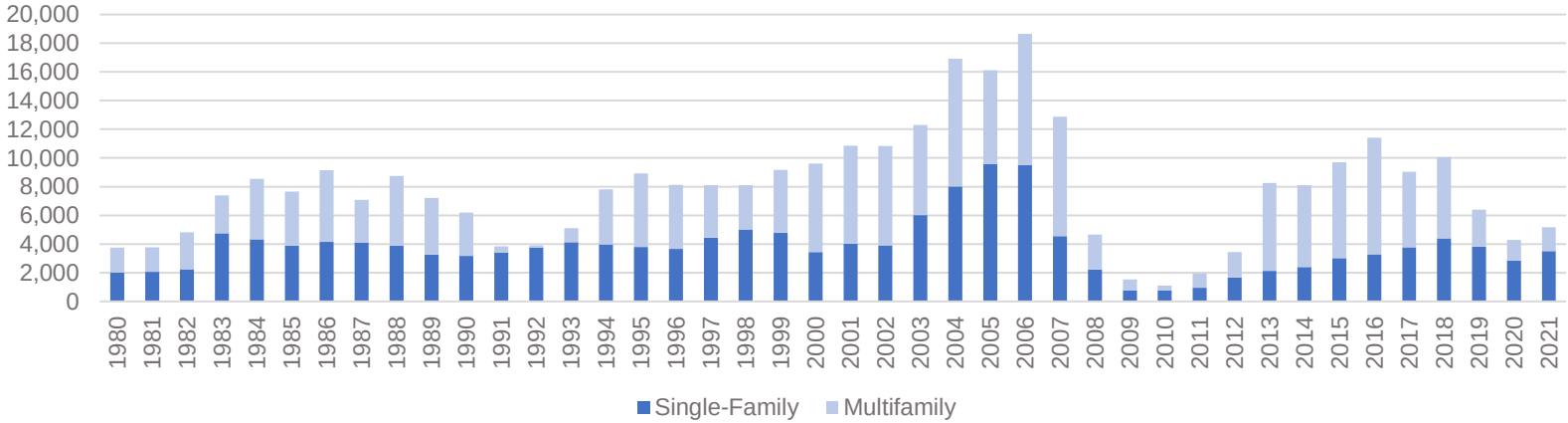
Building Permits

- **Alpharetta has seen an overall decrease in building permits.**
  - Compared to Fulton County, Alpharetta has issued fewer multifamily building permits since 2000.
  - Following the Great Recession, single-family building permits have been issued at a more variable pace than that of the county overall.

Alpharetta Residential Building Permits by Permit Type, 1980-2021



Fulton County Residential Building Permits by Permit Type, 1980-2021



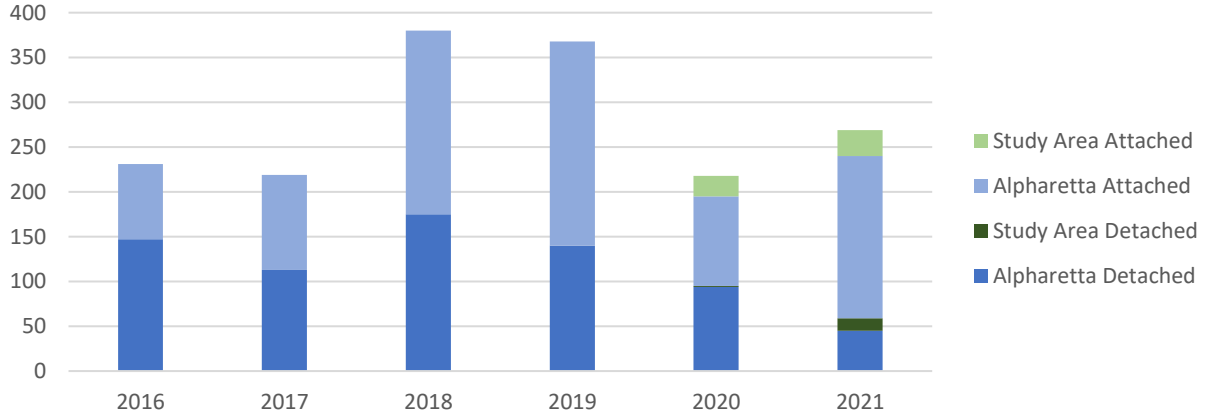
Source: KB Advisory, based on SCODS Building Permit Database

Real Estate Assessment: Residential

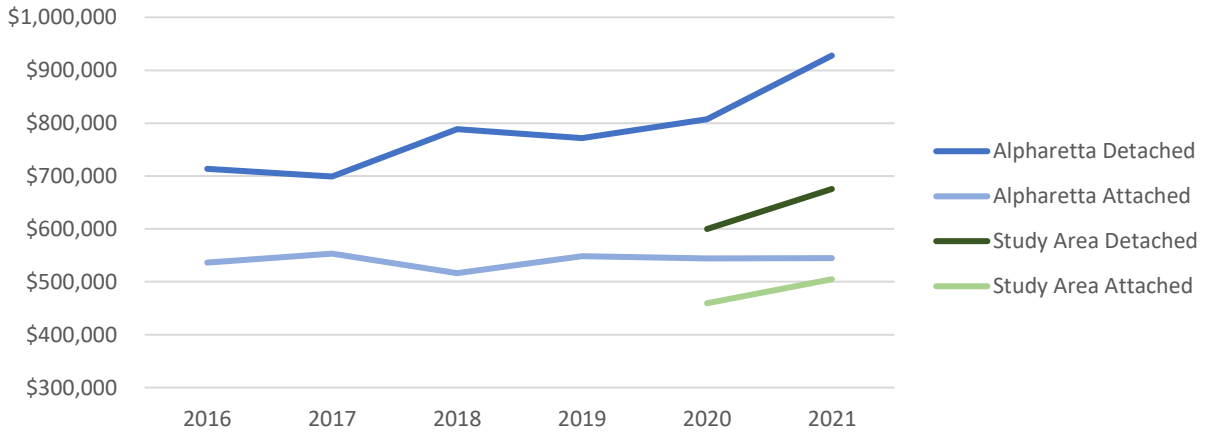
Study Area & Alpharetta New Home Sales

- **Since 2016, the City of Alpharetta has seen an increase in new construction detached home sales.**
  - The Study Area has delivered 19% and 14% of the city's new construction attached product in 2020 and 2021, respectively.
  - While single-family detached sales have dropped, the Study Area accounted for 24% of sales in 2021.
  - Average sales prices within the Study Area trail Alpharetta slightly and can mostly be attributed to smaller unit size and a slightly less appealing residential location.

Alpharetta New Home Sales by Type



Alpharetta Sales Price by Type



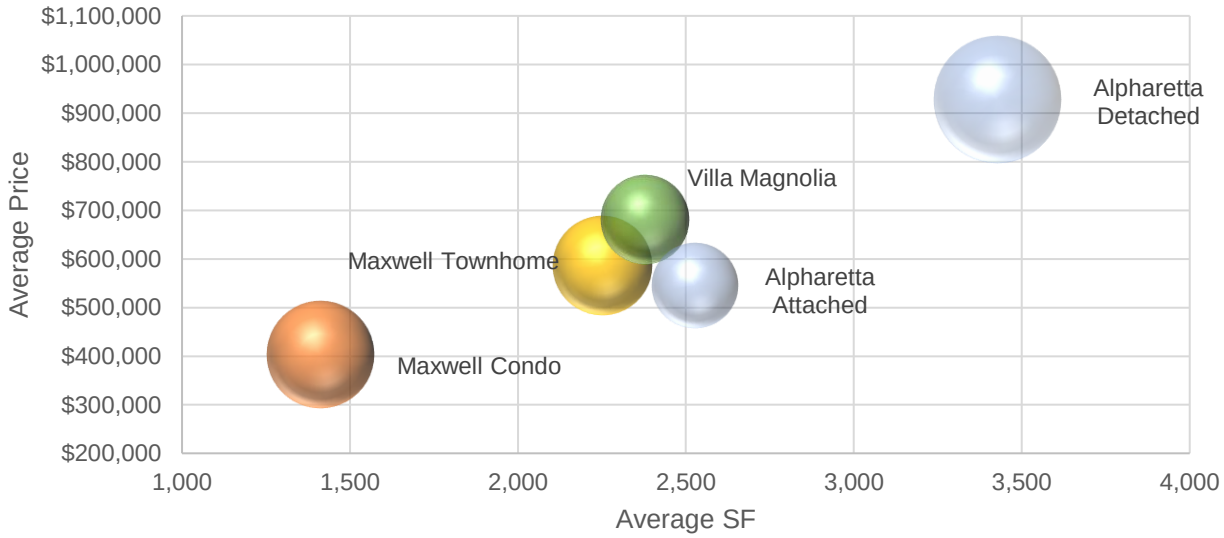
Source: KB Advisory, based on data from smartRE data

Real Estate Assessment: Residential

Study Area New Home Sales

- **Newer product within the Study Area offers smaller units at a discount to Alpharetta's higher priced product.**
  - Smaller format homes, particularly condos, provide new construction homes within the City of Alpharetta at more attainable prices.

Avg. Sales Price & Size of New Construction Homes, 2022



Subdivision	Type	Closings	Price			Avg. SF
			Min	Max	Avg.	
The Maxwell Condos	Attached	28	$362,900	$456,737	$403,701	1,412
The Maxwell Townhomes	Attached	24	$370,900	$730,594	$586,418	2,252
Villa Magnolia	Detached	19	$599,605	$800,000	$681,081	2,380

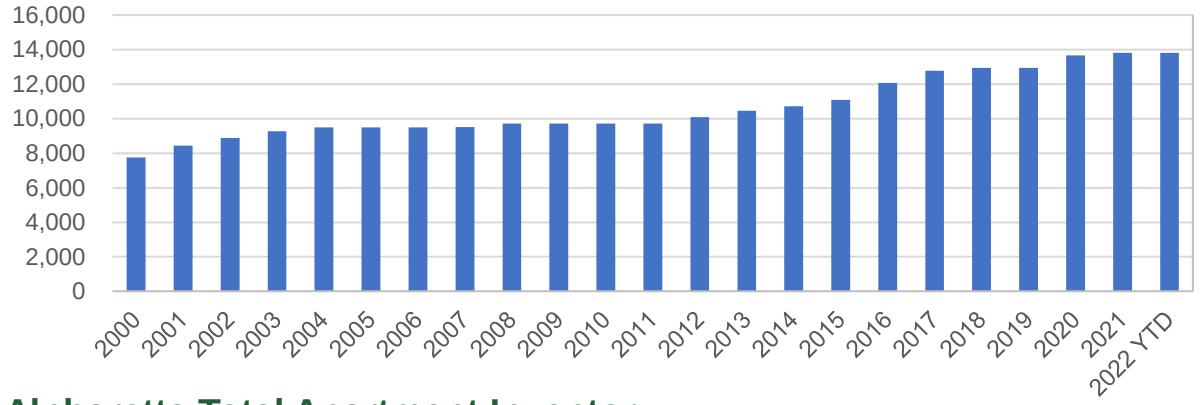
Source: KB Advisory, based on data from smartRE data

Real Estate Assessment: Residential

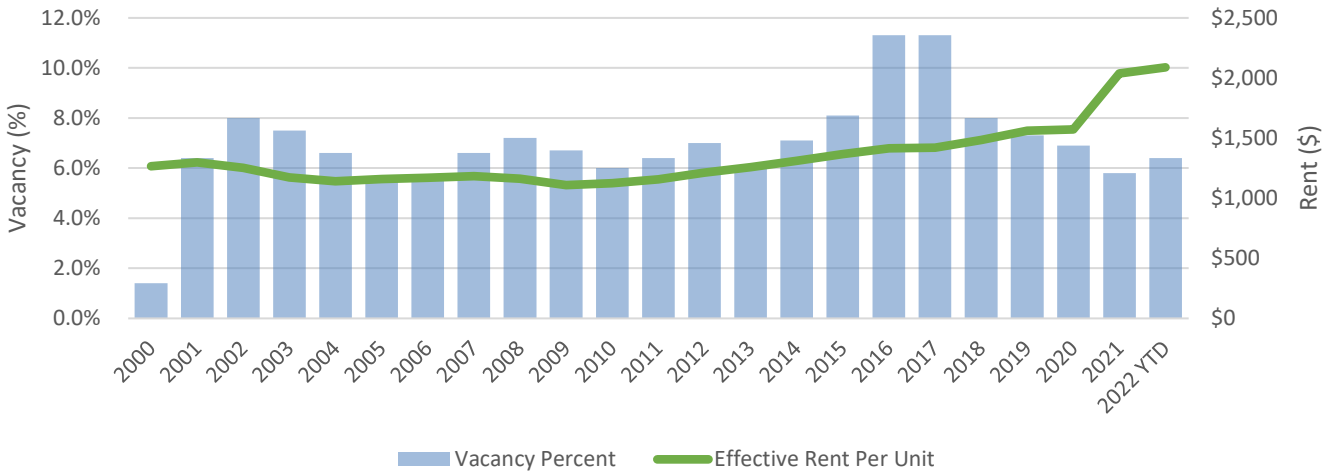
Apartment Market Pricing and Vacancy Trends

- **Multifamily rental product within Alpharetta has added 6,701 new units since 2000.**
  - With the exception of a temporary spike in vacancy due to new deliveries in 2016 to 2018, the Alpharetta multifamily rental market performs well with low vacancy and healthy rent growth.

Alpharetta Total Apartment Inventory



Alpharetta Total Apartment Inventory

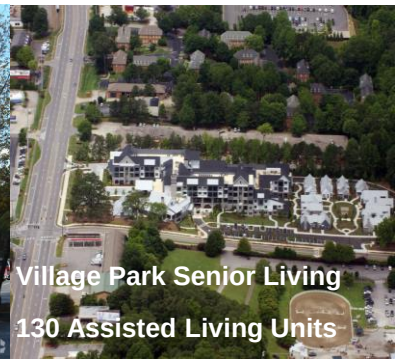


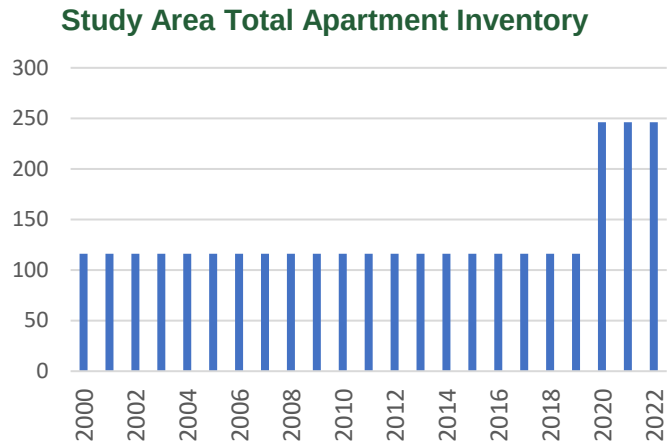
Source: KB Advisory, based on data from CoStar

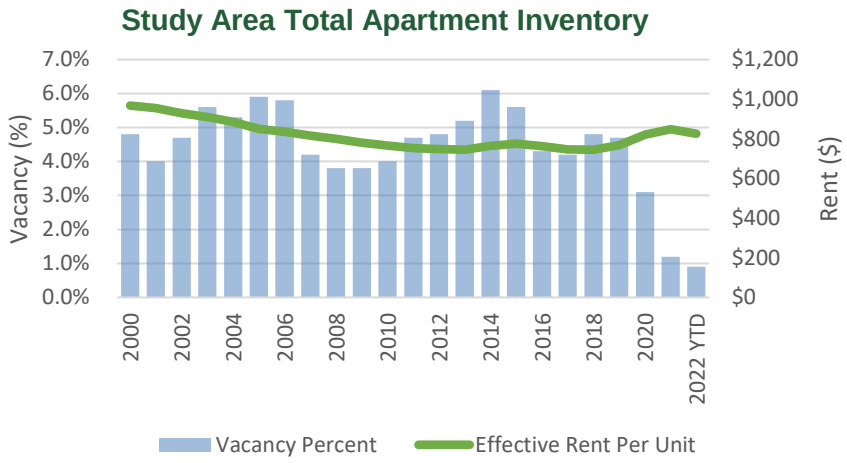
Real Estate Assessment: Residential

Study Area Apartment Inventory Overview

- **The Study Area has captured 0% of the Alpharetta multifamily market since 2000.**
  - Unlike the City of Alpharetta, dated multifamily product within the Study Area has not shared in positive rent growth.
  - Of the 246 multifamily units in the Study Area, 130 of these are in Village Park at Will, an assisted-living development built in 2020.
  - 100 of the MF units are in Dogwood Square, an affordable senior housing development built in the 1970s.
  - The remaining 16 MF units are in small Class C apartments built in 1968 (Magnolia Place).
- Apt. vacancy averaged around 5% over the past two decades.







Source: KB Advisory, based on data from CoStar

Real Estate Assessment: Commercial

The Study Area is largely dominated by retail and office space. Much of the inventory is dated, but performs well due to its good visibility along a high-trafficked corridor and geographically convenient location. The most notable commercial property was delivered in 2020. The Maxwell has been able to attract engaging retail tenants at rates competitive with newer retail in Downtown Alpharetta. The multifamily and industrial markets are severely limited within the corridor today.

Key Takeaways

Multifamily Residential

- Very limited market with no new deliveries in 5 decades.

Retail

- The character of existing retail is a mix of free-standing retail abutting the corridor and large strip centers generally achieving rents in the mid $20s.
- New retail offering within The Maxwell has performed well and demonstrated rents more competitive with surrounding local and regional retail destinations (DT Alpharetta, Avalon). The retail component anchors a residential development.
- While this is a promising sign, the ability of additional new retail in the area able to justify new construction is not yet proven.

Office

- The office market within the Study Area comprises a significant portion of existing commercial space.
- Vacancy steadily dropped over the last decade with rents more recently seeing growth (2017+).
- The office submarket is steady, but not overly competitive with nearby office cores. Much of the inventory is used as medical office.

Industrial

- Much of the area's industrial stays leased at stable rents, but this segment is not a large contributing factor within the commercial market overall.

Real Estate Assessment: Commercial

Real Estate Inventory Comparative Overview

- **The Study Area has consistently lost it's share of Alpharetta's commercial market.**
  - While Alpharetta has consistently gained a greater share of the North Fulton Commercial market, the Study area has not mirrored this increase.
  - The Study Area makes up a fairly small portion of Alpharetta's commercial space.
  - Most dramatically, the Study Area lost 2.1% of its share of Alpharetta's retail market since 2000, only recently seeing an increase with the delivery of The Maxwell retail.

	Study Area	Alpharetta	North Fulton
Multifamily			
Existing Buildings	3	68	126
Existing Units	246	13,820	25,035
Vacancy %	4.6%	6.4%	6.1%
Avg. Rent/SF	$1.14	$2.04	$1.84
Retail			
Existing Buildings	47	831	1,435
Existing SF	435,886	14,616,195	24,486,945
Vacancy %	0.7%	5.2%	7.0%
Avg. Rent/SF (NNN)	$34.93	$22.84	$19.67
Office			
Existing Buildings	75	773	1,416
Existing SF	552,349	25,741,559	33,466,443
Vacancy %	0.7%	18.6%	21.2%
Avg. Rent/SF (Gross)	$22.19	$26.18	$25.83
Industrial/Flex			
Existing Buildings	3	574	744
Existing SF	73,568	19,655,677	24,705,440
Vacancy %	0%	1.9%	2.4%
Avg. Rent/SF (NNN)	$14.00	$10.19	$11.14

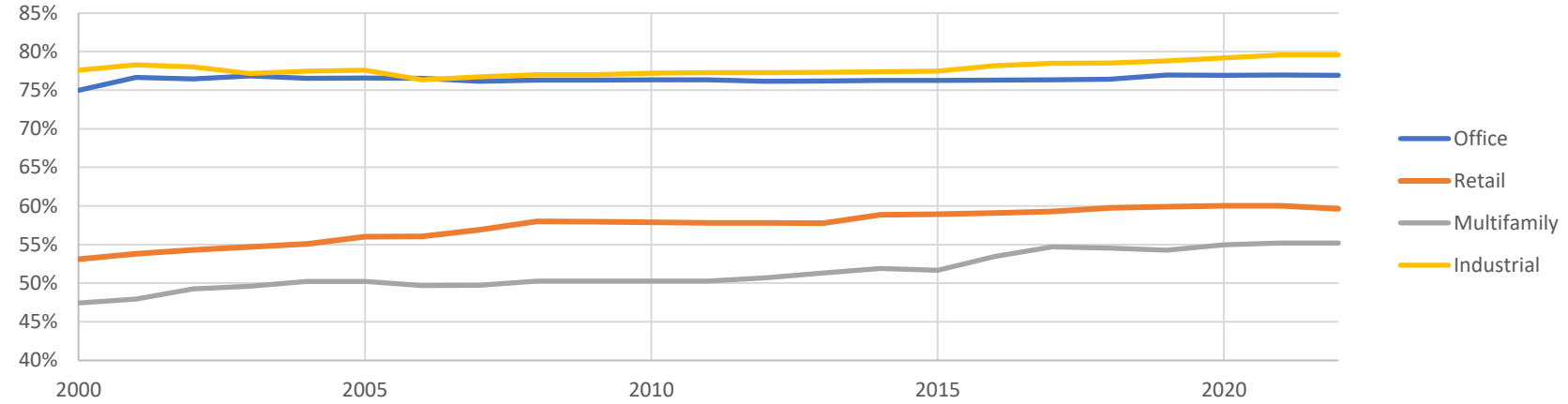
Source: KB Advisory, based on data from CoStar

Real Estate Assessment: Commercial

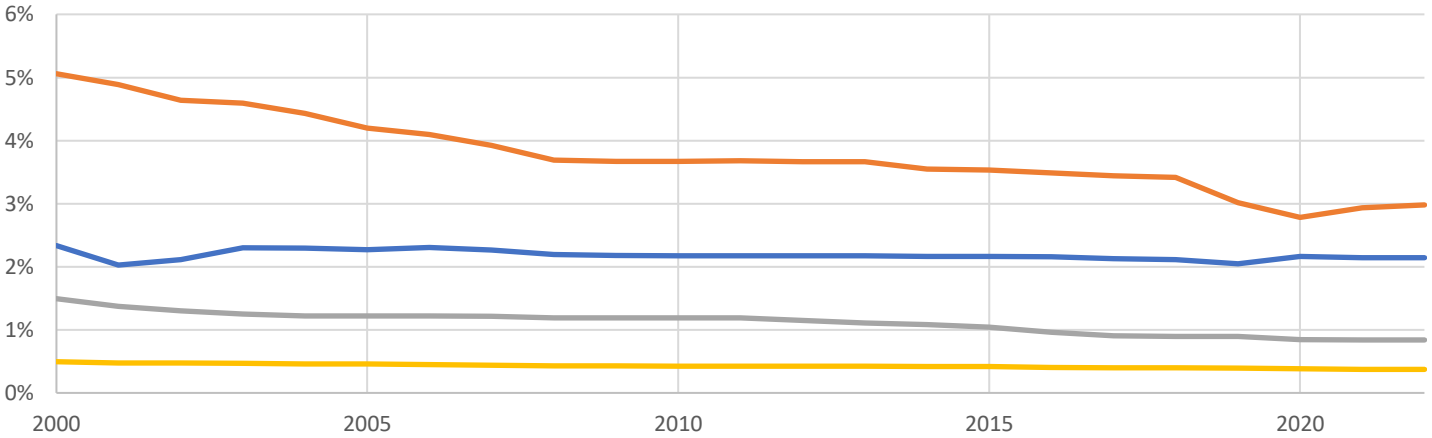
Key Findings

- **The Study Area has consistently lost it's share of Alpharetta's commercial market.**
  - While Alpharetta has consistently gained a greater share of the North Fulton Commercial market, the Study area has not mirrored this increase.
  - The Study Area makes up a fairly small portion of Alpharetta's commercial space.
  - Most dramatically, the Study Area's lost 2.1% of its share of Alpharetta's retail market since 2000, only recently seeing an increase with the delivery of The Maxwell retail.

City of Alpharetta Share of North Fulton Real Estate by Sector



Study Area Share of Alpharetta Real Estate by Sector



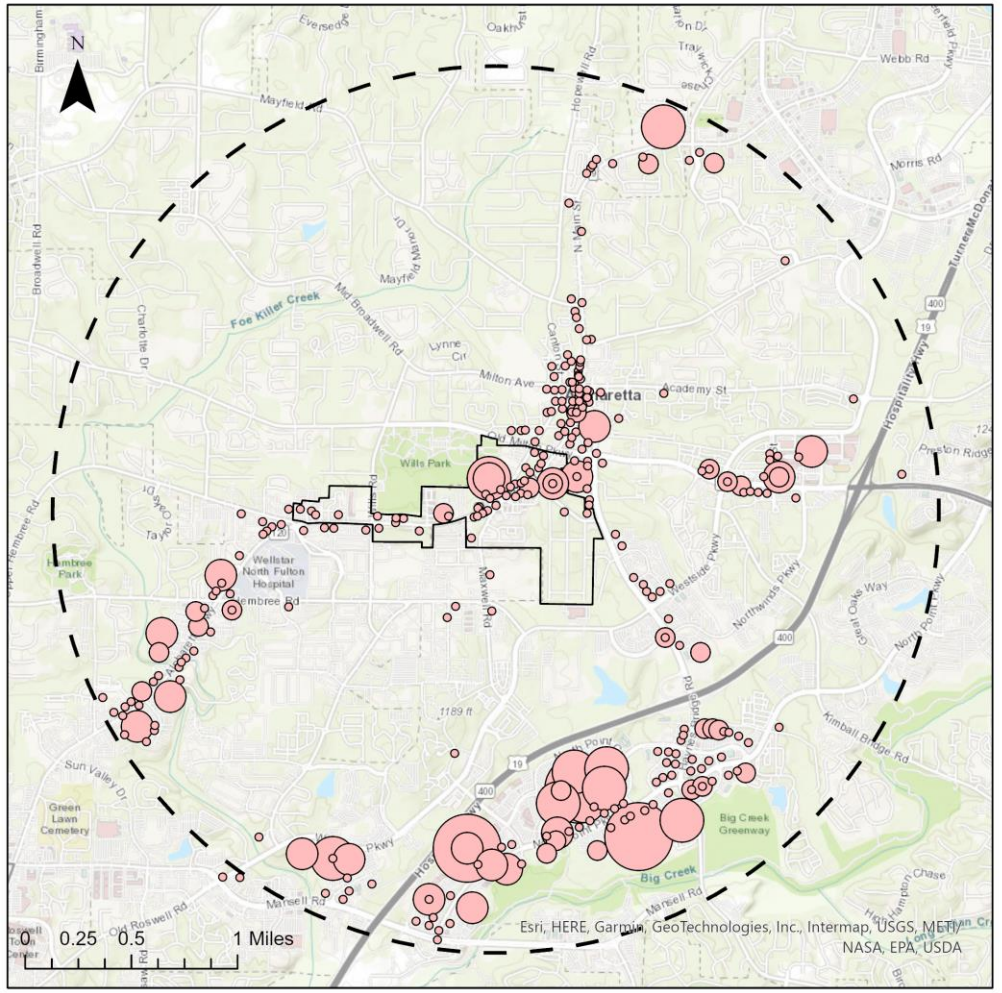
Source: KB Advisory, based on data from CoStar

Real Estate Assessment: Commercial

Retail Inventory

- **The Study Area contains 3% of Alpharetta's retail space.**
  - Excluding the area's newest retail, The Maxwell, much of the area's retail product fronts the South Main corridor and is not pedestrian friendly in nature.
  - Surrounding retail space is competitive with Downtown Alpharetta, Avalon, and North Point Mall all within 2-miles of the corridor.
  - While retail rents average higher than Alpharetta, this shift is led primarily by demonstrated rents of The Maxwell and do not reflect the area average. Excluding this property, rents average in the low $20 range.

Retail Summary	Study Area	Alpharetta
Buildings	47	831
SF	435,886SF	14,616,195
Vacancy Rate	0.7%	5.2%
Avg. NNN Rent ($/SF)	$34.93	$22.84

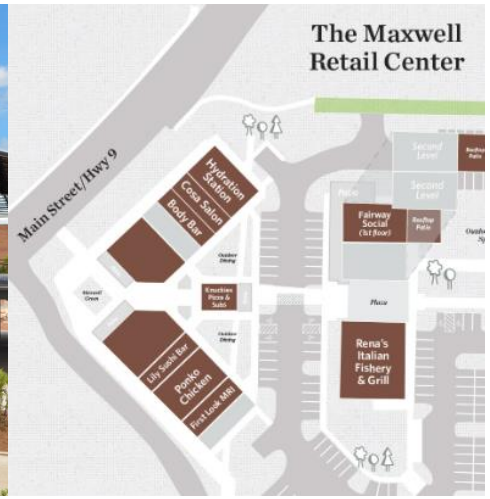


Source: KB Advisory, based on data from CoStar

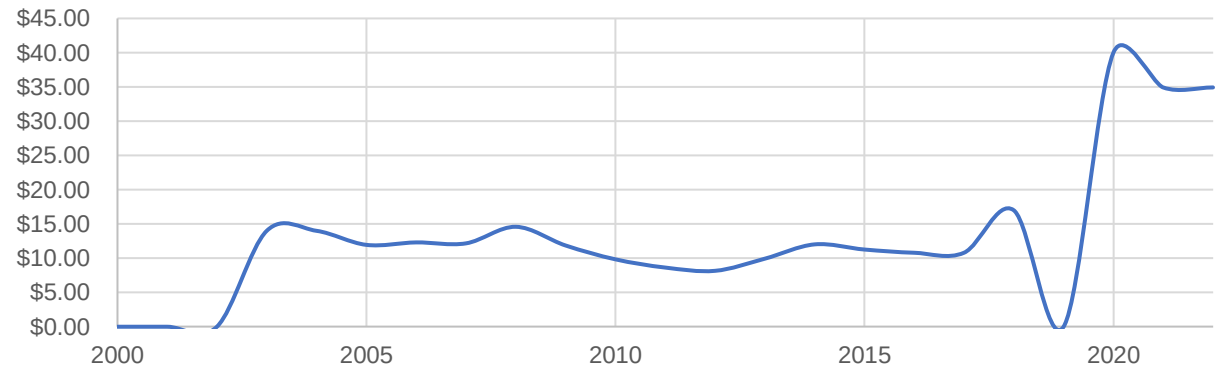
Real Estate Assessment: Commercial

Retail Performance

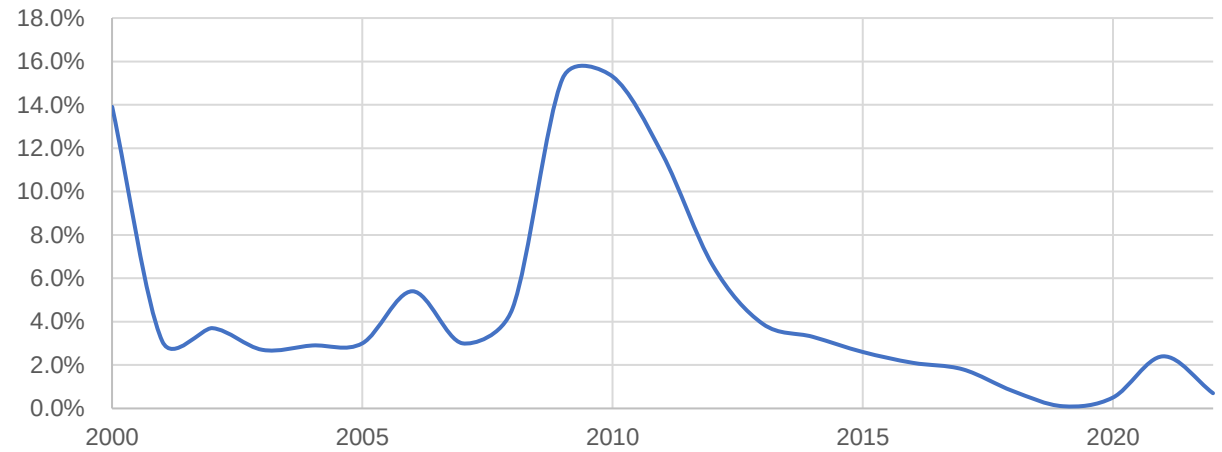
- **Retail average rents were largely stagnant prior to the delivery of The Maxwell.**
  - New, modern format retail offering within the South Main corridor provided a significant boost in demonstrated retail rents.
  - Aside from higher vacancy during the Great Recession, the retail market maintains relatively low vacancy.



Study Area Average Retail Rent per SF



Study Area Retail Vacancy Rate



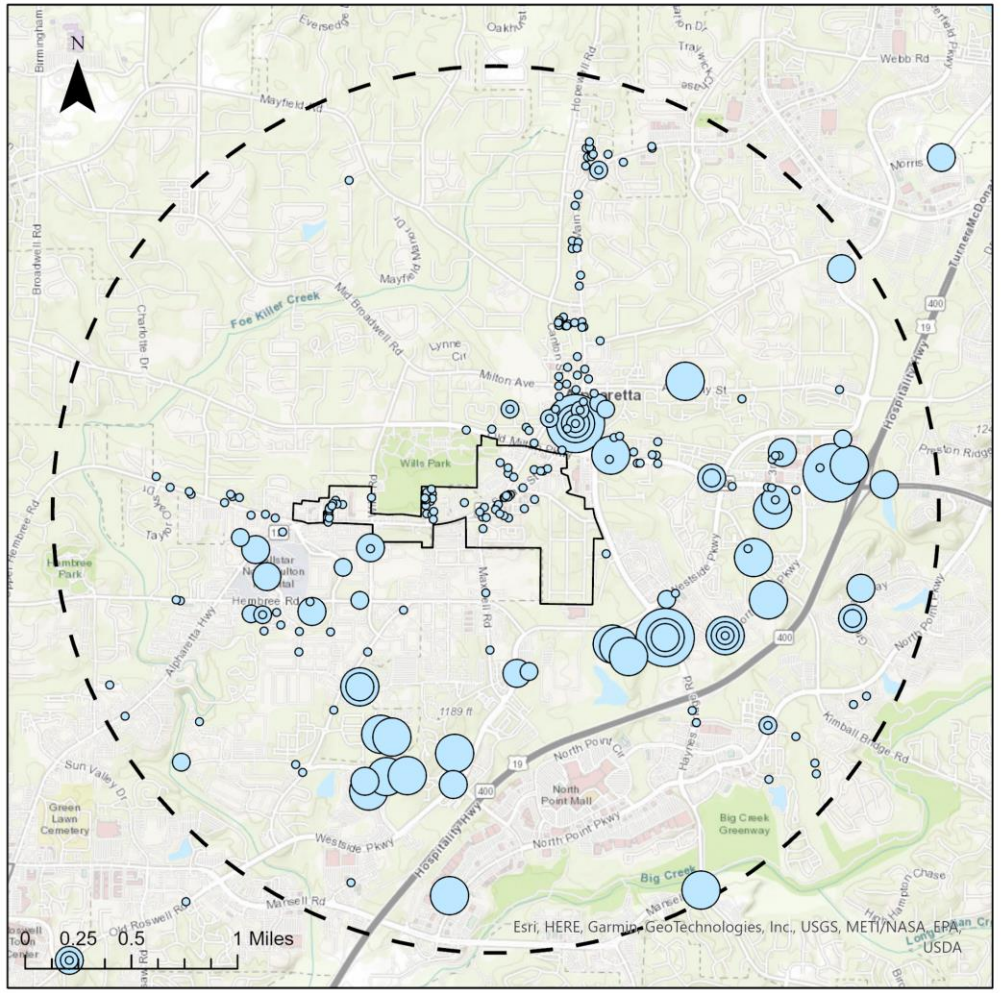
Source: KB Advisory, based on data from CoStar

Real Estate Assessment: Commercial

Office Inventory

- **The Study Area contains 2% of Alpharetta's office space.**
  - With limited new product, office rents have remained below the city average.
  - Evident in the map, larger format, contiguous office space is not currently available within the Study Area.
  - The product offering is generally dated and situated within suburban style office parks.
  - Despite a lack of newer format office space, the average vacancy rate remains very low likely due to convenient location and a less competitive submarket.

Office Summary	Study Area	Alpharetta
Buildings	75	773
SF	552,349 SF	25,741,559
Vacancy Rate	0.7%	18.6%
Avg. NNN Rent ($/SF)	$22.19	$26.18



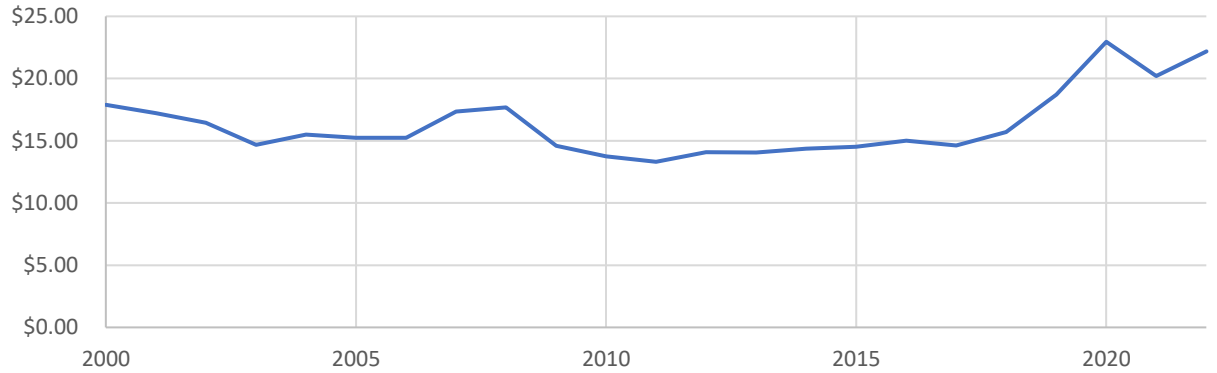
Source: KB Advisory, based on data from CoStar

Real Estate Assessment: Commercial

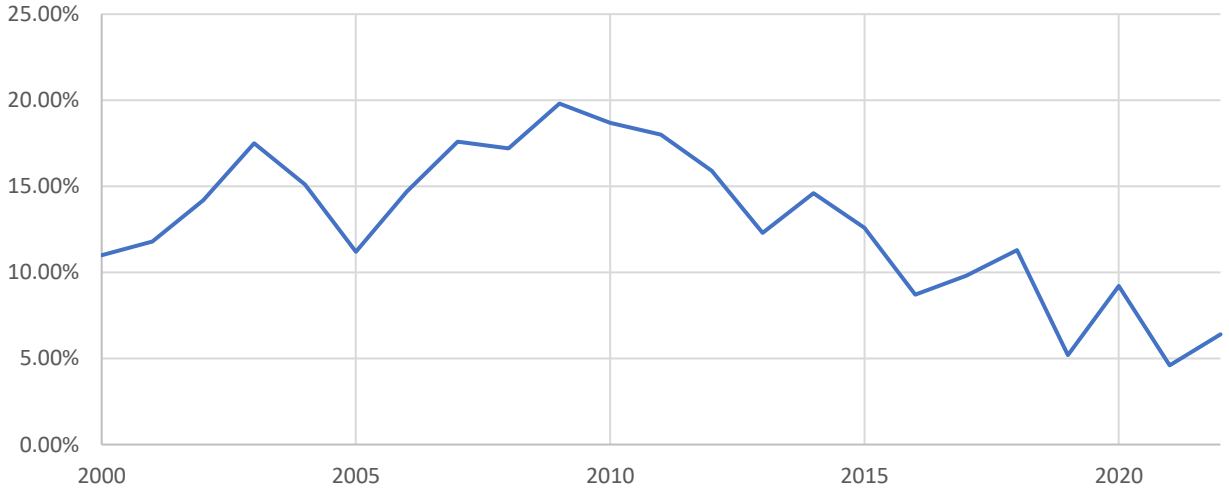
Office Performance

- **Office product average rents have remained flat until recently. Steadily declining vacancy has resulted in a modest increase in rental rates.**
  - 23,000 SF of office space has been delivered over the past two decades, representing 4% of the overall office inventory withing the Study Area.
  - Much of the existing product is dated, suburban medical office space.

Study Area Average Office Rent per SF



Study Area Retail Vacancy Rate



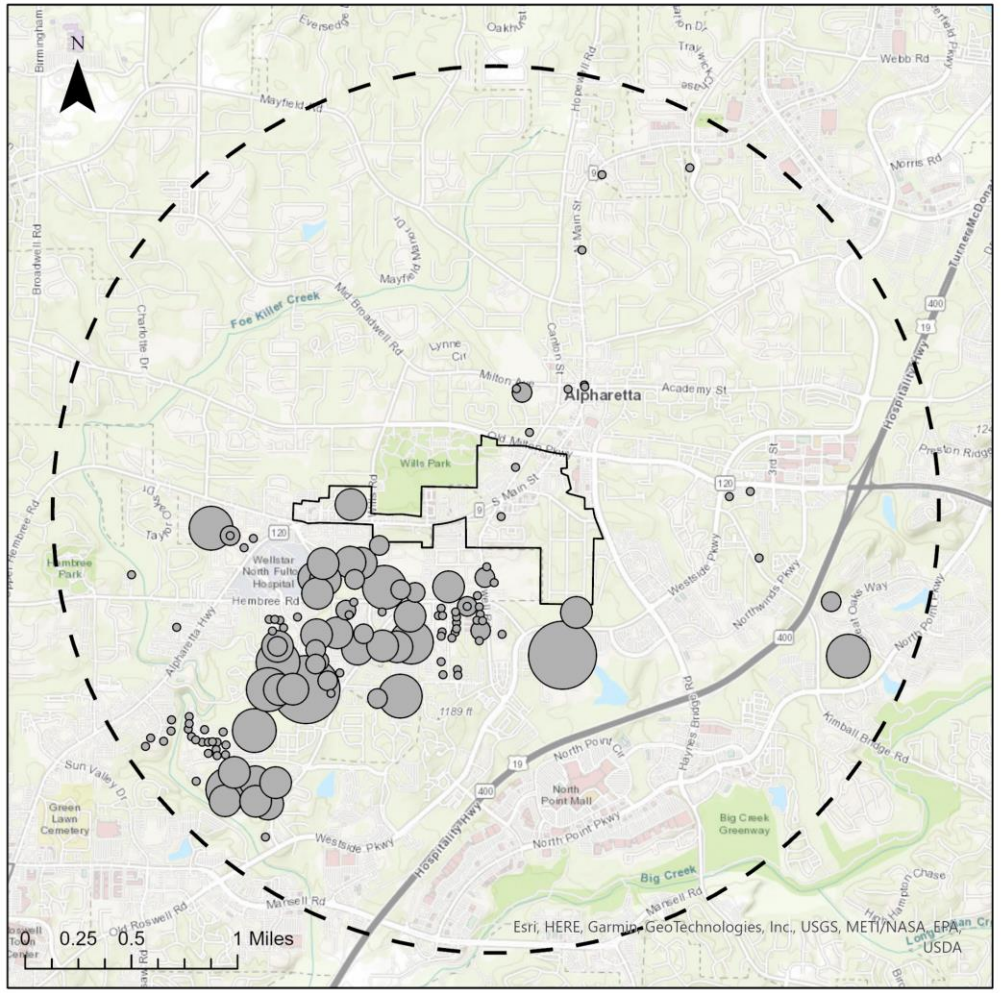
Source: KB Advisory, based on data from CoStar

Real Estate Assessment: Commercial

Industrial/Flex Inventory

- **The Study Area contains 0.4% of Alpharetta's industrial/flex space.**
  - Much of the area's industrial space is situated just off the main corridor and used as warehouse space.
  - Inventory is limited, but the submarket currently experiences no vacancy and healthy rents.

Industrial/Flex Summary	Study Area	Alpharetta
Buildings	3	574
SF	73,568	19,655,677
Vacancy Rate	0%	1.9%
Avg. NNN Rent ($/SF)	$14.00	$10.19



Source: KB Advisory, based on data from CoStar

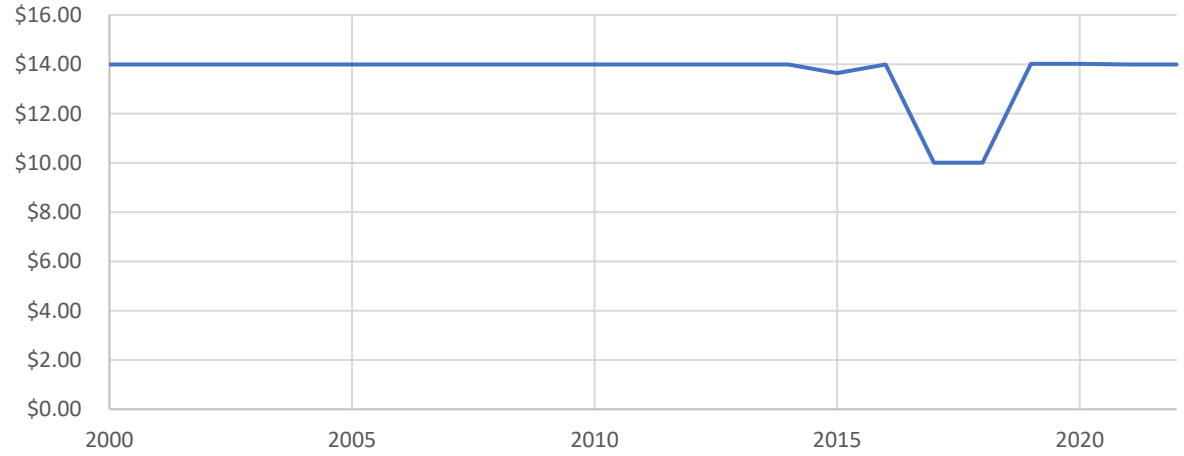
Real Estate Assessment: Commercial

Industrial/Flex Performance

- **The Industrial market within the study area is small. Data trends appear sporadic but overall, the nominal industrial market performs well.**
  - Due to a lack of industrial space within the area, vacancy trends appear wildly variable.
  - Since 2020, all industrial space within the corridor has remained leased at 100%.

Study Area Average Retail Rent per SF

Study Area Retail Vacancy Rate

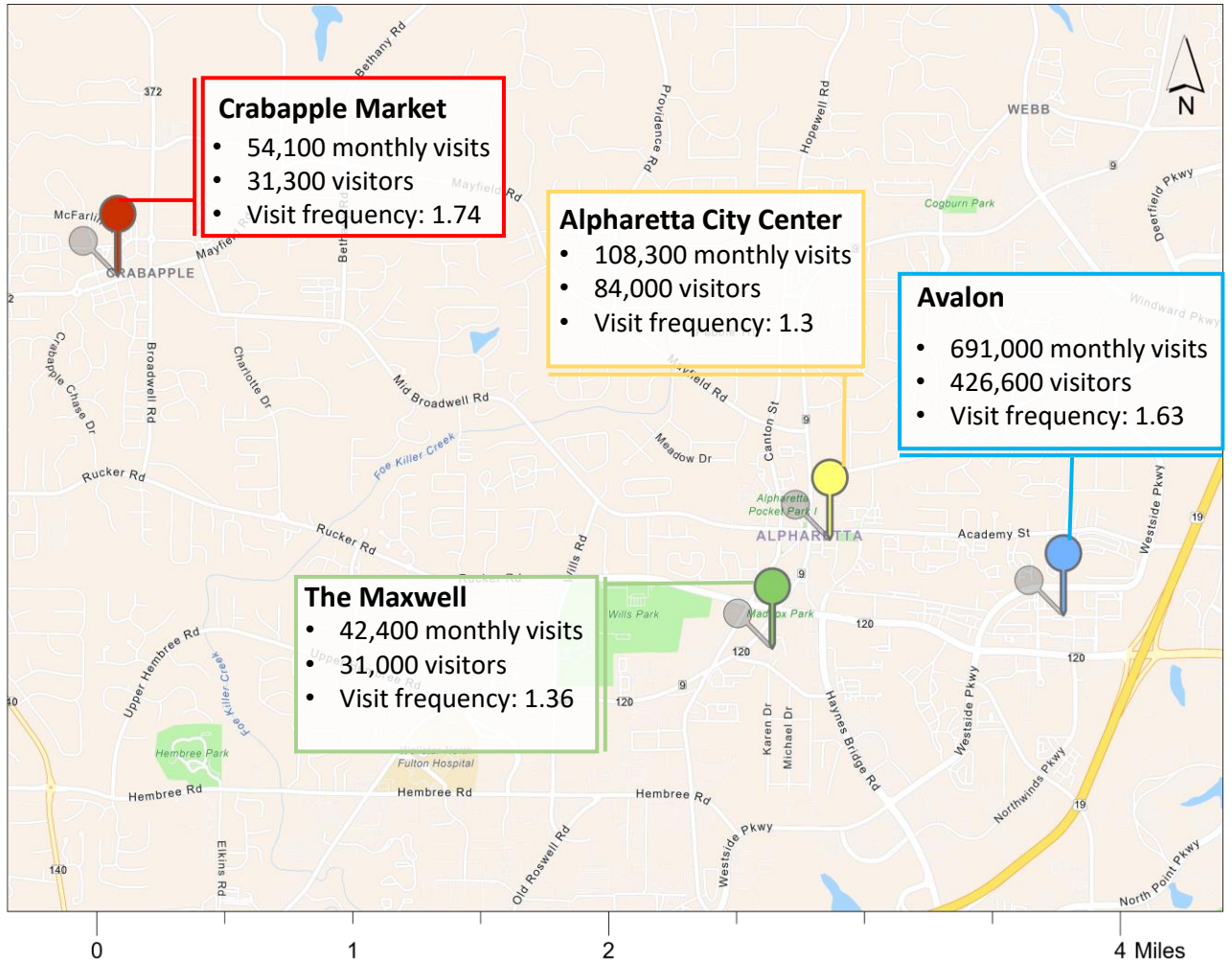


Source: KB Advisory, based on data from CoStar

Real Estate Assessment: Commercial

Comparative Retail Centers

- **The Maxwell – 9,531 SF Retail**
  - **Avg Length of Stay-101 min**
- **Crabapple – 132K SF Retail, 124K SF Office**
  - **Avg Length of Stay-83 min**
- **Alpharetta City Center – 74K SF Retail, 36K SF Office**
  - **Avg Length of Stay-97 min**
- **Avalon – 570K+ SF Retail, 750K+ SF Office**
  - **Avg Length of Stay-135 min**

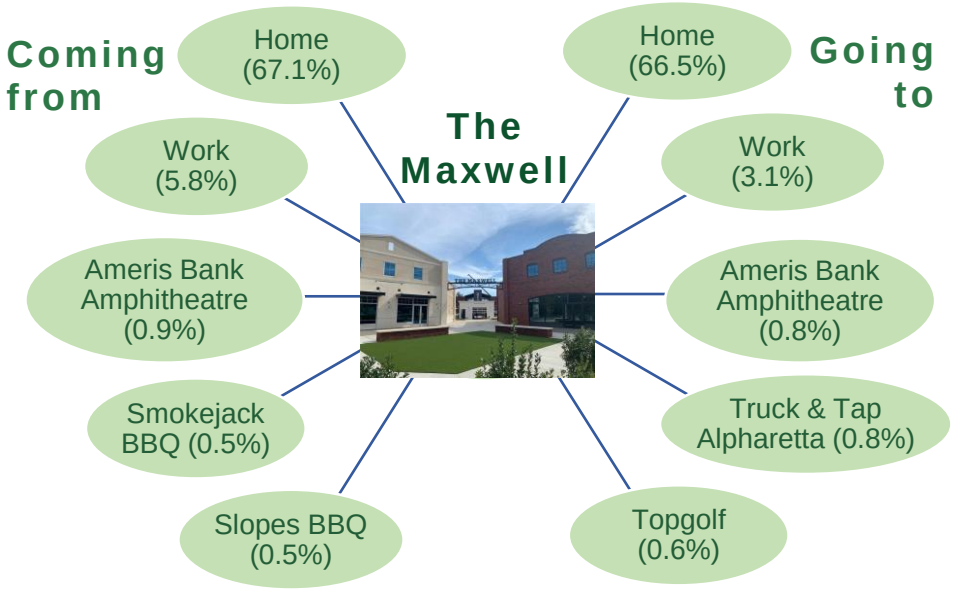


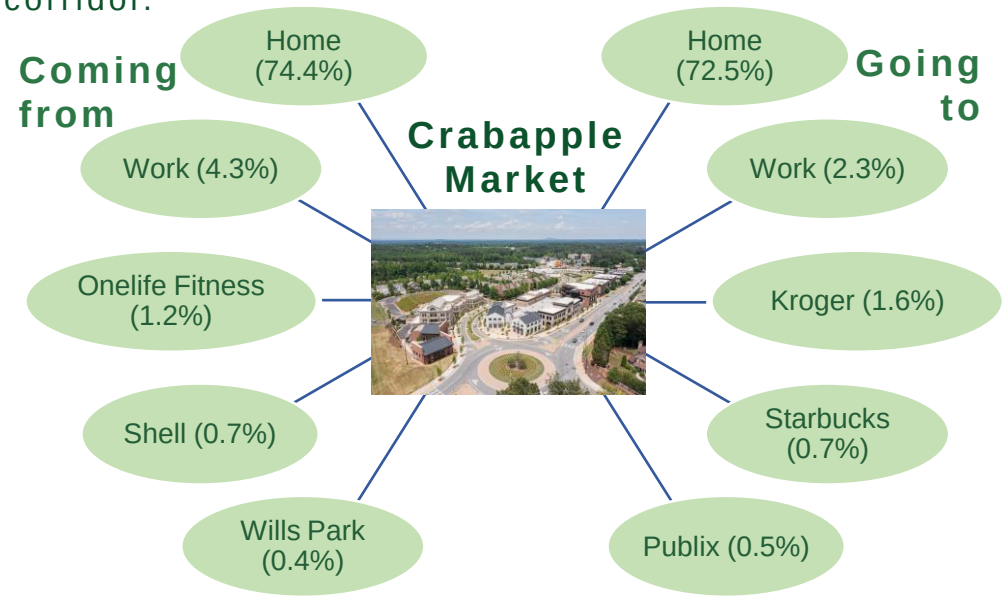
Source: KB Advisory, based on data from Placer.ai

Real Estate Assessment: Commercial

Comparative Retail Journey

- **Those visiting The Maxwell are likely coming from home, work, or other entertainment retail establishments or venues and returning to similar types of destination retail compared to nearby Crabapple Market.**
  - Retail foot traffic data supports that those visiting The Maxwell are seeking entertainment concepts(Ameris Bank Amphitheatre, Top Golf, F&B) rather than day-to-day retail (grocers, gas stations, fitness).
  - Wills Park is a common origin for consumers visiting Crabapple which suggests park-goers are also seeking retail options and the South Main area can capitalize on the synergistic relationship between the existing greenspace and support for new retail concepts along the corridor.

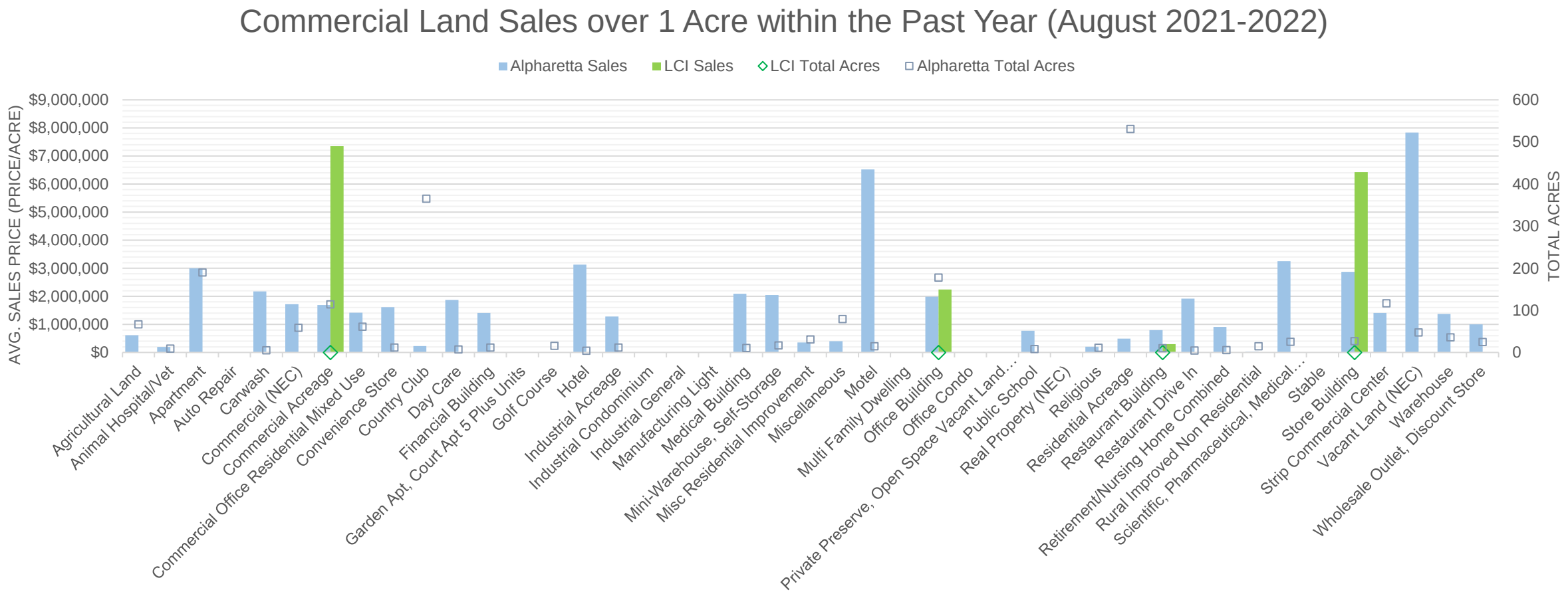




Source: KB Advisory, based on data from Placer.ai

Real Estate Assessment: Commercial

Value/Acre



Source: KB Advisory, based on data from Costar

Real Estate Demand Forecast

The South Main LCI Study Area is well-positioned for strategic investment. Located in the heart of booming North Fulton in the Atlanta Metro, the Study Area has potential to capture a larger share of market growth happening locally and regionally. The area's potential is largely driven by a base of engaged community members, quality builds, and upscale commerce. This analysis details the demand for new residential, retail, office, and industrial space as the best uses for Alpharetta's South Main LCI Study Area, based on its envisioned character and the variety of uses the Area could offer the market area.

Key Takeaways

Residential

- Recent residential growth has demonstrated demand for new housing within the corridor with the majority of deliveries being new attached product and smaller SFD homes.
- The corridor has the potential to add up to 470 total housing units over the next five years with rental housing comprising nearly half, attached for-sale product representing a third, and detached for-sale housing making up less than 20% of total residential demand.
- Demand for higher-end residential housing is strong; 66% of for-sale demand is for units over $600K and 39% of rental demand is for units over $2,500 per month.

Retail

- The South Main Study Area can support almost 11,000 SF
- New retail concepts which embrace the vision and character of the area will further bolster the area's appeal as both a residential, retail, and work destination.
- The majority of retail demand is concentrated in food & beverage.

Office

- There is demand for over 300,000 SF of office space in the next 10 years.
- Success of new, Class A office will depend on capturing larger office anchor. Establishing the corridor with a concentration in medical office, healthcare, and life sciences should be the target. Attention to these growing industries will create a niche office core, set the district apart from the North Fulton office product, and ensure competitiveness within the market.

Real Estate Demand Forecast

Demand Overview and Summary

The South Main LCI Study Area can catalyze residential and commercial growth.

- Through household and employment growth, the South Main Study Area has the potential to add between 300 and 470 residential units in the next five years and up to 200,000 square feet of commercial space over that same period.
- There is significant demand for housing types outside of the traditional detached single-family home and the ability to add to the market rate multifamily stock, last updated 20 years ago. More recently demonstrated condo and townhome demand is expected to continue within the study area. There is an opportunity to activate the South Main Corridor with a healthy mix of housing to further bolster the area's employment and retail components.
- Demand for new retail and office space combine for over 41,000 square feet of new commercial space annually – with restaurants making up a significant portion of the retail demand. Alpharetta's strong office attraction supports demand for new, Class A office space.

Residential		
	Annual Average Demand	5-Year Total Demand
Detached	13 - 14	67 - 71
Attached	23 - 30	115 - 151
Multifamily	25 - 49	127 - 243
Total Units	62 - 93	309 - 467

Commercial		
	Annual Average Demand	5-Year Total Demand
Retail Square Footage	10,790	53,950
		10-Year Demand
Office Square Footage	30,466	304,662
Total	41,256	358,612

Source: *KB Advisory Group*

Real Estate Demand Forecast

- A proprietary analytical model evaluated the potential housing demand by age and income in the LCI Study Area.
- Considering future demand in owner-occupied homes, demand will remain strong for those earning more than $150,000.
- While there is still significant demand for households earning less than $150,000, we anticipate a decrease in these income cohorts across all ages due to these households largely being priced out of the market.
- The largest growth for owner-occupied housing over the next 5 years will occur in mature households, those over 45, but younger owner demand will remain strong.

2027 Demand by Age & Income – Owner-Occupied

OWNER-OCCUPIED	Younger than 25	25 - 34	35 - 44	45 - 54	55 - 64	65+
Less than $50,000	0%	0%	3%	0%	0%	1%
$50k - $100k	0%	2%	11%	3%	2%	2%
$100k - $150k	0%	1%	10%	4%	2%	2%
$150k - $200k	0%	2%	9%	6%	4%	2%
$200k +	0%	1%	6%	17%	8%	3%

2022-2027 Change in Demand by Age & Income – Owner-Occupied

OWNER-OCCUPIED	Younger than 25	25 - 34	35 - 44	45 - 54	55 - 64	65+
Less than $50,000	0%	0%	-2%	-1%	0%	0%
$50k - $100k	0%	-1%	-3%	-1%	0%	0%
$100k - $150k	0%	-1%	-2%	0%	0%	0%
$150k - $200k	0%	0%	-1%	1%	1%	1%
$200k +	0%	0%	1%	5%	3%	1%

Source: *KB Advisory Group, SmartRE, CoStar, Caritas*

Real Estate Demand Forecast

- Over the next 5 years, rental demand is expected to grow among younger households and those younger than 25 and over 45.
- Rental demand from middle-aged households is expected to diminish as many will seek ownership positions.
- Seniors, those aged over 55, represent the cohort with the strongest rental demand. Growth in senior demand will occur in higher earning households.

2027 Change in Demand by Age & Income – Renter-Occupied

RENTER-OCCUPIED	Younger than 25	25 - 34	35 - 44	45 - 54	55 - 64	65+
Less than $50,000	2%	2%	2%	1%	2%	9%
$50k - $100k	3%	5%	3%	7%	6%	18%
$100k - $150k	1%	3%	2%	6%	4%	9%
$150k - $200k	2%	0%	0%	1%	1%	1%
$200k +	0%	0%	0%	3%	2%	2%

2022-2027 Change in Demand by Age & Income – Renter-Occupied

RENTER-OCCUPIED	Younger than 25	25 - 34	35 - 44	45 - 54	55 - 64	65+
Less than $50,000	1%	-2%	-1%	-2%	-1%	-2%
$50k - $100k	1%	-2%	-1%	0%	1%	0%
$100k - $150k	1%	-1%	0%	1%	1%	1%
$150k - $200k	1%	0%	0%	0%	0%	1%
$200k +	0%	0%	0%	1%	1%	1%

Source: *KB Advisory Group, SmartRE, CoStar, Caritas*

Real Estate Demand Forecast

Attached and Detached For-Sale Housing Demand

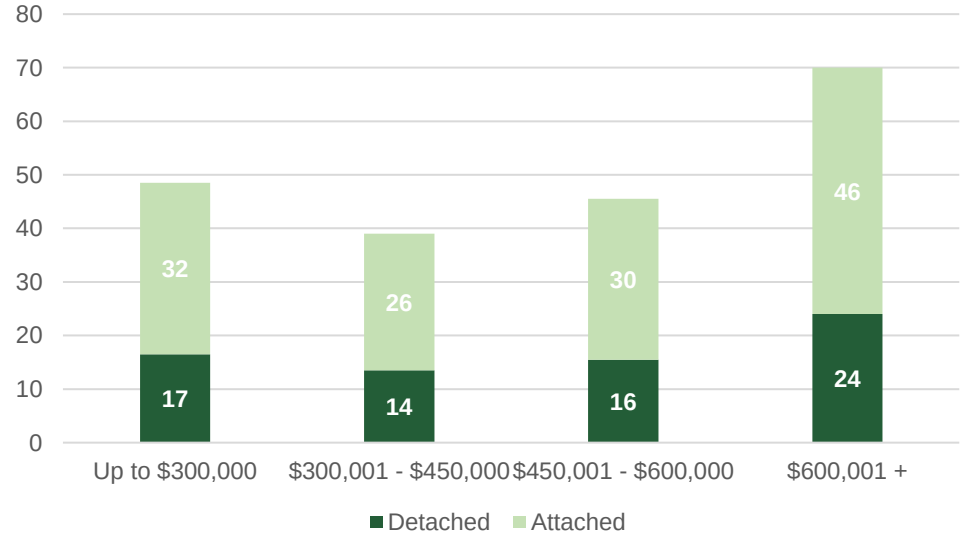
New, for-sale demand in the South Main LCI is stronger for townhome and condo product.

- Demand is distributed fairly evenly across all purchase prices, with 34% of demand for units over $600,000.
- Availability of developable, residential land and growing land prices will be inhibitive to providing housing options below $300,000.

While this analysis identifies demand for market-rate units, it acknowledges that **additional demand for housing from a segment of the population cannot afford housing at market rates.** Additional supply can help ease the upward pressure from the supply-constrained market.

2022-2027 For-Sale Demand		
Purchase Price	Detached	Attached
Up to $300,000	16-17	27-37
$300,001 - $450,000	13-14	22-29
$450,001 - $600,000	15-16	26-34
$600,001 +	23-25	40-52
Total	67-72	115-151

Avg. 5-year Demand for For-Sale Housing by Purchase Price



Source: *KB Advisory Group*

Real Estate Demand Forecast

Multifamily Demand

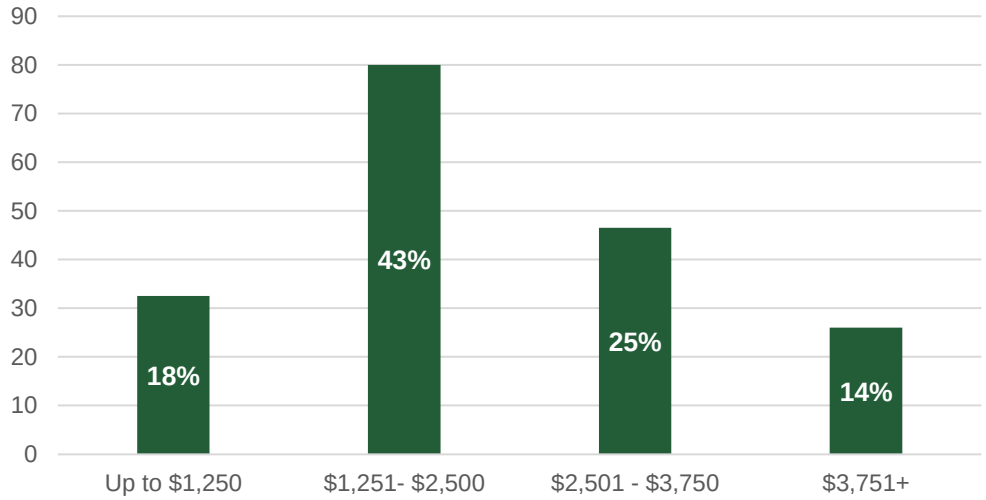
The bulk of new rental demand in the South Main Area is between $1,250 and $2,500.

- This number is well above the current average within the South Main LCI, however, current rental housing is over two decades old and represents a small share of the housing stock.
- Demand for rental product, particularly for units priced over $2,500, is reliant on well executed retail and commercial space, improved walkability, and employment growth within the South Main Corridor.

Residential growth in the next five years will impact future residential demand, gain momentum, and grow as South Main gains more units, commercial space, and amenities.

2022-2027 Market Rate Rental Demand		
Rental Prices	Number of Units	% of Units
Up to $1,250	22-43	18%
$1,251- $2,500	55-105	43%
$2,501 - $3,750	32-61	25%
$3,751+	18-34	14%
Total	127-243	100%

Avg. 5-year Demand for For-Sale Housing by Rental Rates



Source: *KB Advisory Group*

Real Estate Demand Forecast

Retail Demand

Based on expected growth in households, employment, and visitors, **The South Main corridor could support 10,000+ square feet of new or re-envisioned retail annually**, or up to 54,000 square feet of retail over five years.

South Main will support additional retail as new residential units and office space deliver because such development will generate more built-in spending power and attract more visitors by making South Main more of a destination. Pedestrian experience, reimagined access to Wills Park, and improved connectivity will be vital to the success of new retail.

Study Area Retail Demand Projections

Demand	Annual Avg.	5-Year Total
From Households	5,370	26,850
From Employment	3,700	18,500
From Visitors	1,720	8,600
Total	**10,790**	**53,950**

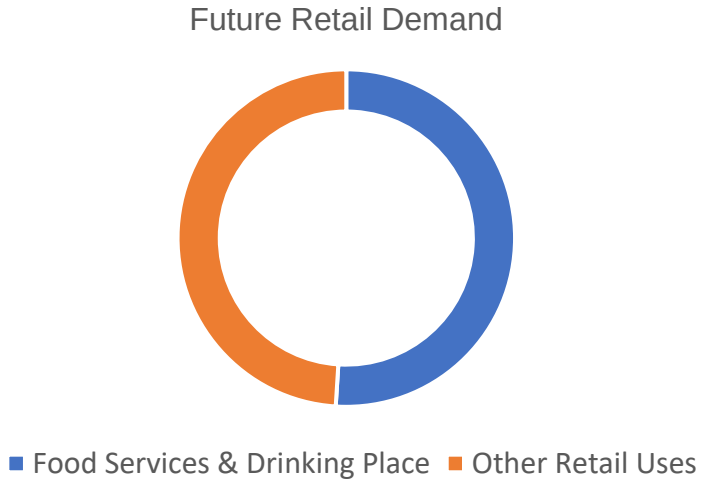
Source: *KB Advisory Group*

Real Estate Demand Forecast

Retail Demand

Additional restaurant and food options are the most likely to capture future retail demand in the South Main corridor.

- Over half of retail demand comes from eating and drinking establishments.
- Chef-centered restaurants and engaging, experience focused boutiques are suitable tenants for the study area's brick-and-mortar retail in a period when consumers buy most of their general goods through e-commerce or "big box" store.
    - Strong retail centers nearby, Alpharetta Town Center, Crabapple, and Avalon, contribute to the competitive retail market of North Fulton/Alpharetta. To compete, new retail should embrace a unified vision to capture new residents and additional daytime population from new office as they will seek curated spaces.
- The existing character of select historic free-standing retail provides an opportunity to preserve character while creating a unique destination and sense of place.



Source: *KB Advisory Group, Pictures from Serenbe.com*

Real Estate Demand Forecast

Office Demand

- The City of Alpharetta is currently home to 57,530 jobs in office using industries. This is projected to grow by 4.6% annually through 2033, adding an estimated 10,000 jobs each year. This forecast is based on past trends and future economic development expectations.
- The South Main Study Area has the potential to capture 10% of this growth given that new, Class A office product is delivered within the market. This translates to forecasted demand for over 200,000 SF.
- The area's existing medical office and adjacent WellStar North Fulton Hospital positions the market to capture a greater share of this industry. Over the next decade, there is potential demand for just over 100,000 SF of new, medical office space in a high job growth industries.
- Office users seeking new-construction Class A office space will seek an amenity rich, active environment necessary to attract and retain a high-talent workforce. **Streetscape improvements, activated retail, and connected greenspace are necessary within the South Main area to transform this area into an office node that can be competitive within the North Fulton office marketplace.**

Study Area Office Demand Projections

Sector	Current Alpharetta Jobs by Sector	Forecast Annual Growth Rate 2023-2033	Forecast New Alpharetta Office Jobs 2023-2033
Information	12,776	2.0%	409
Finance and Insurance	11,131	4.6%	1,627
Real Estate and Rental and Leasing	2,066	2.2%	81
Professional, Scientific, and Technical Services	16,449	4.7%	2,516
Management of Companies	3,210	7.6%	1,055
Administration & Support	11,898	8.3%	4,516
TOTAL	**57,530**	**4.6%**	**10,204**
		Study Area Capture Rate	**10%**
	Forecast New Study Area Office Jobs 2023-2033		**1,020**
		Square Feet (Office) per Employee	**200**
	Forecast New Study Area Office Sq. Feet 2023-2033		**204,078**
Health Care and Social Assistance	4,087	10.0%	762
		Study Area Capture Rate	**33%**
	Forecast New Study Area Med. Office Jobs 2023-2033		**251**
		Square Feet (Med. Office) per Employee	**400**
	Forecast New Study Area Med. Office Sq. Feet 2023-2033		**100,584**

Source: *KB Advisory Group, data from US Census*

Real Estate Demand Forecast

Office Demand

- As the Study Area attracts new households, retail tenants, and office users, redevelopment of existing, dated office product will become more justifiable.
- This provides an opportunity to amplify medical office uses to compliment nearby industry concentration and build upon the character of the Study Area.

- This scale of redevelopment will require a larger anchor tenant while providing smaller spaces for the existing, community servicing medical office tenants in an updated space with greater connectivity.

Source: KB Advisory Group, data from US Census, Pictures from CoStar

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TERMS and LIMITING CONDITIONS

- **Accuracy of Report:** Every reasonable effort has been made to ensure that the data developed in this assignment reflect the most accurate and timely information possible and is believed to be reliable. This consulting assignment was based on estimates, assumptions, and other information developed by KB Advisory Group ("KBA") from its independent research efforts, general industry knowledge, and consultations with the client for this assignment and its representatives. No responsibility is assumed for inaccuracies in reporting by the client, its agents or representatives, or any other data source used in preparing or presenting this study. The research and reports are based on information that is current as of the date of the report. KBA assumes no responsibility to update the information after the date of the report. The research may contain prospective financial information, estimates, or opinions that represent our view of reasonable expectations at a particular point in time, but such information, estimates, or opinions are not offered as predictions or assurances that a particular outcome will occur. Actual results achieved during the period covered by our prospective analysis may vary from those described in our research and report, and variations may be material. Therefore, nor warranty or representation is made by BKA that any of the projected values or results contained in the work product from this assignment will actually be achieved.
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STAFF REPORT

Department: City Clerk
Submitted By: Lauren Shapiro
Meeting Date: March 27, 2023

AGENDA ITEM:

Resolution: Fulton County to Conduct 2023 Municipal General Election
Consideration of adoption of a Resolution to authorize the Fulton County Board of Registration and Elections to conduct the City of Alpharetta's November 7, 2023 Municipal General Election; to authorize the City to enter into a contract with Fulton County for such purposes; and for other purposes.

STAFF RECOMMENDATION:

Adoption a Resolution to authorize the Fulton County Board of Registration and Elections to conduct the City of Alpharetta's November 7, 2023 Municipal General Election; to authorize the City to enter into a contract with Fulton County for such purposes; and for other purposes.

BUDGET & PROCUREMENT:

BUDGETED ITEM: NO
FISCAL IMPACT: NO
INCLUDED IN CURRENT FY CPTL BUDGET: NO
INCLUDED IN CURRENT FY OPRT. BUDGET: NO
TOTAL PROJECT COST:
APPROPRIATIONS:

ACCOUNT TITLE/NUMBER	DOLLAR AMOUNT

EXTERNAL FUNDING SOURCES:

ACCOUNT TITLE/NUMBER	DOLLAR AMOUNT

ITEM DESCRIPTION:

The City of Alpharetta will hold a non-partisan general election on Tuesday, November 7, 2023, to elect the Mayor and three (3) members of the City Council (Posts 4, 5, and 6) for a full, four (4) year term each. Historically, the Fulton County Board of Registration and Elections has operated as the superintendent for municipal elections.

On or about January 23, 2023, the Mayor and Council adopted Resolution Number 2168, resolving that, instead of authorizing the Fulton County Board of Registration and Elections to conduct the November 7, 2023 general election, the City would pursue the appointment of a municipal election superintendent. During the City Council Work Session on March 20, 2023, Mayor and City Council discussed whether or not Fulton County should conduct this year's election, and as such, this Resolution is being brought forward for consideration.

If approved, this Resolution would appoint the Fulton County Board of Registration and Elections as the election superintendent and the County would perform all duties related to conducting this year's elections, with the exception of qualification of the candidates. Further, this resolution prescribes that the City will adopt a future ordinance contemplating the same and also enter into a new intergovernmental agreement with Fulton County Board of Registration and Elections to facilitate the November 7, 2023 election.

ALTERNATIVES:

Do not approve the proposed resolution, which would require the City of Alpharetta to conduct the November 7, 2023 general election.

ATTACHMENTS:

1. Resolution Municipal Elections + Fulton County as Election Superintendent
2. 2023 Fulton County Elections Invoice
3. Fulton County IGA for Elections

RESOLUTION NUMBER:

A RESOLUTION BY THE MAYOR AND COUNCIL OF THE CITY OF ALPHARETTA, GEORGIA TO AUTHORIZE THE FULTON COUNTY BOARD OF REGISTRATION AND ELECTIONS TO CONDUCT THE CITY OF ALPHARETTA'S NOVEMBER 7, 2023 MUNICIPAL GENERAL ELECTION; TO AUTHORIZE THE CITY TO ENTER INTO A CONTRACT WITH FULTON COUNTY FOR SUCH PURPOSES; AND FOR OTHER PURPOSES

WHEREAS, pursuant to the Charter of the City of Alpharetta and the laws of the State of Georgia, the City of Alpharetta will hold a non-partisan general election on Tuesday, November 7, 2023, to elect the Mayor and three (3) members of the City Council (Posts 4, 5, and 6) for a full, four (4) year term each; and

WHEREAS, by resolution and intergovernmental agreement, the Fulton County Board of Registration and Elections has historically operated as the superintendent for municipal elections, pursuant to O.C.G.A. 21-2-45(c); and

WHEREAS, on or about January 23, 2023, the Mayor and Council adopted Resolution No.: 2168, resolving that, instead of authorizing the Fulton County Board of Registration and Elections to conduct the November 7, 2023 general election, the City would pursue the appointment of a municipal election superintendent pursuant to O.C.G.A. 21-2-70.1; and

WHEREAS, by this resolution, the Council now desires to authorize the Fulton County Board of Registration and Elections to conduct the November 7, 2023 general election, and will postpone the potential appointment of a municipal election superintendent to a future date; and

WHEREAS, the Fulton County Board of Registration and Elections has indicated its intention to present an intergovernmental agreement memorializing the terms of this arrangement, but the City has not yet received a finalized intergovernmental agreement for consideration and adoption.

NOW THEREFORE the Mayor and City Council of the City of Alpharetta, pursuant to their authority, do resolve as follows:

1. The Fulton County Board of Registration and Elections shall conduct the City's general election on November 7, 2023, and is hereby appointed as the election superintendent to perform all duties of the election superintendent with the exception of qualification of the candidates.

2. Pursuant to O.C.G.A. §21-2-45(c), the City of Alpharetta shall adopt, at a future meeting, an ordinance authorizing the Fulton County Board of Registration and Elections to act as the Election Superintendent.

3. The City of Alpharetta shall enter into a new intergovernmental agreement with the Fulton County Board of Registration and Elections as needed to facilitate the November 7, 2023 election.

4. To the extent this Resolution conflicts with the terms of Resolution No. 2168 this Resolution shall control.

5. The City Administrator is directed to take any additional action, to include any necessary ordinance or intergovernmental agreement amendments, deemed appropriate to fulfill the objectives of this Resolution and return same to the City Council.

SO RESOLVED this 27th day of March, 2023.

CITY OF ALPHARETTA

By: _____
Jim Gilvin, Mayor

COUNCIL MEMBERS

_____
Mayor Pro Tem Dan Merkel

_____
Council Member Donald F. Mitchell

_____
Council Member Brian Will

_____
Council Member Douglas J. DeRito

_____
Council Member John Hipes

_____

Council Member Jason Binder

(SEAL)

Attest:

_____

Lauren Shapiro, City Clerk

Approved as to form and legal sufficiency:

_____

Melissa Tracy, City Attorney

Exhibit B
INVOICE

Fulton County Department of Registration and Elections
130 Peachtree Street, SW
Suite 2186
Atlanta, Georgia 30303
Phone: (404) 612-7020
Fax:(404) 730-7024

Date: 3/24/2023
INVOICE # ALP112023

TO
City of Alpharetta
City Clerk's Office
Two South Main Street
Alpharetta, GA 30201
(678) 297-6003
Attn: Ms. Lauren Shapiro

Item no.	Description	Total
1	Advance to Conduct City of Alpharetta Municipal General Election - November 7, 2023	$379,408.77
	TOTAL DUE	**$379,408.77**
MAKE CHECK PAYABLE TO: "**FULTON COUNTY DIRECTOR OF FINANCE**" **Payment due July 18, 2023**		

INTERGOVERNMENTAL AGREEMENT FOR THE PROVISION OF ELECTION SERVICES BETWEEN FULTON COUNTY, GEORGIA and CITY OF ALPHARETTA, GEORGIA

THIS INTERGOVERNMENTAL AGREEMENT is entered into this _____ day of _____, 2023, between Fulton County, Georgia ("County"), a political subdivision of the State of Georgia, and the City of Alpharetta, Georgia ("City"), a municipal corporation lying wholly or partially within the County (each a "Party" and collectively the "Parties").

WHEREAS, the Parties to this Agreement are both governmental units; and

WHEREAS, the County and the City desire to maintain a mutually beneficial, efficient, and cooperative relationship that will promote the interests of the citizens of both jurisdictions; and

WHEREAS, the City desires to contract with the County to conduct the City's 2023 general election and potential runoff elections for the citizens of the City pursuant to the applicable laws of the State of Georgia; and

WHEREAS, the City and the County are authorized by Art. IX, Sec. III, Par. I of the Constitution of the State of Georgia to contract for any period not exceeding fifty (50) years for the provision of facilities or services which they are authorized by law to provide, including an agreement for the conduct of the City elections; and

WHEREAS, O.C.G.A. § 21-2-45(c) authorizes the governing authority of any municipality to contract with the county within which that municipality wholly or partially lies to conduct any or all elections; and

WHEREAS, pursuant to O.C.G.A. § 21-2-45(c), a municipality, via adoption of an ordinance, may authorize a county to conduct such election(s), and the City shall adopt such an ordinance; and

WHEREAS, pursuant to O.C.G.A. § 21-2-45(c), a municipality may request that the county perform all duties as superintendent of elections as specified in Title 21 of Georgia Law.

NOW THEREFORE, in consideration of the following mutual obligations, the County and City agree as follows:

ARTICLE 1 - CONDUCT OF ELECTIONS

1.1 This Agreement will govern the conduct of any and all elections which the City requests the County to conduct, including any and all runoffs which may be necessary. It is the intent of the Parties that any elections which the County has agreed to perform based on the City's request

("City Elections") shall be conducted in compliance with all applicable federal, state, and local legal requirements.

1.2 For each election that the City would like the County to perform, the City, at its sole option, shall submit to County a request for the County to conduct the City's municipal election, in the form attached hereto as Exhibit A. Requests must be made and received at the address specified in the Notice Section below no later than March 31, 2023 to allow the County sufficient advance time and notice to adequately prepare to conduct the City Election. If a request is not made and received within the prescribed time, the County shall not conduct the City's election even if the City has so requested the County conduct an election.

1.3 In the event the City requires a special election as defined by O.C.G.A. § 21-2-2(33), the City and the County shall confer as allowed by law and determine the cost the City will pay for the County's election services, and a mutually convenient date to conduct any such election.

ARTICLE 2 - TERM OF AGREEMENT

This Agreement shall commence on the date that it is executed by the Chairman or on behalf of the governing authority of Fulton County, Georgia and will terminate on December 31, 2023, unless otherwise terminated as set forth herein.

ARTICLE 3 - DUTIES AND RESPONSIBILITIES

Pursuant to this Agreement, and contingent upon the City's timely request and agreement by the County to conduct a City election, each Party shall provide the following enumerated services for the election to be held November 7, 2023, and any associated runoff elections which may occur:

3.1 The County, through the Department of Registration and Elections ("DRE") or their designee(s), shall be responsible for:

a) Designating early and advance voting sites and hours;

b) Placing the City's candidate(s) on the electronic and printed ballots for City Elections after qualifying;

c) Placing the City's referendum question(s) on the ballot for a City Election after timely written notice from the City is received by the County (which such notice shall include all necessary details and information);

d) Hiring, training, supervising, and paying poll officers and absentee ballot clerks;

e) Preparing and submitting to the City Clerk, as required by O.C.G.A. § 21-2-224(e), a list of electors;

f) Performing duties of elections Superintendent and absentee ballot clerk for the November 7, 2023 City Election;

g) Performing logic and accuracy testing as required by Sections 183-1-12-.08 of the Official Compilation of Rules and Regulations of the State of Georgia;

h) Providing staff, equipment and supplies for conducting the November 7, 2023 City general election at City polling places on City Election days and for conducting recounts as may be required;

i) Certifying City Election returns as required by O.C.G.A. § 21-2-493, and submitting certified City Election returns to the Georgia Secretary of State and City Clerk or as otherwise directed; and

j) Upon a change in City precincts or voter districts, notifying City residents of any change in voting districts and/or municipal precincts.

3.2 The City shall be responsible for:

a) Recommending, with the understanding that the County shall make the final determination of, early voting sites and hours of operation to the County in conformance with current election laws and regulations;

b) Adopting Election ordinances pursuant to O.C.G.A. § 21-2-45(c);

c) Preparing qualifying materials for potential candidates and performing qualifying of candidates, including any write-in candidates, for City Elections as required by state law, specifically O.C.G.A. § 21-2-130 *et seq.*;

d) Fixing and publishing the qualifying fee as required by O.C.G.A. § 21-2-131;

e) Collecting and retaining the qualifying fee as required by O.C.G.A. § 21-2-131, as it may be amended;

f) Performing filing officer duties as required by the Georgia Government Transparency and Campaign Finance Commission for any and all state reports filed by the candidates or committees in conjunction with City Elections to ensure compliance with Title 21, Chapter 5 of the Official Code of Georgia;

g) Verifying the City's voter list and street maintenance files by June 21, 2023.

h) Providing the County with an electronic copy of referendums that must be placed on a ballot;

i) Reviewing ballot proofs and notifying County of corrections or approval within twenty-four (24) hours of receiving proofs for candidate listings; and

j) Otherwise cooperating with the County in the performance of this Agreement and providing the County such documentation and information as it may reasonably request to facilitate the performance of its duties under this Agreement.

ARTICLE 4 - COMPENSATION AND CONSIDERATION

4.1 To conduct the general elections and associated run-off elections for all fifteen (15) municipalities within the County's geographical territory, the County estimates that the total cost to the County will be $5,720,000.00 to conduct general municipal elections and $2,451,900.00 to conduct any associated runoff elections.

4.2 In consideration for the County's election services, the City shall pay an estimated pro-rata share of the total election cost based on the City's number of registered voters. Payments must be received by the County at least four (4) months prior to the date of the City's scheduled general election and two (2) weeks prior to any associated run-off election.

4.3 The City's estimated pro-rata share of the total election cost presently is **$379,408.77**. This amount is subject to recalculation if the County does not provide all cities within the County's jurisdictional limits with election assistance in 2023. The County will notify the City of any change in the City's estimated pro-rata share no later than September 1, 2023.

4.4 If the estimated pro-rata share payment results in the City making payments in excess of the actual cost of performing the City's requested election services, such excess payments shall be refunded to the City.

4.5 If the actual cost to the County to conduct the City's general election or associated runoff elections exceeds the estimated pro-rata share advance payment made by the City, the City shall pay such excess amount to the County within thirty (30) days of the County's request for payment of the excess amount. Failure on the part of the City to remit payment timely is a material breach of this Agreement.

4.6 Notwithstanding anything else in this Agreement to the contrary, in compliance with O.C.G.A. § 21-2-45(c), the City understands and agrees that it shall be responsible for paying all costs incurred by the County in performing election services which the City has requested from the County.

ARTICLE 5 - LEGAL RESPONSIBILITIES

5.1 The City shall be solely responsible for any liability resulting from any claims or litigation arising from or pertaining to any City Election, except claims or litigation regarding the acts of agents or employees of the County, the County Board of Registration and Elections, and the County Election Superintendent in connection with any City Election held pursuant to this Agreement. The City agrees to reimburse the County for all costs, including, but not limited to,

court costs and attorney fees for the County Attorney or outside counsel, incurred by the County as a result of any such claim or litigation. The City shall make payment of such reimbursements to the County within thirty (30) days of receipt of any invoice for reimbursement from the County.

5.2 In the event that a City Election is contested, the City shall be solely responsible for any liability resulting from any claims or litigation arising from or pertaining to any contested City Election, except claims or litigation regarding the acts of agents or employees of the County, the County Board of Registrations and Elections, and the County Election Superintendent in connection with any City Election held pursuant to this Agreement. The City agrees to reimburse the County for all costs incurred in responding to the election challenge, including, but not limited to, attorney's fees for the County Attorney or outside counsel and all expenses associated with the election challenge and any appeals thereafter. The City shall make payment of such reimbursements to the County within thirty (30) days of receipt of any invoice for reimbursement from the County. If a second election is required, such election will constitute a City Election under this Agreement and shall be conducted in accordance with the terms of this Agreement.

5.3 To the extent allowed by law, the City agrees to defend and hold harmless the County with respect to any claim, demand, action, damages, judgment, cost and/or expenses (including, without limitation, reasonable attorney's fees and legal expenses) to which the County may be subjected as a consequence of or as a result of any error, omission, tort, intentional tort, willful misconduct, or any other negligence on the part of the City and/or its employees.

5.4 To the extent allowed by law, the County agrees to defend and hold harmless the City with respect to any claim, demand, action, damages, judgment, cost and/or expenses (including, without limitation, reasonable attorney's fees and legal expenses) to which the City may be subjected as a consequence of or as a result of willful misconduct on the part of the County and/or its employees.

5.5 It is the intent of the Parties for them, along with their officials, officers, employees and agents to be covered under the auspices of any applicable immunity granted by law, including sovereign immunity and official or qualified immunities.

5.6 Should it be necessary to comply with legal requirements that any of the County's personnel shall be sworn in as a temporary officer or employee of the City, such formality shall be observed without limitation.

ARTICLE 6 - EMPLOYMENT STATUS

6.1 All County personnel assigned under this Agreement are and will continue to be employees of the County for all purposes, including, but not limited to: duties and responsibilities, employee benefits, grievance, payroll, pension, promotion, annual or sick leave, standards of performance, training, workers compensation and disciplinary functions.

6.2 All County personnel assigned under this Agreement are and will continue to be part of the DRE and under the supervision of the Fulton County Director of the DRE.

6.3 All City personnel assigned under this Agreement are and will continue to be employees of the City.

ARTICLE 7 - RECORDKEEPING AND REPORTING

7.1 The DRE is the central repository for all DRE records and makes available public records as defined and required by the Georgia Open Records Act, O.C.G.A. § 50-18-70, *et seq.*, O.C.G.A. § 21-2-51 and O.C.G.A. § 21-2-72, now and as they may be amended hereafter. During the term of this Agreement, the County will continue to comply with the applicable provisions of the Georgia Open Records Act and the Georgia Election Code.

7.2 Except as limited by any provision of state or federal law, the City may request, review and access data and County records at a mutually agreed upon time to ensure compliance with this Agreement.

ARTICLE 8 - E-VERIFY AND TITLE VI

Each Party agrees that it will comply with all E-Verify and Title VI requirements and execute any documents reasonably required related to such compliance. Further, each Party agrees that any contracts let for work completed pursuant to this Agreement shall contain all required E-Verify and Title VI requirements under applicable law.

ARTICLE 9 - AUTHORIZATION

Each of the individuals executing this Agreement on behalf of his or her respective Party agrees and represents to the other Party that he or she is authorized to do so and further agrees and represents that this Agreement has been duly passed upon by the required governmental agency or council in accordance with all applicable laws and spread upon the minutes thereof. The Parties hereto agree that this Agreement is an intergovernmental contract and is entered into pursuant to Article IX, Section III, Paragraph I of the Constitution of the State of Georgia 1983.

ARTICLE 10 - TERMINATION AND REMEDIES

Either Party may unilaterally terminate this Agreement, in whole or in part, for any reason whatsoever or no reason at all, by notice in writing to the other Party delivered at least thirty (30) days prior to the effective date of the termination. Upon termination, the City shall be responsible for any and all costs the County has incurred, for preparation and/or performance of the City Election, up to receipt of notice to terminate this Agreement. Without terminating this Agreement, the County may suspend, delay, or interrupt all or any part of its responsibilities under this Agreement for the period of time that the County determines appropriate for its convenience.

ARTICLE 11 - NOTICES

All required notices shall be given by certified first class U.S. Mail, return receipt requested, or statutory overnight delivery. The Parties further agree to provide to each other non-

binding duplicate electronic mail notice. Future changes in address shall be effective upon written notice being given by the City to the County Elections Superintendent or by the County to the City Clerk. Notices shall be addressed to the Parties at the following addresses:

If to the County:
Fulton County Board of Registration and Elections
Attn: Director
130 Peachtree St SW, Suite 2186
Atlanta, Georgia 30303

With a copy to:
Fulton County Office of the County Attorney
Attn: County Attorney
141 Pryor Street SW, Suite 4038
Atlanta, Georgia 30303

If to the City:
City Clerk
Lauren Shapiro
2 Park Plaza
Alpharetta, Georgia 30009

With a copy to:
City Attorney

ARTICLE 12 - NON-ASSIGNABILITY

Neither Party shall assign any of the obligations or benefits of this Agreement.

ARTICLE 13 - ENTIRE AGREEMENT

The Parties acknowledge, one to the other, that the terms of this Agreement constitute the entire understanding and Agreement of the Parties regarding the subject matter of the Agreement. This Agreement constitutes the entire understanding and agreement between the Parties concerning the subject matter of this Agreement and supersedes all prior oral or written agreements or understandings. No representation oral or written not incorporated in this Agreement shall be binding upon the City or the County. All Parties must sign any subsequent changes in the Agreement.

ARTICLE 14 - SEVERABILITY, VENUE AND ENFORCEABILITY

If a court of competent jurisdiction renders any provision of this Agreement (or portion of a provision) to be invalid or otherwise unenforceable, that provision or portion of the provision will be severed, and the remainder of this Agreement will continue in full force and effect as if the invalid provision or portion of the provision were not part of this Agreement. No action taken pursuant to this Agreement should be deemed to constitute a waiver of compliance with any representation, warranty, covenant or agreement contained in this Agreement and will not operate or be construed as a waiver of any subsequent breach, whether of a similar or dissimilar nature. This Agreement is governed by the laws of the state of Georgia without regard to conflicts of law principles thereof. Should any Party institute suit concerning this Agreement, venue shall be in the Superior Court of Fulton County, Georgia. Should any provision of this Agreement require judicial interpretation, it is agreed that the court interpreting or construing the same shall not apply a presumption that the terms hereof shall be more strictly construed against one Party by reason of the rule of construction that a document is to be construed more strictly against the Party who itself or through its agent prepared the same, it being agreed that the agents of all Parties have participated in the preparation hereof.

ARTICLE 15 - BINDING EFFECT

This Agreement is intended for the benefit of the Parties hereto and is not for the benefit of, nor may any provision hereof be enforced by, any other person.

ARTICLE 16 - COUNTERPARTS

This Agreement may be executed in several counterparts, each of which shall be an original, and all of which shall constitute but one and the same instrument. Electronic signatures shall have the same weight and effect of wet signatures.

IN WITNESS WHEREOF, the City and County have executed this Agreement through their duly authorized officers on the day and year first above written.

FULTON COUNTY, GEORGIA

_____
Robert L. Pitts, Chairman
Fulton County Board of Commissioners

_____
DATE:

Attest: _____
Tonya R. Grier, Clerk to Commission

APPROVED AS TO FORM:

_____
Y. Soo Jo, County Attorney

APPROVED AS TO SUBSTANCE:

_____
Nadine Williams, Director
Fulton County Department of Registration and Elections

[Signatures Continued on Following Page]

CITY OF ALPHARETTA, GEORGIA

_____ (SEAL)

Mayor

APPROVED AS TO FORM: **APPROVED AS TO SUBSTANCE:**

_____ _____

City Attorney City Clerk

EXHIBIT A

As per the Agreement executed on _____, the City of Alpharetta, hereby requests that Fulton County conduct its General and potential Runoff Elections beginning on November 7, 2023 within the boundary of Fulton County.

The last day to register to vote in this election is October 10, 2023.

The list of early voting locations will be forthcoming.

This _____ day of _____, 2023.

_____ (SEAL)
City Clerk

Fulton County, Georgia agrees to conduct the City of Alpharetta's General and potential Runoff Elections beginning on November 7, 2023, within the boundary of Fulton County.

This _____ day of _____, 2023.

_____ (SEAL)
Robert L. Pitts, Chairman
Fulton County Board of Commissioners

STAFF REPORT

Department: Community & Economic Development
Submitted By: Kathi Cook
Meeting Date: March 27, 2023

AGENDA ITEM:

Resolution: Adoption of the Alpha Loop Downtown Link
Consideration of adoption of a Resolution to adopt the Alpha Loop Downtown Link as a framework to connect Downtown to the Larger Alpha Loop.

STAFF RECOMMENDATION:

Adopt the Alpha Loop Downtown Link as a framework to connect Downtown to the Larger Alpha Loop

BUDGET & PROCUREMENT:

BUDGETED ITEM: NO
FISCAL IMPACT: NO
INCLUDED IN CURRENT FY CPTL BUDGET: NO
INCLUDED IN CURRENT FY OPRT. BUDGET: NO
TOTAL PROJECT COST:
APPROPRIATIONS:

ACCOUNT TITLE/NUMBER	DOLLAR AMOUNT

EXTERNAL FUNDING SOURCES:

ACCOUNT TITLE/NUMBER	DOLLAR AMOUNT

ITEM DESCRIPTION:

Alpharetta has continued to experience high quality growth since the Alpha Loop was originally planned. Development continues to boom, with residences and mixed-use lifestyle centers in various stages of development emerging throughout the downtown district. Establishing a clear and comprehensive vision for the Downtown portion of the trail is critical to maximizing the public benefit of these private investments and ensuring a cohesive and connected Alpha Loop system for commuters and recreational users alike.

The design team identified two key goals for the study: (1) Realizing opportunities for enhancing safety and placemaking; and, (2) establishing a cohesive transportation network. The framework plan being presented for adoption provides unique experience within the public realm, optimizing connections to open space and Downtown attractions, while recognizing the opportunities and constraints inherent to building in an established urban area. Projects and design standards identified within the plan can be developed as adjacent private projects come online and the cost estimates can assist programming public improvements as public funding and grant opportunities become available.

The focus areas of the study became crossing and interacting with city streets connecting existing and planned Alpha Loop sections to Downtown. Specifically, the Old Roswell Street Section, crossing Old Milton at Roswell Street, the new Devore Road at Roswell Street intersection, and crossing Old Milton Parkway at Kingry Lane.

ALTERNATIVES:

ATTACHMENTS:

1. Downtown Link Plan Adoption Resolution
2. Alpha Loop Downtown Link-FINAL

RESOLUTION NO.

A RESOLUTION OF THE CITY COUNCIL OF ALPHARETTA FOR THE ADOPTION OF THE APHA LOOP DOWNTOWN LINK PLAN AND INCORPORATION INTO THE CITY OF ALPHARETTA HORIZON 2040 COMPREHENSIVE PLAN

WHEREAS, the community identified the Alpha Loop as a priority development opportunity in conjunction with the development of the Alpha Loop Master Plan in 2017; and

WHEREAS, the City partnered with various private entities to construct portions of the Alpha Loop; and

WHEREAS, The City has expended capital funds to construct other portions of the Alpha Loop; and

WHEREAS, the City developed the Alpha Loop Downtown Link Plan considering existing and future downtown redevelopment; and

NOW, THEREFORE, BE IT RESOLVED, that the City Council of the City of Alpharetta hereby adopts the Alpha Loop Downton Link Plan and authorizes its incorporation into the City of Alpharetta Horizon 2040 Comprehensive Plan.

SO RESOLVED this _____ day of _____, 2023.

CITY OF ALPHARETTA

By: _____

Jim Gilvin, Mayor

COUNCIL MEMBERS

_____

Mayor Pro Tem Merkel

[SIGNATURES CONTINUED ON FOLLOWING PAGE]

[SIGNATURES CONTINUED FROM PRECEDING PAGE]

_____
Council Member Binder

_____
Council Member DeRito

_____
Council Member Hipes

_____
Council Member Mitchell

_____
Council Member Will

(SEAL)

Attest:

_____

Lauren Shapiro, City Clerk

Approved as to form and legal sufficiency:

_____

City Attorney

DOWNTOWN LINK
CONCEPTUAL DESIGN REPORT
ALPHARETTA, GA

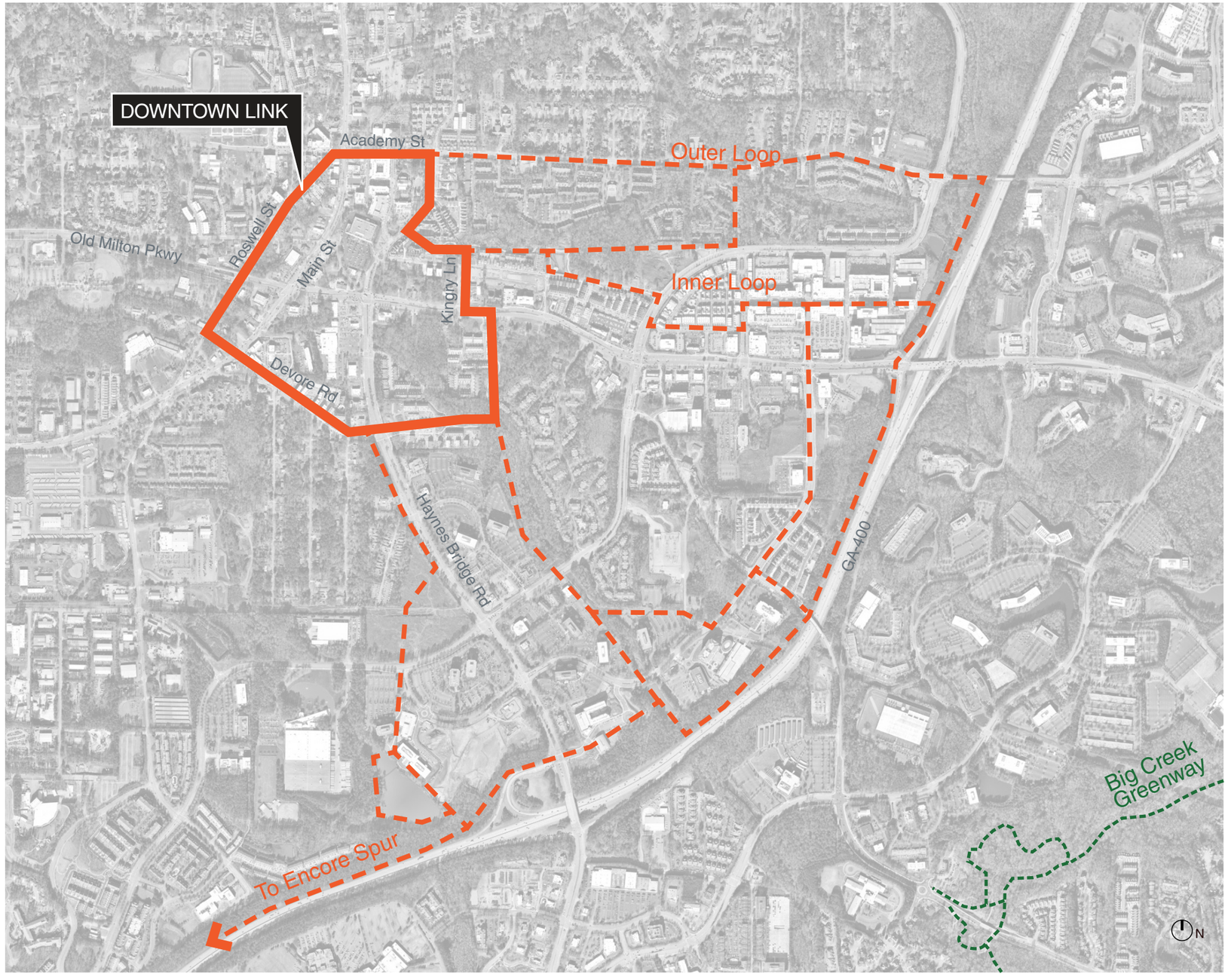
03/13/2023

THE CITY OF ALPHARETTA GEORGIA

STARR WHITEHOUSE Landscape Architects and Planners PLLC

Columbia Engineering
LAND PLANNERS • CIVIL ENGINEERS • LANDSCAPE ARCHITECTS • SURVEYORS

EXECUTIVE SUMMARY



PROJECT OVERVIEW

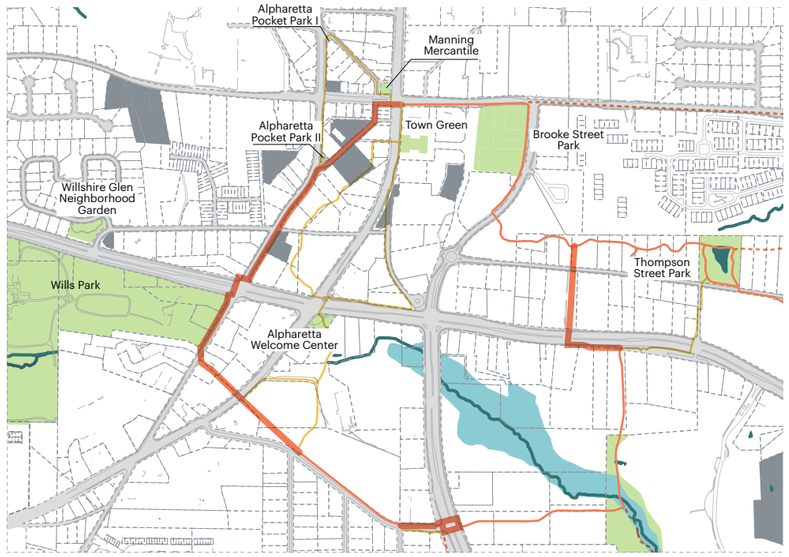
Alpharetta has experienced unprecedented growth since the Alpha Loop was originally planned. Development continues to boom, with hotels, offices, multi-family residences, and mixed-use lifestyle centers in various stages of development emerging throughout the downtown district. Alpharettans understand the valuable connectivity that the Alpha Loop brings. Residents want to be near the trail, and the development community is eager to build the trail to make that possible. Establishing a clear and comprehensive vision for the downtown trail is critical to maximizing the public benefit of these private investments and ensuring a cohesive and connected Alpha Loop system for commuters and recreational users alike.

PROJECT GOALS

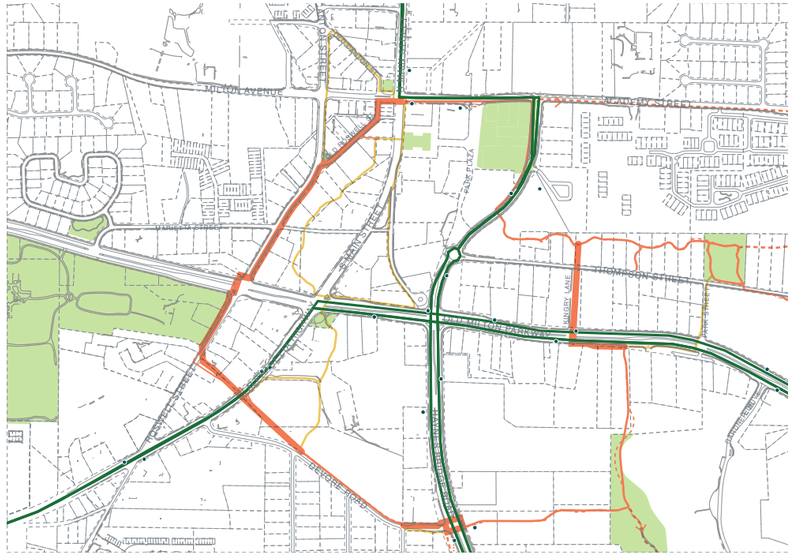
This trail study and conceptual design report establishes a district-wide framework for the Alpha Loop Downtown Link that creates a dynamic and legible public realm experience aligned to the unique opportunities and constraints of Alpharetta's urban context. It maximizes connections to open space assets, commercial and institutional attractions, and existing and future Alpha Loop alignments. To achieve these goals, this study considers the following:

- Existing reports and studies
- Recent and upcoming development
- Minimizing right-of-way acquisition and impacts to privately held land
- Safe and efficient roadway crossings
- Catalyzing future pedestrian oriented development
- Connectivity to the broader pedestrian and bicycle circulation system

ANALYSIS



OPEN SPACE CONNECTIVITY



TRANSIT CONNECTIVITY

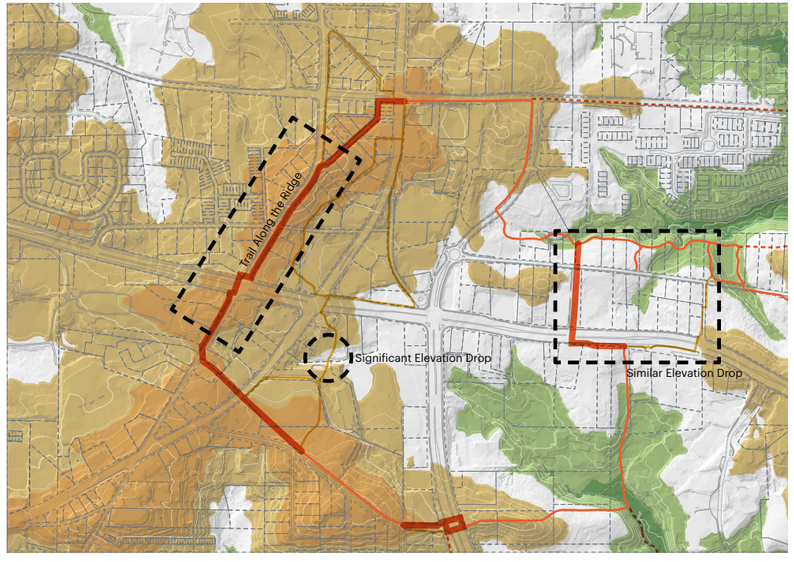
ANALYSIS MAPPING

Through GIS mapping and analysis, a series of potential trail alignments were evaluated based on the following variables:

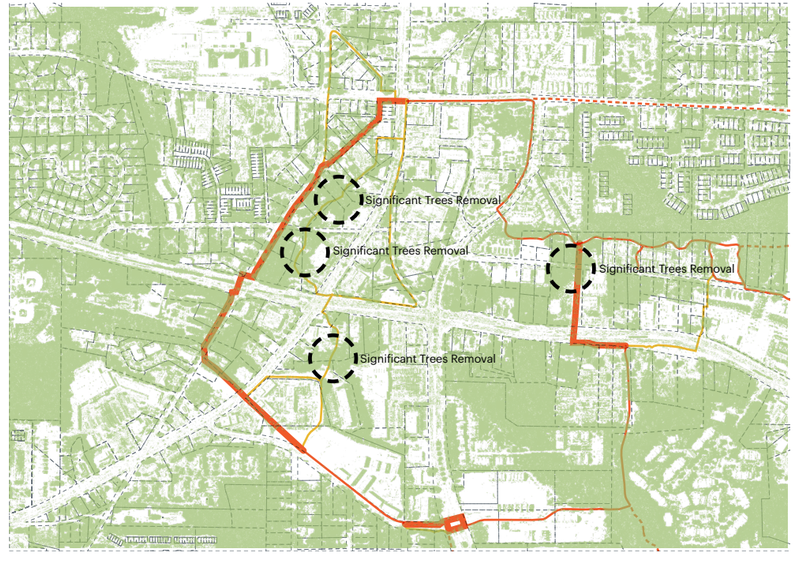
- Connectivity to open space assets, transit networks, existing pedestrian infrastructure, and roadway ownership.
- Crash and traffic data at key roadway crossings - both pedestrian and vehicular.
- Physiographic features such as topography, tree canopy, and hydrologic features.
- Right of way availability.
- Potential parking impacts.

**See appendix for complete traffic study.*

CRASH DATA

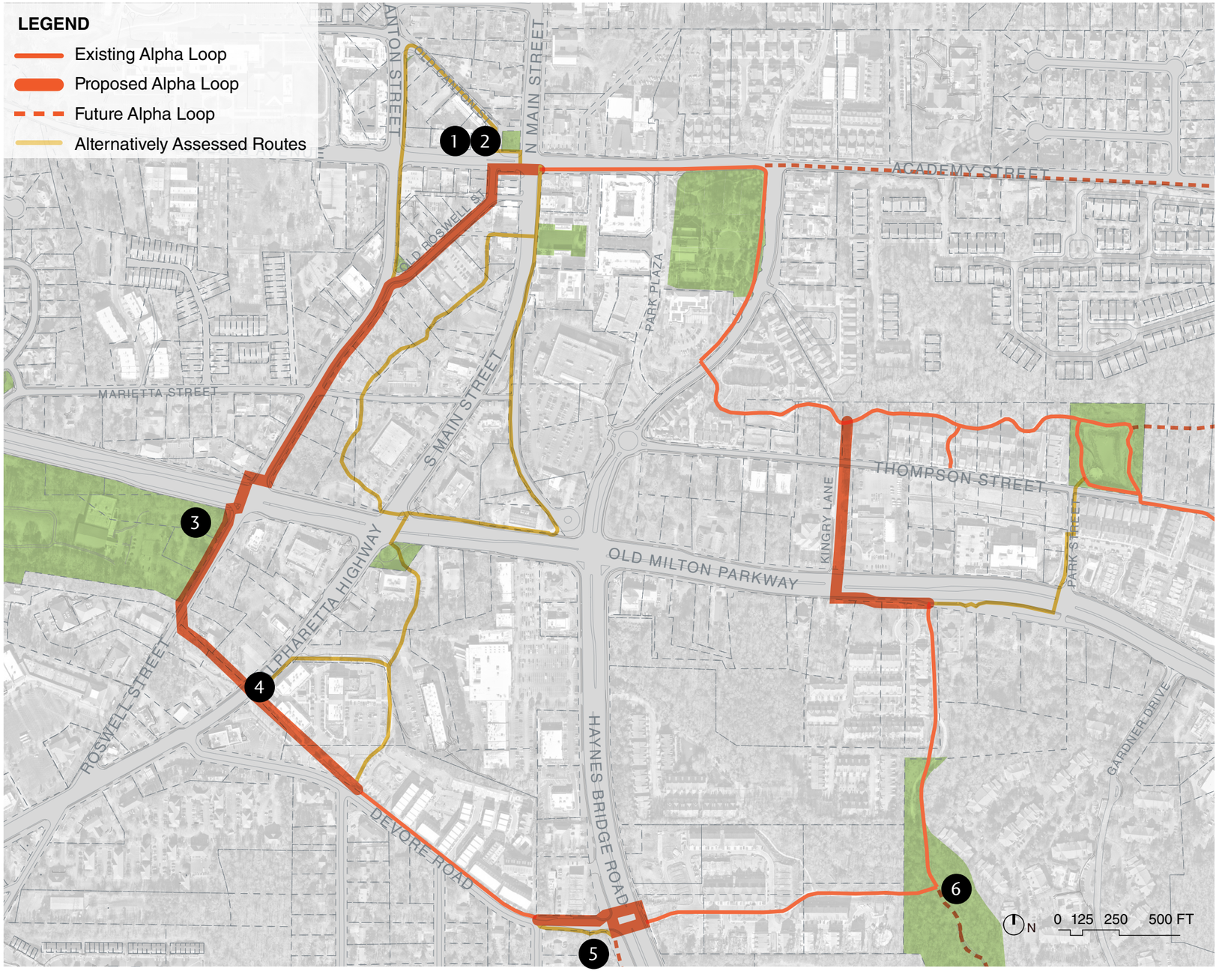


TOPOGRAPHY



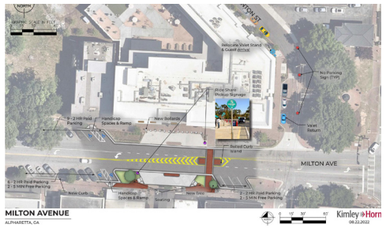
TREE CANOPY IMPACTS AND SHADING

REFERENCED STUDIES AND DEVELOPMENTS

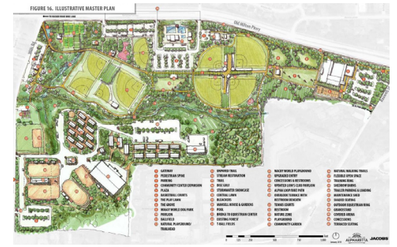


1 MILTON AVE.
AECOM

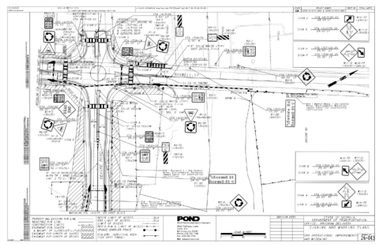
2 MILTON AVE.
KIMLEY HORN



3 WILLS PARK MASTER PLAN
JACOBS



4 DEVORE RD. REALIGNMENT
POND & COMPANY



5 ALCOVY ESTATES

6 ALPHA LOOP EXTENSION
POND & COMPANY

SELECT ADDITIONAL REFERENCED PLANS

- Alpharetta City Trail, *Pond & Company.*
- North Point Area and Alpha Loop Trail Connectivity Feasibility Study, *MKSK, Toole Design Group.*

PREFERRED TRAIL ALIGNMENT

ESTABLISHING A PREFERRED ALIGNMENT

In the Downtown District, the Alpha Loop trail has been installed incrementally over the past decade by both the City and by private developers constructing public realm improvements. The primary goal of the Downtown Link exercise is to identify the safest and most legible path to "Connect the people to the stuff."

To define the Alpha Loop Downtown Link alignment, the team considered multiple variables including previous plans and standards, ongoing and projected development, topography, multiple modes of traffic and transportation, property ownership, and community assets.

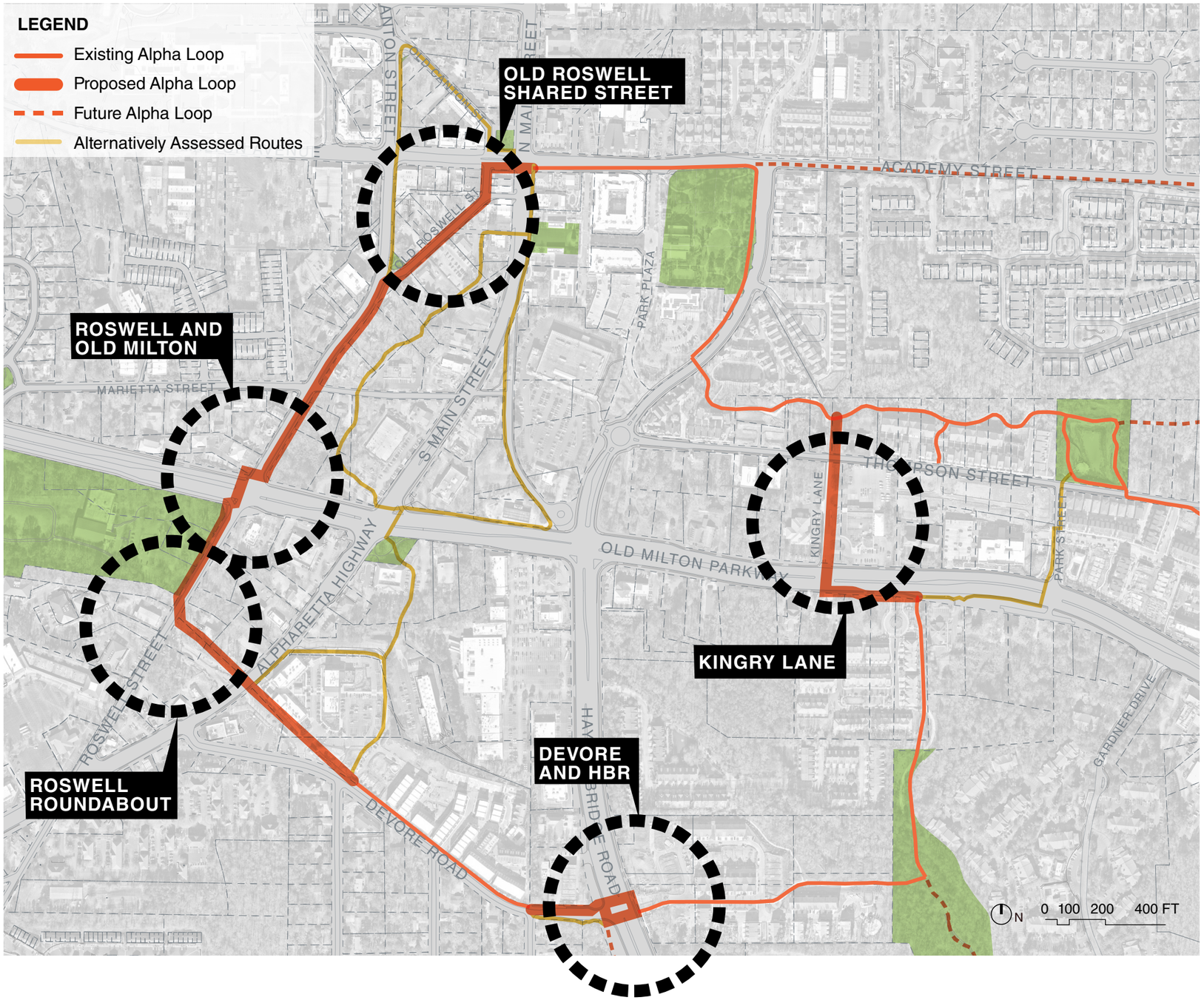
Several alignments were assessed. The preferred alignment integrates existing stretches of trail into a cohesive network, leveraging prior investments to create a unified whole. This route prioritizes pedestrian/bicyclist safety and limits right-of-way acquisition. It endeavors to move Alpharettans through the Downtown District freely, while simultaneously identifying opportunities to encourage them to stop and stay awhile.

This Conceptual Design Report is organized into two sections:

1. Focus Areas: Opportunities for Enhancing Safety and Placemaking
2. Design Standards: Establishing A Cohesive Transportation Network

FOCUS AREAS
OPPORTUNITIES FOR ENHANCING SAFETY AND PLACEMAKING

FOCUS AREAS



OLD ROSWELL SHARED STREET

Develop a conceptual design for the conversion of Old Roswell Street to a shared street where pedestrian, bicycle, and vehicular traffic coalesce in a single, curbless, urban plaza space.

ROSWELL AND OLD MILTON

Determine optimal crossing from NE corner of intersection to SW corner of intersection, including shortening the crossing distance for pedestrians, providing pedestrian and bicycle safety improvements, and integrating with the planned Wills Park Gateway design concept.

ROSWELL ROUNDABOUT

Recommend pedestrian and bicycle safety improvements for the new Devore Road alignment (currently under construction), including widening of the Alpha Loop trail to the standard 12’ width, establishing pavement material standards for consistency, and enhancing Alpha Loop crosswalks for improved vehicular recognition.

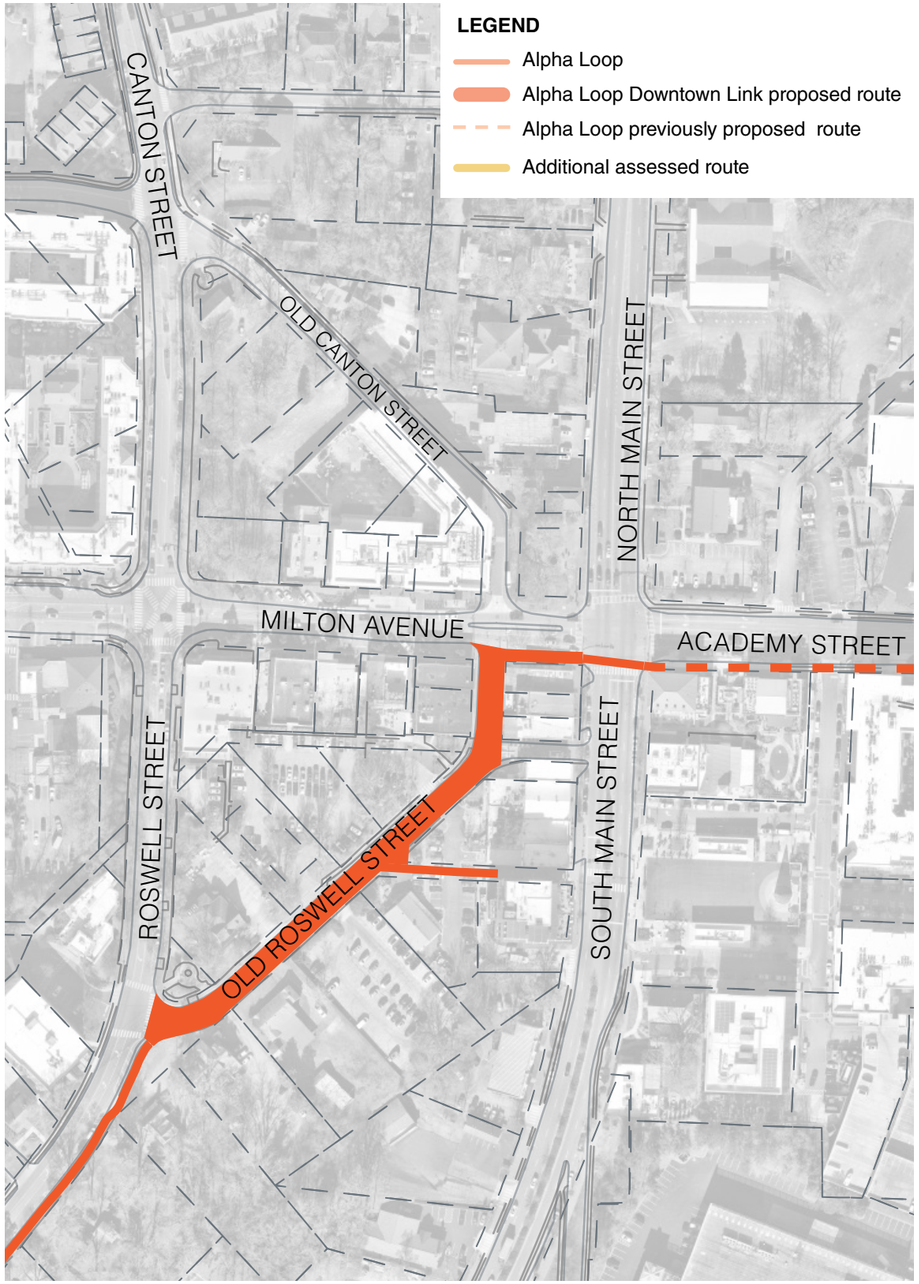
DEVORE AND HAYNES BRIDGE ROAD (HBR)

Eliminate the planned trail crossing at Jon Scott and Devore Road and align the trail on the north side of Devore, replacing the QuikTrip deceleration lane. Enhance all four crosswalks to better denote the trail’s presence to vehicular traffic at a key intersection of the Downtown Link and Outer Loop.

KINGRY LANE

Develop two feasible alternatives for connecting the existing trail spur south of Old Milton Parkway with Alpha Loop’s first phase constructed north of Thompson Street.

OLD ROSWELL STREET
SHARED STREET OPTION



OLD ROSWELL STREET KEY CONSIDERATIONS

- Evaluate the potential for converting Old Roswell Street to a pedestrianized or shared street where pedestrian, bicycle, and vehicular traffic can coalesce in a single, curbless, urban plaza space. Note: this was shown in previous Downtown Alpharetta study.

- Synthesize current and proposed development plans including the redevelopment of Milton Avenue into a pedestrian plaza and potential additional development.

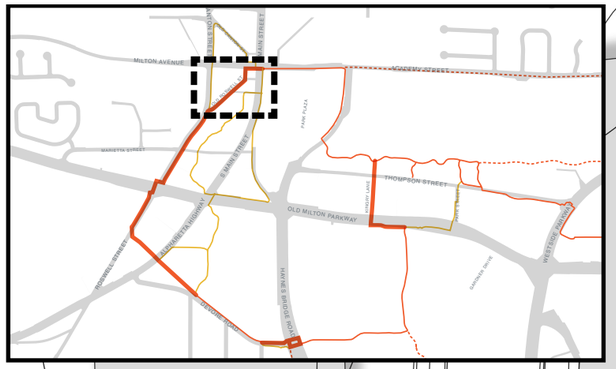
- Connect 3 existing pocket parks and potential City-owned event open space at the corner of Roswell and Milton, and extend the axis from City Hall into the new shared street.

- Synthesize Alpha Loop design standards and visual character with that of Downtown to ensure that the Alpha Loop is legible without compromising the sense of place characteristic of Downtown.

- Explore alternative options (i.e. “Partial Build-out) for aligning the Alpha Loop along Old Roswell Street, including pedestrian safety enhancements in lieu of a full shared street build-out.

OLD ROSWELL STREET

SHARED STREET - COMPLETE BUILD-OUT



CONCRETE RAMP DOWN TO MILTON AVE. ROADWAY GRADE

EXPAND THE SIDEWALK , REMOVE (3) EX. STREET PARKING SPOTS AND PLANT NEW STREET TREES

1-WAY SECTION OF THE SHARED STREET WITH PRECAST CONCRETE "COBBLE" PAVERS AND GRANITE BLOCK RUNNEL TO REPLACE ASPHALT ROADWAY. EX. LOADING AREA TO REMAIN

10FT WIDE CROSSINGS, TYP. OF (6), WITH 8FT WIDE PRECAST CONCRETE "BRICK" PAVING AND 1FT WIDE GRANITE BLOCK BORDERS ON ALL SIDES

5'FT WIDE GRANITE BLOCK RUNNEL ON BOTH SIDES OF TRAVEL LANE.

RETAIN EX. PLANTED STRIP

CREATE PEDESTRIAN PLAZA WITH TREES IN PAVEMENT. WILL REQUIRE REMOVAL OF ONE PARKING SPACE ON CITY-OWNED PROPERTY AND POTENTIAL R.O.W. ACQUISITION

RAISED CROSSWALK AT PARKING LOT DRIVE AISLE TO ENHANCE CONNECTION BETWEEN TOWN GREEN AND SHARED STREET

RAIN GARDEN PLANTERS WITH CORTEN EDGE AND BIORETENTION SOIL

CHANGE EX. CONCRETE SIDEWALK PAVING TO PRECAST CONCRETE "BRICK" UNIT PAVING

2-WAY SECTION OF THE SHARED STREET WITH PRECAST CONCRETE "COBBLE" PAVING

CONCRETE RAMP DOWN TO ROSWELL STREET ROADWAY GRADE

TYPICAL TRAIL CONDITION TO CONTINUE SOUTH ALONG ROSWELL STREET

MILTON AVE.

ROSWELL ST.

OLD ROSWELL ST.

S. MAIN ST.

N 0 5 10 20 30 60 FT

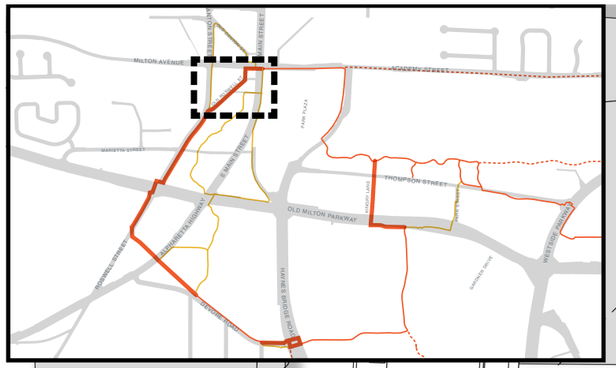
OLD ROSWELL STREET
SHARED STREET - COMPLETE BUILD-OUT

OLD ROSWELL STREET
SHARED STREET - COMPLETE BUILD-OUT

EXISTING CONDITION

OLD ROSWELL STREET

SHARED STREET - PARTIAL BUILD-OUT



MILTON AVE.

CONCRETE RAMP DOWN TO MILTON AVE. ROADWAY GRADE

EXPAND THE SIDEWALK, REMOVE (3) EX. STREET PARKING SPOTS AND PLANT NEW STREET TREES

RETAIN 1-WAY SECTION OF THE SHARED STREET WITH PRECAST CONCRETE "COBBLE" PAVERS AND GRANITE BLOCK RUNNEL TO REPLACE ASPHALT ROADWAY. EXISTING LOADING AREA TO REMAIN

10FT WIDE CROSSINGS, TYP. OF (6), WITH 8FT WIDE PRECAST CONCRETE "BRICK" PAVING AND 1' WIDE GRANITE BLOCK BORDERS ON ALL SIDES

CONCRETE RAMP DOWN TO OLD ROSWELL STREET ROADWAY GRADE

EX. PAVER CROSSING TO REMAIN

EX. PLANTED STRIP TO REMAIN

CREATE PEDESTRIAN PLAZA WITH TREES IN PAVEMENT. WILL REQUIRE REMOVAL OF ONE PARKING SPACE ON CITY OWNED PROPERTY AND POTENTIAL R.O.W. ACQUISITION

RAISED CROSSWALK AT PARKING LOT DRIVE AISLE TO ENHANCE CONNECTION BETWEEN TOWN GREEN AND SHARED STREET

ENHANCED CROSSING TYPICAL AT ALL DRIVEWAYS

2-WAY SECTION OF THE ROAD TO BE REDUCED TO 20' WIDE. ASPHALT TO BE REFURBISHED. BUILD NEW CURB TO ACCOMMODATE TYPICAL 12FT WIDE ALPHA LOOP TRAIL CONDITION.

1'-6" WIDE GRANITE BLOCK BUFFER BETWEEN BACK OF CURB AND TRAIL, TYP.

ADD CROSSINGS AS NEEDED

ROSWELL ST.

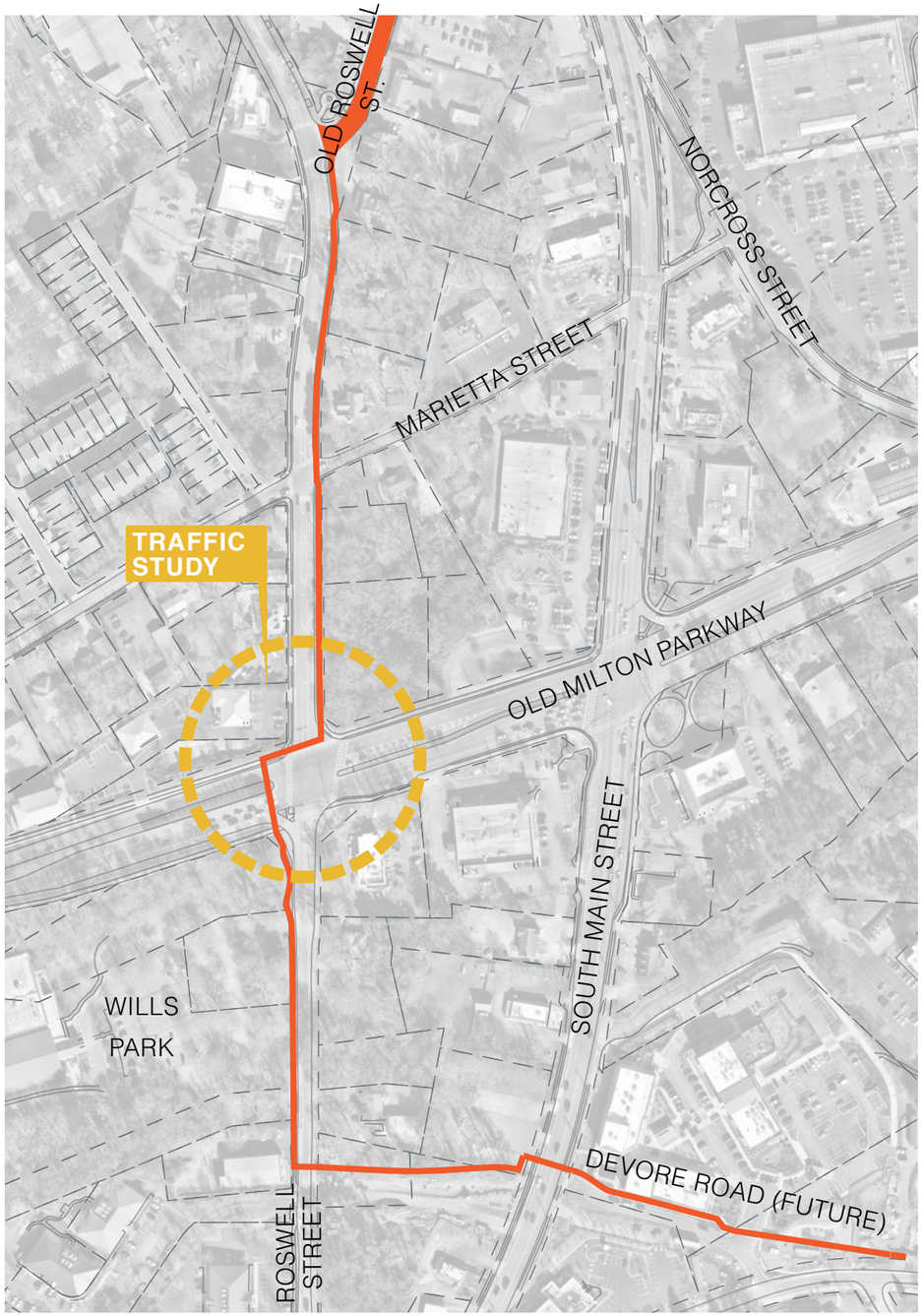
OLD ROSWELL ST.

S. MAIN ST.

N 0 5 10 20 30 60 FT

OLD ROSWELL STREET
SHARED STREET - PARTIAL BUILD-OUT

ROSWELL STREET AND OLD MILTON PARKWAY
INTERSECTION ENHANCEMENT



KEY CONSIDERATIONS

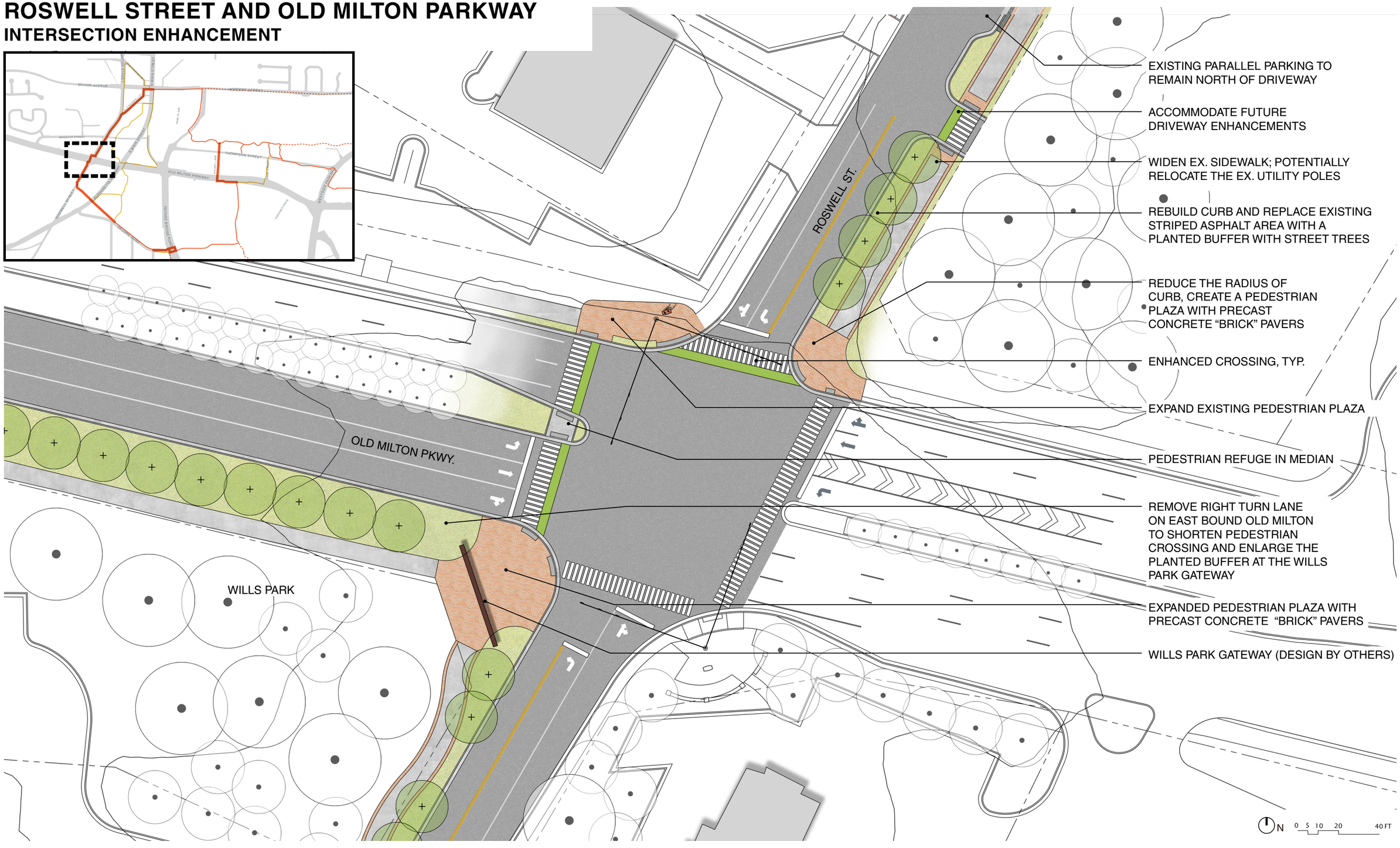
- East alignment along Roswell Street between Old Roswell Street and Old Milton Parkway; West alignment along Roswell Street between Old Milton Parkway and Devore Road (future)
- Coordinate trail alignment with proposed improvements to Wills Park, including the Wills Park Gateway concept from the park Master Plan.
- Evaluate the optimal crosswalk movement based on pedestrian traffic analysis, connections to open space assets, and availability of public right-of-way.
- Provide pedestrian safety improvements including enhanced crosswalks, enlarged pedestrian plazas, and pedestrian refuges across Old Milton Parkway.
- Analyze the viability of removing the dedicated right turn lane on the eastbound Old Milton Parkway to southbound Roswell Street.

Traffic Study Findings

- Significant pedestrian and bike movement through this intersection, particularly in PM Peak
- “All red” at traffic signal would impact vehicular level of service, particularly in PM Peak
- Additional study: Assess a no-right-on-red for southbound turns from eastbound Old Milton Parkway
- Eliminating the eastbound right-turn-only lane from Old Milton Parkway to southbound Roswell Street will not have adverse impact on traffic.

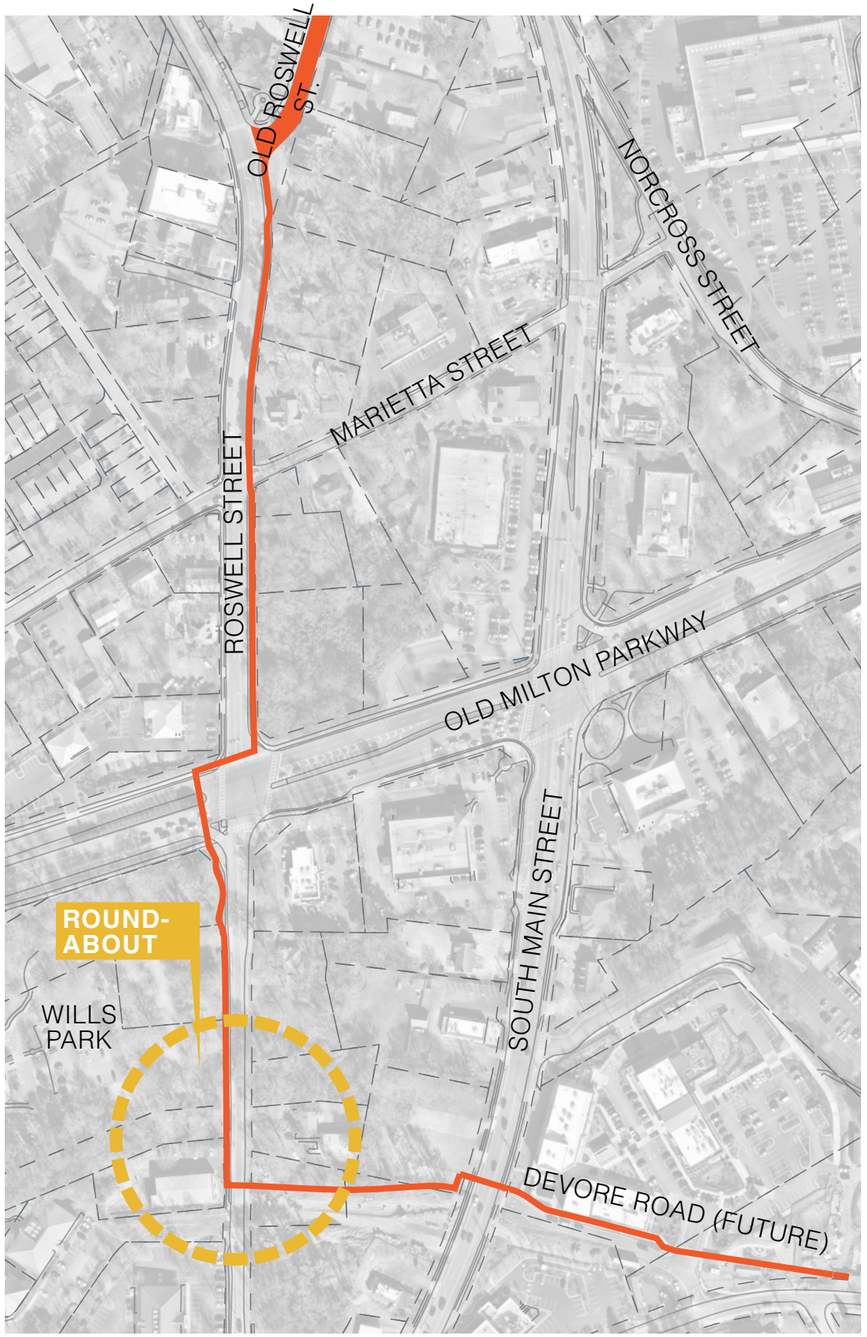
**Complete Traffic Study has been attached as an appendix to this report.*

ROSWELL STREET AND OLD MILTON PARKWAY
INTERSECTION ENHANCEMENT



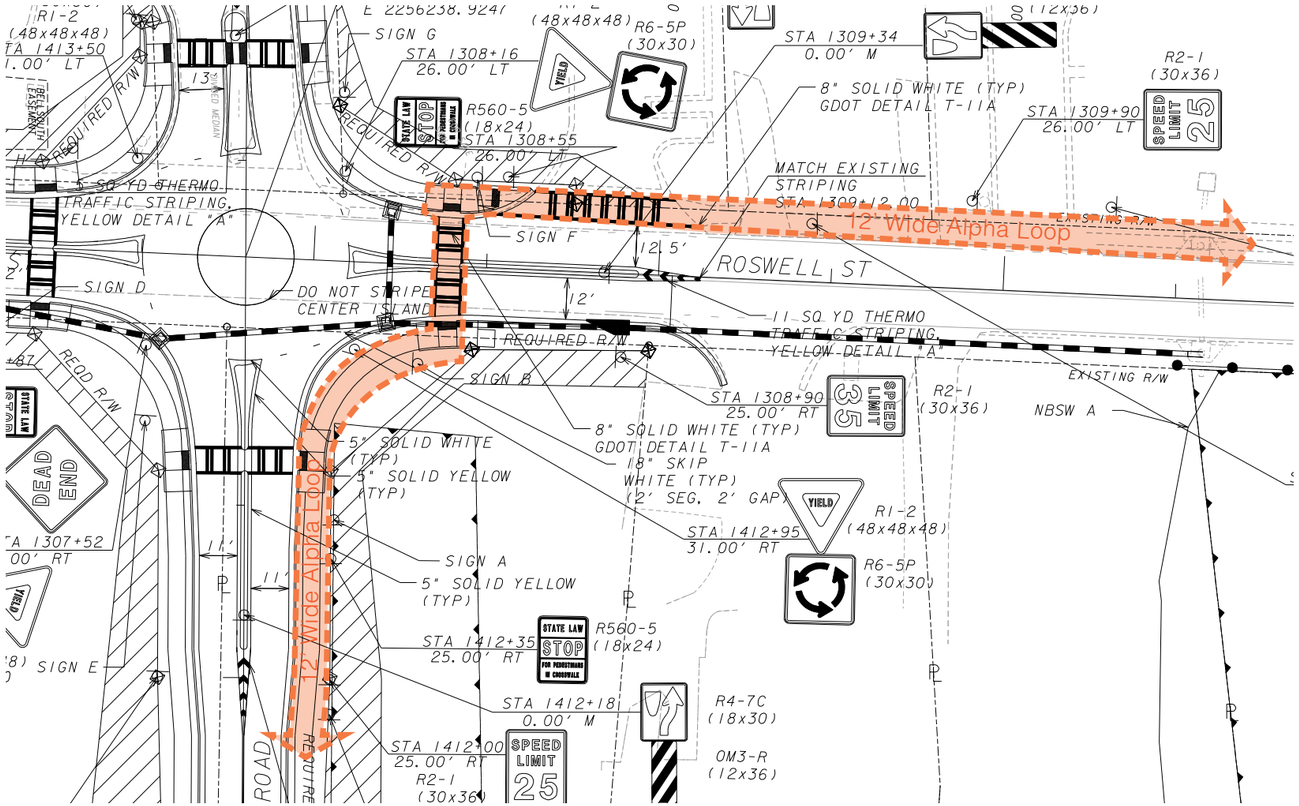
ROSWELL STREET AND OLD MILTON PARKWAY
INTERSECTION ENHANCEMENT

ROSWELL STREET AND DEVORE ROAD
ROUNDABOUT MODIFICATIONS



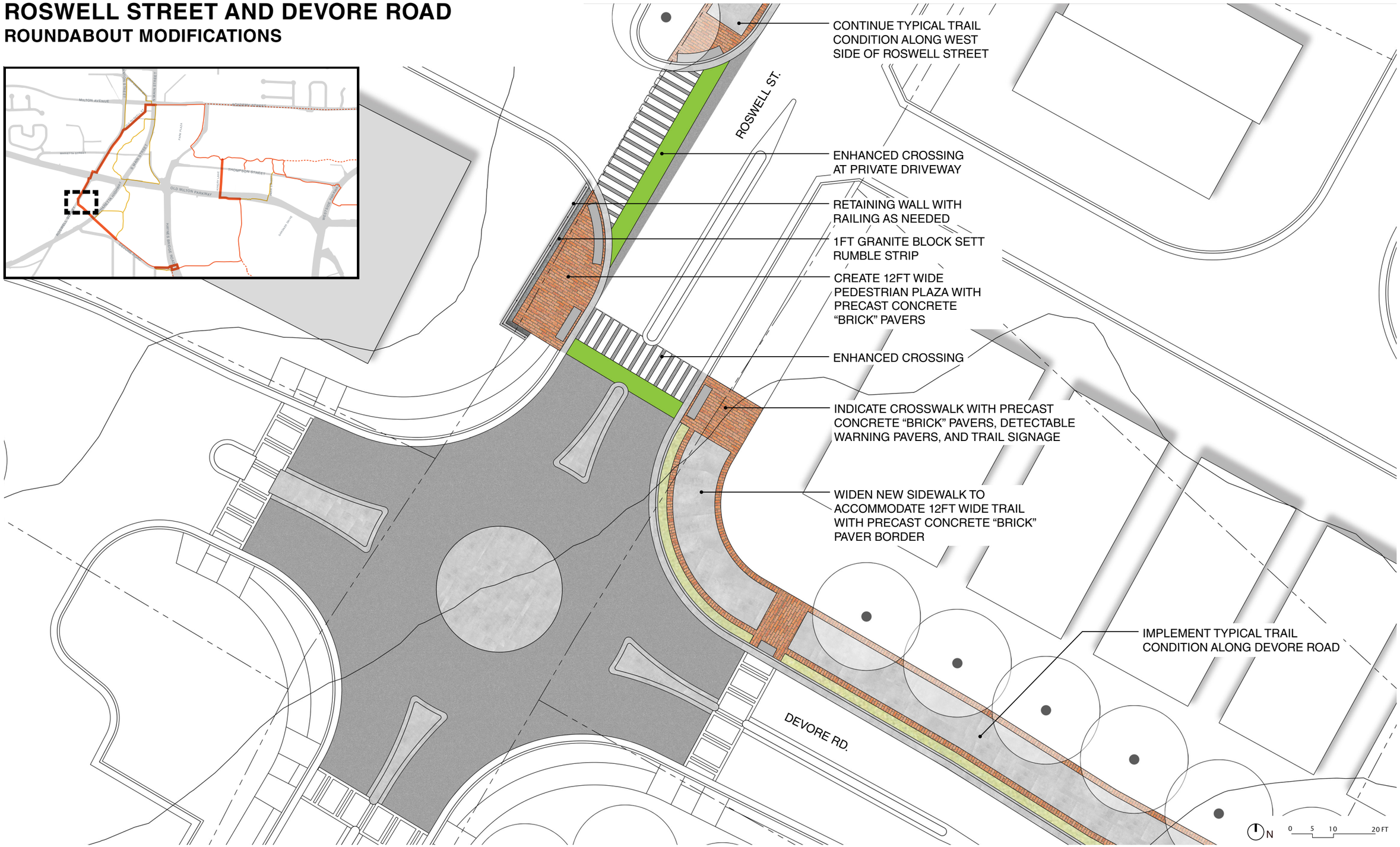
KEY CONSIDERATIONS

- Evaluate GDOT design (currently under construction) to determine safest route for crossing Roswell Street
- Propose expansion of trail to standard 12’ width where possible (may require adjustments to mapped street)
- Introduce Downtown Link design standards and materiality.



GDOT DESIGN PLAN

ROSWELL STREET AND DEVORE ROAD
ROUNDABOUT MODIFICATIONS

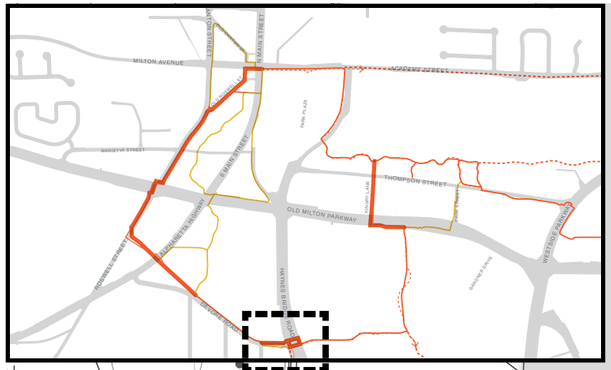


HAYNES BRIDGE ROAD AND DEVORE ROAD
INTERSECTION ENHANCEMENT

KEY CONSIDERATIONS

- Create a single, continuous and well-defined trail
- Utilize existing sidewalk along Devore Road as Alpha Loop Trail and explore how to instill the Alpha Loop experience.
- Explore modifications to the planned trail crossing at Jon Scott Drive and Devore Road, including locating the Alpha Loop within the gas station deceleration lane.
- Define trail crossing locations and types at intersection of Devore Road and Haynes Bridge Road, including the use of enhanced crosswalks to alert drivers of pedestrian and bicycle activity.

HAYNES BRIDGE ROAD AND DEVORE ROAD
INTERSECTION ENHANCEMENT



UTILIZE EXISTING DETENTION FOR ENHANCED BIORETENTION

EXTEND MEDIAN TO CREATE PEDESTRIAN REFUGE AREA

EXPAND PEDESTRIAN PLAZA

ENHANCED CROSSING, PERPENDICULAR WITH ROAD

ENHANCE PEDESTRIAN PLAZA WITH PAVING STANDARDS

CONNECT TO EXISTING ALPHA LOOP TRAIL

EXTEND MEDIAN TO CREATE PEDESTRIAN REFUGE AREA

PLAZA AREA

FUTURE ALPHA LOOP ALONG HAYNES BRIDGE BY DEVELOPER OF ADJACENT DEVELOPER

DEVELOPER TO PROVIDE CONNECTION FOR ALPHA LOOP TO BUS STOP

TYPICAL TRAIL CONDITION TO CONNECT WITH EXISTING ALPHA LOOP TRAIL TO WEST ALONG NORTH SIDE OF DEVORE ROAD

ELIMINATE DEVELOPER-PROPOSED CROSSING AT JON SCOTT DRIVE DUE TO SAFETY CONCERNS

REMOVE DECELERATION LANE BY INSTALLING NEW CURB. IMPLEMENT 12FT WIDE TRAIL WITH 6FT WIDE PLANTED BUFFER WITH STREET TREES.

DEVORE RD.

HAYNES BRIDGE RD.

N 0 5 10 20 40 FT

HAYNES BRIDGE ROAD AND DEVORE ROAD
INTERSECTION ENHANCEMENT

KINGRY LANE BETWEEN OLD MILTON AND THOMPSON
OPTIONS FOR TRAIL ALIGNMENT

KEY CONSIDERATIONS

Initial study:

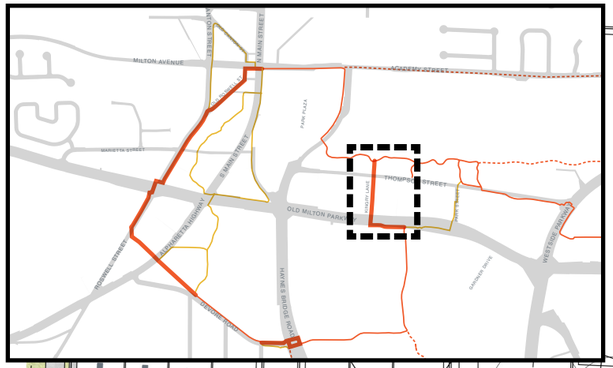
- Evaluate potential crossings of Old Milton Parkway at Park Street and at Kingry Lane and assess connections to existing Alpha Loop north of Thompson along each street. Kingry Lane was identified as the preferred crossing location.
- Perform traffic studies to make data-driven decisions regarding pedestrian safety enhancements.
- Provide trail alignment alternatives along Kingry given the right-of-way constraints on the west and the post office on the east.
- Explore a reconfiguration of the property adjacent to the Post Office to facilitate an enhanced pedestrian realm.
- Determine the best connection from Kingry Lane to Alpha Loop Phase 1 north of Thompson Street.

**Complete Traffic Study has been attached as an appendix to this report.*

KINGRY LANE BETWEEN OLD MILTON AND THOMPSON
OPTIONS FOR TRAIL ALIGNMENT

KINGRY LANE AND OLD MILTON PARKWAY

OPTION A - WEST ALIGNMENT



RETAIN THE WEST SIDE OF THE EXISTING SIDEWALK AND BUILD NEW CURB TO ACCOMMODATE 12FT WIDE TRAIL WITH 3FT WIDE PLANTED BUFFER

ELIMINATE DEDICATED LEFT TURN LANE AS WARRANTED BY TRAFFIC STUDY

ADJUST THE SHAPE OF THE CONCRETE MEDIAN TO BETTER ALIGN WITH THE ROAD EDGE

RETAIN EXISTING CURB AND EXPAND TRAIL TO 12FT WITH NO PLANTED BUFFER. POTENTIAL R.O.W. ACQUISITION REQUIRED

KINGRY LN.

ENHANCED CROSSING

OLD MILTON PKWY.

THOMPSON ST.

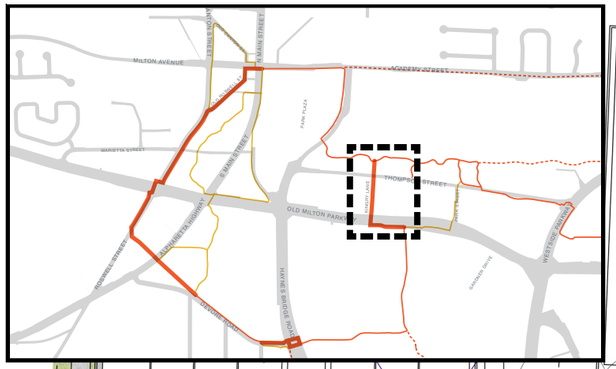
N

0 5 10 20 40 FT

KINGRY LANE AND OLD MILTON PARKWAY
OPTION A - WEST ALIGNMENT

KINGRY LANE AND OLD MILTON PARKWAY

OPTION B1 - EAST ALIGNMENT W/O PARKING



KINGRY LN.

OLD MILTON PKWY.

THOMPSON ST.

PROPOSED POST BOX LOCATION

CROSSINGS AT POST OFFICE DRIVEWAY RAISED TO MEET THE ALPHA LOOP GRADE FLUSH, TYP.

EX. CURB TO REMAIN

ENHANCED CROSSING WITH PEDESTRIAN REFUGE AT MEDIAN

TYPICAL 12FT WIDE TRAIL CONDITION TO REPLACE EXISTING PARKING AREA. TREES ON BOTH SIDES OF TRAIL.

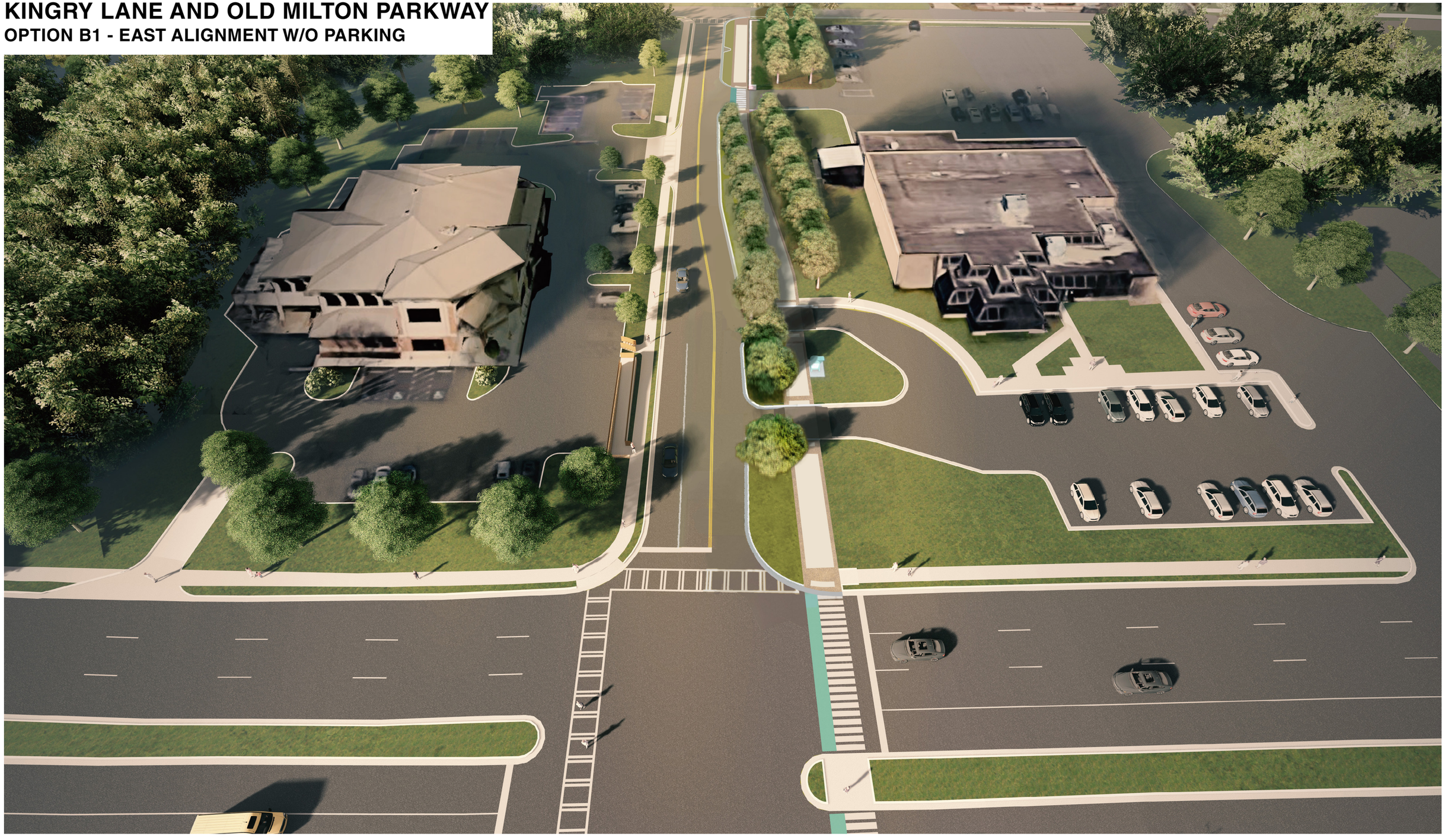
NEW CURB TO REPLACE EXISTING POST OFFICE BOX MEDIAN

REMOVE SELECT LIMITED TREES AS NEEDED TO ACCOMMODATE 12FT WIDE FOR THE ALPHA LOOP TRAIL

LOW RETAINING WALL AS NEEDED TO ACCOMMODATE 12FT WIDE TRAIL

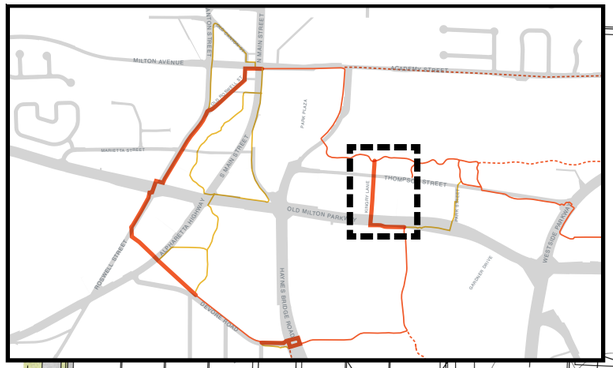
N 0 5 10 20 40 FT

KINGRY LANE AND OLD MILTON PARKWAY
OPTION B1 - EAST ALIGNMENT W/O PARKING



KINGRY AND OLD MILTON

OPTION B2 - EAST ALIGNMENT W/ PARKING



ELIMINATE DEDICATED LEFT TURN LANE AS WARRANTED BY TRAFFIC STUDY

KINGRY LN.

OLD MILTON PKWY.

ENHANCED CROSSING WITH PEDESTRIAN REFUGE AT MEDIAN

PROPOSED POST BOX LOCATION

CROSSINGS AT POST OFFICE DRIVEWAY RAISED TO MEET THE ALPHA LOOP GRADE FLUSH

BUILD NEW CURB TO ACCOMMODATE TYPICAL 12FT WIDE TRAIL CONDITION AND 10FT WIDE PLANTED BUFFER WITH STREET TREES

ANGLED PARKING CAN EITHER BE PULL-IN OR BACK-IN

RECONFIGURE EXISTING PARKING SPACES TO CREATE EXPANDED PEDESTRIAN PLAZA WITH TREES CUTOUTS IN PAVEMENT

REMOVE SELECT LIMITED TREES AS NEEDED TO ACCOMMODATE 12FT WIDE FOR THE ALPHA LOOP TRAIL

LOW RETAINING WALL AS NEEDED TO ACCOMMODATE 12FT WIDE TRAIL

N 0 5 10 20 40 FT

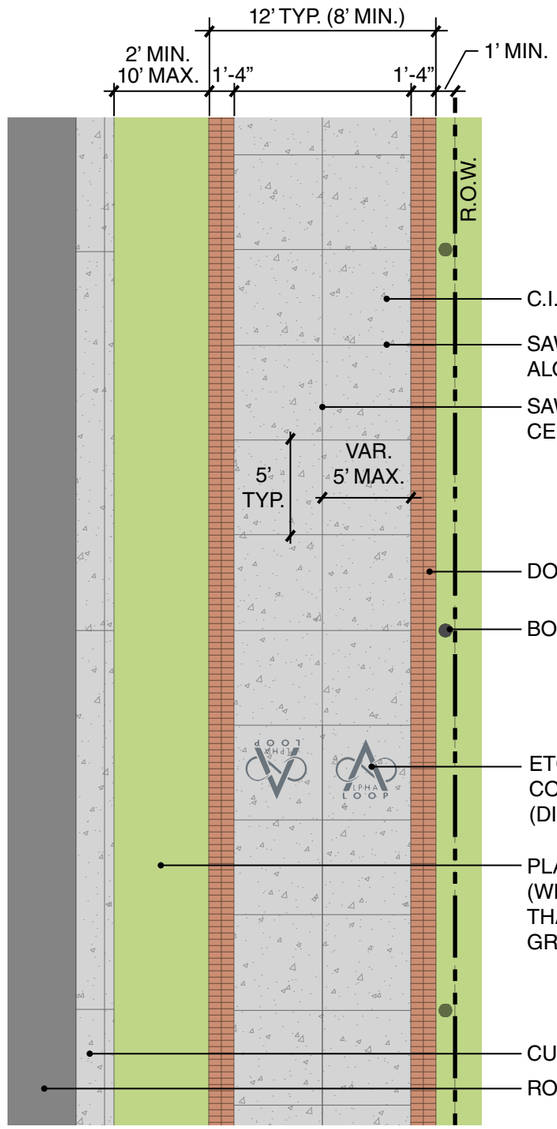
KINGRY AND OLD MILTON
OPTION B2 - EAST ALIGNMENT W/ PARKING

KINGRY AND OLD MILTON
OPTION B2 - EAST ALIGNMENT W/ PARKING

EXISTING CONDITION

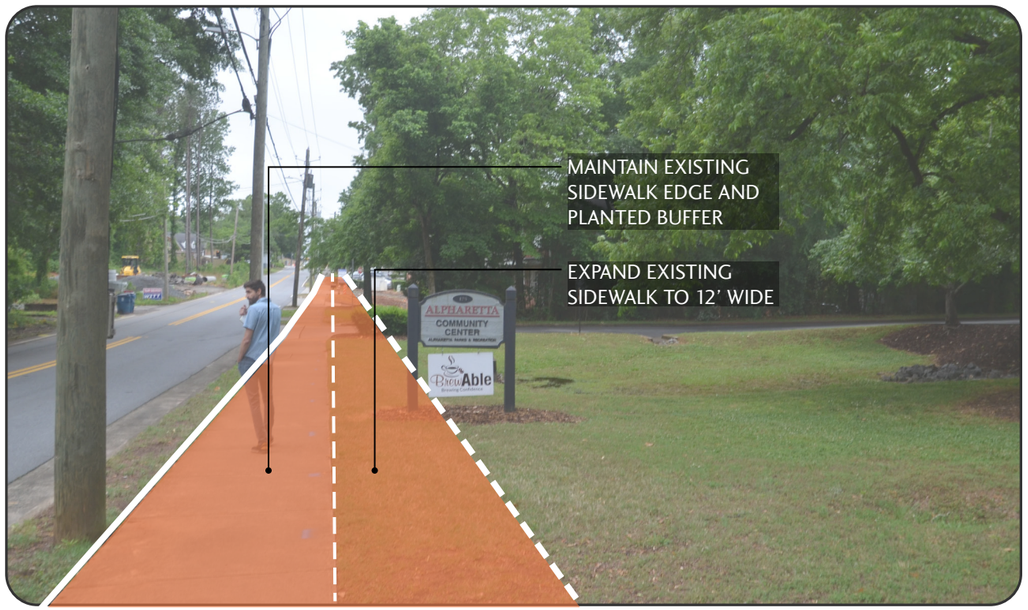
DESIGN STANDARDS
ESTABLISHING A COHESIVE TRANSPORTATION NETWORK

DESIGN STANDARDS
TYPICAL CONDITION



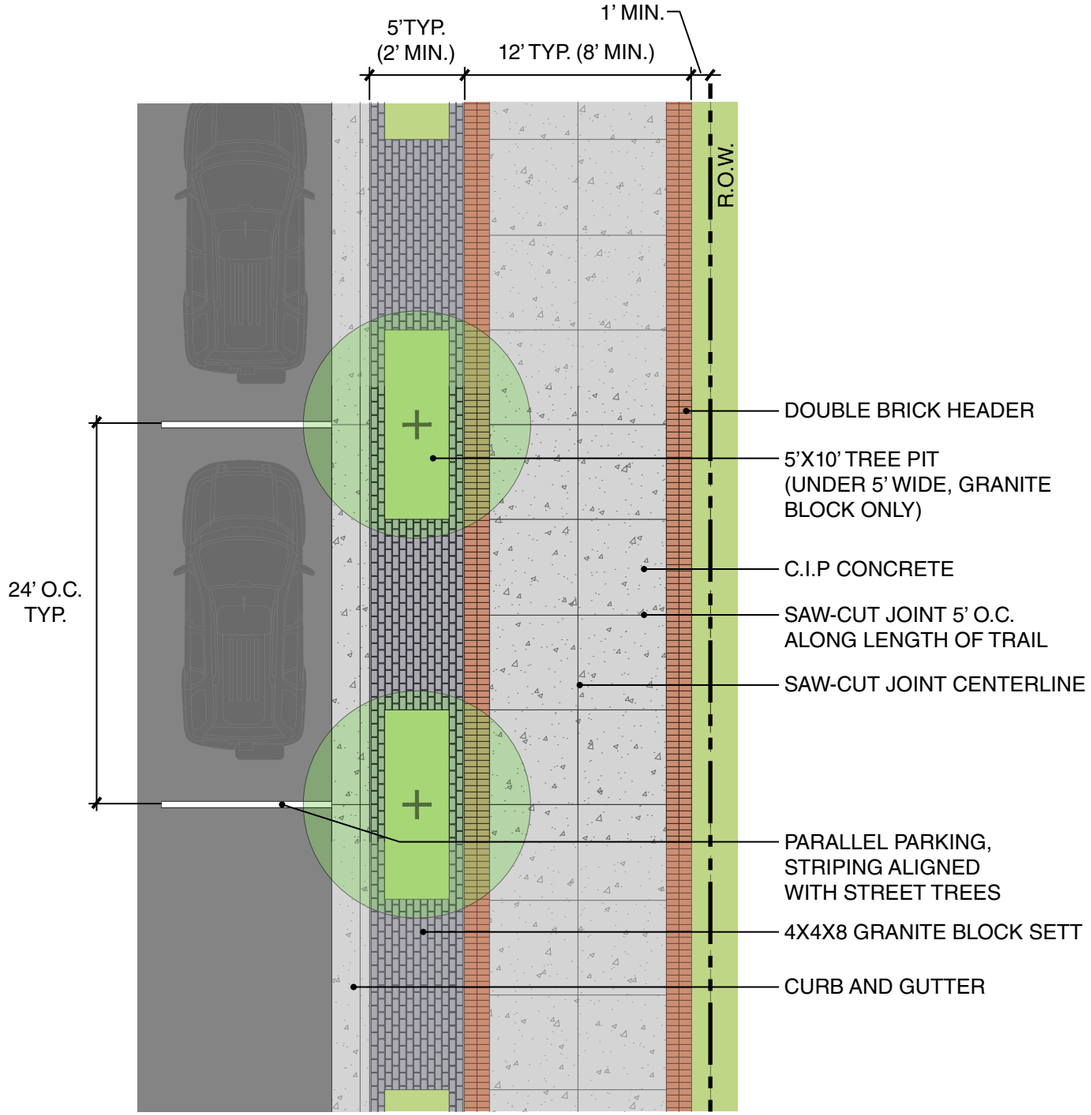
- C.I.P CONCRETE
- SAW-CUT JOINT 5’ O.C. ALONG LENGTH OF TRAIL
- SAW-CUT JOINT CENTERLINE
- DOUBLE BRICK HEADER
- BOLLARD STRIP
- ETCHED PRECAST CONCRETE MEDALLION (DIRECTIONAL)
- PLANTER BUFFER (WHERE BUFFER IS LESS THAN 2’ WIDTH, FILL WITH GRANITE BLOCK PAVEMENT)
- CURB AND GUTTER
- ROADWAY

LOCATION WHERE THIS STANDARD CAN BE APPLIED

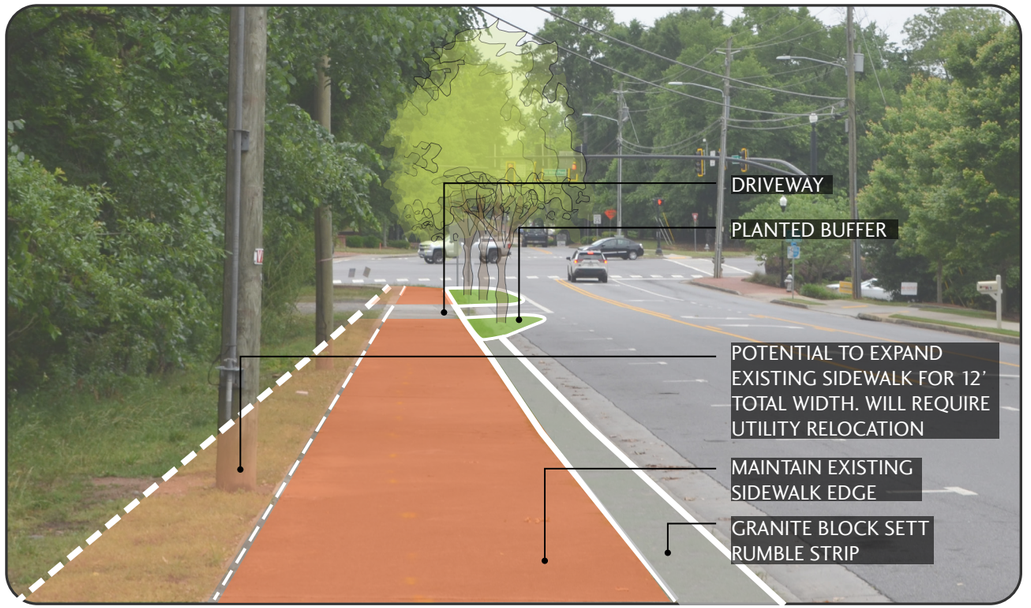


EXAMPLE OF STANDARD
SHOWN AT ROSWELL STREET ALONG WILLS PARK

DESIGN STANDARDS
AT ON STREET PARKING / LANES

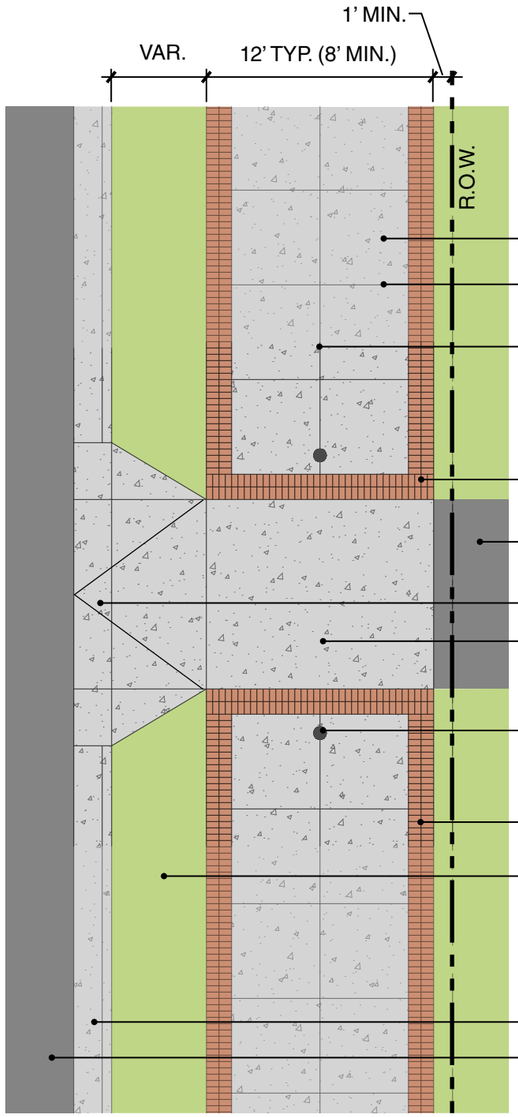


LOCATION WHERE THIS STANDARD CAN BE APPLIED

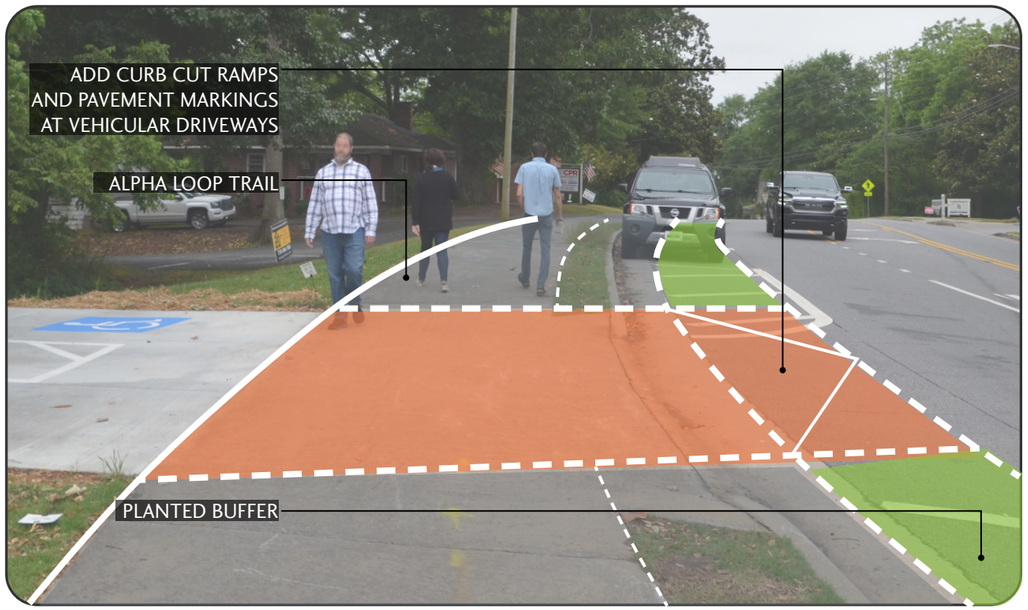


EXAMPLE OF STANDARD
SHOWN AT ROSWELL STREET BETWEEN MARIETTA STREET AND OLD MILTON AVENUE

DESIGN STANDARDS
AT PRIVATE DRIVEWAYS

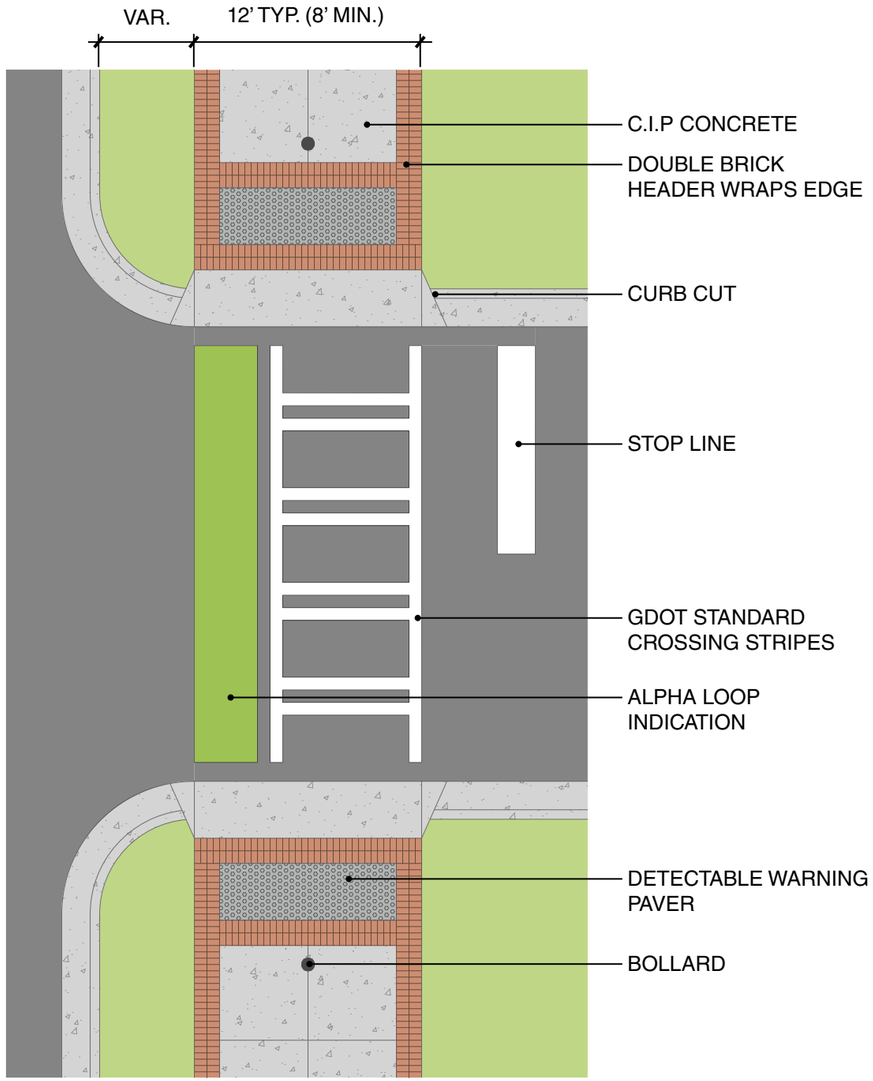


LOCATION WHERE THIS STANDARD CAN BE APPLIED

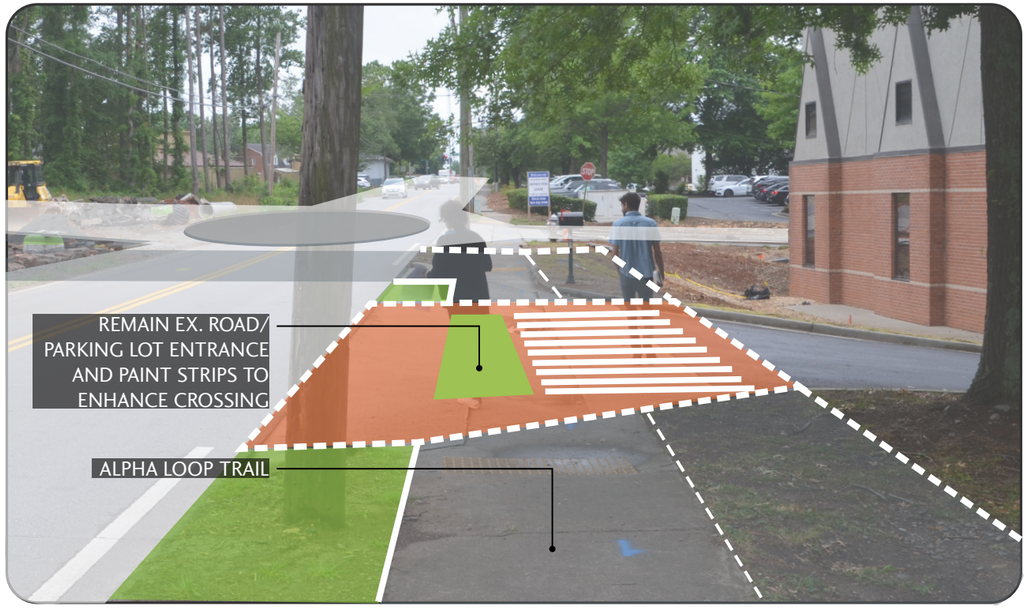


EXAMPLE OF STANDARD
SHOWN AT ROSWELL STREET BETWEEN OLD ROSWELL STREET AND MARIETTA STREET

DESIGN STANDARDS
AT “T” INTERSECTIONS / PARKING LOT ENTRANCES

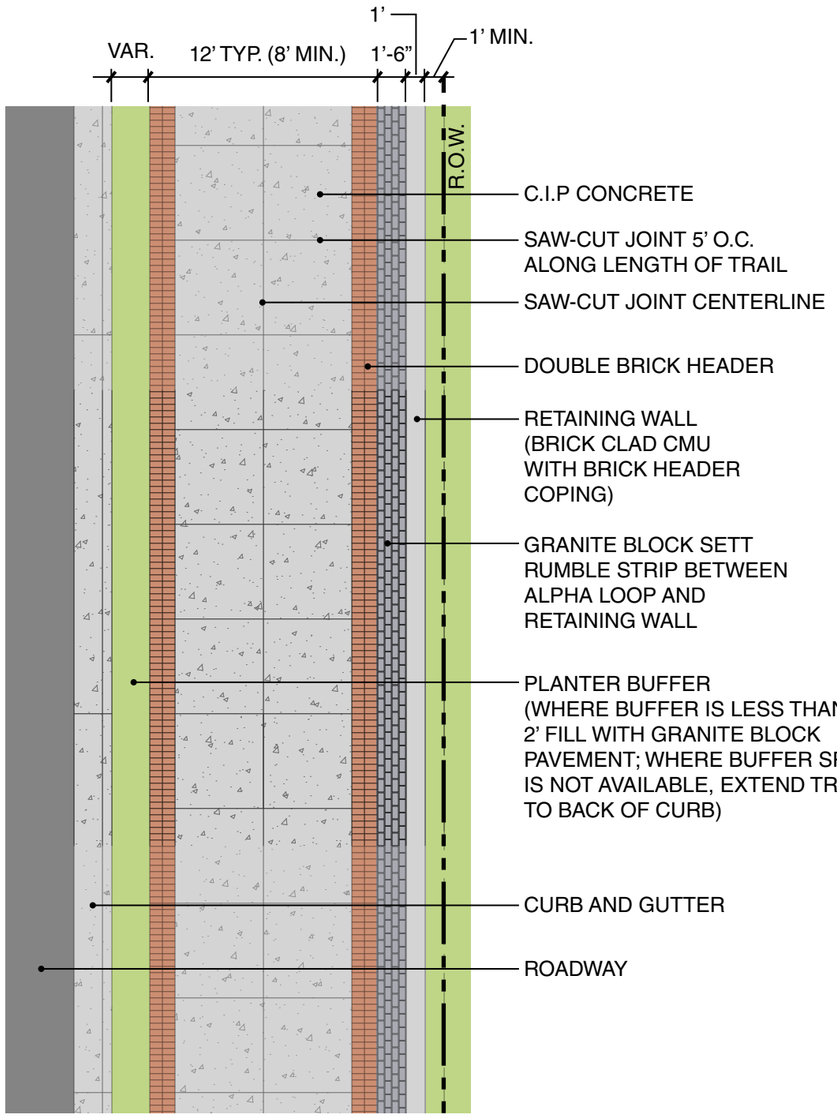


LOCATION WHERE THIS STANDARD CAN BE APPLIED

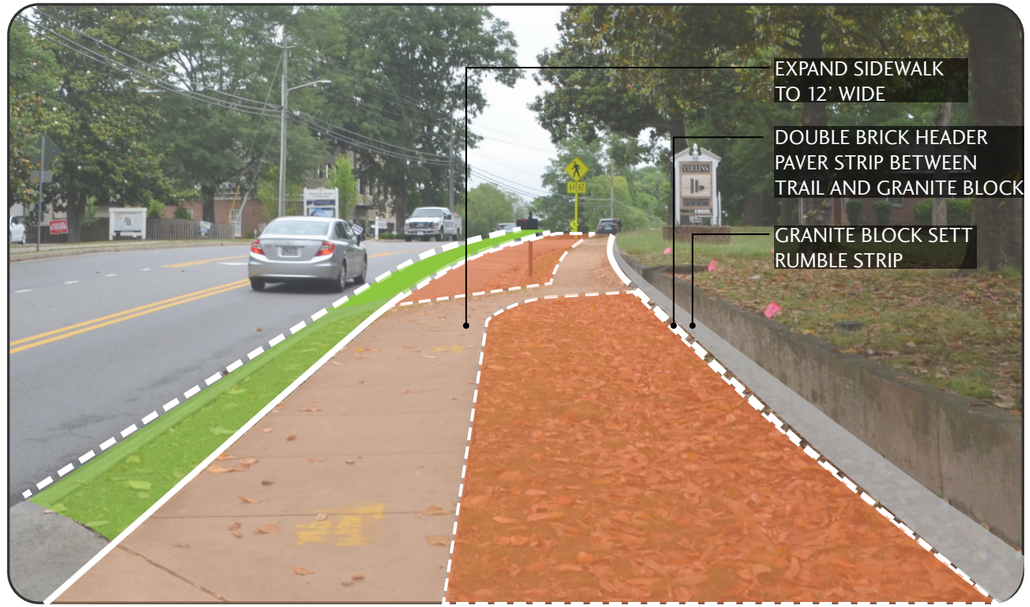


EXAMPLE OF STANDARD
SHOWN AT ROSWELL STREET NEAR PROPOSED ROUNDABOUT AT DEVORE ROAD EXTENSION

DESIGN STANDARD VIGNETTES
AT RETAINING WALL

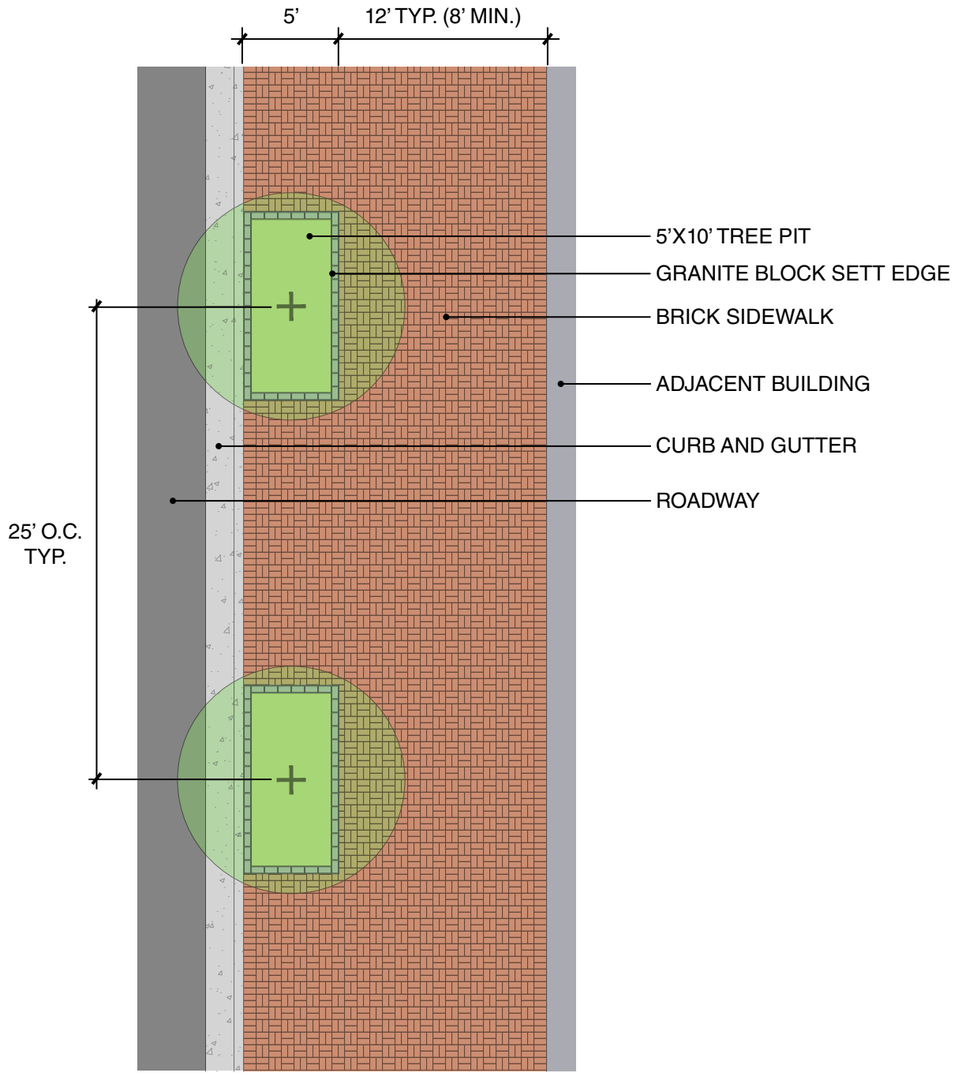


LOCATION WHERE THIS STANDARD CAN BE APPLIED



EXAMPLE OF STANDARD
SHOWN AT ROSWELL STREET NORTH OF MARIETTA STREET

DESIGN STANDARD VIGNETTES
DOWNTOWN BRICK SIDEWALK RETROFIT



LOCATION WHERE THIS STANDARD CAN BE APPLIED

EXAMPLE OF STANDARD
SHOWN AT MILTON AVENUE BETWEEN OLD ROSWELL STREET AND MAIN STREET

DESIGN STANDARDS
PAVING MATERIALS

CAST-IN-PLACE CONCRETE WITH SAW-CUT JOINTS
- Typical Alpha Loop Trail

PRECAST CONCRETE “BRICK” PAVERS
- Old Roswell Shared Street Pedestrian Area
- All Plaza Areas
- Milton Avenue Brick Sidewalk Retrofit

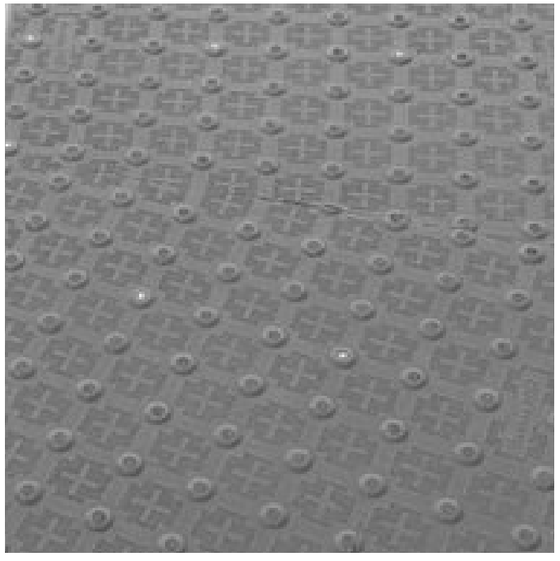
PRECAST CONCRETE “BRICK” DOUBLE HEADER
- Typ. Alpha Loop Trail Edge (Both Sides)
- Wraps End of Alpha Loop Trail at Intersections/ Driveways

CONCRETE COBBLES
- Old Roswell Shared Street Vehicular Area

GRANITE BLOCK SETTS
- Old Roswell Shared Street Runnel
- Street Tree Pits
- Buffer Strips (< 2FT Width)

SURFACE-APPLIED COATING AT CROSSINGS
- All Vehicular Crossings (Unless Otherwise Indicated)
- See Distinctive Crosswalk Recommendations

ETCHED CONCRETE
- Alpha Loop Logo / Marker on Trail



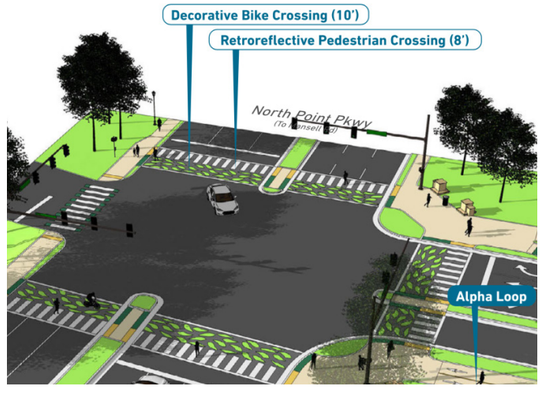
DETECTABLE WARNING PAVERS
- At All Crosswalks and at Intersecting Driveways along Alpha Loop Trail

DESIGN STANDARDS
DISTINCTIVE CROSSWALKS

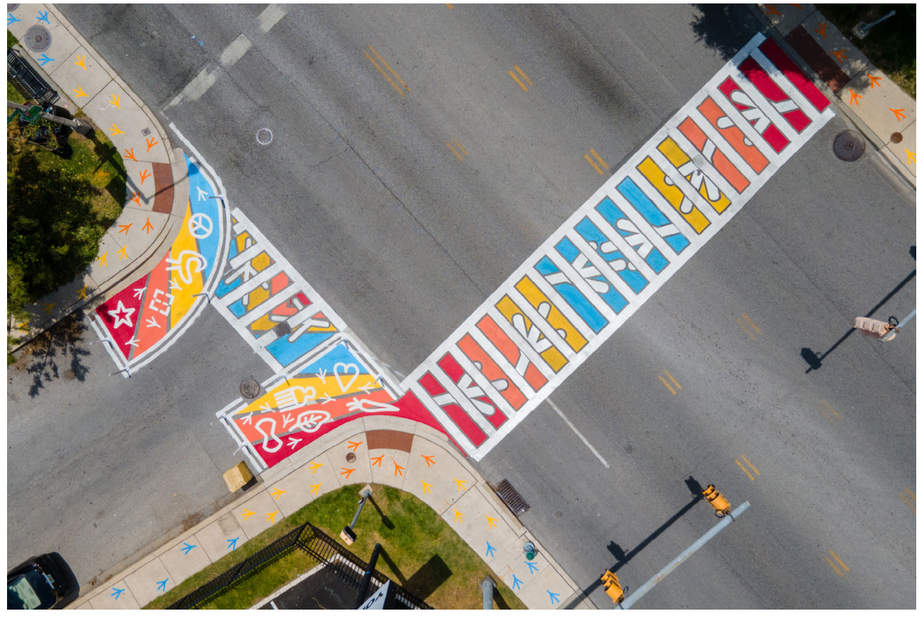
Downtown Alpharetta is a dynamic urban center that will continue to see increased pedestrian and bicycle traffic as the Alpha Loop is implemented and Downtown's revitalization continues. The City has an opportunity to improve safety for pedestrians and bicyclists where the Alpha Loop trail crosses busy vehicular roadways such as Old Milton Parkway and Haynes Bride Road by instituting a Distinctive Crosswalk program. Doing so will both increase the legibility of the Alpha Loop as a multi-use trail and enhance Downtown Alpharetta's place-making, improving the experience for all users.

Two potential options for Distinctive Crosswalk designs are proposed here:

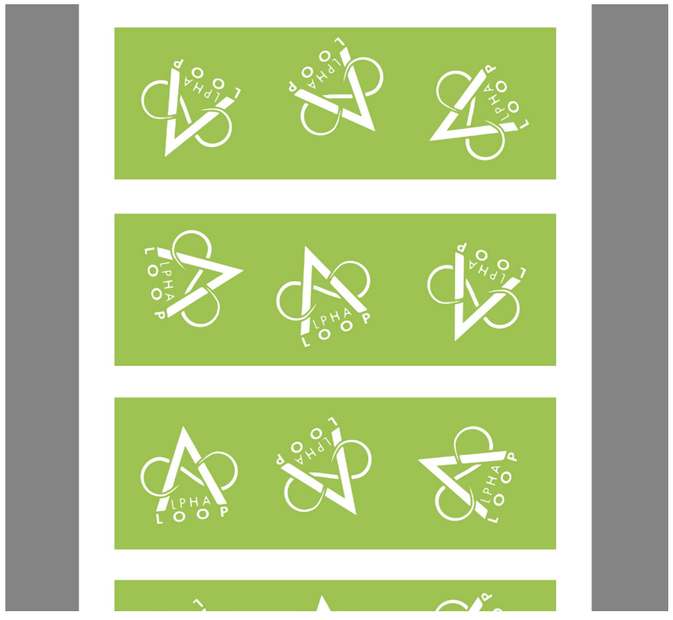
1. MMA (or similar) surface-applied sealcoat with Alpha Loop logo stenciling.
2. Partnership with Arts Alpharetta to commission local artists to design distinctive crosswalks.



PREVIOUS STUDY REFERENCE: NORTHPOINT PLACEMAKING STUDY



OPTION 1a: STENCILED BIKE LANE STRIPE



OPTION 1b: STENCILED NEGATIVE SPACE

OPTION 2: POTENTIAL ARTS ALPHARETTA PARTNERSHIP

APPENDIX

TRAFFIC STUDY

June 27, 2022

AlphaLoop
Traffic Study
5633.01

Prepared for:
Starr Whitehouse
Landscape Architects
and Planners
437 Memorial Drive SE,
Ste. A-2
Atlanta, GA 30312

Prepared by:
Michael Crawford, PE
PE# 019633

AlphaLoop
Traffic Study

PREPARED BY:
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Duluth, GA 30096
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Introduction

The AlphaLoop project is located in the City of Alpharetta in North Fulton County and aims to provide a comfortable, safe and consistent path for pedestrians and bicyclists to travel between parks. In order to achieve the goals for the path, four intersections have been evaluated to safely and efficiently cross pedestrians and bicyclists. The four intersections evaluated were Old Milton Parkway and Roswell Street, Old Milton Parkway and Kingry Lane, Old Milton Parkway and Park Street, and South Main Street and Devore Road. Traffic analyses were completed with the previous three years of crash data and the current traffic counts.

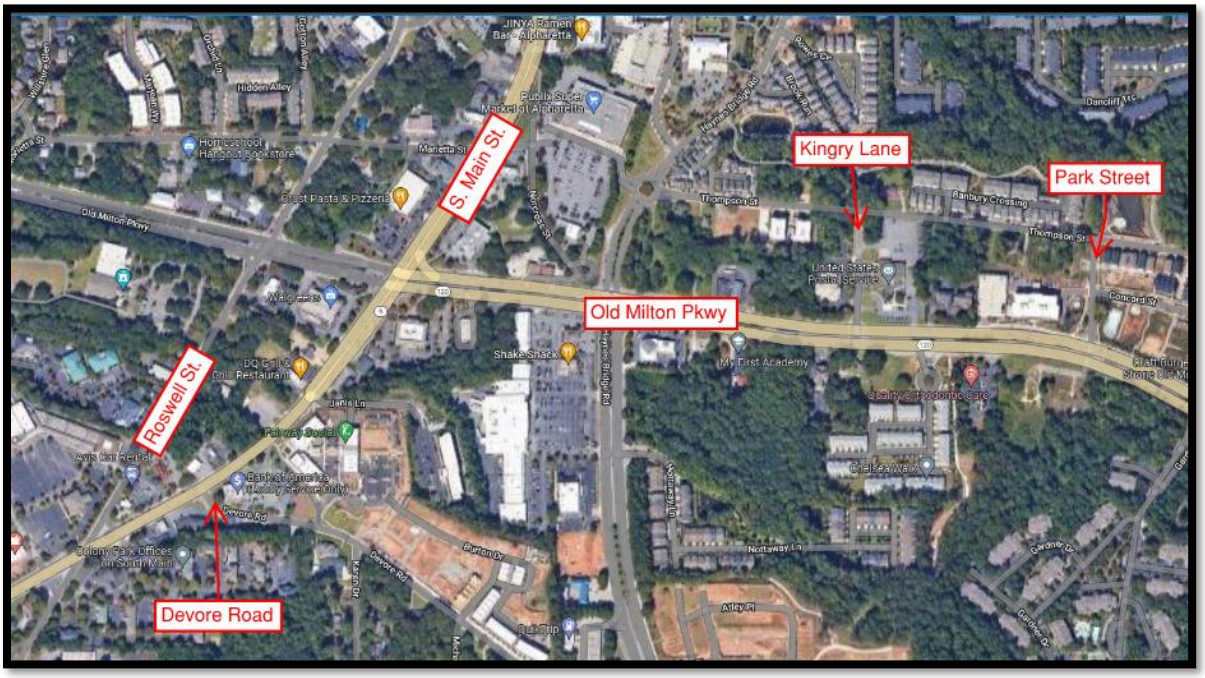
The vicinity for the studied locations is shown on Figure 1.

Old Milton Parkway is a four to six lane roadway divided by raised medians with left and right turn lanes. Roswell Street, at the intersection of Old Milton Parkway, is a two-lane road with left turn lanes. The speed limits posted are 35 mph on Old Milton Parkway and 25 mph on Roswell Street. The intersection is signalized.

S. Main Street at the intersection of Devore Road is a four-lane roadway, Devore Road being a two-lane. The posted speed on S. Main Street is 45 mph and 35 mph on Devore Road. The intersection is not signalized.

Kingry Lane and Park Street are both three-lane roadways with a left and a right turn lane onto Old Milton Parkway. No speed limits are posted on Kingry Lane or Park Street. The posted speed limit for Old Milton Parkway is 35 mph. Kingry Lane is a signalized intersection, however, Park Street is not.

Figure 1: Vicinity Map



Existing Conditions Analysis

Traffic counts were conducted on Thursday May 12th, 2022 and Wednesday May 25th, 2022. AM, noon and PM peak period counts were conducted at the intersection of Kingry Lane and Old Milton Parkway and Roswell Street and Old Milton Parkway. AM and PM peak counts were conducted at Old Milton Parkway and Park Street and at S. Main Street and Devore Road. Pedestrians and bicyclists were also recorded in the time frames. The quantity of pedestrians crossing in a time frame did not exceed 12 except for the PM peak periods at Roswell Street and Old Milton Parkway and at Kingry Lane and Old Milton Parkway.

Figure 2: PM Peak- Roswell St and Old Milton Parkway

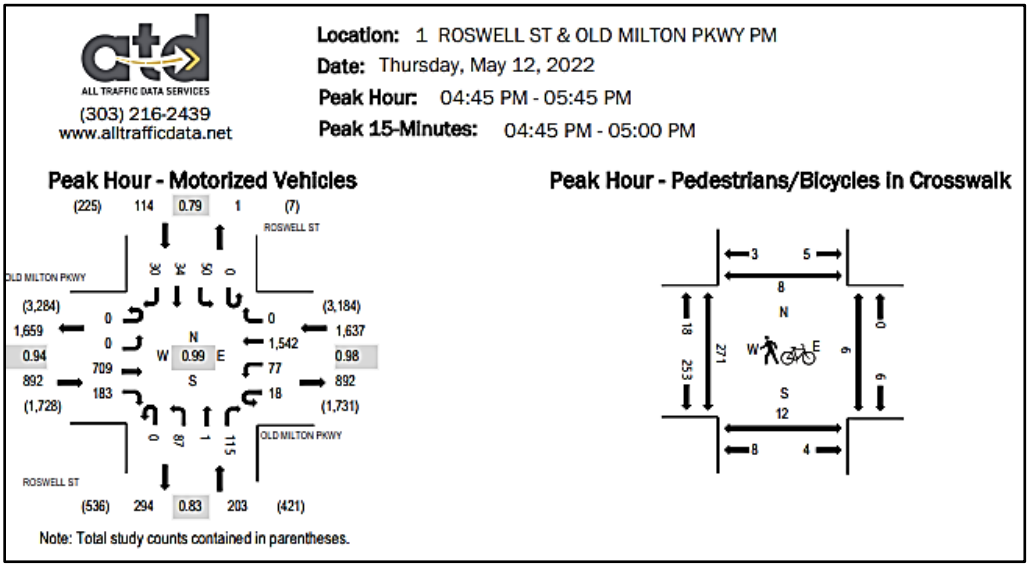
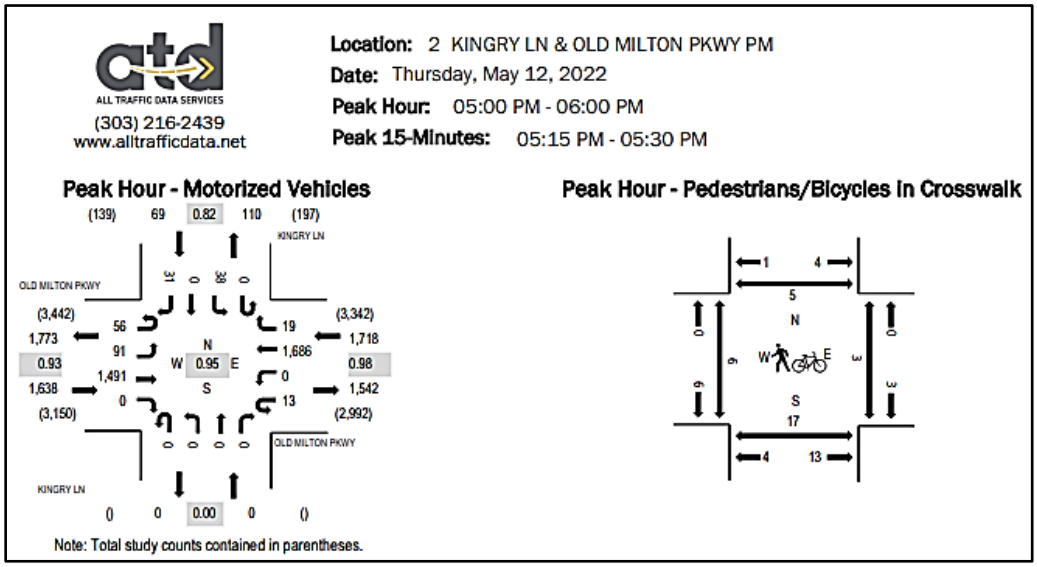


Figure 3: PM Peak- Kingry Lane and Old Milton Parkway



Complete traffic count data are provided in the Appendix.

Crash Diagram Analysis

To conduct the crash analysis for the intersections, the Georgia Electronic Accident Reporting System (GEARS) maintained by the Georgia Department of Transportation (GDOT) was utilized. Law enforcement agencies around the state report crash data to GEARS so that statewide and local crash analysis may be performed. The data analysis results in the generation of crash diagrams.

The crash diagrams portray crash data reported between December 2019 and May 2022. Each crash was categorized based on type of crash, time of day, type of weather and severity of the wreck. Figure 4 provides the complete crash diagrams.

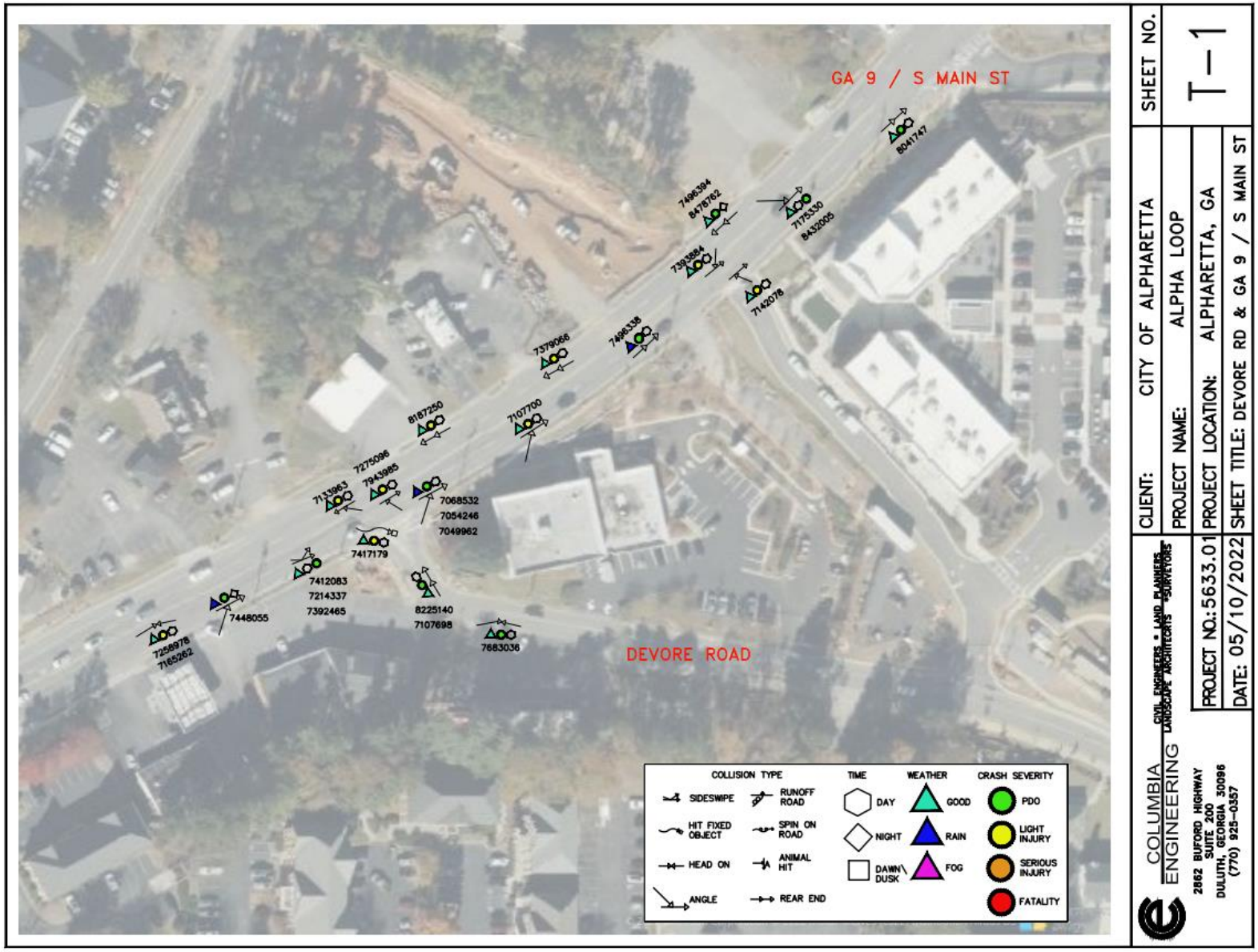
The first intersection analyzed was S. Main Street and Devore Road. The car crashes at this intersection consisted of angled wrecks, side-swipes and rear-end crashes. The majority of wrecks were angled crashes as people turned out onto S. Main Street. Some of the wrecks recorded were caused by illegal left turns onto S. Main Street. In this analysis, an alternative crossing path for pedestrians was also analyzed. The alternative crossing would be at S. Main Street and the proposed Devore Relocation Road. This intersection was found to have less wrecks onto S. Main Street than the current Devore Road.

The second intersection analyzed was Roswell Street and Old Milton Parkway. The car crashes at this intersection consisted of angled wrecks, side-swipes and rear-end crashes. The majority of wrecks were angled crashes as vehicles attempted to turn in-between too small of gaps in the flow of through traffic.

Lastly, the intersection of Kingry Lane and Old Milton Parkway was analyzed. The car crashes at this intersection consisted of angled wrecks, side-swipes and rear-end crashes. The clear majority of wrecks were angled crashes as vehicles turned left from Old Milton Parkway onto Kingry Lane. The intersection of Park Street and Old Milton Parkway was included in this scope and was found to have a variety of angled wrecks, side-swipes and rear-end crashes. There were less wrecks at Park Street than recorded at Kingry Lane.

No pedestrians or bicyclists were involved in the reported crashes.

Figure 4: Existing Crash Data



OLD MILTON PKWY
ROSWELL ST
8519473
8063051
8119395
7175301
7912459
7392577
7198814
7117280
7273143
8515557
8344688
8151418
8251504
8072724
8341957
8233191
8047589
COLLISION TYPE
SIDESWIPE
RUNOFF ROAD
HIT FIXED OBJECT
SPIN ON ROAD
HEAD ON
ANIMAL HIT
ANGLE
REAR END
TIME
DAY
NIGHT
DAWN\ DUSK
WEATHER
GOOD
RAIN
FOG
CRASH SEVERITY
PDO
LIGHT INJURY
SERIOUS INJURY
FATALITY
COLUMBIA ENGINEERING
CIVIL ENGINEERS • LAND PLANNERS
LANDSCAPE ARCHITECTS • SURVEYORS
2862 BUFORD HIGHWAY
SUITE 200
DULUTH, GEORGIA 30096
(770) 925-0357
CLIENT: CITY OF ALPHARETTA
PROJECT NAME: ALPHA LOOP
PROJECT LOCATION: ALPHARETTA, GA
PROJECT NO.:5633.01
DATE: 05/10/2022
SHEET TITLE: OLD MILTON PKWY & ROSWELL ST
SHEET NO.
T-2

KINGRY LANE
PARK ST
GA 120
7059257
7344406
7254372
8113546
7155757
7246560
7300431
7228714
7213037
7194318
8113549
7637057
7379167
8322419
8133637
8312685
7570089
8134924
COLLISION TYPE
SIDESWIPE
RUNOFF ROAD
HIT FIXED OBJECT
SPIN ON ROAD
HEAD ON
ANIMAL HIT
ANGLE
REAR END
TIME
DAY
NIGHT
DAWN\ DUSK
WEATHER
GOOD
RAIN
FOG
CRASH SEVERITY
PDO
LIGHT INJURY
SERIOUS INJURY
FATALITY
CLIENT: CITY OF ALPHARETTA
SHEET NO.
T-3
PROJECT NAME: ALPHA LOOP
PROJECT LOCATION: ALPHARETTA, GA
SHEET TITLE: KINGRY LANE & GA 120
PROJECT NO.: 5633.01
DATE: 05/10/2022
COLUMBIA ENGINEERING
CIVIL ENGINEERS • LAND PLANNERS
LANDSCAPE ARCHITECTS • SURVEYORS
2862 BUFORD HIGHWAY
SUITE 200
DULUTH, GEORGIA 30096
(770) 925-0357

Capacity Analysis

To determine the operation efficiency of the adjacent roads and intersections, under existing and total traffic conditions, SYNCHRO analysis was performed utilizing methods documented in the *Highway Capacity Manual (HCM), 6th Edition*, published by the Transportation Research Board.

Level of Service is a function of driver expectation and is calculated based upon delay experienced by vehicles at intersections. For roadway segments, Level of Service (LOS) is a function of the average travel speed.

Level of Service is graded from A through F, with LOS A being the best and LOS F being the worst. The higher the letter grade, generally the higher levels of delay and congestion may be expected.

For unsignalized intersections, the average delay per vehicle is calculated for all vehicles traversing the intersection. Level of Service thresholds developed in the *Highway Capacity Manual* are then used to grade the intersection operations. Table 1 and 2 report the thresholds utilized for unsignalized and signalized intersections, respectively.

The study network intersections were analyzed with existing geometry for both the existing and total traffic scenarios. See Table 3 and 4 for Level of Service summaries.

Table 1: Level of Service Criteria – Unsignalized Intersections

Level of Service	Average Control Delay (sec/veh)
A	0 - 10
B	>10 - 15
C	>15 - 25
D	>25 - 35
E	>35 - 50
F	>50

Table 2: Level of Service Criteria – Signalized Intersections

Level of Service	Average Control Delay (seconds/vehicle)	General Description
A	≤10	Free Flow
B	>10 – 20	Stable Flow (slight delays)
C	>20 – 35	Stable flow (acceptable delays)
D	>35 – 55	Approaching unstable flow (tolerable delay, occasionally wait through more than one signal cycle before proceeding)
E	>55 – 80	Unstable flow (intolerable delay)
F[1]	>80	Forced flow (congested and queues fail to clear)

Table 3: Level of Service Analysis Summary- Unsignalized Intersections

Existing Traffic: Unsignalized Intersections					
		AM Peak Period		PM Peak Period	
Intersection	Movement	Delay (s)	LOS	Delay (s)	LOS
S. Main St. and Devore Road.	WBR	10.9	B	19.1	C
	SBL	9	A	11.9	B
Old Milton Pkwy and Park St.	EBL	21.2	C	31.3	D
	WBU	11.9	B	17.5	C
	SBL	52.2	F	134.5	F
	SBR	16.4	C	21.5	C

Table 4: Level of Service Analysis Summary- Signalized Intersections

Existing Traffic: Signalized Intersections						
	AM Peak Period		Noon Peak Period		PM Peak Period	
Intersection	Delay (s)	LOS	Delay (s)	LOS	Delay (s)	LOS
Old Milton Pkwy and Kingry St	5.1	A	11.9	B	7.7	A
Old Milton Pkwy and Kingry St Removing Turn Lane	5.1	A	11.9	B	7.8	A
Old Milton Pkwy and Roswell	28	C	20.9	C	22.7	C
Old Milton Pkwy and Roswell All-Red Pedestrian Scramble	67.2	E	-	-	123.5	F

Alternatives Analysis

Two alternative pedestrian/cycling routes were considered in this analysis.

The first alternative was to direct pedestrians and cyclists to the proposed Devore Relocation Road in order to cross S. Main Street instead of crossing at Devore Road. By adjusting the crossing, foot-traffic would be crossing at an intersection with less recorded crashes in the last three years.

The second alternative was to direct pedestrians and cyclists to cross Old Milton Parkway at the intersection of Park Street instead of at Kingry Lane. Kingry Lane is a signalized intersection as Park Street is not, however, less crashes were recorded at Park Street.

Two alternative intersection configurations were investigated.

The first intersection configuration alternative was to combine the right and left turn lanes on Kingry Lane to a single lane of traffic turning onto Old Milton Parkway. Removing the lane would provide additional space for the AlphaLoop project to create a wider pathway. Combining the turn lanes have no significant impact upon the Level of Service on Kingry Lane as shown in Table 4.

The second intersection configuration alternative was to alter Old Milton Parkway and Roswell Street to have an all-red phase in order for foot-traffic to cross in any direction safely. The all-red pedestrian phase created a delay that moved the Level of Service into the F category during the PM peak period as shown in Table 4.

Conclusions

The report has analyzed traffic and safety conditions in the project vicinity of three proposed pedestrian crossings at Old Milton Parkway and Roswell Street, Old Milton Parkway and Kingry Lane, and South Main Street and Devore Road in North Fulton County. In the analysis, two alternative routes and two alterative intersection configurations were investigated. The alternative intersection configurations found that removing a lane at Kingry Street did not have significant effect on the Level of Service. The all-red pedestrian phase was found to have a significant negative impact on the Level of Service on Old Milton Road due to the delay.

Based on this analysis, the PM peak traffic had a higher volume of vehicles, pedestrians, and bicyclists than the AM and Noon peaks. Roswell Street and Old Milton Parkway had the highest volume of pedestrians recorded with 271 pedestrians/bicyclists crossing northbound across Old Milton Parkway between 4:45 PM and 5:45 PM.

To conduct the crash analysis for the intersections, GEARS was utilized. The most car wrecks occurring at S. Main Street and Devore Road were angled crashes as people turned out onto S. Main Street. The majority of wrecks recorded at Roswell Street and Old Milton Parkway were angled crashes as vehicles attempted to turn left onto both roadways. Crashes recorded at Kingry Lane and Old Milton Parkway were most-often angled crashes as vehicles turned left from Old Milton Parkway onto Kingry Lane. No pedestrians or bicyclists were involved in the reported crashes.

Through the several analysis methods, it is concluded that the Level of Service at the three proposed AlphaLoop crossings currently maintain a LOS rating of C or above with the existing conditions. It is also important to note that no reported crashes included pedestrians or bicyclists at any of the studied locations.

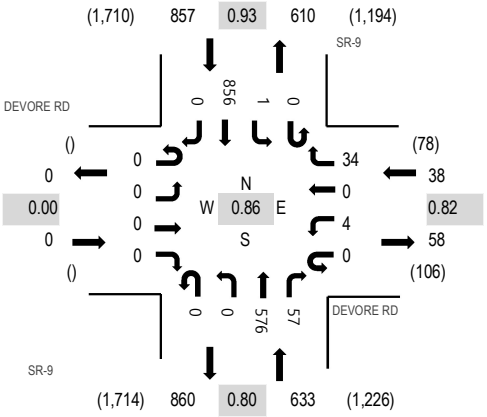
Appendices

Appendix A- Traffic Count Data

ALL TRAFFIC DATA SERVICES
(303) 216-2439
www.alltrafficdata.net

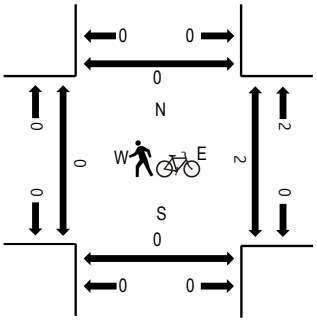
Location: 3 SR-9 & DEVORE RD AM
Date: Wednesday, May 25, 2022
Peak Hour: 07:15 AM - 08:15 AM
Peak 15-Minutes: 07:30 AM - 07:45 AM

Peak Hour - Motorized Vehicles



Note: Total study counts contained in parentheses.

Peak Hour - Pedestrians/Bicycles in Crosswalk



Traffic Counts - Motorized Vehicles

Interval Start Time	DEVORE RD Eastbound				DEVORE RD Westbound				SR-9 Northbound				SR-9 Southbound					Rolling Hour	Pedestrian Crossings			
	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	Total		West	East	South	North
7:00 AM	0	0	0	0	0	0	0	6	0	0	101	5	0	0	195	0	307	1,521	0	0	0	0
7:15 AM	0	0	0	0	0	0	0	8	0	0	128	13	0	1	223	0	373	1,528	0	1	0	0
7:30 AM	0	0	0	0	0	1	0	5	0	0	186	16	0	0	235	0	443	1,526	0	0	0	0
7:45 AM	0	0	0	0	0	2	0	7	0	0	147	19	0	0	223	0	398	1,487	0	0	0	0
8:00 AM	0	0	0	0	0	1	0	14	0	0	115	9	0	0	175	0	314	1,493	0	1	0	0
8:15 AM	0	0	0	0	0	0	0	4	0	0	145	7	0	0	215	0	371		0	2	0	0
8:30 AM	0	0	0	0	0	1	0	14	0	0	156	21	0	1	211	0	404		0	0	0	0
8:45 AM	0	0	0	0	0	1	0	14	0	0	144	14	0	0	231	0	404		0	0	0	0

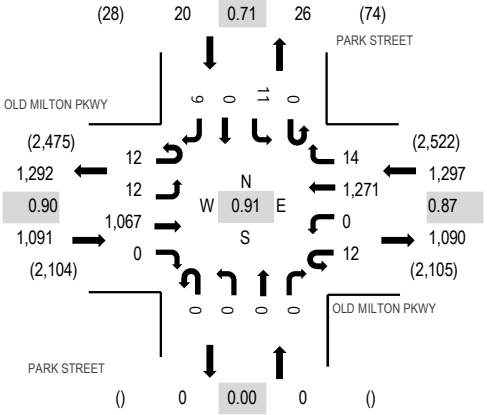
Peak Rolling Hour Flow Rates

Vehicle Type	Eastbound				Westbound				Northbound				Southbound				Total
	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	
Articulated Trucks	0	0	0	0	0	0	0	0	0	0	3	0	0	0	0	0	3
Lights	0	0	0	0	0	4	0	34	0	0	558	54	0	1	837	0	1,488
Mediums	0	0	0	0	0	0	0	0	0	0	15	3	0	0	19	0	37
Total	0	0	0	0	0	4	0	34	0	0	576	57	0	1	856	0	1,528

ALL TRAFFIC DATA SERVICES
(303) 216-2439
www.alltrafficdata.net

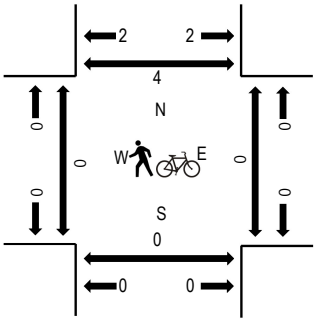
Location: 4 PARK STREET & OLD MILTON PKWY AM
Date: Wednesday, May 25, 2022
Peak Hour: 08:00 AM - 09:00 AM
Peak 15-Minutes: 08:45 AM - 09:00 AM

Peak Hour - Motorized Vehicles



Note: Total study counts contained in parentheses.

Peak Hour - Pedestrians/Bicycles in Crosswalk



Traffic Counts - Motorized Vehicles

Interval Start Time	OLD MILTON PKWY Eastbound				OLD MILTON PKWY Westbound				PARK STREET Northbound				PARK STREET Southbound					Rolling Hour	Pedestrian Crossings			
	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	Total		West	East	South	North
7:00 AM	1	1	194	0	1	0	252	8	0	0	0	0	0	2	0	1	460	2,246	0	0	0	0
7:15 AM	4	3	230	0	5	0	280	7	0	0	0	0	0	2	0	0	531	2,337	0	0	0	0
7:30 AM	2	2	301	0	5	0	292	8	0	0	0	0	0	0	0	0	610	2,381	0	0	0	2
7:45 AM	4	4	267	0	7	0	345	15	0	0	0	0	0	1	0	2	645	2,395	0	0	0	1
8:00 AM	0	3	258	0	2	0	282	3	0	0	0	0	0	2	0	1	551	2,408	0	0	0	0
8:15 AM	5	1	253	0	0	0	307	2	0	0	0	0	0	6	0	1	575		0	0	0	0
8:30 AM	6	4	281	0	5	0	319	5	0	0	0	0	0	1	0	3	624		0	0	0	1
8:45 AM	1	4	275	0	5	0	363	4	0	0	0	0	0	2	0	4	658		0	0	0	1

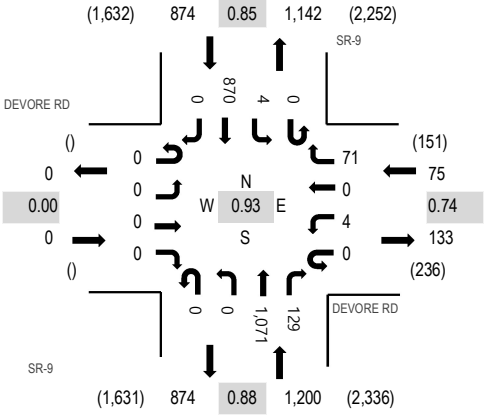
Peak Rolling Hour Flow Rates

Vehicle Type	Eastbound				Westbound				Northbound				Southbound				Total
	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	
Articulated Trucks	0	0	2	0	0	0	3	0	0	0	0	0	0	0	0	0	5
Lights	12	11	1,051	0	12	0	1,194	13	0	0	0	0	0	11	0	8	2,312
Mediums	0	1	14	0	0	0	74	1	0	0	0	0	0	0	0	1	91
Total	12	12	1,067	0	12	0	1,271	14	0	0	0	0	0	11	0	9	2,408

ALL TRAFFIC DATA SERVICES
(303) 216-2439
www.alltrafficdata.net

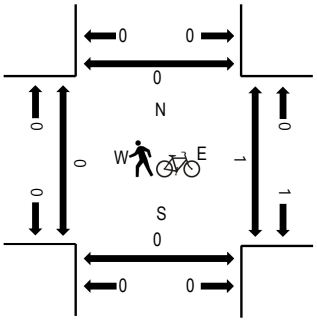
Location: 3 SR-9 & DEVORE RD PM
Date: Wednesday, May 25, 2022
Peak Hour: 05:00 PM - 06:00 PM
Peak 15-Minutes: 05:15 PM - 05:30 PM

Peak Hour - Motorized Vehicles



Note: Total study counts contained in parentheses.

Peak Hour - Pedestrians/Bicycles in Crosswalk



Traffic Counts - Motorized Vehicles

Interval Start Time	DEVORE RD Eastbound				DEVORE RD Westbound				SR-9 Northbound				SR-9 Southbound					Rolling Hour	Pedestrian Crossings			
	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	Total		West	East	South	North
4:00 PM	0	0	0	0	0	1	0	27	0	0	277	28	0	1	171	0	505	1,970	0	0	1	0
4:15 PM	0	0	0	0	0	0	0	11	0	0	248	20	0	1	205	0	485	1,996	0	1	0	0
4:30 PM	0	0	0	0	0	1	0	21	0	0	267	26	0	0	186	0	501	2,090	0	2	0	0
4:45 PM	0	0	0	0	0	0	0	15	0	0	244	26	0	1	193	0	479	2,133	0	1	0	0
5:00 PM	0	0	0	0	0	0	0	14	0	0	312	33	0	0	172	0	531	2,149	0	0	0	0
5:15 PM	0	0	0	0	0	1	0	25	0	0	247	49	0	1	256	0	579		0	1	0	0
5:30 PM	0	0	0	0	0	0	0	16	0	0	286	24	0	1	217	0	544		0	0	0	0
5:45 PM	0	0	0	0	0	3	0	16	0	0	226	23	0	2	225	0	495		0	0	0	0

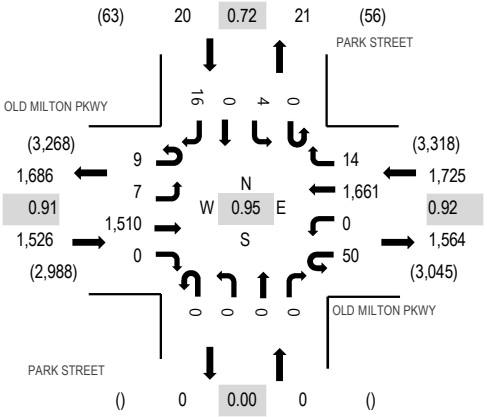
Peak Rolling Hour Flow Rates

Vehicle Type	Eastbound				Westbound				Northbound				Southbound				Total
	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	
Articulated Trucks	0	0	0	0	0	0	0	0	0	0	3	0	0	0	2	0	5
Lights	0	0	0	0	0	4	0	71	0	0	1,062	127	0	4	855	0	2,123
Mediums	0	0	0	0	0	0	0	0	0	0	6	2	0	0	13	0	21
Total	0	0	0	0	0	4	0	71	0	0	1,071	129	0	4	870	0	2,149

ALL TRAFFIC DATA SERVICES
(303) 216-2439
www.alltrafficdata.net

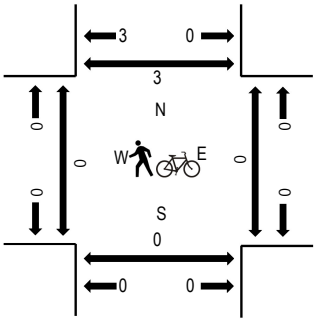
Location: 4 PARK STREET & OLD MILTON PKWY PM
Date: Wednesday, May 25, 2022
Peak Hour: 05:00 PM - 06:00 PM
Peak 15-Minutes: 05:30 PM - 05:45 PM

Peak Hour - Motorized Vehicles



Note: Total study counts contained in parentheses.

Peak Hour - Pedestrians/Bicycles in Crosswalk



Traffic Counts - Motorized Vehicles

Interval Start Time	OLD MILTON PKWY Eastbound				OLD MILTON PKWY Westbound				PARK STREET Northbound				PARK STREET Southbound					Rolling Hour	Pedestrian Crossings			
	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	Total		West	East	South	North
4:00 PM	2	1	349	0	5	0	335	5	0	0	0	0	0	2	0	6	705	3,098	0	0	0	1
4:15 PM	3	8	384	0	8	0	376	2	0	0	0	0	0	5	0	10	796	3,200	0	0	0	0
4:30 PM	4	5	359	0	9	0	455	7	0	0	0	0	0	3	0	8	850	3,213	0	0	0	3
4:45 PM	0	6	341	0	10	0	380	1	0	0	0	0	0	6	0	3	747	3,223	0	2	0	1
5:00 PM	6	3	366	0	9	0	414	3	0	0	0	0	0	0	0	6	807	3,271	0	0	0	1
5:15 PM	0	1	420	0	13	0	368	4	0	0	0	0	0	1	0	2	809		0	0	0	0
5:30 PM	3	2	380	0	17	0	450	3	0	0	0	0	0	1	0	4	860		0	0	0	0
5:45 PM	0	1	344	0	11	0	429	4	0	0	0	0	0	2	0	4	795		0	0	0	0

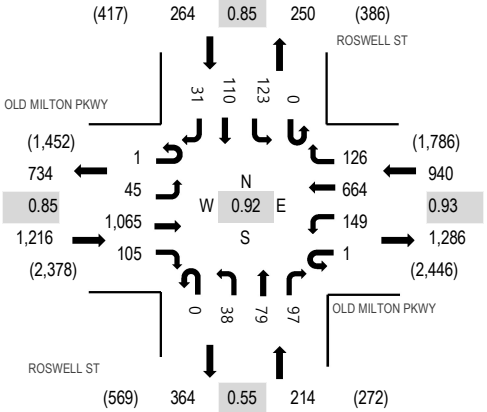
Peak Rolling Hour Flow Rates

Vehicle Type	Eastbound				Westbound				Northbound				Southbound				Total
	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	
Articulated Trucks	0	0	4	0	0	0	4	0	0	0	0	0	0	0	0	0	8
Lights	9	7	1,491	0	50	0	1,642	14	0	0	0	0	0	4	0	15	3,232
Mediums	0	0	15	0	0	0	15	0	0	0	0	0	0	0	0	1	31
Total	9	7	1,510	0	50	0	1,661	14	0	0	0	0	0	4	0	16	3,271

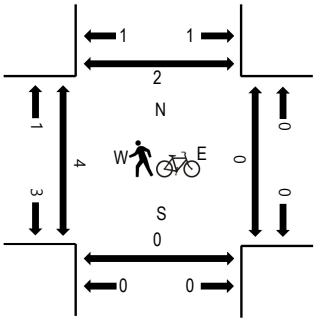
ALL TRAFFIC DATA SERVICES
(303) 216-2439
www.alltrafficdata.net

Location: 1 ROSWELL ST & OLD MILTON PKWY AM
Date: Thursday, May 12, 2022
Peak Hour: 07:15 AM - 08:15 AM
Peak 15-Minutes: 07:30 AM - 07:45 AM

Peak Hour - Motorized Vehicles



Peak Hour - Pedestrians/Bicycles in Crosswalk



Note: Total study counts contained in parentheses.

Traffic Counts - Motorized Vehicles

Interval Start Time	OLD MILTON PKWY Eastbound				OLD MILTON PKWY Westbound				ROSWELL ST Northbound				ROSWELL ST Southbound					Rolling Hour	Pedestrian Crossings			
	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	Total		West	East	South	North
7:00 AM	0	5	209	2	1	14	118	19	0	1	4	5	0	12	24	5	419	2,410	2	0	1	0
7:15 AM	0	9	280	14	0	34	134	28	0	3	8	3	0	37	28	10	588	2,634	1	0	0	1
7:30 AM	0	14	242	43	0	61	170	29	0	12	26	43	0	31	39	8	718	2,616	2	0	0	0
7:45 AM	0	12	228	28	0	40	179	38	0	17	35	45	0	33	24	6	685	2,474	1	0	0	0
8:00 AM	1	10	315	20	1	14	181	31	0	6	10	6	0	22	19	7	643	2,443	0	0	0	1
8:15 AM	0	6	266	8	3	12	180	33	0	1	7	7	0	23	19	5	570		0	0	0	0
8:30 AM	0	2	253	31	2	14	171	46	0	7	3	4	0	21	16	6	576		0	1	0	3
8:45 AM	4	2	331	43	2	17	208	6	0	9	3	7	0	14	5	3	654		0	0	1	0

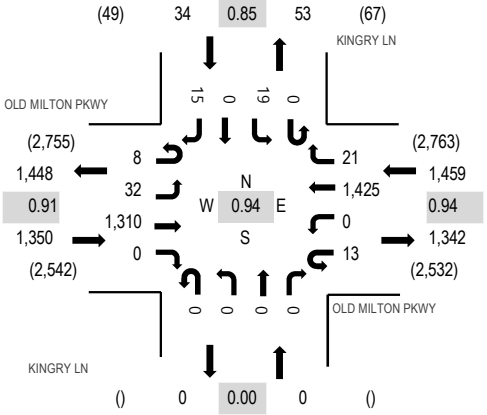
Peak Rolling Hour Flow Rates

Vehicle Type	Eastbound				Westbound				Northbound				Southbound				Total
	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	
Articulated Trucks	0	0	2	0	0	0	3	1	0	0	0	0	0	0	0	0	6
Lights	1	44	1,059	101	1	149	650	122	0	37	79	97	0	121	109	31	2,601
Mediums	0	1	4	4	0	0	11	3	0	1	0	0	0	2	1	0	27
Total	1	45	1,065	105	1	149	664	126	0	38	79	97	0	123	110	31	2,634

ALL TRAFFIC DATA SERVICES
(303) 216-2439
www.alltrafficdata.net

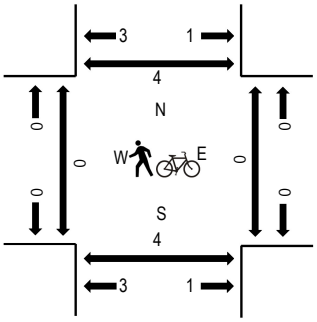
Location: 2 KINGRY LN & OLD MILTON PKWY AM
Date: Thursday, May 12, 2022
Peak Hour: 08:00 AM - 09:00 AM
Peak 15-Minutes: 08:45 AM - 09:00 AM

Peak Hour - Motorized Vehicles



Note: Total study counts contained in parentheses.

Peak Hour - Pedestrians/Bicycles in Crosswalk



Traffic Counts - Motorized Vehicles

Interval Start Time	OLD MILTON PKWY Eastbound				OLD MILTON PKWY Westbound				KINGRY LN Northbound				KINGRY LN Southbound					Rolling Hour	Pedestrian Crossings			
	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	Total		West	East	South	North
7:00 AM	1	1	190	0	1	0	301	0	0	0	0	0	0	2	0	4	500	2,511	0	0	1	0
7:15 AM	1	1	324	0	1	0	318	1	0	0	0	0	0	0	0	0	646	2,715	3	0	2	0
7:30 AM	2	0	298	0	1	0	342	4	0	0	0	0	0	1	0	3	651	2,770	0	0	1	1
7:45 AM	2	2	370	0	1	0	329	5	0	0	0	0	0	1	0	4	714	2,804	0	0	1	0
8:00 AM	1	8	354	0	2	0	327	4	0	0	0	0	0	6	0	2	704	2,843	0	0	0	1
8:15 AM	2	3	317	0	3	0	360	9	0	0	0	0	0	4	0	3	701		0	0	1	1
8:30 AM	2	13	292	0	3	0	359	6	0	0	0	0	0	6	0	4	685		0	0	1	0
8:45 AM	3	8	347	0	5	0	379	2	0	0	0	0	0	3	0	6	753		0	0	2	1

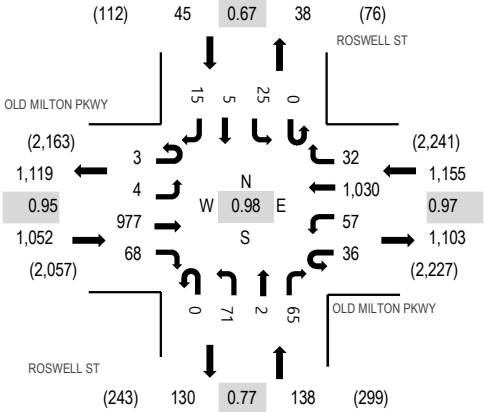
Peak Rolling Hour Flow Rates

Vehicle Type	Eastbound				Westbound				Northbound				Southbound				Total
	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	
Articulated Trucks	0	0	5	0	0	0	13	1	0	0	0	0	0	0	0	0	19
Lights	8	32	1,276	0	13	0	1,374	20	0	0	0	0	0	19	0	15	2,757
Mediums	0	0	29	0	0	0	38	0	0	0	0	0	0	0	0	0	67
Total	8	32	1,310	0	13	0	1,425	21	0	0	0	0	0	19	0	15	2,843

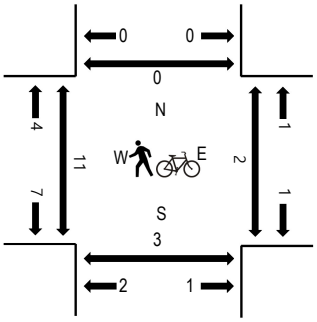
ALL TRAFFIC DATA SERVICES
(303) 216-2439
www.alltrafficdata.net

Location: 1 ROSWELL ST & OLD MILTON PKWY Noon
Date: Thursday, May 12, 2022
Peak Hour: 01:00 PM - 02:00 PM
Peak 15-Minutes: 01:45 PM - 02:00 PM

Peak Hour - Motorized Vehicles



Peak Hour - Pedestrians/Bicycles in Crosswalk



Note: Total study counts contained in parentheses.

Traffic Counts - Motorized Vehicles

Interval Start Time	OLD MILTON PKWY Eastbound				OLD MILTON PKWY Westbound				ROSWELL ST Northbound				ROSWELL ST Southbound					Rolling Hour	Pedestrian Crossings			
	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	Total		West	East	South	North
12:00 PM	2	0	223	11	8	13	256	6	0	11	0	41	0	5	2	4	582	2,319	2	0	1	2
12:15 PM	0	1	243	14	12	12	239	13	0	22	1	17	0	9	0	8	591	2,338	2	3	3	0
12:30 PM	1	1	223	12	8	17	231	5	0	18	0	20	0	16	6	3	561	2,321	4	3	0	0
12:45 PM	0	2	258	14	10	11	236	9	0	11	0	20	0	11	1	2	585	2,363	1	1	1	0
1:00 PM	2	1	249	23	11	20	239	12	0	24	0	15	0	2	0	3	601	2,390	7	1	0	0
1:15 PM	0	1	226	19	14	9	257	6	0	11	0	18	0	8	2	3	574		3	0	1	0
1:30 PM	0	2	243	10	7	17	270	5	0	18	0	17	0	9	2	3	603		1	1	1	0
1:45 PM	1	0	259	16	4	11	264	9	0	18	2	15	0	6	1	6	612		0	0	1	0

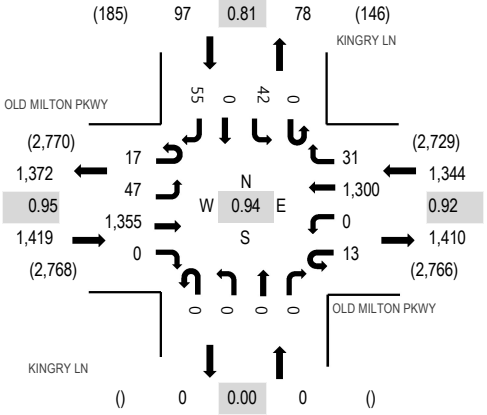
Peak Rolling Hour Flow Rates

Vehicle Type	Eastbound				Westbound				Northbound				Southbound				Total
	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	
Articulated Trucks	0	0	1	0	0	0	1	1	0	0	0	0	0	0	0	0	3
Lights	3	4	956	66	36	56	1,002	30	0	54	2	60	0	23	5	15	2,312
Mediums	0	0	20	2	0	1	27	1	0	17	0	5	0	2	0	0	75
Total	3	4	977	68	36	57	1,030	32	0	71	2	65	0	25	5	15	2,390

ALL TRAFFIC DATA SERVICES
(303) 216-2439
www.alltrafficdata.net

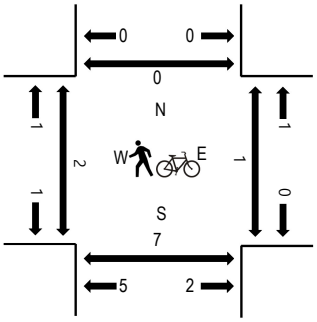
Location: 2 KINGRY LN & OLD MILTON PKWY Noon
Date: Thursday, May 12, 2022
Peak Hour: 01:00 PM - 02:00 PM
Peak 15-Minutes: 01:45 PM - 02:00 PM

Peak Hour - Motorized Vehicles



Note: Total study counts contained in parentheses.

Peak Hour - Pedestrians/Bicycles in Crosswalk



Traffic Counts - Motorized Vehicles

Interval Start Time	OLD MILTON PKWY Eastbound				OLD MILTON PKWY Westbound				KINGRY LN Northbound				KINGRY LN Southbound					Rolling Hour	Pedestrian Crossings			
	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	Total		West	East	South	North
12:00 PM	5	17	294	0	5	0	353	9	0	0	0	0	0	11	0	13	707	2,822	0	0	2	1
12:15 PM	4	11	339	0	6	0	292	0	0	0	0	0	0	5	0	19	676	2,788	0	0	1	1
12:30 PM	4	13	306	0	10	0	331	3	0	0	0	0	0	14	0	7	688	2,827	0	0	1	0
12:45 PM	6	10	340	0	17	0	354	5	0	0	0	0	0	9	0	10	751	2,852	1	0	1	2
1:00 PM	9	6	320	0	3	0	310	8	0	0	0	0	0	6	0	11	673	2,860	2	0	3	0
1:15 PM	2	13	353	0	3	0	310	8	0	0	0	0	0	13	0	13	715		0	1	2	0
1:30 PM	4	15	360	0	5	0	297	8	0	0	0	0	0	9	0	15	713		0	0	1	0
1:45 PM	2	13	322	0	2	0	383	7	0	0	0	0	0	14	0	16	759		0	0	1	0

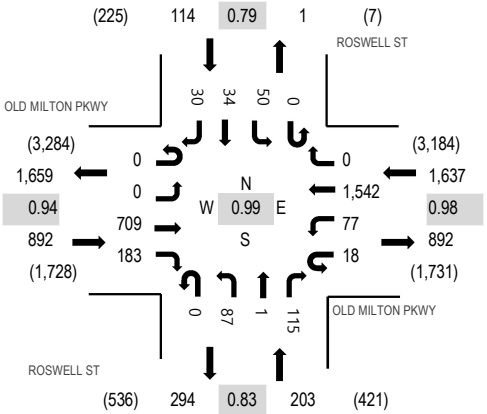
Peak Rolling Hour Flow Rates

Vehicle Type	Eastbound				Westbound				Northbound				Southbound				Total
	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	
Articulated Trucks	0	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0	3
Lights	17	45	1,281	0	13	0	1,262	30	0	0	0	0	0	41	0	53	2,742
Mediums	0	2	72	0	0	0	37	1	0	0	0	0	0	1	0	2	115
Total	17	47	1,355	0	13	0	1,300	31	0	0	0	0	0	42	0	55	2,860

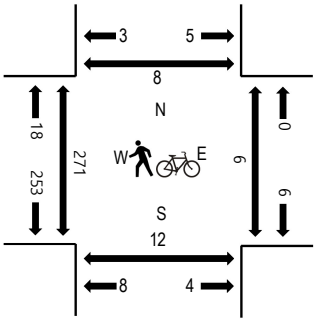
ALL TRAFFIC DATA SERVICES
(303) 216-2439
www.alltrafficdata.net

Location: 1 ROSWELL ST & OLD MILTON PKWY PM
Date: Thursday, May 12, 2022
Peak Hour: 04:45 PM - 05:45 PM
Peak 15-Minutes: 04:45 PM - 05:00 PM

Peak Hour - Motorized Vehicles



Peak Hour - Pedestrians/Bicycles in Crosswalk



Note: Total study counts contained in parentheses.

Traffic Counts - Motorized Vehicles

Interval Start Time	OLD MILTON PKWY Eastbound				OLD MILTON PKWY Westbound				ROSWELL ST Northbound				ROSWELL ST Southbound					Rolling Hour	Pedestrian Crossings			
	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	Total		West	East	South	North
4:00 PM	1	2	173	45	3	14	346	1	0	31	0	35	0	12	10	5	678	2,790	9	1	1	1
4:15 PM	1	0	185	38	3	11	398	3	0	25	0	27	0	7	5	22	725	2,819	15	4	0	0
4:30 PM	0	0	167	28	3	18	365	0	0	39	0	24	0	10	4	8	666	2,799	18	6	4	0
4:45 PM	0	0	192	44	6	14	398	0	0	13	0	26	0	15	6	7	721	2,846	38	2	1	2
5:00 PM	0	0	171	48	5	16	378	0	0	18	0	45	0	3	11	12	707	2,768	76	0	4	2
5:15 PM	0	0	176	47	3	19	381	0	0	28	0	27	0	12	6	6	705		77	1	7	2
5:30 PM	0	0	170	44	4	28	385	0	0	28	1	17	0	20	11	5	713		80	3	0	2
5:45 PM	0	0	158	38	0	27	355	0	0	15	0	22	0	10	4	14	643		78	8	5	1

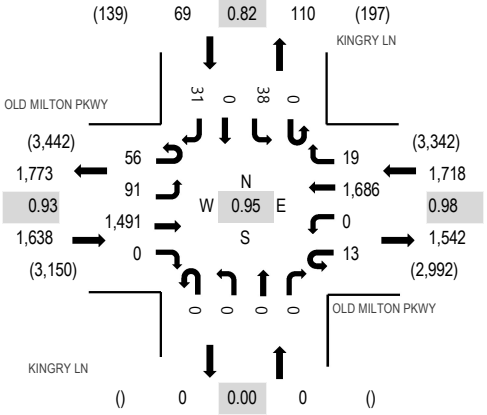
Peak Rolling Hour Flow Rates

Vehicle Type	Eastbound				Westbound				Northbound				Southbound				Total
	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	
Articulated Trucks	0	0	1	0	0	0	2	0	0	0	0	0	0	0	0	0	3
Lights	0	0	698	162	18	74	1,532	0	0	87	1	114	0	50	34	30	2,800
Mediums	0	0	10	21	0	3	8	0	0	0	0	1	0	0	0	0	43
Total	0	0	709	183	18	77	1,542	0	0	87	1	115	0	50	34	30	2,846

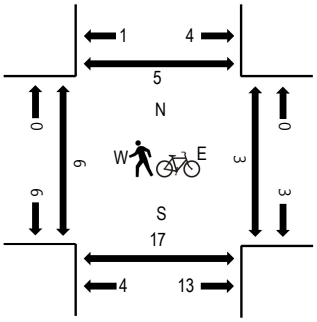
ALL TRAFFIC DATA SERVICES
(303) 216-2439
www.alltrafficdata.net

Location: 2 KINGRY LN & OLD MILTON PKWY PM
Date: Thursday, May 12, 2022
Peak Hour: 05:00 PM - 06:00 PM
Peak 15-Minutes: 05:15 PM - 05:30 PM

Peak Hour - Motorized Vehicles



Peak Hour - Pedestrians/Bicycles in Crosswalk



Note: Total study counts contained in parentheses.

Traffic Counts - Motorized Vehicles

Interval Start Time	OLD MILTON PKWY Eastbound				OLD MILTON PKWY Westbound				KINGRY LN Northbound				KINGRY LN Southbound					Rolling Hour	Pedestrian Crossings			
	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	Total		West	East	South	North
4:00 PM	15	8	337	0	4	0	370	8	0	0	0	0	0	13	0	7	762	3,206	0	2	0	1
4:15 PM	22	18	361	0	4	0	395	8	0	0	0	0	0	10	0	9	827	3,266	0	0	0	0
4:30 PM	16	19	340	0	4	0	420	6	0	0	0	0	0	5	0	7	817	3,337	0	0	0	0
4:45 PM	11	14	351	0	7	0	392	6	0	0	0	0	0	14	0	5	800	3,397	1	0	2	1
5:00 PM	11	19	356	0	3	0	404	7	0	0	0	0	0	12	0	10	822	3,425	0	2	2	4
5:15 PM	7	23	411	0	2	0	436	1	0	0	0	0	0	8	0	10	898		0	0	0	0
5:30 PM	21	22	388	0	3	0	429	2	0	0	0	0	0	8	0	4	877		2	0	14	0
5:45 PM	17	27	336	0	5	0	417	9	0	0	0	0	0	10	0	7	828		4	1	1	0

Peak Rolling Hour Flow Rates

Vehicle Type	Eastbound				Westbound				Northbound				Southbound				Total
	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	U-Turn	Left	Thru	Right	
Articulated Trucks	0	0	3	0	0	0	4	0	0	0	0	0	0	0	0	0	7
Lights	56	90	1,465	0	13	0	1,668	19	0	0	0	0	0	37	0	31	3,379
Mediums	0	1	23	0	0	0	14	0	0	0	0	0	0	1	0	0	39
Total	56	91	1,491	0	13	0	1,686	19	0	0	0	0	0	38	0	31	3,425

Appendix B- Capacity Analysis

Intersection	
Int Delay, s/veh	0.3

Movement	WBL	WBR	NBT	NBR	SBL	SBT
Lane Configurations						
Traffic Vol, veh/h	0	38	0	633	1	856
Future Vol, veh/h	0	38	0	633	1	856
Conflicting Peds, #/hr	0	2	0	0	0	0
Sign Control	Stop	Stop	Free	Free	Free	Free
RT Channelized	-	None	-	None	-	None
Storage Length	0	-	-	-	-	-
Veh in Median Storage, #	0	-	0	-	-	0
Grade, %	0	-	0	-	-	0
Peak Hour Factor	92	92	92	92	92	92
Heavy Vehicles, %	2	2	2	2	2	2
Mvmt Flow	0	41	0	688	1	930

Major/Minor	Minor1		Major1		Major2	
Conflicting Flow All	811	346	0	0	688	0
Stage 1	344	-	-	-	-	-
Stage 2	467	-	-	-	-	-
Critical Hdwy	6.84	6.94	-	-	4.14	-
Critical Hdwy Stg 1	5.84	-	-	-	-	-
Critical Hdwy Stg 2	5.84	-	-	-	-	-
Follow-up Hdwy	3.52	3.32	-	-	2.22	-
Pot Cap-1 Maneuver	317	650	-	-	902	-
Stage 1	689	-	-	-	-	-
Stage 2	597	-	-	-	-	-
Platoon blocked, %			-	-		-
Mov Cap-1 Maneuver	316	649	-	-	902	-
Mov Cap-2 Maneuver	316	-	-	-	-	-
Stage 1	689	-	-	-	-	-
Stage 2	596	-	-	-	-	-

Approach	WB	NB	SB
HCM Control Delay, s	10.9	0	0
HCM LOS	B		

Minor Lane/Major Mvmt	NBT	NBR	WBLn1	SBL	SBT
Capacity (veh/h)	-	-	649	902	-
HCM Lane V/C Ratio	-	-	0.064	0.001	-
HCM Control Delay (s)	-	-	10.9	9	-
HCM Lane LOS	-	-	B	A	-
HCM 95th %tile Q(veh)	-	-	0.2	0	-

Intersection	
Int Delay, s/veh	0.7

Movement	WBL	WBR	NBT	NBR	SBL	SBT
Lane Configurations						
Traffic Vol, veh/h	4	71	1071	129	4	870
Future Vol, veh/h	4	71	1071	129	4	870
Conflicting Peds, #/hr	0	0	0	0	0	0
Sign Control	Stop	Stop	Free	Free	Free	Free
RT Channelized	-	None	-	None	-	None
Storage Length	0	-	-	-	-	-
Veh in Median Storage, #	0	-	0	-	-	0
Grade, %	0	-	0	-	-	0
Peak Hour Factor	92	92	92	92	92	92
Heavy Vehicles, %	2	2	2	2	2	2
Mvmt Flow	4	77	1164	140	4	946

Major/Minor	Minor1		Major1		Major2	
Conflicting Flow All	1715	652	0	0	1304	0
Stage 1	1234	-	-	-	-	-
Stage 2	481	-	-	-	-	-
Critical Hdwy	6.84	6.94	-	-	4.14	-
Critical Hdwy Stg 1	5.84	-	-	-	-	-
Critical Hdwy Stg 2	5.84	-	-	-	-	-
Follow-up Hdwy	3.52	3.32	-	-	2.22	-
Pot Cap-1 Maneuver	81	411	-	-	527	-
Stage 1	238	-	-	-	-	-
Stage 2	588	-	-	-	-	-
Platoon blocked, %			-	-		-
Mov Cap-1 Maneuver	80	411	-	-	527	-
Mov Cap-2 Maneuver	80	-	-	-	-	-
Stage 1	238	-	-	-	-	-
Stage 2	579	-	-	-	-	-

Approach	WB	NB	SB
HCM Control Delay, s	19.1	0	0.1
HCM LOS	C		

Minor Lane/Major Mvmt	NBT	NBR	WBLn1	SBL	SBT
Capacity (veh/h)	-	-	337	527	-
HCM Lane V/C Ratio	-	-	0.242	0.008	-
HCM Control Delay (s)	-	-	19.1	11.9	-
HCM Lane LOS	-	-	C	B	-
HCM 95th %tile Q(veh)	-	-	0.9	0	-

Intersection	
Int Delay, s/veh	0.6

Movement	EBL	EBT	WBU	WBT	WBR	SBL	SBR
Lane Configurations							
Traffic Vol, veh/h	24	1067	12	1271	14	11	9
Future Vol, veh/h	24	1067	12	1271	14	11	9
Conflicting Peds, #/hr	4	0	0	0	4	0	0
Sign Control	Free	Free	Free	Free	Free	Stop	Stop
RT Channelized	-	None	-	-	None	-	Stop
Storage Length	320	-	360	-	-	0	0
Veh in Median Storage, #	-	0	-	0	-	0	-
Grade, %	-	0	-	0	-	0	-
Peak Hour Factor	92	92	92	92	92	92	92
Heavy Vehicles, %	2	2	2	2	2	2	2
Mvmt Flow	26	1160	13	1382	15	12	10

Major/Minor	Major1		Major2			Minor2	
Conflicting Flow All	1401	0	847	-	0	1936	703
Stage 1	-	-	-	-	-	1420	-
Stage 2	-	-	-	-	-	516	-
Critical Hdwy	5.34	-	5.64	-	-	5.74	7.14
Critical Hdwy Stg 1	-	-	-	-	-	6.64	-
Critical Hdwy Stg 2	-	-	-	-	-	6.04	-
Follow-up Hdwy	3.12	-	2.32	-	-	3.82	3.92
Pot Cap-1 Maneuver	249	-	534	-	-	101	326
Stage 1	-	-	-	-	-	133	-
Stage 2	-	-	-	-	-	515	-
Platoon blocked, %		-		-	-		
Mov Cap-1 Maneuver	248	-	534	-	-	88	325
Mov Cap-2 Maneuver	-	-	-	-	-	88	-
Stage 1	-	-	-	-	-	119	-
Stage 2	-	-	-	-	-	501	-

Approach	EB	WB	SB
HCM Control Delay, s	0.5	0.1	36.1
HCM LOS			E

Minor Lane/Major Mvmt	EBL	EBT	WBU	WBT	WBR	SBLn1	SBLn2
Capacity (veh/h)	248	-	534	-	-	88	325
HCM Lane V/C Ratio	0.105	-	0.024	-	-	0.136	0.03
HCM Control Delay (s)	21.2	-	11.9	-	-	52.2	16.4
HCM Lane LOS	C	-	B	-	-	F	C
HCM 95th %tile Q(veh)	0.3	-	0.1	-	-	0.4	0.1

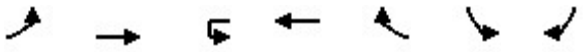
Intersection	
Int Delay, s/veh	0.7

Movement	EBL	EBT	WBU	WBT	WBR	SBL	SBR
Lane Configurations							
Traffic Vol, veh/h	16	1510	50	1661	14	4	16
Future Vol, veh/h	16	1510	50	1661	14	4	16
Conflicting Peds, #/hr	3	0	0	0	3	0	0
Sign Control	Free	Free	Free	Free	Free	Stop	Stop
RT Channelized	-	None	-	-	None	-	Stop
Storage Length	320	-	360	-	-	0	0
Veh in Median Storage,-#		0	-	0	-	0	-
Grade, %	-	0	-	0	-	0	-
Peak Hour Factor	92	92	92	92	92	92	92
Heavy Vehicles, %	2	2	2	2	2	2	2
Mvmt Flow	17	1641	54	1805	15	4	17

Major/Minor	Major1		Major2			Minor2	
Conflicting Flow All	1823	0	1198	-	0	2614	913
Stage 1	-	-	-	-	-	1924	-
Stage 2	-	-	-	-	-	690	-
Critical Hdwy	5.34	-	5.64	-	-	5.74	7.14
Critical Hdwy Stg 1	-	-	-	-	-	6.64	-
Critical Hdwy Stg 2	-	-	-	-	-	6.04	-
Follow-up Hdwy	3.12	-	2.32	-	-	3.82	3.92
Pot Cap-1 Maneuver	154	-	341	-	-	43	237
Stage 1	-	-	-	-	-	64	-
Stage 2	-	-	-	-	-	418	-
Platoon blocked, %		-		-	-		
Mov Cap-1 Maneuver	154	-	341	-	-	32	236
Mov Cap-2 Maneuver	-	-	-	-	-	32	-
Stage 1	-	-	-	-	-	57	-
Stage 2	-	-	-	-	-	351	-

Approach	EB	WB	SB
HCM Control Delay, s	0.3	0.5	44.1
HCM LOS			E

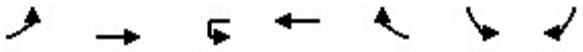
Minor Lane/Major Mvmt	EBL	EBT	WBU	WBT	WBR	SBLn1	SBLn2
Capacity (veh/h)	154	-	341	-	-	32	236
HCM Lane V/C Ratio	0.113	-	0.159	-	-	0.136	0.074
HCM Control Delay (s)	31.3	-	17.5	-	-	134.5	21.5
HCM Lane LOS	D	-	C	-	-	F	C
HCM 95th %tile Q(veh)	0.4	-	0.6	-	-	0.4	0.2



Movement	EBL	EBT	WBU	WBT	WBR	SBL	SBR
Lane Configurations							
Traffic Volume (vph)	40	1310	13	1425	21	19	15
Future Volume (vph)	40	1310	13	1425	21	19	15
Ideal Flow (vphpl)	1900	1900	1900	1900	1900	1900	1900
Total Lost time (s)	4.5	4.5	4.5	4.5		4.5	4.5
Lane Util. Factor	1.00	0.91	1.00	0.91		1.00	1.00
Frpb, ped/bikes	1.00	1.00	1.00	1.00		1.00	1.00
Flpb, ped/bikes	1.00	1.00	1.00	1.00		1.00	1.00
Frt	1.00	1.00	1.00	1.00		1.00	0.85
Flt Protected	0.95	1.00	0.95	1.00		0.95	1.00
Satd. Flow (prot)	1768	5085	1770	5074		1770	1583
Flt Permitted	0.14	1.00	0.16	1.00		0.95	1.00
Satd. Flow (perm)	255	5085	304	5074		1770	1583
Peak-hour factor, PHF	0.92	0.92	0.92	0.92	0.92	0.92	0.92
Adj. Flow (vph)	43	1424	14	1549	23	21	16
RTOR Reduction (vph)	0	0	0	1	0	0	14
Lane Group Flow (vph)	43	1424	14	1571	0	21	2
Confl. Peds. (#/hr)	4						
Turn Type	Perm	NA	Perm	NA		Prot	Perm
Protected Phases		6		2		3	
Permitted Phases	6		2				8
Actuated Green, G (s)	92.9	92.9	92.9	92.9		18.1	18.1
Effective Green, g (s)	92.9	92.9	92.9	92.9		18.1	18.1
Actuated g/C Ratio	0.77	0.77	0.77	0.77		0.15	0.15
Clearance Time (s)	4.5	4.5	4.5	4.5		4.5	4.5
Lane Grp Cap (vph)	197	3936	235	3928		266	238
v/s Ratio Prot		0.28		c0.31		c0.01	
v/s Ratio Perm	0.17		0.05				0.00
v/c Ratio	0.22	0.36	0.06	0.40		0.08	0.01
Uniform Delay, d1	3.7	4.3	3.2	4.4		43.8	43.3
Progression Factor	1.00	1.00	1.00	1.00		1.00	1.00
Incremental Delay, d2	2.5	0.3	0.5	0.3		0.6	0.1
Delay (s)	6.2	4.5	3.7	4.7		44.4	43.4
Level of Service	A	A	A	A		D	D
Approach Delay (s)		4.6		4.7		44.0	
Approach LOS		A		A		D	

Intersection Summary			
HCM 2000 Control Delay	5.1	HCM 2000 Level of Service	A
HCM 2000 Volume to Capacity ratio	0.35		
Actuated Cycle Length (s)	120.0	Sum of lost time (s)	9.0
Intersection Capacity Utilization	44.9%	ICU Level of Service	A
Analysis Period (min)	15		

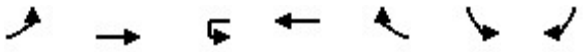
c Critical Lane Group



Movement	EBL	EBT	WBU	WBT	WBR	SBL	SBR
Lane Configurations							
Traffic Volume (vph)	147	1491	13	1686	19	38	31
Future Volume (vph)	147	1491	13	1686	19	38	31
Ideal Flow (vphpl)	1900	1900	1900	1900	1900	1900	1900
Total Lost time (s)	4.5	4.5	4.5	4.5		4.5	4.5
Lane Util. Factor	1.00	0.91	1.00	0.91		1.00	1.00
Frpb, ped/bikes	1.00	1.00	1.00	1.00		1.00	0.98
Flpb, ped/bikes	1.00	1.00	1.00	1.00		1.00	1.00
Frt	1.00	1.00	1.00	1.00		1.00	0.85
Flt Protected	0.95	1.00	0.95	1.00		0.95	1.00
Satd. Flow (prot)	1768	5085	1769	5075		1770	1546
Flt Permitted	0.10	1.00	0.13	1.00		0.95	1.00
Satd. Flow (perm)	179	5085	239	5075		1770	1546
Peak-hour factor, PHF	0.92	0.92	0.92	0.92	0.92	0.92	0.92
Adj. Flow (vph)	160	1621	14	1833	21	41	34
RTOR Reduction (vph)	0	0	0	1	0	0	29
Lane Group Flow (vph)	160	1621	14	1853	0	41	5
Confl. Peds. (#/hr)	5		3		5	3	6
Turn Type	Perm	NA	Perm	NA		Prot	Perm
Protected Phases		6		2		3	
Permitted Phases	6		2				8
Actuated Green, G (s)	92.5	92.5	92.5	92.5		18.5	18.5
Effective Green, g (s)	92.5	92.5	92.5	92.5		18.5	18.5
Actuated g/C Ratio	0.77	0.77	0.77	0.77		0.15	0.15
Clearance Time (s)	4.5	4.5	4.5	4.5		4.5	4.5
Lane Grp Cap (vph)	137	3919	184	3911		272	238
v/s Ratio Prot		0.32		0.37		c0.02	
v/s Ratio Perm	c0.89		0.06				0.00
v/c Ratio	1.17	0.41	0.08	0.47		0.15	0.02
Uniform Delay, d1	13.7	4.6	3.3	5.0		43.9	43.1
Progression Factor	1.00	1.00	1.00	1.00		1.00	1.00
Incremental Delay, d2	129.1	0.3	0.8	0.4		1.2	0.2
Delay (s)	142.8	4.9	4.2	5.4		45.1	43.2
Level of Service	F	A	A	A		D	D
Approach Delay (s)		17.3		5.4		44.3	
Approach LOS		B		A		D	

Intersection Summary			
HCM 2000 Control Delay	11.9	HCM 2000 Level of Service	B
HCM 2000 Volume to Capacity ratio	0.99		
Actuated Cycle Length (s)	120.0	Sum of lost time (s)	9.0
Intersection Capacity Utilization	67.4%	ICU Level of Service	C
Analysis Period (min)	15		

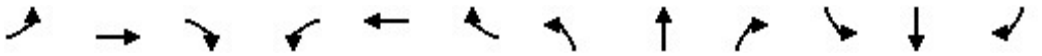
c Critical Lane Group



Movement	EBL	EBT	WBU	WBT	WBR	SBL	SBR
Lane Configurations							
Traffic Volume (vph)	64	1355	13	1300	31	42	55
Future Volume (vph)	64	1355	13	1300	31	42	55
Ideal Flow (vphpl)	1900	1900	1900	1900	1900	1900	1900
Total Lost time (s)	4.5	4.5	4.5	4.5		4.5	4.5
Lane Util. Factor	1.00	0.91	1.00	0.91		1.00	1.00
Frpb, ped/bikes	1.00	1.00	1.00	1.00		1.00	0.98
Flpb, ped/bikes	1.00	1.00	1.00	1.00		1.00	1.00
Frt	1.00	1.00	1.00	1.00		1.00	0.85
Flt Protected	0.95	1.00	0.95	1.00		0.95	1.00
Satd. Flow (prot)	1770	5085	1769	5067		1770	1557
Flt Permitted	0.15	1.00	0.15	1.00		0.95	1.00
Satd. Flow (perm)	286	5085	277	5067		1770	1557
Peak-hour factor, PHF	0.92	0.92	0.92	0.92	0.92	0.92	0.92
Adj. Flow (vph)	70	1473	14	1413	34	46	60
RTOR Reduction (vph)	0	0	0	2	0	0	48
Lane Group Flow (vph)	70	1473	14	1445	0	46	12
Confl. Peds. (#/hr)			1			1	2
Turn Type	Perm	NA	Perm	NA		Prot	Perm
Protected Phases		6		2		3	
Permitted Phases	6		2				8
Actuated Green, G (s)	87.5	87.5	87.5	87.5		23.5	23.5
Effective Green, g (s)	87.5	87.5	87.5	87.5		23.5	23.5
Actuated g/C Ratio	0.73	0.73	0.73	0.73		0.20	0.20
Clearance Time (s)	4.5	4.5	4.5	4.5		4.5	4.5
Lane Grp Cap (vph)	208	3707	201	3694		346	304
v/s Ratio Prot		c0.29		0.29		c0.03	
v/s Ratio Perm	0.24		0.05				0.01
v/c Ratio	0.34	0.40	0.07	0.39		0.13	0.04
Uniform Delay, d1	5.8	6.2	4.6	6.2		39.8	39.1
Progression Factor	1.00	1.00	1.00	1.00		1.00	1.00
Incremental Delay, d2	4.3	0.3	0.7	0.3		0.8	0.2
Delay (s)	10.2	6.5	5.3	6.5		40.6	39.3
Level of Service	B	A	A	A		D	D
Approach Delay (s)		6.7		6.5		39.9	
Approach LOS		A		A		D	

Intersection Summary			
HCM 2000 Control Delay	7.7	HCM 2000 Level of Service	A
HCM 2000 Volume to Capacity ratio	0.34		
Actuated Cycle Length (s)	120.0	Sum of lost time (s)	9.0
Intersection Capacity Utilization	53.7%	ICU Level of Service	A
Analysis Period (min)	15		

c Critical Lane Group



Movement	EBL	EBT	EBR	WBL	WBT	WBR	NBL	NBT	NBR	SBL	SBT	SBR
Lane Configurations												
Traffic Volume (veh/h)	46	1065	105	150	664	126	38	79	97	123	110	31
Future Volume (veh/h)	46	1065	105	150	664	126	38	79	97	123	110	31
Initial Q (Qb), veh	0	0	0	0	0	0	0	0	0	0	0	0
Ped-Bike Adj(A_pbT)	1.00		1.00	1.00		1.00	0.99		0.99	1.00		0.99
Parking Bus, Adj	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Work Zone On Approach		No			No			No			No	
Adj Sat Flow, veh/h/ln	1870	1870	1870	1870	1870	1870	1870	1870	1870	1870	1870	1870
Adj Flow Rate, veh/h	50	1158	114	163	722	137	41	86	105	134	120	34
Peak Hour Factor	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92
Percent Heavy Veh, %	2	2	2	2	2	2	2	2	2	2	2	2
Cap, veh/h	385	1620	721	362	1596	303	328	133	162	316	321	91
Arrive On Green	0.04	0.46	0.46	0.12	0.54	0.54	0.04	0.17	0.17	0.10	0.23	0.23
Sat Flow, veh/h	1781	3554	1582	1781	2979	565	1781	763	932	1781	1400	397
Grp Volume(v), veh/h	50	1158	114	163	430	429	41	0	191	134	0	154
Grp Sat Flow(s),veh/h/ln	1781	1777	1582	1781	1777	1767	1781	0	1695	1781	0	1797
Q Serve(g_s), s	1.7	31.6	5.1	4.9	17.8	17.8	2.2	0.0	12.6	6.9	0.0	8.7
Cycle Q Clear(g_c), s	1.7	31.6	5.1	4.9	17.8	17.8	2.2	0.0	12.6	6.9	0.0	8.7
Prop In Lane	1.00		1.00	1.00		0.32	1.00		0.55	1.00		0.22
Lane Grp Cap(c), veh/h	385	1620	721	362	952	947	328	0	295	316	0	412
V/C Ratio(X)	0.13	0.71	0.16	0.45	0.45	0.45	0.12	0.00	0.65	0.42	0.00	0.37
Avail Cap(c_a), veh/h	385	1620	721	362	952	947	328	0	295	316	0	412
HCM Platoon Ratio	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Upstream Filter(I)	1.00	1.00	1.00	1.00	1.00	1.00	1.00	0.00	1.00	1.00	0.00	1.00
Uniform Delay (d), s/veh	15.8	26.4	19.1	18.3	17.1	17.1	37.7	0.0	46.1	33.9	0.0	39.0
Incr Delay (d2), s/veh	0.7	2.7	0.5	4.0	1.6	1.6	0.8	0.0	10.5	4.1	0.0	2.6
Initial Q Delay(d3),s/veh	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
%ile BackOfQ(50%),veh/ln	0.8	13.5	2.0	2.3	7.4	7.4	1.1	0.0	6.2	3.4	0.0	4.2
Unsig. Movement Delay, s/veh												
LnGrp Delay(d),s/veh	16.5	29.1	19.6	22.3	18.6	18.6	38.5	0.0	56.6	38.0	0.0	41.6
LnGrp LOS	B	C	B	C	B	B	D	A	E	D	A	D
Approach Vol, veh/h		1322			1022			232			288	
Approach Delay, s/veh		27.8			19.2			53.4			39.9	
Approach LOS		C			B			D			D	

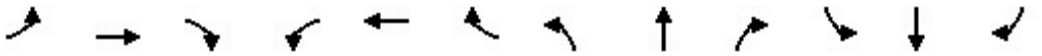
Timer - Assigned Phs	1	2	3	4	5	6	7	8
Phs Duration (G+Y+Rc), s	9.6	68.8	16.2	25.4	19.2	59.2	9.6	32.0
Change Period (Y+Rc), s	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5
Max Green Setting (Gmax), s	5.1	64.3	11.7	20.9	14.7	54.7	5.1	27.5
Max Q Clear Time (g_c+I1), s	3.7	19.8	8.9	14.6	6.9	33.6	4.2	10.7
Green Ext Time (p_c), s	0.0	6.3	0.1	0.5	0.2	9.0	0.0	0.7

Intersection Summary	
HCM 6th Ctrl Delay	28.0
HCM 6th LOS	C

Movement	EBL	EBT	EBR	WBL	WBT	WBR	NBL	NBT	NBR	SBL	SBT	SBR
Lane Configurations												
Traffic Volume (veh/h)	7	977	68	93	1030	32	71	2	65	25	5	15
Future Volume (veh/h)	7	977	68	93	1030	32	71	2	65	25	5	15
Initial Q (Qb), veh	0	0	0	0	0	0	0	0	0	0	0	0
Ped-Bike Adj(A_pbT)	1.00		1.00	1.00		1.00	0.98		0.98	0.98		0.98
Parking Bus, Adj	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Work Zone On Approach		No			No			No			No	
Adj Sat Flow, veh/h/ln	1870	1870	1870	1870	1870	1870	1870	1870	1870	1870	1870	1870
Adj Flow Rate, veh/h	8	1062	74	101	1120	35	77	2	71	27	5	16
Peak Hour Factor	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92
Percent Heavy Veh, %	2	2	2	2	2	2	2	2	2	2	2	2
Cap, veh/h	337	1851	823	402	2008	63	381	7	259	326	59	190
Arrive On Green	0.05	0.52	0.52	0.10	0.57	0.57	0.07	0.17	0.17	0.05	0.15	0.15
Sat Flow, veh/h	1781	3554	1580	1781	3517	110	1781	43	1519	1781	385	1232
Grp Volume(v), veh/h	8	1062	74	101	566	589	77	0	73	27	0	21
Grp Sat Flow(s),veh/h/ln	1781	1777	1580	1781	1777	1850	1781	0	1562	1781	0	1617
Q Serve(g_s), s	0.2	24.5	2.8	2.6	24.1	24.1	4.2	0.0	4.9	1.5	0.0	1.3
Cycle Q Clear(g_c), s	0.2	24.5	2.8	2.6	24.1	24.1	4.2	0.0	4.9	1.5	0.0	1.3
Prop In Lane	1.00		1.00	1.00		0.06	1.00		0.97	1.00		0.76
Lane Grp Cap(c), veh/h	337	1851	823	402	1014	1056	381	0	267	326	0	249
V/C Ratio(X)	0.02	0.57	0.09	0.25	0.56	0.56	0.20	0.00	0.27	0.08	0.00	0.08
Avail Cap(c_a), veh/h	337	1851	823	402	1014	1056	381	0	267	326	0	249
HCM Platoon Ratio	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Upstream Filter(I)	1.00	1.00	1.00	1.00	1.00	1.00	1.00	0.00	1.00	1.00	0.00	1.00
Uniform Delay (d), s/veh	12.3	19.6	14.5	11.8	16.2	16.2	37.7	0.0	43.3	38.2	0.0	43.5
Incr Delay (d2), s/veh	0.1	1.3	0.2	1.5	2.2	2.1	1.2	0.0	2.5	0.5	0.0	0.7
Initial Q Delay(d3),s/veh	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
%ile BackOfQ(50%),veh/ln	0.1	10.1	1.1	1.1	9.9	10.3	2.0	0.0	2.1	0.7	0.0	0.6
Unsig. Movement Delay, s/veh												
LnGrp Delay(d),s/veh	12.4	20.9	14.7	13.3	18.4	18.3	38.9	0.0	45.8	38.7	0.0	44.2
LnGrp LOS	B	C	B	B	B	B	D	A	D	D	A	D
Approach Vol, veh/h		1144			1256			150			48	
Approach Delay, s/veh		20.5			18.0			42.2			41.1	
Approach LOS		C			B			D			D	

Timer - Assigned Phs	1	2	3	4	5	6	7	8
Phs Duration (G+Y+Rc), s	11.0	73.0	11.0	25.0	17.0	67.0	13.0	23.0
Change Period (Y+Rc), s	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5
Max Green Setting (Gmax), s	6.5	68.5	6.5	20.5	12.5	62.5	8.5	18.5
Max Q Clear Time (g_c+I1), s	2.2	26.1	3.5	6.9	4.6	26.5	6.2	3.3
Green Ext Time (p_c), s	0.0	9.6	0.0	0.3	0.1	9.6	0.0	0.0

Intersection Summary	
HCM 6th Ctrl Delay	20.9
HCM 6th LOS	C

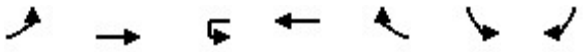


Movement	EBL	EBT	EBR	WBL	WBT	WBR	NBL	NBT	NBR	SBL	SBT	SBR
Lane Configurations												
Traffic Volume (veh/h)	0	709	183	95	1542	0	87	1	115	50	34	30
Future Volume (veh/h)	0	709	183	95	1542	0	87	1	115	50	34	30
Initial Q (Qb), veh	0	0	0	0	0	0	0	0	0	0	0	0
Ped-Bike Adj(A_pbT)	1.00		0.99	1.00		1.00	0.76		0.71	0.78		0.65
Parking Bus, Adj	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Work Zone On Approach		No			No			No			No	
Adj Sat Flow, veh/h/ln	1870	1870	1870	1870	1870	1870	1870	1870	1870	1870	1870	1870
Adj Flow Rate, veh/h	0	771	199	103	1676	0	95	1	125	54	37	33
Peak Hour Factor	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92
Percent Heavy Veh, %	2	2	2	2	2	2	2	2	2	2	2	2
Cap, veh/h	198	2049	905	417	2082	0	294	2	199	212	107	96
Arrive On Green	0.00	0.58	0.58	0.05	0.59	0.00	0.07	0.18	0.18	0.04	0.15	0.15
Sat Flow, veh/h	1781	3554	1569	1781	3647	0	1781	9	1115	1781	715	638
Grp Volume(v), veh/h	0	771	199	103	1676	0	95	0	126	54	0	70
Grp Sat Flow(s),veh/h/ln	1781	1777	1569	1781	1777	0	1781	0	1124	1781	0	1353
Q Serve(g_s), s	0.0	14.1	7.4	2.7	44.4	0.0	5.2	0.0	12.4	3.0	0.0	5.6
Cycle Q Clear(g_c), s	0.0	14.1	7.4	2.7	44.4	0.0	5.2	0.0	12.4	3.0	0.0	5.6
Prop In Lane	1.00		1.00	1.00		0.00	1.00		0.99	1.00		0.47
Lane Grp Cap(c), veh/h	198	2049	905	417	2082	0	294	0	200	212	0	203
V/C Ratio(X)	0.00	0.38	0.22	0.25	0.81	0.00	0.32	0.00	0.63	0.25	0.00	0.34
Avail Cap(c_a), veh/h	198	2049	905	417	2082	0	294	0	200	212	0	203
HCM Platoon Ratio	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Upstream Filter(I)	0.00	1.00	1.00	1.00	1.00	0.00	1.00	0.00	1.00	1.00	0.00	1.00
Uniform Delay (d), s/veh	0.0	13.7	12.3	9.8	19.5	0.0	37.8	0.0	45.6	40.5	0.0	45.7
Incr Delay (d2), s/veh	0.0	0.5	0.6	1.4	3.4	0.0	2.9	0.0	14.0	2.9	0.0	4.6
Initial Q Delay(d3),s/veh	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
%ile BackOfQ(50%),veh/ln	0.0	5.6	2.7	1.2	17.9	0.0	2.5	0.0	4.3	1.5	0.0	2.2
Unsig. Movement Delay, s/veh												
LnGrp Delay(d),s/veh	0.0	14.3	12.9	11.3	22.9	0.0	40.7	0.0	59.6	43.4	0.0	50.3
LnGrp LOS	A	B	B	B	C	A	D	A	E	D	A	D
Approach Vol, veh/h		970			1779			221			124	
Approach Delay, s/veh		14.0			22.2			51.5			47.3	
Approach LOS		B			C			D			D	

Timer - Assigned Phs	1	2	3	4	5	6	7	8
Phs Duration (G+Y+Rc), s	9.5	74.8	9.8	25.9	10.6	73.7	13.2	22.5
Change Period (Y+Rc), s	4.5	4.5	4.5	4.5	4.5	4.5	4.5	4.5
Max Green Setting (Gmax), s	5.0	70.3	5.3	21.4	6.1	69.2	8.7	18.0
Max Q Clear Time (g_c+I1), s	0.0	46.4	5.0	14.4	4.7	16.1	7.2	7.6
Green Ext Time (p_c), s	0.0	14.4	0.0	0.4	0.0	7.1	0.0	0.2

Intersection Summary	
HCM 6th Ctrl Delay	22.7
HCM 6th LOS	C

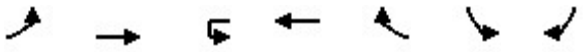
Appendix C- Capacity Analysis Alternatives



Movement	EBL	EBT	WBU	WBT	WBR	SBL	SBR
Lane Configurations							
Traffic Volume (vph)	40	1310	13	1425	21	19	15
Future Volume (vph)	40	1310	13	1425	21	19	15
Ideal Flow (vphpl)	1900	1900	1900	1900	1900	1900	1900
Total Lost time (s)	4.5	4.5	4.5	4.5		4.5	
Lane Util. Factor	1.00	0.91	1.00	0.91		1.00	
Frpb, ped/bikes	1.00	1.00	1.00	1.00		1.00	
Flpb, ped/bikes	1.00	1.00	1.00	1.00		1.00	
Frt	1.00	1.00	1.00	1.00		0.94	
Flt Protected	0.95	1.00	0.95	1.00		0.97	
Satd. Flow (prot)	1768	5085	1770	5074		1706	
Flt Permitted	0.14	1.00	0.16	1.00		0.97	
Satd. Flow (perm)	255	5085	304	5074		1706	
Peak-hour factor, PHF	0.92	0.92	0.92	0.92	0.92	0.92	0.92
Adj. Flow (vph)	43	1424	14	1549	23	21	16
RTOR Reduction (vph)	0	0	0	1	0	14	0
Lane Group Flow (vph)	43	1424	14	1571	0	23	0
Confl. Peds. (#/hr)	4						
Turn Type	Perm	NA	Perm	NA		Prot	
Protected Phases		6		2		3	
Permitted Phases	6		2				
Actuated Green, G (s)	92.9	92.9	92.9	92.9		18.1	
Effective Green, g (s)	92.9	92.9	92.9	92.9		18.1	
Actuated g/C Ratio	0.77	0.77	0.77	0.77		0.15	
Clearance Time (s)	4.5	4.5	4.5	4.5		4.5	
Lane Grp Cap (vph)	197	3936	235	3928		257	
v/s Ratio Prot		0.28		c0.31		c0.01	
v/s Ratio Perm	0.17		0.05				
v/c Ratio	0.22	0.36	0.06	0.40		0.09	
Uniform Delay, d1	3.7	4.3	3.2	4.4		43.9	
Progression Factor	1.00	1.00	1.00	1.00		1.00	
Incremental Delay, d2	2.5	0.3	0.5	0.3		0.7	
Delay (s)	6.2	4.5	3.7	4.7		44.6	
Level of Service	A	A	A	A		D	
Approach Delay (s)		4.6		4.7		44.6	
Approach LOS		A		A		D	

Intersection Summary			
HCM 2000 Control Delay	5.1	HCM 2000 Level of Service	A
HCM 2000 Volume to Capacity ratio	0.35		
Actuated Cycle Length (s)	120.0	Sum of lost time (s)	9.0
Intersection Capacity Utilization	44.9%	ICU Level of Service	A
Analysis Period (min)	15		

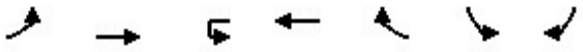
c Critical Lane Group



Movement	EBL	EBT	WBU	WBT	WBR	SBL	SBR
Lane Configurations							
Traffic Volume (vph)	147	1491	13	1686	19	38	31
Future Volume (vph)	147	1491	13	1686	19	38	31
Ideal Flow (vphpl)	1900	1900	1900	1900	1900	1900	1900
Total Lost time (s)	4.5	4.5	4.5	4.5		4.5	
Lane Util. Factor	1.00	0.91	1.00	0.91		1.00	
Frpb, ped/bikes	1.00	1.00	1.00	1.00		0.99	
Flpb, ped/bikes	1.00	1.00	1.00	1.00		1.00	
Frt	1.00	1.00	1.00	1.00		0.94	
Flt Protected	0.95	1.00	0.95	1.00		0.97	
Satd. Flow (prot)	1768	5085	1769	5075		1684	
Flt Permitted	0.10	1.00	0.13	1.00		0.97	
Satd. Flow (perm)	179	5085	239	5075		1684	
Peak-hour factor, PHF	0.92	0.92	0.92	0.92	0.92	0.92	0.92
Adj. Flow (vph)	160	1621	14	1833	21	41	34
RTOR Reduction (vph)	0	0	0	1	0	25	0
Lane Group Flow (vph)	160	1621	14	1853	0	50	0
Confl. Peds. (#/hr)	5		3		5	3	6
Turn Type	Perm	NA	Perm	NA		Prot	
Protected Phases		6		2		3	
Permitted Phases	6		2				
Actuated Green, G (s)	92.5	92.5	92.5	92.5		18.5	
Effective Green, g (s)	92.5	92.5	92.5	92.5		18.5	
Actuated g/C Ratio	0.77	0.77	0.77	0.77		0.15	
Clearance Time (s)	4.5	4.5	4.5	4.5		4.5	
Lane Grp Cap (vph)	137	3919	184	3911		259	
v/s Ratio Prot		0.32		0.37		c0.03	
v/s Ratio Perm	c0.89		0.06				
v/c Ratio	1.17	0.41	0.08	0.47		0.19	
Uniform Delay, d1	13.7	4.6	3.3	5.0		44.3	
Progression Factor	1.00	1.00	1.00	1.00		1.00	
Incremental Delay, d2	129.1	0.3	0.8	0.4		1.7	
Delay (s)	142.8	4.9	4.2	5.4		45.9	
Level of Service	F	A	A	A		D	
Approach Delay (s)		17.3		5.4		45.9	
Approach LOS		B		A		D	

Intersection Summary			
HCM 2000 Control Delay	11.9	HCM 2000 Level of Service	B
HCM 2000 Volume to Capacity ratio	1.00		
Actuated Cycle Length (s)	120.0	Sum of lost time (s)	9.0
Intersection Capacity Utilization	67.4%	ICU Level of Service	C
Analysis Period (min)	15		

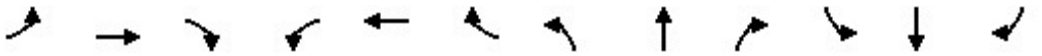
c Critical Lane Group



Movement	EBL	EBT	WBU	WBT	WBR	SBL	SBR
Lane Configurations							
Traffic Volume (vph)	64	1355	13	1300	31	42	55
Future Volume (vph)	64	1355	13	1300	31	42	55
Ideal Flow (vphpl)	1900	1900	1900	1900	1900	1900	1900
Total Lost time (s)	4.5	4.5	4.5	4.5		4.5	
Lane Util. Factor	1.00	0.91	1.00	0.91		1.00	
Frpb, ped/bikes	1.00	1.00	1.00	1.00		0.99	
Flpb, ped/bikes	1.00	1.00	1.00	1.00		1.00	
Frt	1.00	1.00	1.00	1.00		0.92	
Flt Protected	0.95	1.00	0.95	1.00		0.98	
Satd. Flow (prot)	1770	5085	1769	5067		1668	
Flt Permitted	0.15	1.00	0.15	1.00		0.98	
Satd. Flow (perm)	286	5085	277	5067		1668	
Peak-hour factor, PHF	0.92	0.92	0.92	0.92	0.92	0.92	0.92
Adj. Flow (vph)	70	1473	14	1413	34	46	60
RTOR Reduction (vph)	0	0	0	2	0	39	0
Lane Group Flow (vph)	70	1473	14	1445	0	67	0
Confl. Peds. (#/hr)			1			1	2
Turn Type	Perm	NA	Perm	NA		Prot	
Protected Phases		6		2		3	
Permitted Phases	6		2				
Actuated Green, G (s)	87.5	87.5	87.5	87.5		23.5	
Effective Green, g (s)	87.5	87.5	87.5	87.5		23.5	
Actuated g/C Ratio	0.73	0.73	0.73	0.73		0.20	
Clearance Time (s)	4.5	4.5	4.5	4.5		4.5	
Lane Grp Cap (vph)	208	3707	201	3694		326	
v/s Ratio Prot		c0.29		0.29		c0.04	
v/s Ratio Perm	0.24		0.05				
v/c Ratio	0.34	0.40	0.07	0.39		0.20	
Uniform Delay, d1	5.8	6.2	4.6	6.2		40.4	
Progression Factor	1.00	1.00	1.00	1.00		1.00	
Incremental Delay, d2	4.3	0.3	0.7	0.3		1.4	
Delay (s)	10.2	6.5	5.3	6.5		41.8	
Level of Service	B	A	A	A		D	
Approach Delay (s)		6.7		6.5		41.8	
Approach LOS		A		A		D	

Intersection Summary			
HCM 2000 Control Delay	7.8	HCM 2000 Level of Service	A
HCM 2000 Volume to Capacity ratio	0.36		
Actuated Cycle Length (s)	120.0	Sum of lost time (s)	9.0
Intersection Capacity Utilization	53.7%	ICU Level of Service	A
Analysis Period (min)	15		

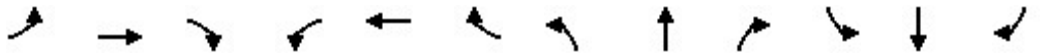
c Critical Lane Group



Movement	EBL	EBT	EBR	WBL	WBT	WBR	NBL	NBT	NBR	SBL	SBT	SBR
Lane Configurations												
Traffic Volume (vph)	46	1065	105	150	664	126	38	79	97	123	110	31
Future Volume (vph)	46	1065	105	150	664	126	38	79	97	123	110	31
Ideal Flow (vphpl)	1900	1900	1900	1900	1900	1900	1900	1900	1900	1900	1900	1900
Total Lost time (s)	4.5	4.5	4.5	4.5	4.5		4.5	4.5		4.5	4.5	
Lane Util. Factor	1.00	0.95	1.00	1.00	0.95		1.00	1.00		1.00	1.00	
Frpb, ped/bikes	1.00	1.00	1.00	1.00	1.00		1.00	1.00		1.00	1.00	
Flpb, ped/bikes	1.00	1.00	1.00	1.00	1.00		1.00	1.00		1.00	1.00	
Frt	1.00	1.00	0.85	1.00	0.98		1.00	0.92		1.00	0.97	
Flt Protected	0.95	1.00	1.00	0.95	1.00		0.95	1.00		0.95	1.00	
Satd. Flow (prot)	1769	3539	1583	1770	3442		1763	1709		1770	1793	
Flt Permitted	0.21	1.00	1.00	0.07	1.00		0.60	1.00		0.20	1.00	
Satd. Flow (perm)	387	3539	1583	126	3442		1112	1709		379	1793	
Peak-hour factor, PHF	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92
Adj. Flow (vph)	50	1158	114	163	722	137	41	86	105	134	120	34
RTOR Reduction (vph)	0	0	77	0	9	0	0	26	0	0	6	0
Lane Group Flow (vph)	50	1158	37	163	850	0	41	165	0	134	148	0
Confl. Peds. (#/hr)	2					2	4					4
Turn Type	pm+pt	NA	Perm	pm+pt	NA		pm+pt	NA		pm+pt	NA	
Protected Phases	1	6		5	2		7	4		3	8	
Permitted Phases	6		6	2			4			8		
Actuated Green, G (s)	59.8	54.7	54.7	73.9	64.3		26.0	20.9		37.1	27.5	
Effective Green, g (s)	59.8	54.7	54.7	73.9	64.3		26.0	20.9		37.1	27.5	
Actuated g/C Ratio	0.36	0.33	0.33	0.44	0.39		0.16	0.13		0.22	0.17	
Clearance Time (s)	4.5	4.5	4.5	4.5	4.5		4.5	4.5		4.5	4.5	
Lane Grp Cap (vph)	181	1162	520	201	1329		193	214		182	296	
v/s Ratio Prot	0.01	c0.33		c0.07	0.25		0.01	0.10		c0.05	0.08	
v/s Ratio Perm	0.09		0.02	0.29			0.03			c0.11		
v/c Ratio	0.28	1.00	0.07	0.81	0.64		0.21	0.77		0.74	0.50	
Uniform Delay, d1	36.5	55.8	38.4	46.7	41.7		60.7	70.5		55.4	63.2	
Progression Factor	1.00	1.00	1.00	1.00	1.00		1.00	1.00		1.00	1.00	
Incremental Delay, d2	3.8	25.6	0.3	28.7	2.4		2.5	23.0		23.1	5.9	
Delay (s)	40.3	81.4	38.7	75.4	44.0		63.2	93.5		78.5	69.2	
Level of Service	D	F	D	E	D		E	F		E	E	
Approach Delay (s)		76.2			49.0			88.1			73.5	
Approach LOS		E			D			F			E	

Intersection Summary			
HCM 2000 Control Delay	67.2	HCM 2000 Level of Service	E
HCM 2000 Volume to Capacity ratio	0.64		
Actuated Cycle Length (s)	166.5	Sum of lost time (s)	22.5
Intersection Capacity Utilization	69.7%	ICU Level of Service	C
Analysis Period (min)	15		

c Critical Lane Group



Movement	EBL	EBT	EBR	WBL	WBT	WBR	NBL	NBT	NBR	SBL	SBT	SBR
Lane Configurations												
Traffic Volume (vph)	0	709	183	95	1542	0	87	1	115	50	34	30
Future Volume (vph)	0	709	183	95	1542	0	87	1	115	50	34	30
Ideal Flow (vphpl)	1900	1900	1900	1900	1900	1900	1900	1900	1900	1900	1900	1900
Total Lost time (s)		4.5	4.5	4.5	4.5		4.5	4.5		4.5	4.5	
Lane Util. Factor		0.95	1.00	1.00	0.95		1.00	1.00		1.00	1.00	
Frpb, ped/bikes		1.00	0.96	1.00	1.00		1.00	0.97		1.00	0.82	
Flpb, ped/bikes		1.00	1.00	1.00	1.00		0.79	1.00		1.00	1.00	
Frt		1.00	0.85	1.00	1.00		1.00	0.85		1.00	0.93	
Flt Protected		1.00	1.00	0.95	1.00		0.95	1.00		0.95	1.00	
Satd. Flow (prot)		3539	1526	1768	3539		1406	1544		1763	1425	
Flt Permitted		1.00	1.00	0.21	1.00		0.69	1.00		0.49	1.00	
Satd. Flow (perm)		3539	1526	382	3539		1016	1544		902	1425	
Peak-hour factor, PHF	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92	0.92
Adj. Flow (vph)	0	771	199	103	1676	0	95	1	125	54	37	33
RTOR Reduction (vph)	0	0	79	0	0	0	0	109	0	0	22	0
Lane Group Flow (vph)	0	771	120	103	1676	0	95	17	0	54	48	0
Confl. Peds. (#/hr)	8		12	12		8	271		6	6		271
Turn Type	pm+pt	NA	Perm	pm+pt	NA		pm+pt	NA		pm+pt	NA	
Protected Phases	1	6		5	2		7	4		3	8	
Permitted Phases	6		6	2			4			8		
Actuated Green, G (s)		52.4	52.4	57.6	52.5		23.0	18.0		23.0	18.0	
Effective Green, g (s)		52.4	52.4	57.6	52.5		23.0	18.0		23.0	18.0	
Actuated g/C Ratio		0.36	0.36	0.40	0.36		0.16	0.12		0.16	0.12	
Clearance Time (s)		4.5	4.5	4.5	4.5		4.5	4.5		4.5	4.5	
Lane Grp Cap (vph)		1278	551	200	1281		174	191		172	176	
v/s Ratio Prot		0.22		c0.02	c0.47		c0.02	0.01		0.01	0.03	
v/s Ratio Perm			0.08	0.19			c0.07			0.04		
v/c Ratio		0.60	0.22	0.52	1.31		0.55	0.09		0.31	0.27	
Uniform Delay, d1		37.8	32.1	31.0	46.3		55.6	56.2		53.0	57.6	
Progression Factor		1.00	1.00	1.00	1.00		1.00	1.00		1.00	1.00	
Incremental Delay, d2		2.1	0.9	9.2	144.5		11.8	0.9		4.7	3.8	
Delay (s)		39.9	33.0	40.1	190.7		67.3	57.1		57.8	61.4	
Level of Service		D	C	D	F		E	E		E	E	
Approach Delay (s)		38.5			182.0			61.5			59.8	
Approach LOS		D			F			E			E	

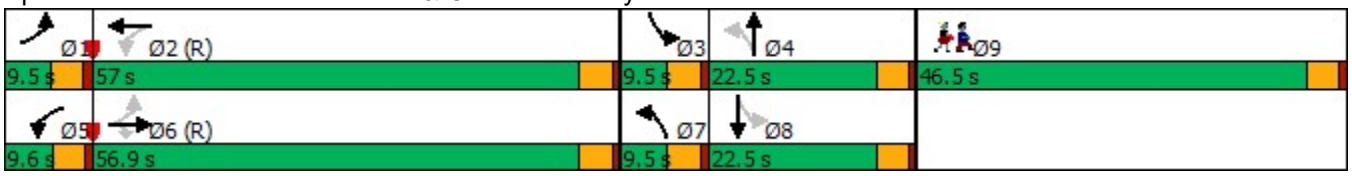
Intersection Summary			
HCM 2000 Control Delay	123.5	HCM 2000 Level of Service	F
HCM 2000 Volume to Capacity ratio	0.68		
Actuated Cycle Length (s)	145.0	Sum of lost time (s)	22.5
Intersection Capacity Utilization	69.5%	ICU Level of Service	C
Analysis Period (min)	15		

c Critical Lane Group

Phase Number	1	2	3	4	5	6	7	8	9
Movement	EBL	WBTL	SBL	NBTL	WBL	EBTL	NBL	SBTL	Ped
Lead/Lag	Lead	Lag	Lead	Lag	Lead	Lag	Lead	Lag	
Lead-Lag Optimize	Yes		Yes		Yes		Yes		
Recall Mode	Max	Max	Max	Max	Max	Max	Max	Max	Max
Maximum Split (s)	9.5	57	9.5	22.5	9.6	56.9	9.5	22.5	46.5
Maximum Split (%)	6.6%	39.3%	6.6%	15.5%	6.6%	39.2%	6.6%	15.5%	32.1%
Minimum Split (s)	9.5	56.5	9.5	22.5	9.5	56.5	9.5	22.5	46.5
Yellow Time (s)	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5
All-Red Time (s)	1	1	1	1	1	1	1	1	1
Minimum Initial (s)	5	5	5	5	5	5	5	5	7
Vehicle Extension (s)	3	3	3	3	3	3	3	3	3
Minimum Gap (s)	3	3	3	3	3	3	3	3	3
Time Before Reduce (s)	0	0	0	0	0	0	0	0	0
Time To Reduce (s)	0	0	0	0	0	0	0	0	0
Walk Time (s)									7
Flash Dont Walk (s)									35
Dual Entry	No	Yes	No	Yes	No	Yes	No	Yes	No
Inhibit Max	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Start Time (s)	135.4	144.9	56.9	66.4	135.4	0	56.9	66.4	88.9
End Time (s)	144.9	56.9	66.4	88.9	0	56.9	66.4	88.9	135.4
Yield/Force Off (s)	140.4	52.4	61.9	84.4	140.5	52.4	61.9	84.4	130.9
Yield/Force Off 170(s)	140.4	52.4	61.9	84.4	140.5	52.4	61.9	84.4	95.9
Local Start Time (s)	135.4	144.9	56.9	66.4	135.4	0	56.9	66.4	88.9
Local Yield (s)	140.4	52.4	61.9	84.4	140.5	52.4	61.9	84.4	130.9
Local Yield 170(s)	140.4	52.4	61.9	84.4	140.5	52.4	61.9	84.4	95.9

Intersection Summary	
Cycle Length	145
Control Type	Pretimed
Natural Cycle	145
Offset: 0 (0%), Referenced to phase 2:WBTL and 6:EBTL, Start of Green	

Splits and Phases: 7: Roswell St & Old Milton Pkwy



STAFF REPORT

Department: Public Safety
Submitted By: Stephanie Cochran
Meeting Date: March 27, 2023

AGENDA ITEM:

RFP # 22-115: Public Safety CAD / RMS System
Consideration of RFP 22-115 and award to Hexagon Corporation for the CAD/RMS System and authorize the Mayor to execute all necessary documents.

STAFF RECOMMENDATION:

City Council to consider awarding RFP 22-115 to Hexagon Corporation for the CAD/RMS System and authorize the Mayor to execute all necessary documents.

BUDGET & PROCUREMENT:

BUDGETED ITEM: YES

FISCAL IMPACT: YES

INCLUDED IN CURRENT FY CPTL BUDGET: YES

INCLUDED IN CURRENT FY OPRT. BUDGET: NO

TOTAL PROJECT COST: THE TOTAL COST FOR THIS REQUEST IS $2,449,290. THIS INCLUDES HEXAGON CAD / RMS $2,429,290 AND $20,000 TO JOURNAL TECHNOLOGIES TO COVER THE COST OF THE THIRD-PARTY COURT INTERFACE.

APPROPRIATIONS:

ACCOUNT TITLE/NUMBER	DOLLAR AMOUNT
CAD/RMS SOFTWARE (Capital Project Fund; 30131150-542400-C2301)	$2,245,421
CAD/RMS SOFTWARE (911 Fund; 21531800-542400-C2301)	$203,869
911 Fund (Non-Allocated; 21531800 -579000)	-$203,869

EXTERNAL FUNDING SOURCES:

ACCOUNT TITLE/NUMBER	DOLLAR AMOUNT
-	$0.00
-	$0.00
-	$0.00

ITEM DESCRIPTION:

Project Background:

The quest to replace the current Computer Aided Dispatch (CAD) and Records Management System (RMS) has been an almost two-year comprehensive process. This process was initiated due to multiple factors: notification that no future enhancements would be forthcoming other than state mandates decreased support and attention to service requests increased difficulty of officers to provide accurate National Incident Based Reporting System (NIBRS) incident reports due to current mobile and server-based software limitations.

The current system has been in place since 2007 and needs to be replaced to meet new reporting standards, increase data analytics, and improve intelligence capabilities. Comprehensive research and a competitive RFP process have been conducted to find an appropriate vendor for a new system. One vendor stands out from the rest by not only meeting our requirements but also establishing themselves as a capable and customer service focused partner.

In the first half of 2021, initial conversations began to take place on the replacement of our CAD and RMS systems.By June 2021, these conversations had turned into research for a new CAD/RMS system.

In August of 2021, a team from Public Safety attended the Association of Public-Safety Communications Officials (APCO) conference. Numerous CAD/RMS vendors were on display at the conference, and the team was able to gather a tremendous amount of information on the current capabilities of CAD/RMS systems as well as some insight into the direction of the industry.

Procurement:

During the fall of 2021, a complete list of requirements was created in preparation for an RFP process to take place early the following year. The input was gathered from all functional areas of the agency through conversations and process mapping. A steering group was formed, including Public Safety, Information Technology, and Finance. By December 2021, a draft RFP was written and submitted for final review.

In February 2022, the RFP for Public Safety Computer Aided Dispatch and Records Management System was opened for submissions. We received proposals from seven vendors. All vendors that submitted proposals were present and displayed their products at the previously attended APCO conference. This exposure became very helpful when reviewing the proposals. A vendorselection committee was established, and all the submissions were reviewed.

The following responses were received on April 6, 2022. Scores, out of 100, are shown in parentheses.

- Hexagon (78.25)
- 365Labs (70.75)
- Central Square Technologies (66.25)
- Tyler Technologies (52)
- Motorola Solutions (46.75)
- Mark43 (40.5)
- Pulsiam (43)

A short list was created of the top three vendor proposals. The three remaining vendors were invited to conduct a two-day demonstration to the RFP committee and other members from the various functional areas of the agency. These demonstrations were conducted in June and July of 2022. After the demonstrations, out of 260, the scores are shown in parentheses.

- Hexagon (123.58)
- Central Square Technologies (115.58)
- 365Labs (0)

At the conclusion of the demonstration phase of the RFP, the short list was dropped to two proposals, Central Square and Hexagon. During the course of the demonstration phase, it became clear that the product offered by 365Labs was not ready for implementation and did not meet the needs and specifications listed in the original RFP.

Each vendor had been requested to provide references as part of their proposal. References were also compiled by researching known users as well as feedback requests submitted to professional association member forums. A clear pattern became apparent during this phase of the process.

Final cost proposals were requested during this phase (Attached as Best and Final Offer), and meetings with the remaining two vendors were conducted to clarify any remaining items.

The CAD/RMS replacement process results show that Hexagon is the vendor of choice to replace our current CAD/RMS system.The cloud-based system proposed by Hexagon will significantly improve our CAD/RMS system functions and capabilities. Implementing and utilizing a CAD/RMS system is a long-term commitment. Hexagon stands out from the other vendors as a partner for success.

In addition to the response to the Best and Final Offer, Hexagon offered an additional $50,000 discount in implementation fees and a combined discount of $150,000 over the balance of the ten-year term which resulted in a total project cost reduction of $200,000.

ALTERNATIVES:

The City Council could reject all bids and direct staff to conduct a new RFP process or remain with our current systems.

ATTACHMENTS:

1. 22-115 Alpharetta Agreement-Hexagon 2-20-23
2. 22-115 Addendum 1-Alpharetta-Hexagon 3-1-23
3. Hexagon RFP 22-115 Submission
4. Alpharetta GA OnCall Dispatch Records Implementation SOW2-27-23
5. City issued RFP 22-115 docs
6. 22-115 Public Safety CAD-RMS Record of Receipt
7. 22-115 - PS CAD-RMS-All Proposals-Scoring Summary
8. 22-115 - PS CAD-RMS-Shortlisted 2nd phase-Scoring Summary
9. 22-115 Cost Negotiations -Comparisons
10. 22-115 Cost Proposal Best and Final Offer Comparison

PRIMARY CONTRACTING DOCUMENT

This Primary Contracting Document together with the Master Terms referenced and incorporated below constitutes a Master Agreement by and between the **City of ALPHARETTA, GEORGIA** ("Customer" or the "City") and **INTERGRAPH CORPORATION OF DELAWARE by and through its HEXAGON SAFETY, INFRASTRUCTURE & GEOSPATIAL division** ("Hexagon" or "Consultant") and is binding upon the Parties on the Effective Date.

1. Those certain Master Terms and Conditions ("Master Terms") attached hereto as Attachment A are incorporated into this Primary Contracting Document as if fully set forth herein.

2. Additionally, the following provisions are incorporated herein:

    a. The City, as a federal grant recipient, conforms to Title VI of the Civil Rights Act of 1964 and its amendments. Title VI of the Civil Rights Act of 1964 requires that no person in the United States will, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations. Presidential Executive Order 13166 addresses services to those individuals with limited English ability.
    The City is committed to enforcing the provisions of Title VI and to taking positive and realistic affirmative steps to ensure the protection of rights and opportunities for all persons affected by its programs.
    Any person who believes they have been subjected to unlawful discriminatory practice under Title VI has a right to file a formal complaint. Any such complaint must be filed in writing or in person with the City of Alpharetta's, Title VI Compliance Officer, within one hundred-eighty (180) days following the date of the alleged discriminatory action. For more information or Title VI Discrimination Complaint Forms contact the Title VI Compliance Officer at the following:

        Human Resources: Title VI Compliance
        City of Alpharetta
        2 Park Plaza
        Alpharetta, GA 30009
        Tel: 678-297-6014

    b. The Consultant will not begin performance of the Project prior to the execution of this Agreement by the City and the Consultant. Any Consultant beginning performance prior to the execution of the Contract will be proceeding at the Consultant's risk and will not be entitled to any compensation for such performance. Under such circumstances, the City reserves the right to withdraw or cancel the award of the procurement.

    c. The City is committed to compliance with Federal and State laws requiring the verification of newly hired employees to ensure they are lawfully entitled to work in the United States. As such, the City will not enter into a contract for the physical performance of services unless the Consultant registers and takes part in a federal work authorization program (E-Verify). Further, Consultants submitting a Proposal for the physical performance of service

must include a fully executed E-Verify affidavit as part of their Response to the procurement, which Hexagon has provided.

Requirement to Participate in a Federal Work Authorization Program (E-Verify):

No Consultant will give a response for the physical performance of service unless the Consultant takes part in a Federal Work Authorization Program and follows the requirements of O.C.G.A. § 13-10-91.

1) Per O.C.G.A. § 13-10-91, the Consultant represents, warrants, acknowledges, and/or agrees that:

a) The Consultant has registered and participates in a federal work authorization program to verify the employment eligibility of all newly hired employees;

b) Subconsultants will not enter into any contract with the Consultant for the physical performance of services within the State of Georgia unless such subconsultant registers and takes part in a federal work authorization program to verify the employment eligibility of all newly hired employees; and

c) Sub-subconsultants will not enter into any contract with a subconsultant or sub-subconsultant for the physical performance of services within the State of Georgia unless such sub-subconsultant registers and takes part in a federal work authorization program to verify the employment eligibility of all newly hired employees.

2) As of the date of enactment of O.C.G.A. § 13-10-91, the applicable federal work authorization program is "E-Verify" (https://e-verify.uscis.gov/enroll/StartPage.aspx?JS=YES), operated by the United States Citizenship and Immigration Services Bureau of the United States Department of Homeland Security. Information and instructions about E-Verify program registration, corporate administrator registration, and designated agent registration can be found at such website address.

Consultant, Subconsultant, and Sub-subconsultant Evidence of Compliance:

1) The Consultant, if entering a contract with the City supplying the physical performance of services, will follow the requirements of O.C.G.A. § 13-10-91.

2) Per O.C.G.A. §13-10-91, in the event the Consultant employs or contracts with a subconsultant in connection with a covered contract, Consultant will secure from such subconsultant attestation of the subconsultant's compliance with O.C.G.A. § 13-10-91 by the subconsultant's execution of the subconsultant affidavit,.

3) Pursuant to O.C.G.A. §13-10-91, in the event the Consultant employs or contracts with a subconsultant that employs or contracts with any sub-subconsultant, the subconsultant will secure from such sub-subconsultant attestation of the sub-subconsultant's compliance with O.C.G.A. § 13-10-91 by the sub-subconsultant's execution of the sub-subconsultant affidavit, and maintain records of such attestation for inspection by the City at any time. Such sub-subconsultant affidavit will become a part of the subconsultant/sub-subconsultant agreement.

4) The Consultant must follow all other applicable requirements and provisions of O.C.G.A. § 13-10-91 and other applicable rules and regulations issued in relation thereto.

5) All portions of contracts about compliance with O.C.G.A. § 13-10-91 and all other applicable rules and regulations issued in relation thereto, and any affidavit related hereto, will be open for public inspection in this State at reasonable times during normal business hours.

6) Forms necessary to ensure compliance with this section are included in Required Forms and must be received at the address listed on the procurement's Cover Page and were submitted by Hexagon.

d. The Consultant will, in performance of work under the Agreement, fully follow all applicable federal, state, or local laws, rules, and regulations, including, but not limited to, Title VI of the Civil Rights Act of 1964 and its amendments, the Age Discrimination Act of 1975, the Americans with Disabilities Act of 1990, and Section 504 of the Rehabilitation Act of 1973. Any subletting or subcontracting by the Consultant subjects subconsultants to the same

provision. The Consultant agrees that the hiring of persons to perform the contract will be made based on merit and qualifications and there will be no discrimination based upon race, color, religion, gender, national origin or ancestry, age, creed, marital status, physical or mental disability, or political ideas by the persons performing the contract.

e. Notwithstanding any other provision or provisions of this Contract, per O.C.G.A. § 36-60-13, this Agreement and/or Order(s) will end at once and absolutely if the City finds that adequate funds are not appropriated or granted or funds are de-appropriated such that the City cannot fulfill its obligations under the Agreement, which determination is at the City's sole discretion and will be conclusive. In such event, Hexagon shall be paid in accordance with the provisions corresponding to termination for convenience.

3. All capitalized terms in this Primary Contracting Document shall have the same meaning as provided in the Master Terms except as may be otherwise defined herein.

4. Any notice to be given pursuant to Section 13 of the Master Terms shall be directed to each Party at the following address, which reflects the Customer's location, in accordance with the Master Terms.

CUSTOMER:	**HEXAGON:**
City of Alpharetta	Attn: Safety, Infrastructure & Geospatial Legal Department
Attn: John Robison, Director of Public Safety	305 Intergraph Way
2 Park Plaza	Madison, Alabama 35758
Alpharetta, GA 30009	victor.vasile@hexagon.com
jrobison@alpharetta.ga.us	(256) 730-2000
678-297-6000	

5. In executing this Primary Contracting Document, the Parties simultaneously accept, without need to execute any other Order Documents, the Orders reflected in the SOW for the HxGN OnCall Dispatch & Records Cloud Hosted Implementation ("Order 1") and the Cloud Program Order. The summary pricing for all Orders being accepted through this Primary Contracting Document is reflected in Order 1 and described in more particularity in the respective Order Documents.

6. In consideration of the mutual obligations assumed under this Primary Contracting Document, Customer and Hexagon agree to the terms and conditions set forth herein and represent that this Primary Contracting Document has been executed by each Party's duly authorized representative. The signatories represent that they have the authority to bind their respective organizations to this Primary Contracting Document. This Primary Contracting Document may be executed in counterparts or in duplicate originals. Each counterpart or each duplicate shall be deemed an original copy of this Primary Contracting Document signed by each Party for all purposes.

[signature page follows]

IN WITNESS WHEREOF, the parties hereto have each caused this Contract to be executed and delivered by a duly authorized officer, agent or official as of the date set forth below.

CITY OF ALPHARETTA, GEORGIA

By: _____

Jim Gilvin, Mayor

Date: _____

Approved as to Substance:

_____

Chris Lagerbloom, City Administrator

Approved as to form:
JARRARD & DAVIS, LLP

_____

Jennifer McCall, City Attorney

INTERGRAPH CORPORATION OF DELAWARE

By: _____

Tiffany Taylor, Director

Attest:

By: _____

Richard Morris, Assistant Secretary

Date: _____

ATTACHMENT A

MASTER TERMS AND CONDITIONS

These Master Terms and Conditions (the "Master Terms") govern transactions and relations between Customer and Hexagon (each a "Party" and collectively the "Parties").

Hexagon will make available to Customer certain proprietary software, including related proprietary Documentation; software maintenance services; Equipment/Content; DevTools; Cloud Programs; and professional services; and other items, which will be provided to Customer pursuant to these Master Terms and an Order. Before Hexagon will provide any items or services (including the Services), Customer must agree to these Master Terms and to the terms of a corresponding Order. The Parties agree these Master Terms will govern each Order. To the extent the Master Agreement purports to impose obligations, restrictions, or limitations upon Customer's Affiliates or Users, Customer shall be responsible to Hexagon for Customer's Affiliates' and Users' compliance with such terms and shall procure Customer's Affiliates and Users compliance.

These Master Terms consist of the following:

- The General Terms and Conditions set forth below;
- Exhibit A – End User License Agreement;
- Exhibit B – Maintenance Terms and Conditions for Software;
- Exhibit C – Sample Project Deliverable Sign-Off Form;
- Exhibit D – Cloud Program Conditions;
- Exhibit E – Subscription License Terms;
- Exhibit F – COTS Training Program Terms; and
- Exhibit G – Common Terms Glossary.

GENERAL TERMS AND CONDITIONS

1 Definitions. All capitalized terms not otherwise defined herein shall have the meaning set forth in Exhibit G (Common Terms Glossary). Words used herein in the singular, where the context so permits, shall be deemed to include the plural, and vice versa.

2 Elements of an Order.

2.1 Order Composition. Each Order will be comprised of Order Documents, including any applicable Schedule(s). An Order is formed only once both Parties accept the Order Documents, which the Customer shall do by executing the Order Documents and/or issuing a PO in connection with the Order Documents. Orders shall be effective as of the date both Parties accept the Order Documents except where the Order is for a term-based offering (e.g., Subscription License), in which case the Order shall commence as of the date specified in the Order Documents, if provided.

2.2 Schedules. Any Schedules applicable to Products or items purchased in an Order are incorporated and are either included in the Order Documents or, in the absence thereof, accessible via hyperlinks contained within Exhibit G. If a Product or item is not listed in the document(s) accessed via hyperlinks

provided in Exhibit G, and related Schedule(s) are not otherwise included in the Order Documents, then that Product or item does not have a corresponding Schedule.

2.3 Pricing. Order Documents shall describe basic pricing and include other details relevant to the offerings included in the Order.

2.4 Change Control. During the course of Hexagon's performance under an Order, either Party may request a change in the scope of the Order in writing, delivered to the other Party. Any changes in price, schedule, or other terms must be documented either by an amendment or Change Order. No change, as contemplated in this paragraph, shall become effective until set forth in a mutually executed writing.

2.5 Acceptance. Acceptance will occur based upon the following:

2.5.1 For Fixed Price Project Assignments, not governed by Exhibit F, acceptance shall occur when the applicable Task Acceptance Criteria has been satisfied in accordance with the Task Acceptance Process.

2.5.2 For Time and Materials Project Assignments and Maintenance Services, the Services are accepted as performed.

2.5.3 For a Cloud Program, acceptance occurs when the License Keys are provided to Customer.

2.5.4 For all Orders not described more specifically above, acceptance occurs once the ordered item has been delivered or access to the ordered item has been provided.

3 Composition of the Master Agreement.

3.1 Components. The agreement between the Parties (herein referred to as the "Master Agreement") consists of: (1) the Primary Contracting Document, (2) these Master Terms (including the General Terms and Conditions and all Exhibits), (3) any amendments to the Master Agreement, (4) Orders, together with any Change Orders, that may be delivered, prepared, or issued after the Effective Date, and (5) all documents, including applicable Schedules and documents referenced via hyperlink, incorporated by reference in the documents identified in this Section. For certain Third Party Software, Third Party Terms will also be applicable and be considered as part of the Master Agreement.

3.2 Order of Precedence. In the event of any conflict or inconsistency among documents forming the Master Agreement, the following order of precedence shall be used to determine the resolution of the discrepancy, unless the Parties mutually agree in writing to an alternative decision:

(1) Any amendments to the Master Agreement;

(2) The Primary Contracting Document;

(3) Applicable Schedules;

(4) These Master Terms (excluding Exhibits);

(5) Exhibits to these Master Terms; and

(6) Order Documents, if any, in addition to items specifically identified in this Section 3.2 above.

For only Third Party Software subject to Third Party Terms, the Third Party Terms shall have precedence in the event of a conflict between the Third Party Terms and any other terms of the Master Agreement.

4 Invoicing and Payment.

4.1 Invoices. Invoices shall be issued based upon the contents of the Order.

4.1.1 For Fixed Price Project Assignments Hexagon may invoice Customer upon completion of a payment milestone identified in the Order Documents, or when applicable, in accordance with Exhibit F; provided however, if this type of Order also includes Subscription Licenses or Cloud Program(s), the fees for such shall be due in accordance with Exhibits E and D, respectively.

4.1.2 For Product(s) or items not included within an Order for a Fixed Price Project Assignment or otherwise more specifically addressed in this Section 4, Hexagon may invoice Customer for the full amount set forth in the Quote in addition to any applicable freight/shipping charges upon delivery of or access having been provided to any of the Product(s) or items identified in the Order Documents.

4.1.3 Time and Materials Project Assignments shall be billed and invoiced monthly as the hours are expended and Onsite Fees are incurred, or after all hours set forth in the Order Documents have been expended, whichever occurs first.

4.1.4 Maintenance Services not included within an Order for a Fixed Price Project Assignment or Product Order shall be billed and invoiced in accordance with Exhibit B.

4.1.5 Cloud Program(s) (even if included within a Fixed Price Project Assignment) shall be billed and invoiced in accordance with Exhibit D.

4.2 Payment. Customer shall make payment for any invoices issued by Hexagon within thirty (30) calendar days of the date the invoice is received by the Customer.

4.3 Late Payment. If Customer does not make timely payment, an interest charge of two percent (2%) per Month (or the maximum allowed by law, whichever is less), compounded monthly, will be due on any unpaid and overdue amounts. To the extent the Customer is the subject of an applicable prompt pay act statute or ordinance, the Customer shall be subject to the terms set forth in that statute(s) and/or ordinance(s) in lieu of the prior sentence. As it pertains to Equipment, Hexagon shall retain a security interest in the Equipment. If Customer is late or otherwise in default of its payment obligations for Equipment, then Hexagon may, in addition to any other remedies available, exercise remedies of a secured party regarding the Equipment.

4.4 Taxes. The purchase price is exclusive of all federal, state, and/or local taxes. Any taxes applied to this sale by a federal, state, and/or local taxing authority will be the responsibility of Customer. Such taxes do not include franchise taxes or taxes based on net income. If Customer is claiming tax-exempt status, it must submit the proper documentation satisfactory to Hexagon evidencing its tax-exempt status. Applicable taxes may be invoiced at any time such taxes become fixed and certain.

5 Term and Termination.

5.1 Term. The Term of the Master Agreement shall begin on the Effective Date and remain in effect for a period of sixty (60) consecutive Months or until the Master Agreement is earlier terminated pursuant to the terms set forth herein or by mutual agreement of the Parties. An Order that is executed prior to the expiration of the term of the Master Agreement shall be governed by the Master Agreement even if the Master Agreement Term expires during the performance of the Order. To the extent Customer executes an Order pursuant to later issued master terms, then this Master Agreement shall terminate upon completion of all Orders executed hereunder regardless of the amount of time remaining in the Term. For any automatic renewal of the contract (required pursuant to O.C.G.A. § 36-60-13, notice of intent to not renew will be given to the Hexagon in writing by the Customer, no less than thirty (30) days before the expiration date of the initial term of the Agreement. Further defined in Addendum No. 1 to this agreement.

5.2 Termination for Convenience. Either Party may terminate the Master Agreement or an Order in its sole discretion at any time upon providing the other Party with thirty (30) days written notice. In the event of a termination pursuant to this paragraph, Customer agrees to pay Hexagon for the Work performed and Product(s) or items delivered and provided, plus the cost of any labor and/or Product(s) or items ordered in good faith prior to notice of termination that could not be canceled, less amounts previously paid by Customer for such Work and/or Product(s) or items. Hexagon is entitled to retain all amounts paid under any Order prior to termination. To the extent a Party exercises its right to terminate a specific Order, that termination shall have no effect upon the remaining Master Agreement, which, along with any other active Orders, shall remain in full force and effect. If a Party desires to terminate the Master Agreement, then the Parties shall proceed to wind down all ongoing work under the respective Orders in effect under the Master

Agreement by the termination date. Each Party shall take commercially reasonable steps to bring the work to a close and to reduce its costs and expenditures.

5.3 Termination for Cause. Either Party may terminate the Master Agreement or a specific Order, as the case may be, in the event the other Party materially breaches a material term of the Master Agreement or any Order.

5.3.1 In the event a Party materially breaches an Order, the non-breaching Party may terminate the Order only after providing a sixty (60) calendar day cure period to cure such breach and the breach has not been cured, except for material breaches arising from non-payment. During the sixty (60) day cure period, the Parties shall try to determine a mutually agreeable plan to cure such breach. If such breach cannot be cured or an acceptable plan is not provided within the sixty (60) day cure period, the non-breaching Party may, but does not have the obligation to, terminate the Order.

5.3.2 In the event a Party materially breaches the Master Agreement or multiple Orders, the non-breaching Party may terminate the Master Agreement only after providing a sixty (60) calendar day cure period to cure such breach and the breach has not been cured except for material breaches arising from non-payment. During the sixty (60) day cure period, the Parties shall try to determine a mutually agreeable plan to cure such breach. If such breach cannot be cured or an acceptable plan is not provided within the sixty (60) day cure period, the non-breaching Party may, but does not have the obligation to, terminate the Master Agreement. If the Master Agreement is terminated pursuant to this paragraph, by the termination date, Hexagon will stop all Work pursuant to any Orders arising under the Master Agreement.

5.3.3 If the Master Agreement or any one or more Orders is terminated pursuant to paragraphs 5.3.1 or 5.3.2, Hexagon will stop all Work with respect to impacted Orders as soon as practicable and shall be entitled to payment for all Work performed as well as Product(s) provided on all impacted Orders up to the termination date, less amounts previously paid by Customer under the affected Orders.

5.3.4 Notwithstanding the foregoing, Hexagon may suspend its performance of or terminate any Order or the Master Agreement for cause if payment is not received within thirty (30) days following the date when payment was due. In the event an Order is suspended or terminated for cause, Hexagon shall be entitled to, and Customer agrees to pay Hexagon, payment for Work performed and/or Product(s) delivered on said Order up to the suspension or termination date, less amounts previously paid by Customer under the affected Orders. Hexagon is entitled to retain all amounts paid under any Order prior to its termination. If Hexagon suspends an Order under this paragraph, then it may thereafter terminate the Order upon giving written notice to Customer.

5.3.5 Notwithstanding the foregoing, Customer may not exercise a termination pursuant to the terms of Section 5.3 if Hexagon's material breach of the terms and conditions of the Master Agreement or any Order thereunder is caused or partially caused by Customer's negligence or failure to perform its obligations.

6 Ownership.

6.1 Customer acknowledges Hexagon will retain ownership and title of Hexagon IP made or provided pursuant to any Order. All Software (including Software embedded within Equipment) provided under the Master Agreement is licensed to Customer in accordance with Exhibit A (End User License Agreement), except as it is inconsistent with the terms set forth herein. Third Party Software, including any Software developed by a third party embedded within Equipment, is licensed to Customer pursuant to Third Party Terms or as otherwise specified in the applicable E/C Schedule.

6.2 As it pertains to any Equipment, and only Equipment, provided to Customer under an Order, the Customer shall receive title to and ownership of the Equipment identified in the Order Documents, excluding any IPR pertaining to the Equipment and Software provided with the Equipment, FOB place of origin and subject to Customer's payment of all amounts owed for the Equipment.

6.3 Customer shall own Customer Data. Customer grants Customer Data Rights to Hexagon, to, among other things, facilitate Hexagon's performance of its obligations.

7 Warranties.

7.1 Software. The Software Products licensed under Exhibit A are warranted to meet Minimal Operations Levels for a period of thirty (30) days from the initial installation; provided that Software Products covered by a Maintenance Contract between Customer and Hexagon shall instead be warranted and supported as stated in the Maintenance Contract.

7.2 Subsystem Warranty Coverage. For, and only for, new Subsystems procured/implemented pursuant to an Order under these Master Terms, the warranty coverage shall be set forth in the applicable Order Documents, which shall be in lieu of the warranty coverage set forth in Section 7.1.

7.3 Equipment Warranty Coverage. If Equipment supplied by Hexagon is provided with a warranty or other Equipment support, then the extent of the Equipment support is provided within the corresponding E/C Schedule or other Order Documents.

7.4 Third-party Warranty Coverage. To the extent no warranty or Equipment support is described in the applicable E/C Schedule or other Order Documents, third-party products supplied by Hexagon, are provided with a pass-through-warranty from the original manufacturer, if any.

7.5 Disclaimer. Any product information Hexagon has shared with Customer during the proposal and/or contract activities to date was to provide an understanding of Hexagon's current expected direction, roadmap, or vision and is subject to change at any time at Hexagon's sole discretion. Hexagon specifically disclaims all representations and warranties regarding future features or functionality to be provided in any Software or Deliverable(s). Hexagon does not commit to developing the future features, functions, and/or products discussed in this material beyond that which is specifically committed to being provided by Hexagon pursuant to a valid Order. Customer should not factor any future features, functions, or products into its current decisions since there is no assurance that such future features, functions, or products will be developed. When and if future features, functions, or products are developed, they may be made generally available for licensing by Hexagon.

7.6 Warranty Disclaimer. EXCEPT AS SPECIFICALLY SET FORTH IN THIS ARTICLE, HEXAGON DISCLAIMS (TO THE FULLEST EXTENT PERMITTED BY LAW) ALL WARRANTIES ON PRODUCTS FURNISHED PURSUANT TO THE MASTER AGREEMENT, INCLUDING ALL WARRANTIES OF MERCHANTABILITY, DURABILITY, FITNESS FOR A PARTICULAR PURPOSE, HIGH RISK USE, AND NON-INFRINGEMENT. ALL WARRANTIES PROVIDED PURSUANT TO THIS MASTER AGREEMENT ARE VOID IF FAILURE OF A WARRANTED ITEM RESULTS DIRECTLY OR INDIRECTLY FROM AN UNAUTHORIZED USE OR MISUSE OF A WARRANTED ITEM, INCLUDING, WITHOUT LIMITATION, USE OF A WARRANTED ITEM UNDER ABNORMAL OPERATING CONDITIONS OR UNAUTHORIZED MODIFICATION OR REPAIR OF A WARRANTED ITEM OR FAILURE TO ROUTINELY MAINTAIN A WARRANTED ITEM. THE WARRANTIES SET FORTH IN THIS ARTICLE 7 ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, AND, EXCEPT AS SET FORTH IN ARTICLE TITLED "INDEMNIFICATION PROVISIONS" BELOW, REPRESENT THE FULL AND TOTAL WARRANTY OBLIGATION AND/OR LIABILITY OF HEXAGON.

8 LIMITATION OF LIABILITY

IN NO EVENT WILL HEXAGON BE LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, LOSS OF USE OR PRODUCTION, LOSS OF REVENUE, LOSS OF DATA, OR CLAIMS OF THIRD PARTIES, EVEN IF HEXAGON HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. UNDER NO CIRCUMSTANCE WILL HEXAGON'S LIABILITY UNDER THIS MASTER AGREEMENT EXCEED THE AMOUNT THAT HEXAGON HAS BEEN PAID BY CUSTOMER UNDER THE INDIVIDUAL ORDER UNDER WHICH THE EVENT GIVING RISE TO THE CAUSE OF ACTION HAS OCCURRED.

9 Indemnification Provisions.

9.1 Subject to the limitation of liability provisions in the Master Agreement, Hexagon will defend, at its expense, a third party action, suit, or proceeding against Customer ("Claim"), and indemnify Customer from any judgments, settlements, and reasonable attorney's fees resulting therefrom, to the extent such Claim is (i) attributable to bodily injury, death, or physical damage to tangible property caused by Hexagon's negligent acts or omissions arising under the Master Agreement; or (ii) based upon an allegation that a Software Product, Customized Software, Cloud Application, or Services Deliverable as of its delivery date under the Master Agreement, infringes a valid United States: patent, copyright, or trademark, or misappropriates a third party's trade secret ("Infringement Claim").

9.2 Hexagon's defense and indemnification obligations are conditioned upon:

9.2.1 Customer providing prompt written notice to Hexagon of any Claim;

9.2.2 Hexagon having primary control of the defense of any actions and negotiations related to the defense or settlement of any Claim, understanding Hexagon may not settle a claim without Customer’s consent if such settlement assigns fault or culpability to Customer; and

9.2.3 Customer cooperating fully in the defense or settlement of any Claim.

9.3 Hexagon will have no obligation to defend Customer or to pay any resulting costs, damages, or attorneys' fees for any Infringement Claims alleging direct or contributory infringement of the Software Product, Cloud Program, or Service Deliverable (i) by the combination of or integration with a product, process, or system not supplied by Hexagon; (ii) by material alteration by anyone other than Hexagon or its subcontractors; (iii) by use after Customer has been notified of possible infringement; (iv) by use after modifications are provided to Customer; (v) by use after a return for refund as described below is ordered by Hexagon; (vi) if the creation of which was pursuant to specifications provided by Customer; or (vii) by use other than as specified in the Documentation associated with the Software Product.

9.4 In connection with any Infringement Claims, Hexagon, at its own expense and option, may either (i) obtain rights for Customer to continue using the allegedly infringing Hexagon supplied item; (ii) replace the item with a non-infringing alternative, or modify the allegedly infringing elements of the item, while maintaining substantially similar software functionality or data/informational content; or (iii) refund to Customer a prorated portion of the license fees paid by Customer for the infringing item(s); provided that proration for perpetually licensed software shall be based on a five (5)-year, straight-line depreciation basis beginning from the initial date of delivery. In the event of a prorated return, Customer will uninstall, cease all use of and return to Hexagon the infringing item(s).

9.5 In no event will the indemnification for Infringement Claims apply to any Beta Software, or sample, hot fix, royalty free, or evaluation software delivered pursuant to the Master Agreement.

9.6 This section provides the sole and exclusive remedies of Customer and Hexagon’s entire liability in the event of a Claim. Customer has no right to recover, and Hexagon has no obligation to provide any other or further remedies, whether under another provision of the Master Agreement or any other legal theory or principle in connection with a Claim.

10 Insurance.

10.1 Policies and Coverage Amounts. Hexagon agrees to procure and maintain in force during the term of the Master Agreement, at its own cost, the following policies and amounts of coverage:

10.1.1 Workers' Compensation Insurance as required state statute or regulation.

10.1.2 Commercial General Liability Insurance with minimum combined single limits of ONE MILLION DOLLARS ($1,000,000) each occurrence and ONE MILLION DOLLARS ($1,000,000) general aggregate. The policy shall be applicable to all premises and operations. The policy shall include coverage for bodily injury, broad form property damage, and personal injury.

10.1.3 Automobile Liability Insurance with minimum combined single limits for bodily injury and property damage of not less than ONE MILLION DOLLARS ($1,000,000) for any one occurrence,

with respect to each of Hexagon's owned, hired or non-owned vehicles assigned to or used in performance of the services or work under the Master Agreement.

10.1.4 Umbrella/Excess Coverage with minimum combined single limits of ONE MILLION DOLLARS ($1,000,000) per occurrence.

10.2 Certificate of Insurance. If required or requested: a Certificate of Insurance shall be completed by Hexagon's insurance agent(s) as evidence that policies providing the required coverage amounts, conditions, and minimum limits are in full force; and, the completed Certificate of Insurance shall be sent to the contact person identified in the Primary Contracting Document.

10.3 Insurance Deductible. Hexagon shall be solely responsible for any deductible losses under the policies required above.

11 Security and Breach Notification.

11.1 Hexagon shall take reasonable industry action to prevent, detect, identify, report, track and respond to Security Incidents. In the event of a Security Incident, Hexagon will provide a Security Incident report to the Customer or its Affiliates via the Designated Portal. The report shall be provided within twenty-four (24) Business Hours following Hexagon's discovery, confirmation, and investigation of a Security Incident.

12 Dispute Resolution.

12.1 Resolution Protocol. The Parties shall exercise their best efforts to negotiate and settle promptly any dispute that may arise with respect to the Master Agreement or Order made pursuant to the Master Agreement ("Dispute") in accordance with the provisions set forth herein. If either Party disputes any provision of the Master Agreement (the "Disputing Party"), or the interpretation thereof, or any conduct by the other Party under the Master Agreement, the Disputing Party shall bring the matter to the attention of the other Party at the earliest possible time in order to resolve the Dispute, except for Disputes for non-payment. If such Dispute is not promptly resolved by the employees responsible for the subject matter of the Dispute, the Disputing Party shall be permitted to deliver to the non-disputing Party's contact person identified in the Primary Contracting Document a written notice of the Dispute, whereupon the Parties shall endeavor in good faith to escalate the Dispute to appropriate executives for each Party for resolution within fifteen (15) Business Days, or such longer period as to which the Parties may mutually agree.

12.2 Mediation. To the extent a Dispute is not resolved through the process outlined in the previous section and remains unresolved, the Parties agree to enter into non-binding mediation to resolve the Dispute. Within sixty (60) calendar days, of the issuance of the Dispute notice, or such longer period that is mutually agreeable to the Parties, the Parties agree to identify a mutually acceptable mediator who shall mediate the Dispute. If, after making reasonable efforts to identify a mutually acceptable mediator and no later than fifty (50) calendar days after the issuance of the Dispute Notice, the Parties are unable to identify such a mediator, the Disputing Party shall provide the non-disputing Party with a list of five (5) proposed mediators. The non-disputing Party shall have five (5) Business Days from receipt of such list from the Disputing Party to identify one proposed mediator on the list to use as a mediator. If the non-disputing Party fails to identify and communicate its choice to the Disputing Party in the time allotted, then the Disputing Party shall be permitted to unilaterally identify the mediator from the list of five (5) mediators previously given who shall mediate the Dispute. The mediator shall be an attorney licensed to practice law in the state courts identified in section below titled "Governing Law." Subject to the mediator's availability, the Parties agree to mediate the Dispute within thirty (30) days after the Parties have identified a mediator who has agreed to mediate the Dispute. To the extent the mutually identified mediator is unavailable, unwilling, or unable to mediate the Dispute, the Parties shall utilize the same steps listed above to identify a new mutually agreeable mediator. To the extent the Disputing Party had to prepare a list of proposed mediators previously, it shall prepare and transmit a revised list within five (5) Business Days of receiving notice of the proposed mediator's unavailability. Subject to the mediator's requirements, the Parties agree they shall be permitted to attend the mediation via telephone or video conferencing. The Parties agree to pay in equal shares the mediator's fee and expenses unless otherwise agreed to pursuant to a settlement agreement.

12.3 Prerequisites to Litigation. Except for Disputes for non-payment, only after the Parties have endeavored to resolve the Dispute through the processes outlined in the immediately preceding two sections may a Party commence litigation to resolve the dispute.

12.4 Injunctive Relief. Notwithstanding the foregoing, either Party may, before or during the exercise of the informal dispute resolution procedures set forth above, apply to a court identified in the section titled "Governing Law" for a temporary restraining order or preliminary injunction where such relief is necessary to protect its interests pending completion of such informal dispute resolution procedures.

13 Notices.

All notices given between the Parties shall be in writing and shall be considered properly sent by postage prepaid United States Mail or overnight carrier to the Customer and/or Hexagon representative, as applicable and identified in the Primary Contracting Document, or such substitutes as may hereafter be disclosed by proper notification.

14 Force Majeure.

Neither Party shall be deemed to be in default of any provision of the Master Agreement or an Order or be liable for any delay, failure in performance, or interruption of service resulting from acts of war, acts of terrorism, criminal acts, acts of God, natural disaster, fire, lightning, acts of or restriction imposed by civil or military authority, pandemics, epidemics, cyber-attack, labor disruption, civil disturbance, expropriation, embargo, lawful export restriction, or any other cause beyond its reasonable control. This section does not relieve or suspend a Party's obligation to pay money to the other Party under the terms of the Master Agreement.

15 Place of Performance.

To the extent necessary, Customer agrees to provide appropriate workspace and workplace accommodations; computer equipment; software; access to relevant data, documents, plans, reports, and analyses; and necessary access for Hexagon personnel to perform work on an Order. To the extent work is performed remotely, Customer must provide VPN or secured remote connectivity (including a login and password) to all servers and workstations requiring installation/configuration by Hexagon.

16 Amendments.

Any and all amendments to the Master Agreement shall be in writing specifically reference the fact the amendment is intended to alter these Master Terms and executed by authorized representatives of both Parties. No Order or Change Order shall affect these Master Terms, unless expressly stated in such document.

17 Confidential Information.

The Parties agree not to disclose Confidential Information provided to it by the Disclosing Party to the maximum extent allowable under applicable law unless it first obtains the Disclosing Party's written consent to such disclosure. It is further understood and agreed that money damages may not be a sufficient remedy for any breach of this provision of the Master Agreement by the Receiving Party and the Disclosing Party may seek equitable relief, including injunction and specific performance, as a remedy for any such breach. Such remedies shall not be deemed to be the exclusive remedies for a breach of this provision of the Master Agreement but will be in addition to all other remedies available at law or equity. The covenants set forth herein and the rights and obligations related thereto shall continue for a period of five (5) years from the date of disclosure.

18 Personal Data.

18.1 Where Personal Data is provided by the Customer to Hexagon, the Customer shall act as the data controller and shall be responsible for complying with all applicable data protection laws. Hexagon shall act as the data processor in respect of such Personal Data and shall process the Personal Data in accordance with applicable data protection laws. The Customer acknowledges and agrees that Hexagon is not capable of being a data controller due to Hexagon's inability to determine the purpose and means of the processing of Personal Data provided by Customer to Hexagon. To the extent that: (a) Personal Data of Users or

Authorized Cloud Users provided by the Customer to Hexagon pursuant to the Master Agreement is subject to the European Union General Data Protection Regulation 2016/679, as may be amended from time to time ("GDPR"); and (b) the Customer and Hexagon do not have a separate, written data processing agreement, then the Customer and Hexagon agree that the terms of Hexagon's Data Processing Addendum, as updated from time to time, found at: https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/Policies/DPA/DPALP/DPA_LP_08-2019.pdf, shall apply.

18.2 Where Customer is responsible for providing Personal Data on behalf of Users or Authorized Cloud Users directly to Hexagon, Customer will secure and maintain all necessary consents and make all necessary disclosures before including Personal Data in Customer Data input to, or otherwise supplied to Hexagon. In the event Customer, including all its Users, does not consent to Personal Data being processed as a result of the Master Agreement, Customer acknowledges Hexagon may be unable to provide Services, Product(s), Maintenance Services, and/or Cloud Program (or part thereof).

18.3 Hexagon will only process Customer supplied Personal Data in accordance with the Customer's lawful instructions and to the extent and as necessarily required to provide the applicable goods and services under the Master Agreement and for no other purpose. Except as may be otherwise required by law, contract, or judicial order, after expiration or earlier termination of the Master Agreement, Hexagon will destroy all Customer-supplied Personal Data in accordance with applicable data protection laws.

18.4 If Hexagon supplies maintenance, support, or subscription services to Customer with respect to third-party products, and if the third-party supplier or proprietor of such requires Customer be party to any data processing agreement in connection therewith, and if Customer has not separately executed an instrument to satisfy such requirement, then Customer and Hexagon agree that the terms of the applicable third-party data processing agreement, as updated from time to time, found at https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/Policies/DPA/DPALP/DPA_LP_08-2019.pdf, shall apply.

19 Assignment.

Neither Party shall assign, sublet, or transfer all or any portion of the Master Agreement, nor any interest in the Master Agreement, without the express written consent of the non-assigning Party, which consent may be granted or withheld in the sole discretion of the non-assigning Party. Notwithstanding the foregoing, Hexagon may assign its rights and obligations under the Master Agreement, without the approval of Customer to: (1) an Affiliate or (2) another business entity in connection with a merger, consolidation, or reorganization of Hexagon or any of its subsidiaries.

20 Cooperative Purchasing.

If Customer is a government entity, another government entity (referred to in this paragraph as a cooperative purchaser) may, with prior written consent of Hexagon, use the Master Agreement, excluding Orders to which it is not a party, as a contract vehicle for its purchases from Hexagon; provided that in such event the term "Customer" shall refer solely to the relevant cooperative purchaser with respect to its transaction and shall not refer to the cooperative purchaser with respect to transactions not for its direct benefit. Product(s) and services will be priced and scoped upon request of the cooperative purchaser and dependent upon the scope of the intended project. To the extent this clause is exercised by any cooperative purchaser with Hexagon's consent, Hexagon shall deal directly with the cooperative purchaser regarding the scope and pricing of the project. Cooperative purchasers shall make their own legal determination as to whether the collective purchasing permitted by this clause is consistent with laws, regulations, and other policies applicable to the cooperative purchaser; and, Customer shall have no liability with respect to obligations of any cooperative purchaser utilizing the terms of this section 20 to place Orders under the Master Agreement.

21 Export.

Equipment/Content, and Hexagon IP, including any technical data related to Software, Services, Maintenance Services, or Cloud Programs, are subject to the export control laws and regulations of the United States. Diversion contrary to United States law is prohibited. Equipment/Content and/or Hexagon IP, including any technical data related to Software, Services, Maintenance Services, or Cloud Programs,

shall not be exported or re-exported, directly or indirectly (including via remote access), under the following circumstances:

- To Cuba, Iran, North Korea, Syria, the Crimean region of Ukraine or any national of these countries or territories;
- To any person or entity listed on any United States government denial list, including, but not limited to, the United States Department of Commerce Denied Persons, Entities, and Unverified Lists, the United States Department of Treasury Specially Designated Nationals List, and the United States Department of State Debarred List (http://export.gov/ecr/eg_main_023148.asp);
- To any entity if Customer knows, or has reason to know, the end use is related to the design, development, production, or use of missiles, chemical, biological, or nuclear weapons, or other unsafeguarded or sensitive nuclear uses; and/or
- To any entity if Customer knows, or has reason to know, that a reshipment contrary to United States law or regulation will take place.

Customer agrees to comply with all applicable export control laws and regulations. User shall not request information or documentation where the purpose of such request is to support, give effect to or comply with a boycott of any country that is not sanctioned by the United States, including but not limited to the Arab League boycott of Israel. Any questions regarding export or re-export of the Software should be addressed to Hexagon's Export Compliance Department at 305 Intergraph Way, Madison, Alabama, 35758, USA or at exportcompliance@intergraph.com. If the Software Customer received is identified on the media as being ITAR-controlled, the Software has been determined to be a defense article subject to the U.S. International Traffic in Arms Regulations ("ITAR"). Export of the Software from the United States must be covered by a license issued by the Directorate of Defense Trade Controls ("DDTC") of the U.S. Department of State or by an ITAR license exemption. The Software may not be resold, diverted, or transferred to any country or any end user, or used in any country or by any end user other than as authorized by the existing license or ITAR exemption. Subject to the terms of the EULA included herein, such Software may be used in other countries or by other end users if prior written approval of DDTC is obtained.

If Customer is located outside the United States, Customer is responsible for complying with any local laws in Customer's jurisdiction which might impact Customer's right to import, export or use the Software, and Customer represents that Customer has complied with any and all regulations or registration procedures required by applicable law related to the use and importation of the Software.

22 Non-Solicitation of Employees.

Customer agrees it will not, without the prior written consent of Hexagon, solicit any Hexagon employee, or induce such employee to leave Hexagon's employment, directly or indirectly, during the Term and for a period of twelve (12) Months after the Master Agreement expires or is terminated.

23 Miscellaneous.

23.1 Authority. Each Party represents and certifies to the other Party it has the requisite legal authority to enter into and be bound by the Master Agreement and all Orders arising from the Master Agreement. Any individual purporting to execute or accept a Quote, Primary Contracting Document, or any Order Documents governed by the Master Terms on behalf of a Party represents and warrants to the other Party that such individual has the authority to bind, and does bind, the Party on whose behalf such individual purports to execute or accept such instrument(s). By issuance of a Quote to Customer without the word "DRAFT" or similar markings thereon, Hexagon represents it has the requisite legal authority to enter into and be bound by the Master Agreement and the Order intended to result from the Quote. By executing the Quote and returning it to Hexagon or otherwise entering into an Order, Customer represents and certifies to Hexagon it has the requisite legal authority to enter into and be bound by the Master Agreement and the Order associated therewith.

23.2 Survival. In addition to other provisions that are specifically identified as surviving termination of this Master Agreement, the rights and obligations in sections titled "IP Ownership," "Limitation of Liability," "Dispute Resolution," "Confidential Information," "Export," and the terms of any license or access granted pursuant to the Master Agreement (including, but not limited to, Exhibit A, Exhibit D, Exhibit E, and/or Exhibit F), shall survive and continue after expiration or termination of the Master Agreement, shall remain in effect

until fulfilled, and shall apply to any permitted successors and assigns. Upon termination of the Master Agreement, the provisions of the Master Agreement, including those in the preceding sentence, which by their express terms survive termination, shall remain in full force and effect.

23.3 Waiver. The waiver by either Party of any of its rights or remedies in enforcing any action or breach under the Master Agreement in a particular instance shall not be considered as a waiver of the same or different rights, remedies, or actions for breach in subsequent instances.

23.4 Severability. If any provision of the Master Agreement or an Order is void, voidable, unenforceable, or illegal in its terms, but would not be so if it were rewritten to eliminate such terms that were found to be voidable, unenforceable, or illegal and such rewrite would not affect the intent of the provision, then the provision must be rewritten to be enforceable and legal.

23.5 Headings. Numbered topical headings, articles, paragraphs, subparagraphs or titles in the Master Agreement are inserted for the convenience of organization and reference and are not intended to affect the interpretation or construction of the terms thereof.

23.6 Governing Law. The Master Agreement shall for all purposes be construed and enforced under and in accordance with the laws applicable to and governing the Customer's location as identified in applicable Order Documents. The Parties agree any legal action or proceeding relating to the Master Agreement shall be instituted in an appropriate court having personal jurisdiction over Customer. The Parties agree to submit to the jurisdiction of and agree that venue is proper in these courts in any such legal action or proceeding. The Parties waive the application of the United Nations Commission on International Trade Law and United Nations Convention on Contracts for the International Sale of Goods as to the interpretation or enforcement of the Master Agreement.

23.7 Governing Language. The controlling language of the Master Agreement is English. If Customer received a translation of the Master Agreement into another language, it has been provided for convenience only.

Les parties confirment que l'accord-cadre et toute la documentation connexe sont et seront en anglais. (Translation: "The Parties confirm that the Master Agreement and all related documentation is and will be in the English language.")

23.8 Independent Contractor. The Parties agree that Hexagon is an independent contractor, that nothing in the Master Agreement shall be construed as establishing or implying a relationship of master and servant between the Parties, or any joint venture or partnership between the Parties, and that nothing in the Master Agreement shall be deemed to constitute either of the Parties as the agent of the other Party or authorize either Party to incur any expenses on behalf of the other Party or to commit the other Party in any way whatsoever. Hexagon and its agents, employees, or subcontractors shall at no time be deemed to be agents, employees, or subcontractors of Customer, or be deemed to be under the control or supervision of Customer when carrying out the performance of its obligations in the Master Agreement. Without the prior written consent of Customer, Hexagon shall not carry on any activity that could be construed as being on behalf of Customer.

23.9 Limitation on Claims. Except as otherwise prohibited from applicable law, no claim, regardless of form, arising out of or in connection with the Master Agreement may be brought by Customer more than two (2) years after the event giving rise to the cause of action has occurred.

23.10 Anti-Bribery. Each Party hereby certifies it shall comply with all applicable laws in carrying out its duties under the Master Agreement, including, but not limited to, the United States Foreign Corrupt Practices Act ("FCPA"). In particular, Customer, on behalf of itself and its Affiliates, and Hexagon, each severally represent and agree that: such party is familiar with the FCPA and its purposes and agrees to comply with the acts; specifically, such party is aware of and will comply with the FCPA's prohibition of the payment or the gift of any item of value, either directly or indirectly, to an official of a government, political party or party official, candidate for political office, or official of a public international organization, for the purpose of influencing an act or decision in his/her official capacity, or inducing him/her to use his/her influence with the government to assist a company in obtaining or retaining business for, with, or in that country or directing business to any person; such party has not made, and will not make, payments to third parties which such party knows or has reason to know are illegal under the FCPA, or the laws of any

applicable jurisdiction; and the method of making payment to Hexagon as provided hereunder is not in violation of the law of any applicable jurisdiction. Either Party has the right to terminate the Master Agreement upon any violation of the FCPA or similar laws by the other Party.

24 Entire Agreement.

The Master Agreement constitutes the entire agreement between the Parties with regard to the subject matter hereof. Except as otherwise provided in the Primary Contracting Document, the Master Agreement supersedes any and all prior discussions and/or representations, whether written or oral, and no reference to prior dealings may be used to in any way modify the expressed understandings of the Master Agreement. The Master Agreement may not be amended or modified unless so done in a writing signed by authorized representatives of both Parties. The pre-printed terms and conditions of Customer's PO or any other terms and conditions of a Customer PO shall be void, even if issued subsequent to the effective date of the Master Agreement, and shall not be deemed to constitute a change to the Master Agreement.

EXHIBIT A

END-USER LICENSE AGREEMENT

IMPORTANT—READ CAREFULLY: This EULA is a legal agreement by and between User and Hexagon. Software is also subject to Use Terms. Any software, including, without limitation, any third party components and/or Updates, associated with a separate end-user license agreement is licensed to User under the terms of that license agreement. Use Terms applicable to an Update shall apply to the Update. All use of the Software is subject to applicable Order Documents.

1.0 LICENSE GRANT. Provided User is not in breach of any term or condition of this EULA, Hexagon hereby grants User a limited, non-exclusive license up to the quantity of Software licenses purchased by User to: (i) install and use the Software, in object code form only; (ii) use, read, and modify Documentation prepared by Hexagon and delivered to User pursuant to the Order Documents; and/or (iii) view and/or use Hexagon audio-visual training materials provided to User pursuant to the Order Documents; provided all of the foregoing shall be strictly for User's internal use and strictly in accordance with this EULA and the applicable Order Documents. The license is non-transferable, except as specifically set forth in this EULA. User assumes full responsibility for the selection of the Software to achieve User's intended results, and for the installation, use and results obtained from the Software.

2.0 UPDATES. If the Software is an Update to a previous version of the Software, User must possess a valid license to such previous version to use the Update. Neither the Software nor any previous version may be used by or transferred to a third party. All Updates are provided to User on a license exchange basis and are subject to all of the terms and conditions of the EULA provided with the Update. By using an Update, User (i) agrees to voluntarily terminate User's right to use any previous version of the Software, except to the extent that the previous version is required to transition to the Update; and (ii) acknowledges and agrees that any obligation that Hexagon may have to support the previous version(s) of the Software will end upon availability of the Update. If an Update is provided, User will take prompt action to install such Update as directed by Hexagon. If User fails to do so, User acknowledges that the Software may not work correctly or that User will not be able to take advantage of all the Software's available features. In such event, Hexagon will not be liable for additional costs User incurs because of User's failure to install such Update. For Third Party Software, please read carefully the applicable Third Party Terms regarding concurrent use of an Update and the prior version of Software during transition to the Update as the Third Party Terms may differ from terms applicable to Hexagon Software Products.

3.0 RIGHTS AND LIMITATIONS.

3.1 **The Following are Permitted for User's License:**

User may make one copy of Software media in machine readable or printed form and solely for backup purposes. Hexagon retains ownership of all User created copies. User may not transfer the rights to a backup copy unless User transfers all rights in the Software and license as provided for in Section 3.2.1 below. Any other copying of the Software, any use of copies exceeding the number of copies User has been authorized to use and has paid for, and any distribution of the Software not expressly permitted by this EULA, is a violation of this EULA and of federal and/or applicable governing law.

3.2 **The Following are Prohibited for User's License:**

3.2.1 User shall not sell, rent, license, lease, lend or otherwise transfer the Software, or any copy, modification, or merged portion thereof without Hexagon's express written consent for such transfer, which consent may not be unreasonably withheld. Any such unauthorized transfer will result in automatic and immediate termination of the license.

3.2.2 The Software is licensed as a single product. User shall not, and User shall not authorize anyone else to: (i) decompile, disassemble, or otherwise reverse engineer the Software; (ii) work around any technical limitations in the Software; (iii) publish the Software for others to copy or use; (iv) use, copy, modify, distribute, disclose, license or transfer the Software, or any copy, modification, or merged portion, in whole or in part, except as expressly provided for in this EULA; (v) re-use the component parts of the Software with a different software product from the one User is licensed to use or on different computers; (vi) circumvent any license mechanism in the Software or the licensing policy; (vii) publish to a third party any results of benchmark tests run on the Software; (viii) use or view the Software for any purposes competitive with those of Hexagon; (ix) use the Software except as expressly set forth in this EULA; and (x) unless otherwise specifically permitted in writing by Hexagon, use the Software outside the country in which it is licensed.

3.3 **Fault Tolerance.**

The Software is not one hundred percent (100%) fault tolerant. Unless the Software's Documentation expressly provides the contrary, the Software is not designed or intended for use in any situation where failure or fault of any kind of the Software could lead to death or serious bodily injury of any person, or to severe physical, property or environmental damage ("High-Risk Use"); and, User is not licensed to use the Software in, or in conjunction with, any High-Risk Use. High-Risk Use is STRICTLY PROHIBITED. High Risk Use includes, for example, the following: operation of aircraft or other modes of human mass transportation, nuclear or chemical facilities, and Class III medical devices. User hereby agrees not to use the Software in, or in connection with, any High-Risk Use. High Risk Use shall not mean use of the Software for purposes for which it is regularly marketed and sold (e.g., public safety and utility dispatch software may be used to dispatch police, fire, emergency medical services, and emergency utility services).

3.4 **Licensing Mechanism Disclaimer.**

Without waiver of any of its rights herein, Hexagon may at its sole discretion provide User who is operating public safety Software a licensing mechanism to allow such Software to be available for use even when User has accessed all of its purchased licenses. Regardless of whether it receives the licensing mechanism, User acknowledges it is permitted to use the Software only up to the number of licenses it has purchased. Any usage of Software beyond the amount purchased by User will be subject to the payment of additional fees by User to Hexagon at then current prices for the Software in like manner as provided in Section 6.2 below (Audit).

4 USER OBLIGATIONS.

4.1 The Software may require User's System to comply with specific minimum software, hardware, and/or Internet connection requirements. The specific minimum software, hardware, and/or Internet connection requirements vary by Software and type of license and are available from Hexagon upon request.

4.2 User is responsible, and bears the sole risk, for backing up all systems, software, applications, and data, as well as properly using the Software.

4.3 At all times, User must keep, reproduce and include all copyright, patent, trademark and attribution notices on any copy, modification or portion of the Software, including, without limitation, when installed, used, checked out, checked in, and/or merged into another program.

4.4 User shall comply with the Use Terms, including limitations that apply to specific types of licenses identified therein.

5 TERM.

5.1 For a Perpetual License, this EULA is effective until terminated (i) by User, by returning to Hexagon the original Software or by permanently destroying the Software, together with all

copies, modifications, and merged portions in any form; (ii) by Hexagon, upon User's breach of any of the terms hereof or User's failure to pay the appropriate license fee(s); or (iii) upon User's installation of an Update that is accompanied by a new license agreement covering the Software Update. User agrees upon the termination of this EULA to cease using and to permanently destroy the Software (and any copies, modifications and merged portions of the Software in any form, and all of the component parts of the Software), and to certify such destruction in writing to Hexagon.

For a Subscription License, this EULA is effective until the User's Subscription Term expires without being renewed; by Hexagon upon User's breach of any of the terms hereof; User's failure to pay the appropriate Subscription License fee(s); or, the Subscription is otherwise terminated. User agrees upon the termination of this EULA or expiration of User's Subscription to cease using and to permanently destroy the Software (and any copies, modifications, and merged portions of the Software in any form, and all of the component parts of the Software), and to certify such destruction in writing to Hexagon.

6 AUDIT.

6.1 Hexagon shall have the right to:

6.1.1 Audit User's use of the Software and User's compliance with the provisions of this EULA during User's normal Business Hours. Hexagon will provide User with thirty (30) days prior written notice of an audit under this Section. Hexagon's right to conduct this type audit shall be limited to twice per calendar year. Prior to the start of an audit, Hexagon's personnel will sign a reasonable non-disclosure agreement provided by User. During the audit, User shall allow Hexagon's personnel to be provided reasonable access to both User's records and personnel.

6.1.2 Obtain certain documentation from User, as follows. If the Software includes logging mechanisms intended to track usage volume or quantity, User shall transmit log files associated therewith to Hexagon upon Hexagon's demand and in accordance with Hexagon's reasonable transmission instructions. Hexagon will not demand the transmission of usage tracking log files more frequently than four (4) times in any calendar year.

6.2 In the event the results of the audit in Section 6.1.1 or the documentation provided by User in Section 6.1.2 indicate User has used unlicensed Software or quantities thereof, User agrees to promptly pay Hexagon: (i) the current list price for each unlicensed Software used by User; (ii) interest of two percent (2%) per month or the highest rate allowed by applicable law for each month, commencing with the initial month of unlicensed usage of the Software); and (iii) the costs for the audit in Section 6.1.1.

END OF EXHIBIT A

EXHIBIT B

MAINTENANCE TERMS AND CONDITIONS FOR SOFTWARE

These terms and conditions ("Maintenance Terms") govern the provision of maintenance and support services by Hexagon with respect to Covered Products.

1. DEFINITIONS.

All capitalized terms not otherwise defined herein shall have the meaning set forth in the associated Exhibit titled "Common Terms Glossary."

2. TERM.

2.1. Term. The Maintenance Contract shall begin, retroactively (if applicable), on the first calendar day of the first Month of the Coverage Period and shall expire on the last calendar day of the last Month of the Coverage Period. The Coverage Period shall be for whole Months only.

2.2. Renewal. Prior to expiration of the Coverage Period, Hexagon may submit to Customer a renewal quote with pricing for extension of the Coverage Period. The Parties may extend the Coverage Period pursuant to Order Documents.

2.3. Lapse. In the event of a Lapse: (i) Hexagon shall, at any time, be entitled to discontinue Maintenance Services, in whole or in part, for the affected Covered Products; (ii) Hexagon shall be relieved of any previously provided pricing commitments or options for Maintenance Services, if any, related to time periods following the Lapse; and, (iii) Hexagon may permit Customer to reinstate support for Covered Products pursuant to Hexagon's then current policies and practices, including any policies or practices related to payment of reinstatement fees.

3. SCOPE OF COVERAGE FOR COVERED SOFTWARE PRODUCTS.

Maintenance Services described in this Section apply to Covered Software Products only. Maintenance Services for Covered Third Party Products are separately stated.

Hexagon offers three levels of Maintenance Services for Covered Software Products, dependent upon the Software Product and other factors. Under all levels of Maintenance Service, Hexagon shall provide reasonable commercial efforts to aid in the diagnosis of Defects. Under all levels of Maintenance Services, but only until the subject Software Product version reaches Version Limitation I or Version Limitation II, Hexagon shall provide reasonable commercial efforts to aid in correction of Defects. After a Software Product version reaches Version Limitation I, but only until the subject Software Product reaches Version Limitation II, Hexagon shall provide reasonable commercial efforts to aid in correction of Level One Defects only. The level of Maintenance Services for each Software Product is identified in the Order Documents, subject however to Version Limitations. Defect corrections provided by Hexagon shall, unless otherwise agreed by Hexagon, be delivered within Hexagon's product releases, and in accordance with Hexagon's standardized release cycles. Levels of Maintenance Services are as follows:

3.1. Advantage Support. Advantage Support will include and be limited to the diagnostic and Defect correction support as described above, and the following: Out-of-the-box functionality support via the support help desk (telephone or eService via the Designated Portal; and, access to any available Hexagon problem knowledge base online self-help tool. Phone support is available Monday through Friday from 8AM – 5PM at Customer's local time, excluding Hexagon-observed holidays. Local variances in support hours will be posted online or can be determined by contacting Customer's local Hexagon office.

3.2. Standard Support. Standard Support will include and be limited to the following:
  3.2.1. All features of Advantage Support.
  3.2.2. Access to available Updates of Covered Software Products. Hexagon will notify Customer when Updates are made available for any Covered Software Products for which Maintenance Services have been purchased, by way of posting notices of such to the "Support Notices and Announcements" section on the Designated Portal site , where available, or via direct notification by Hexagon. Updates are shipped to Customer upon Customer's request logged in the Designated Portal site. Hexagon is not obligated to produce any Updates. For avoidance of doubt, a Customer's entitlement to Updates shall not include entitlement to any therein embedded or otherwise related module or function which is licensed and priced separately from Covered Products for which Customer has purchased an entitlement to Updates.

3.3. Premium Support. Premium Support will include all features available under Standard Support (subject to Version Limitations). Additionally, for a Level One Defect, phone support is also available after-hours and on Hexagon-observed holidays.

3.4. Product Change Requests will be reported in like manner as set forth in Section 3.1. Hexagon will review Product Change Requests and at its sole discretion decide whether to make the requested change to the Covered Product(s) through an Update. Product Change Requests not accepted may be the subject of a separate Order between the Parties. For the avoidance of doubt, to the extent Hexagon agrees to make a requested change to a Covered Product pursuant to a Product Change Request, any and all IPR resulting from the Update, including the change or modification is and shall remain the property of Hexagon.

4. MINIMUM SYSTEM REQUIREMENTS; CUSTOMER'S OBLIGATIONS.

Performance of Maintenance Services by Hexagon is specifically conditioned upon the following minimum system requirements and fulfillment by Customer of the following obligations (collectively, minimum system requirements and customer obligations hereinafter referred to as "Customer Obligations"):

4.1. System Requirements. Customer is responsible for ensuring: the System Equipment and network infrastructure meet minimum system requirements specified by Hexagon and made available to Customer upon request; its System Equipment and network infrastructure are adjusted as required to accommodate Updates of Covered Products; compatibility of non-Hexagon provided products with products provided by Hexagon; and, its systems, software, and data are adequately backed up. Hexagon is not liable for lost data.

4.2. Hexagon Access and Customer Cooperation. Customer's system and/or System Equipment must have input and output devices that enable the use of Hexagon's diagnostic programs and supplemental tests. Customer will permit Hexagon to electronically access Customer's system via Secure Access Tool . Customer will ensure availability of its own system technical support personnel so that Hexagon can fulfill its Maintenance Services obligations. When reporting problems to Hexagon's support help desk, Customer will provide a complete problem description, along with all necessary documents and information that is available to Customer and required by Hexagon to diagnose and resolve the problem. Customer will grant all necessary access to all required systems as well as to the Covered Products, and any other reasonable assistance needed. Customer will carry out any reasonable instructions and will install any necessary patches, Defect corrections, or Updates. Customer will appoint a minimum of two and a maximum of five contact people who are each authorized to make use of the Maintenance Services ("Authorized Contacts"). Customer is obligated to select only those personnel for this task who are suitable for it by means of training and function, and who have knowledge of Customer's operating system, network, and hardware and software. Customer agrees to promptly notify Hexagon of any replacement of an Authorized Contact. Customer must ensure Authorized Contacts have adequate expertise, training, and experience to provide professionally accurate descriptions of malfunctions and facilitate Hexagon's efficient response. Authorized Contacts must have successfully completed Hexagon product training, or complete it at the next available scheduled opportunity, for those products for which formal training is available.

Customer will bear the cost of this training. Customer will enter and/or log requests for assistance in such systems, and utilizing such forms, as Hexagon may designate from time to time.

5. EXCLUDED SOFTWARE SERVICES.

Services for the following are outside the scope of the Maintenance Contract and may be available under separate Order at an additional charge (collectively "Excluded Services"):

5.1. Installation of any Covered Product, Update, or interface software;
5.2. Network configuration;
5.3. Configuration or customization of Covered Products to Customer or other third party requirements (except as necessary to remedy a Defect);
5.4. System-level tuning and optimization and system administration support;
5.5. Training;
5.6. Services required because the Authorized Contact is not available or is not trained;
5.7. On-site services (unless waived by Hexagon, in its sole discretion);
5.8. Services required due to modifications of Covered Products by Customer;
5.9. Services required due to use other than in the ordinary manner intended for the Covered Products, or use in a manner that contravenes terms hereunder, or Customer's disregard of the installation and operating instructions according to the Documentation provided with the Covered Products;
5.10. Services required due to failure of software or hardware that is not a Covered Product;
5.11. Services required due to Customer's use of hardware or software that does not meet Hexagon specifications or failure of Customer to maintain or perform industry standard maintenance on Customer's hardware or software;
5.12. Services required due to software or portions thereof that were (i) incorrectly installed or configured (other than by Hexagon), (ii) used in an environment inconsistent with the support environment specified by Hexagon, and/or (iii) used with peripherals, operational equipment or accessories not conforming to Hexagon's specifications;
5.13. Services required due to cases of force majeure, especially lightning strikes, fire or flood, third-party criminal acts, or other events not caused through Hexagon's fault;
5.14. Services required due to Customer's failure to fulfill the Customer Obligations; and/or
5.15. Services required due to faulty or incomplete Customer data.

6. COVERED THIRD PARTY PRODUCTS.

Support and Updates of Covered Third Party Products shall be provided in the fashion and to the extent or duration that Hexagon is authorized to provide such by the third party manufacturer of the Covered Third Party Products, and such Covered Third Party Products and related services may be subject to additional terms and conditions of the third party manufacturer of the Third Party Software.

Services and updates for any Third Party Software not listed in the Order Documents as Covered Products must be obtained from the third party owner of the products or their designated representative.

7. REQUIRED COVERAGE.

7.1. Multiple or Interdependent Licenses. If Customer holds multiple licenses for any Covered Product, all held licenses must be included as Covered Products in the Maintenance Contract.
7.2. Prerequisite Licenses. All prerequisite licenses for Software Products necessary to operate the Covered Products, together with all licenses of Software Products interoperating with Covered Products in a single solution, must be included as Covered Products in the Maintenance Contract.

8. ADDITIONS AND REMOVALS OF COVERED PRODUCTS.

8.1. Additions of Covered Products. Software Products licensed from Hexagon during the term of the Maintenance Contract may be added as Covered Products, if such addition is addressed through additional related Order Documents. If Software Products are not added as Covered Products by commencement of Production use thereof, Hexagon may permit Customer to add them as Covered Products, but subject to additional fees payable pursuant to Hexagon's then current policies or practices.

8.2. Removal of Covered Products from Maintenance. Either Party may provide written notice to the other Party at least sixty (60) calendar days prior to the end of any Coverage Period Anniversary of its intent to remove any individual Covered Products from the Maintenance Contract at the end of the then current and contracted Coverage Period or any Coverage Period Anniversary. Neither Party may remove Covered Products except upon Coverage Period renewal or extension or Coverage Period Anniversary; provided that Hexagon may additionally remove Covered Products as part of a general discontinuance program at any time upon one hundred eighty (180) days' written notice. Customer may not remove from the Maintenance Contract individual software licenses of a Covered Product for which Customer has multiple copies under Maintenance Services or for Covered Products that are being used interdependently, unless Customer has first certified to Hexagon on a "Software Relinquishment Agreement" that it surrenders and relinquishes all rights in and to the applicable Software licenses and the copies of the Covered Product for which Customer desires to cease Maintenance Services (the "Relinquished Licenses") for the renewal Coverage Period have been uninstalled and removed from its System(s). Should Customer desire to resume usage of the Relinquished Licenses at a later date, Customer must re-purchase the licenses at the then current list price.

9. PAYMENT.

9.1. Terms of Payment. Charges for Maintenance Services are due and payable annually and in advance. All charges are due net thirty (30) calendar days from the date of invoice or prior to the beginning of the applicable Coverage Period, whichever is earlier. Charges for Covered Software Products added during a Coverage Period shall be prorated to the remaining Months of the Coverage Period, in whole Month increments only, and such charges shall be due and payable in full upon receipt of invoice. Covered Third Party Products added during a Coverage Period are subject to Section 6 of these Maintenance Terms.

9.2. Past Due Accounts. HEXAGON RESERVES THE RIGHT TO REFUSE SERVICE TO ANY CUSTOMER WHOSE ACCOUNT IS PAST DUE. At the discretion of Hexagon, Customers who have not paid any charges when due (i) under the Maintenance Contract, (ii) under any other agreement between the Parties, or (iii) under any agreement between Hexagon and Customer's parent and/or subsidiary, may not be rendered Maintenance Services until all past due charges are paid in full. The start of the Coverage Period shall not be postponed due to delayed payment of any charges.

9.3. Customer's Responsibilities Concerning Invoice Questions. Subject to applicable law, if Customer intends to dispute a charge or request a credit, Customer must contact Hexagon within ten (10) calendar days of the date on the invoice. Customer waives any right to dispute a charge or receive a credit for a charge for Maintenance Services that Customer does not report within such period.

10. CUSTOMER ACKNOWLEDGEMENTS.

During the Coverage Period, Customer commits to the following:

10.1. Customer shall have reviewed the Order Documents and by executing the Order Documents confirms the Order Documents accurately reflects all Hexagon software in its possession or control.

10.2. Customer acknowledges and confirms that for all Covered Products supported under the Maintenance Contract, all licenses of a Covered Product for which Customer has multiple copies in its possession and all prerequisite licenses necessary to operate Covered Products, are accounted for in the Order Documents. If all like Covered Products or prerequisite software licenses are not accounted for in the Order Documents, Customer agrees to notify Hexagon so that Hexagon may issue a revised Quote to Customer.

10.3. Customer acknowledges and confirms Maintenance Services provided herein shall be utilized only for the quantity of Covered Products licenses listed in the Order Documents.

11. ADDITIONAL TERMS.

11.1. Pass-Through Third Party Warranties. Covered Third Party Products are only warranted pursuant to a pass-through warranty to Customer from the applicable Third Party Software manufacturer and only to the extent warranted by the applicable Third Party Software manufacturer.

11.2. Remedies. In the event a warranted Maintenance Service, Covered Product, or Update provided pursuant to the Maintenance Contract does not substantially comply with the limited warranties set forth in the Maintenance Contract, Hexagon's entire liability and Customer's exclusive remedy shall be, in Hexagon's sole and absolute discretion, either (i) providing of a Service, Covered Product, or Update which conforms substantially with the warranty; or (ii) a refund of the purchase price of the particular warranted Service, Covered Product, or Update for the period of time that the warranted Service, Covered Product, or Update did not substantially conform to the limited warranties set forth in the Maintenance Contract.

Hexagon is acting on behalf of its suppliers for the sole purpose of disclaiming, excluding and/or limiting obligations and liability as provided in the Maintenance Contract, but in no other respects and for no other purpose.

11.3. WARRANTY DISCLAIMERS. In addition to the Warranty Disclaimer provided in the Master Terms, Hexagon does not warrant that any Services, Covered Products, and Updates provided pursuant to the Maintenance Contract will meet Customer's requirements, and under no circumstances does Hexagon warrant that any Services, Covered Products, and Updates will operate uninterrupted or error or Defect free.

11.4. Third Party Providers. Hexagon reserves the right to provide Maintenance Services through a third party provider.

END OF EXHIBIT B

EXHIBIT C

PROJECT DELIVERABLE SIGN-OFF FORM

CUSTOMER NAME, CUSTOMER CITY – PROJECT NAME

Submission Date:	Month/Day/Year	Sign-Off Target Date:	Month/Day/year
Submitted By:	Hexagon Contact Name	Submitted To:	Customer Contact Name
Customer Contract #:	Customer Contract Number	Customer/Project #:	Hexagon Project Number

TYPE OF DELIVERABLE

☐ SOW Tasks ☐ Payments ☐ Plans/Designs ☐ Training ☐ Other

DELIVERABLE INFORMATION

DELIVERABLE DESCRIPTION THIS SECTION DESCRIBES THE DELIVERABLE	$AMOUNT OF PYMT (If applicable)

With the deliverable described above complete, the Customer shall have ten (10) Business Days after receipt of a written request from Hexagon, to either sign-off that the Task Acceptance Criteria has been satisfied or state in writing to Hexagon the reason the Task Acceptance Criteria has not been satisfied.

Sign-off of the Task shall be based solely upon satisfaction of the Task Acceptance Criteria stated in the Contract between Hexagon and CUSTOMER NAME dated Month/Day/Year and shall be indicated by the Customer signing the Project Deliverable Sign-off Form. If the Customer does not provide such sign-off or rejection within the ten (10) Business Days after delivery then the Task will be deemed to have been accepted.

The signature below acknowledges that Task Acceptance Criteria described in the Statement of Work and listed above has been satisfied and the Task is accepted.

Authorized Customer Representative
Customer Contact Name

_____ _____

SIGNATURE **DATE**

END OF EXHIBIT C

EXHIBIT D

CLOUD PROGRAM CONDITIONS

These terms and conditions ("Cloud Conditions") govern the provision of the Cloud Program by Hexagon to Customer under a Cloud Program Order. Any additional terms in any Cloud Services Schedule(s) also apply.

1. DEFINITIONS.

Capitalized terms used and not otherwise defined herein have the meanings assigned in the Common Terms Glossary.

2. SCOPE OF CLOUD PROGRAM.

2.1 For the duration of the Cloud Term, Hexagon will provide access to the Customer to use the Cloud Program subject to the provisions of these Cloud Conditions provided that Hexagon may as described in Order Documents provide limited access to the Cloud Program for implementation purposes only as part of a project and prior to the commencement of the Cloud Term. Except for the Cloud Services, no other service, including Cloud Consulting Services, are provided by Hexagon pursuant to a Cloud Program Sales Order.

2.2 Hexagon may from time to time provide or otherwise make available Local Software. Local Software may include mobile applications obtainable from an online applications store, applications owned by a third-party, or other facilitating applications. In the event Hexagon provides or makes available such applications, the same shall be made available to Customer and owned by Hexagon (or the relevant third party) and used subject to these Cloud Conditions. If not sooner terminated, the license to use such Local Software shall terminate upon expiration of the Cloud Term.

3. CLOUD SERVICES AUTHORIZATION.

During the Cloud Term, Hexagon grants Customer and its Affiliates the right to access and use components of the Cloud Program listed in the quantities reflected on the Quote solely for Customer's and Affiliates' own internal business purposes and subject to these Cloud Conditions.

4. TERM, TERMINATION AND SUSPENSION.

4.1 For, and only for, the initial Order for the Cloud Program under this Master Agreement, the Cloud Term commences on Cloud Cutover of the respective Subsystem. In all other circumstances, the Cloud Program Order commences on the Effective Date of the Order and shall continue for the Cloud Term, unless earlier terminated in accordance with the Master Terms and these Cloud Conditions. To the extent any optional renewals are identified in the Quote, the Customer must issue a PO or a notice to proceed to extend the Cloud Term and at the prices set forth in the Quote not less than sixty (60) days prior to the end of the Cloud Term. Prior to the end of the Cloud Term, the Customer may renew the Cloud Program Order and/or have Customer Data Offboarded.

4.2 In addition to the rights and remedies set forth in the Master Terms, once notified in writing of an overdue payment, Customer acknowledges Hexagon may, without further notice, reduce the Cloud Services to the lowest tier of Cloud Services offered by Hexagon. During such time, Hexagon or the Third Party Service Provider is not obligated to facilitate or provide any services related to Onboarding or Offboarding. Without waiver of its right to terminate the Master Agreement and/or Cloud Program Order or seek additional remedies, if full payment has not been received by Hexagon within thirty (30) days following written notice, Hexagon may suspend

providing the Cloud Program to Customer until all outstanding Cloud Program Fees together with any applicable interest has been paid to and received by Hexagon. Suspension of the Cloud Program for non-payment shall not prejudice Hexagon's rights hereunder or relieve Customer from the obligation to pay Cloud Program Fees associated with the period of suspension.

4.3 Termination shall not relieve the Customer of the obligation to pay any Cloud Program Fees accrued or payable to Hexagon prior to the date of termination. Unless otherwise agreed to in writing by Hexagon, in the event Hexagon terminates a Cloud Program Order due to any of the conditions set forth in Section 4.2 above, then under no circumstances whatsoever shall Customer be entitled to any refund of Cloud Program Fees paid in advance to Hexagon pursuant to the terms of the Master Agreement.

5. AVAILABILITY. Hexagon shall reasonably endeavor to deliver Availability in accordance with the Service Level specified in the applicable Cloud Services Schedule. "**Availability**" or "**Available**" means the ability to connect to the Cloud Portal, connect to the Customer Cloud Environment for Production, launch Cloud Application(s), and access Customer Data contained in the Customer Cloud Environment for Production. Availability does not include the availability of third-party portals or Cloud Optional Services. Availability of Cloud Application(s) shall be determined by launching the main application for the applicable Cloud Application. For purposes of calculating Availability time, the following is excluded: time expended for Planned Maintenance; downtime required to perform Cloud Consulting Services; time expended due to the inability for Customer to connect to the Cloud Portal due to problems with the Customer's infrastructure or the internet; unavailability arising from Customer exceeding Customer purchased Cloud Application capacity; and, time expended due to any other circumstances beyond Hexagon's reasonable control, including Customer's or any User's use of third-party materials or use of the Cloud Program other than in compliance with the express terms of the Master Agreement and Hexagon's reasonable instructions (collectively "**Exception(s)**").

6. CRITICAL SERVICE LEVELS. The purchased Service Level classifications are set forth in the Cloud Service Schedule. "**Service Operational Time**" means the time, expressed in a percentage as set forth below, that the Cloud Application is Available for a given Month during the service. The method of calculating the Service Operational Time is:

$$\frac{\textit{Hours of Cloud Program Availability for a given Month}}{\textit{Hours of Cloud Program Availability + downtime hours for such Month which are not related to an Exception}} \times 100$$

7. SERVICE CREDITS.

7.1 If in any Month the Service Operational Time in a Cloud Environment for Production falls below the purchased Service Level (a "**Service Incident**"), a "Return to Green Plan" shall be initiated for the Customer's Production Environment. Hexagon shall have: (i) the remainder of the Month in which the Customer notified Hexagon of the Service Incident by way of a Cloud Service Request, which notified Hexagon of the problem which resulted in the Service Operational Time falling below the applicable Service Level, *plus* (ii) one (1) additional Month (collectively, the "**Go Green Period**"), to return the Service Operational Time to such Service Level.

7.2 Subject to Section 7.3 below, if the Service Operational Time does not rise to the applicable Service Level within the Go Green Period, then the Service Credit provided in the Cloud Service Schedule will be applied against each Month in which the Service Operational Time remains below such Service Level.

7.3 Service Credits apply:

7.3.1 Only as specified within the applicable Cloud Services Schedule;

7.3.2 Only to the extent that the affected Customer Environment is used in Production;

7.3.3 In strict accordance with Section 5;

7.3.4 Only if a Customer has logged a Cloud Service Request which notified Hexagon of the problem that causes the Critical Service Level to fall below the identified Availability percentage in the applicable Cloud Services Schedule ("Green"); and

7.3.5 Only where Customer is compliant with the AUP.

7.4 To the extent applicable and properly noticed by Customer in accordance with Section 7.1 above, Service Credits shall be credited against the next invoice until such applicable Service Credits have been used. If the Master Agreement is terminated or Customer elects not to renew the Master Agreement before an ensuing invoice is issued, then such Service Credits are forfeited. Customer shall have no right to receive any monetary remuneration in exchange for unused Service Credits. Notwithstanding anything herein to the contrary, in no event shall Service Credits for any given year during the Cloud Term exceed twenty percent (20%) of the amount of Cloud Program Fees payable by Customer to Hexagon pursuant to the Quote for the annual period in which the Service Credit accrued.

7.5 The Customer's exclusive remedy for not meeting the Critical Service Level specified in the applicable Cloud Services Schedule shall be the Service Credits as set forth in this Section.

8. CLOUD SERVICES SUPPORT.

8.1 As part of Cloud Services, Hexagon will provide the Cloud Services Support described within this Section 8.

8.2 Cloud Services Support is available at the times specified in the applicable Cloud Services Schedule. Cloud Service Requests and Product Change Requests can be directed by an Authorized Cloud User to Hexagon by: (i) the Designated PortalWe, or (ii) telephoning Hexagon support at the times permitted within the Cloud Services Schedule.

8.3 When reporting a Cloud Service Request, if an Error, an Authorized Cloud User shall assign the Cloud Service Request a priority level based upon the criteria set forth in the Designated Portal . The Authorized Cloud User shall provide a brief justification as to the criticality of the Cloud Service Request and a description of the Error giving rise to the Cloud Service Request, to include a statement of steps necessary to produce the Error. Hexagon shall respond to the Cloud Service Request and provide commercially reasonable efforts to aid and address the Cloud Service Request. If Hexagon disagrees with the priority of the Cloud Service Request, it shall discuss the matter with Customer, but Hexagon, in its sole discretion, reserves the right to revise the initially reported priority level of the Cloud Service Request.

8.4 Product Change Requests will be reported in like manner as set forth in Section 8.3. Hexagon will review Product Change Requests and at its sole discretion decide whether to make the requested change to the Cloud Program. Product Change Requests not accepted may be the subject of a separate contract between the Parties. For the avoidance of doubt, to the extent Hexagon agrees to make a requested change to the Cloud Program pursuant to a Product Change Request, any and all IPR resulting from such change or modification is and shall remain the property of Hexagon.

8.5 Customer acknowledges and agrees that, as part of providing Cloud Services Support, Hexagon is permitted to make necessary changes to the Cloud Program, without notice if necessary, to perform Emergency Maintenance. Hexagon shall be permitted to access the Customer Cloud Environment in the event Hexagon deems Emergency Maintenance is necessary.

8.6 As it relates to, and only to, Local Software which is listed on the Quote, Hexagon shall provide support in like manner as is provided for Cloud Applications except Customer will permit Hexagon to electronically access the Local Software in the Local Environment via Secure Access Tool. Support for Local Software listed on the Quote is included within Cloud Services Support except

as is otherwise rendered commercially unreasonable due to the Local Software being hosted by Customer.

8.7 Except as otherwise necessary, as determined by Hexagon in its sole discretion, to satisfy the requirements of Sections 8.3 and 8.4, Cloud Services Support does not include: (i) training; (ii) configuration of Cloud Application(s), Cloud Optional Services, Cloud Portal, Third Party Software Products, Software Products, or other components of the Cloud Program; (iii) Customer Cloud Administration; (iv) programming or software development; (v) modifications to the Cloud Applications or Cloud Optional Services not accepted as a Product Change Request; (vi) onsite services; or (vii) services required because Customer has not performed its obligations under the Master Agreement.

8.8 Updates.

8.8.1 As part of Cloud Services Support, Customer is entitled to receive all Updates to the purchased Cloud Application(s) and Local Software that Hexagon makes available. Cloud Consulting Services may be necessary to Update Cloud Optional Services, which is not part of Cloud Services Support.

8.8.2 From time to time, Hexagon may notify Customer through the Designated Portal that Hexagon has developed an Update for the purchased Cloud Application(s) and intends to deploy said update, including any applicable Third Party Software Products. On the date specified in the notification, Hexagon will deploy the Update to the Cloud Development Environment for Customer testing and review, which Customer shall complete within the time prescribed in the notification of the availability of the Update, but not less than thirty (30) days thereafter (the "Testing Period"). In the event no Material Adverse Effect is reported by Customer within the Testing Period, then on a subsequently specified date by Hexagon, Hexagon will, at its discretion, deploy the update to Customer Cloud Environment for Production.

8.8.3 In the event Customer provides written notice to Hexagon, within the Testing Period, of a Material Adverse Effect as a result of Customer's testing of the Update in accordance with Section 8.8.2 above, Hexagon shall discuss the matter with Customer and use commercially reasonable efforts to address any reasonable workarounds to such Material Adverse Effect, such agreed upon workaround to be subject to the same protocols set forth in Section 8.8.2 and this Section 8.8.3; provided, however, if Hexagon reasonably finds that no Material Adverse Effect exists, Hexagon may deploy the Update to the Customer Cloud Environment for Production.

8.8.4 As it relates to implementing Updates for Local Software that is included within the Cloud Program, Customer shall permit Hexagon to electronically access the Local Software on Customer's System Equipment via Secure Access Tool to implement the Update in conjunction with the updating of the Cloud Applications and provide any other reasonable support and cooperation required by Hexagon to update the Cloud Program.

9. CUSTOMER RESPONSIBILITIES.

9.1 Upon receiving access to the Cloud Applications, even if prior to the Cloud Term, Customer shall be responsible for all activities that occur in Authorized Cloud Users' and Users' accounts, including, but not limited to, its Affiliates' accounts, and for Authorized Cloud Users' and Users' compliance with the Master Agreement. Customer shall:

9.1.1 Have sole responsibility for the accuracy, quality, integrity, reliability and appropriateness of all Customer Data that is placed into the Customer Cloud Environment;

9.1.2 Use commercially reasonable efforts to prevent unauthorized access to or use of Cloud Program, including preventing utilization of more Credentials than otherwise reflected by the License Key(s) set forth in the Quote, and notify Hexagon of any such unauthorized access or use;

9.1.3 Provide and maintain its own System Equipment, third party software, networks, internet access, and communication lines, including any public lines required to properly access the Cloud Portal and use the Local Software, including content or data and ensure such meet the minimum standards required to interoperate with the Cloud Program as communicated by Hexagon to Customer via the Cloud Portal or as otherwise determined by Hexagon; and

9.1.4 Abide by and comply with the Acceptable Use Policy, Documentation, and other requirements of these Cloud Conditions.

9.2 Customer shall reasonably cooperate with Hexagon as it pertains to Planned Maintenance.

10. CLOUD SERVICE PROGRAM FEES.

10.1 Generally. Subject to Section 10.2 below, in consideration of the Cloud Program provided by Hexagon, Customer shall pay to Hexagon the Cloud Program Fees.

10.2 Adjustment. It is the Customer's responsibility to monitor its usage of License Key(s) and/or Cloud Application capacity it has purchased. Hexagon may periodically review the Customer's usage of the Cloud Program to determine whether Customer's usage is consistent with the quantity of License Key(s) and/or Cloud Application capacity purchased. If the usage shows the Customer has used more License Key(s) than are specified in the Quote, then Customer shall pay Cloud Program Fees corresponding to the number of License Key(s) used in excess of the purchased quantity. If a Cloud Application is subject to capacity limitations (e.g. a limited number of transactions in a period, memory, processing, etc.), as expressly set forth in the applicable Cloud Services Schedule, the Cloud Application may be configured to cease or degrade some or all functions upon Customer reaching those capacity limitations and/or may be configured to permit additional usage for additional fees, all as and if described in the applicable Cloud Services Schedule(s).

11. TERMS OF PAYMENT.

The invoice corresponding to the first year of Cloud Program Fees shall be provided to Customer upon or following Cloud Cutover. For purposes of clarity, once Cloud Cutover for a Subsystem occurs, the annual Cloud Program Fee corresponding to that Subsystem will be due and payable in full. Invoices for subsequent years included within the Cloud Term as specified in the Quote (as may be adjusted pursuant to Section 10.2 above) will be issued prior to the Cloud Anniversary.

12. ACCEPTABLE USE POLICY (AUP).

12.1 The AUP forms part of these Cloud Conditions and is incorporated by reference. It may be found at the following site: https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/Policies/AUP/Cloud_AUP-L.pdf. The Customer and any Authorized Cloud User or User shall comply with the AUP. A User or Authorized Cloud User will be prompted with review and acceptance of the AUP to gain access to the Cloud Application(s). Any update to the AUP will require each User or Authorized Cloud User to re-accept the modified AUP. Failure to comply with the AUP may result in the suspension of the Cloud Program or termination of the Cloud Program Order as provided in Section 5 of the Master Terms. During any period of suspension, the Customer will still be liable for payment of the applicable Cloud Program Fees.

12.2 Hexagon reserves the right to change the AUP at any time, but to the extent within the control of Hexagon, it will give Customer thirty (30) days' notice in accordance with the Master Terms and the Primary Contracting Document of any such changes by posting notice of the upcoming change in the AUP on the Cloud Portal or as otherwise determined by Hexagon, unless otherwise required by law or where a Third Party Service Provider requires a change to be made to the AUP and is unable to provide such period of notice. If a Third Party Service Provider requires a change to be made to the AUP, Hexagon shall provide the equivalent period of notice as is provided by the Third Party Service Provider to Hexagon.

12.3 Without waiver of any other requirement or limitation set forth herein, Customer's use of any third party software in conjunction with the Cloud Application, Cloud Optional Services, and Hexagon Software Products that is not certified by Hexagon to operate in conjunction with the same is solely at Customer's risk. Addressing service requests arising from the use of uncertified third party software is not included within Cloud Services Support or the Cloud Program.

13. OWNERSHIP AND INTELLECTUAL PROPERTY.

13.1 In accordance with Section 6 of the Master Terms, Hexagon owns all right, title and interest in and to Cloud Application(s), Cloud Optional Services, the Software Products, Local Software, Documentation written by Hexagon, and any other data and information provided as part of the Cloud Program (except for data and information being owned by a third party), and all copies of all or any part thereof, are and shall remain vested in Hexagon. Third parties shall retain any and all IPR in and to their intellectual property that may be provided as part of the Cloud Program. Customer and its Affiliates do not have, and shall not attempt to decompile, disassemble, or otherwise attempt to gain access to any source code for the Cloud Application, Cloud Optional Services, any other Hexagon Software Product, or Third Party Software . Customer, for itself and its Affiliates acknowledges and agrees the Cloud Program is comprised of trade secrets, proprietary information, and Confidential Information, and that Customer, and its Affiliates shall not use, distribute, copy, perform, amend, alter, modify, create derivative works, reverse engineer, exploit, sublicense, or assign the Cloud Program or any component thereof except as expressly permitted by Hexagon (which permission may in some instances, subject to stated limitations, be contained in a Cloud Services Schedule with respect to a particular Cloud Application). Without Hexagon's express, written permission, Customer shall ensure that no User transfers or assigns any Credentials to any other person or entity that is not an employee of Customer.

13.2 Customer and its Affiliates, respectively, shall retain their respective full ownership and all rights associated therewith solely to Customer Data to the extent they own IPR to said information, as well as work product input or output generated by the Cloud Program. This ownership shall not extend to any formats or other Intellectual Property provided by Hexagon under the Master Agreement that makes a particular data file intelligent or that structures output, said formats and Intellectual Property which shall remain the property of Hexagon or the respective third party that owns said format or Intellectual Property.

14 PERSONAL DATA.

14.1 Hexagon reserves the right, but does not assume the obligation, to investigate any violation of this Exhibit D (Cloud Program Conditions) and/or AUP or misuse of the Cloud Services or Cloud Program. Hexagon may: (a) investigate violations of this Exhibit D (Cloud Program Conditions) and/or AUP or misuse of the Cloud Services or Cloud Program; and (b) remove, disable access to, or modify any content or resource that violates this Exhibit D (Cloud Program Conditions) and/or AUP. Hexagon may report any activity that Hexagon suspects violates any law or regulation to appropriate law enforcement officials, regulators, or other appropriate third parties. Hexagon's reporting may include disclosing appropriate information related to Customer or any User. Hexagon also may cooperate with appropriate law enforcement agencies, regulators, or other appropriate third parties to help with the investigation and prosecution of illegal conduct by providing network and systems information related to alleged violations of this Exhibit D (Cloud Program Conditions) and/or AUP.

14.2 Unless Customer Specified Data Center(s) are included in the Cloud Services as identified in the Quote, Hexagon and its Third Party Service Provider shall have sole discretion of the location of the Data Center(s).

15 SECURITY & BREACH NOTIFICATION.

15.1 Hexagon shall take reasonable industry action to prevent, detect, identify, report, track and respond to Security Incidents.

15.2 Hexagon Response to Security Incident. In the event of a Security Incident, Hexagon will provide a Security Incident report to the Customer or its Affiliates (as applicable) via the Designated Portal, or otherwise. The report shall be provided within twenty-four (24) Business Hours following Hexagon's discovery, confirmation, and investigation of a Security Incident.

15.3 Additional Requirements for Personal Data. With respect to any Personal Data in the possession or under the control of Hexagon, which does not include Customer Data within the Customer Cloud Environment, and in order to protect Personal Data from unauthorized access, destruction, use, modification or disclosure, Hexagon shall:

15.3.1 Develop, implement, and maintain reasonable security procedures and practices appropriate to the nature of the information to protect Personal Data from unauthorized access, destruction, use, modification, or disclosure; and

15.3.2 Develop, implement, and maintain data privacy and security programs with administrative, technical, and physical safeguards appropriate to the size and complexity of Hexagon's business and the nature and scope of Hexagon's activities to protect Personal Data from unauthorized access, destruction, use, modification, or disclosure.

16 WARRANTIES, DISCLAIMER AND INDEMNITIES.

16.1 During the Cloud Term, Hexagon does not warrant the Cloud Application(s) purchased by Customer will meet the Service Level specified in the applicable Cloud Services Schedule. The Cloud Program may be subject to limitations, delays and other problems inherent in the use of the internet, electronic communications, and Customers' IT infrastructures. Hexagon will not be responsible for any delays, delivery failures, or other damage.

16.2 Hexagon does not warrant the Cloud Application(s) and Third Party Software accessed via Cloud Services will perform substantially in accordance with the Documentation provided. To the extent an Error should be discovered, Customer shall report such Error to Hexagon as provided in Section 8 of the Cloud Program Conditions and Hexagon will respond as provided therein.

16.3 Cloud Services will use industry standard Virus detection software to avoid transmission to the Customer and its Affiliates any Viruses (except for any Viruses contained in Customer Data uploaded or Onboarded by Customer).

16.4 Hexagon does not warrant the Cloud Program (to the extent accessed by Customer under the Master Agreement) will meet the Customer's or any of its Affiliates' requirements or that it will run uninterrupted or be Error free. Customer and its Affiliates are responsible for the results obtained from the use of the Cloud Program.

16.5 The warranties set forth herein are in lieu of all other warranties, expressed or implied, and represents the full and total warranty obligation and/or liability of Hexagon

17 ACCESS TO THE MASTER AGREEMENT BY CUSTOMER'S AFFILIATES.

If Customer's Affiliate accesses or utilizes any or all components of the Cloud Program, the Affiliate shall be deemed to have agreed to be bound by the terms and conditions of these Cloud Program Conditions. The Affiliate, in accessing the Cloud Program (or any part thereof), and Customer, in permitting the Affiliate's access, each represent to Hexagon they have entered into an agreement by which Affiliate is permitted to use the Cloud Program and is bound to the terms herein. Except for Affiliates and employees of Affiliates, no other person, including any third parties not authorized by Hexagon, may access the Cloud Program or be provided with Credentials.

END OF EXHIBIT D

EXHIBIT E

SUBSCRIPTION TERMS AND CONDITIONS

These Subscription Terms and Conditions ("Subscription Terms") govern the licensing and support for the Subscription.

1. DEFINITIONS. All capitalized terms not otherwise defined herein shall have the meaning set forth in Exhibit G (Common Terms Glossary).

2. SERVICES PROVIDED.

2.1 Access. Subject to an Order and these Master Terms, including Exhibit A (End User License Agreement), Hexagon will make the Subscription Licenses available to Customer for Customer's use during the Subscription Term. Any renewal or extension of the Subscription Term shall be subject to such terms and product components as reflected in the applicable renewal or extension Quote issued by Hexagon (the "***Renewal Quote***"). Customer acknowledges and agrees that Customer shall compensate Hexagon for Customer's continued use of a Subscription after expiration or termination of a Subscription Term, at a rate equitably and proportionately calculated based upon the Renewal Quote and based upon the period of such extended use; *provided that* if no Renewal Quote is issued prior to expiration or termination of the Subscription Term, the initial Quote shall be substituted in the calculations set forth in this Section 2.1.

2.1.1 As it pertains to Metered Licenses, the Customer's right to use the Metered Licenses shall end upon the earlier of: (i) expiration of the Subscription Term, or (ii) Customer's use of its allotment of units of service as set forth in the Quote.

2.2 Maintenance and Support. During the applicable Subscription Term, Hexagon will provide maintenance services and support to the Customer for the Subscription Licenses in accordance with Exhibit B (Maintenance Terms and Conditions) of these Master Terms.

2.3 Services. These Subscription Terms only provide for the licensing and support of the Subscription. If the Customer desires for Hexagon to provide Services for implementation, configuration, training, or other work in relation to the Subscription, then Customer may contract with Hexagon pursuant to these Master Terms for Services.

3. INVOICES. Hexagon shall invoice Customer for the full amount set forth in the Quote upon delivery of or access having been provided for any of the Subscription Licenses identified in the Quote. To the extent the Quote includes multiple types of Subscription Licenses, Hexagon shall invoice the Customer when the first type of Subscription License is allowed to be invoiced as provided in this section.

4. CUSTOMER OBLIGATIONS.

4.1 Customer Control. Customer and its authorized Users of the Subscription shall at all times comply with Exhibit A (End User License Agreement). Customer will be solely responsible for administering and monitoring the use of login IDs and passwords provided by Customer to authorized Users pursuant to the Subscription, or by Hexagon on behalf of Customer. Upon the termination of employment of any authorized User, Customer will terminate that individual's login ID and password. Hexagon is not responsible for any damages resulting from Customer's failure to manage the confidentiality of its login ID and passwords and Customer is responsible for any actions arising out of use or misuse of Customer's login IDs.

4.2 Security. Customer shall take commercially reasonable security precautions to prevent unauthorized or fraudulent use of Hexagon IP by Customer, Customer's employees, consultants, agents, or any other third parties authorized by Customer to access the Subscription on Customer's behalf.

END OF EXHIBIT E

EXHIBIT F

COTS Training Program Terms

These terms and conditions ("COTS Training Program Terms") govern the provision of the Training Curricula by Hexagon to Customer under a Fixed Price Project Assignment. Any additional terms in a Training Program Statement also apply; and, notwithstanding the order of precedence stated in the Master Terms, but without otherwise modifying such order of precedence, any conflict between these COTS Training Program Terms and any applicable Training Program Statement shall be resolved in favor of the Training Program Statement.

1. DEFINITIONS.

Capitalized terms used and not otherwise defined herein have the meanings assigned in the Common Terms Glossary.

2. SCOPE OF TRAINING PROGRAM.

Hexagon will provide the Training Curricula specified in the Quote and purchased by Customer, in accordance with and subject to the provisions of these COTS Training Program Terms and the applicable Training Program Statement(s). The Training Program Statements(s) and Quote shall describe the duration and delivery method for the Training Curricula; provided that if no duration is otherwise stated for a Training Curricula delivered by online means, Customer shall cease use thereof twelve (12) months following the date the Order was placed for the Training Curricula.

3. FEES AND PAYMENT.

Unless otherwise expressly provided in applicable Training Program Statement(s) corresponding to the Order, fees for Training Curricula delivered by a live instruction method shall be invoiced as and when the Training Curricula is delivered; and fees for Training Curricula delivered by an online on-demand method shall be invoiced upon first delivery to Customer of the initial ability to access any portion of the Training Curricula.

4. SPECIFIC ONLINE TERMS.

4.1 Assignment of Credentials. For Training Curricula delivered by an online on-demand method, Customer acknowledges and agrees that: each specific student/user must be assigned individual credentials, thereby consuming one of the overall quantity of credentials available to Customer under the terms of the Order, and student/user credentials may not be shared or used by more than one student/user. Upon request, and subject to processing and any requirements of the Third Party Service Provider, credentials may be subject to reassignment to a new student/user and from a student/user no longer requiring access to the Training Curricula. The period of availability of an online on-demand Training Curricula shall not be extended due to delays in Customer's assignment of available credentials or in any reassignment of credentials.

4.2 Use Restrictions. Customer shall comply, and assure all students/users comply, with terms of use of the Training Curricula and the platform through which it is provided, including without limitation, each of the following: the platform and assets associated therewith shall never be used to perform unlawful activity or activity which interferes with networks, systems, or facilities associated with operation of the platform; the platform shall not be used to store, process, or publish threatening, disparaging, or offensive material, or material that constitutes Spam/E-Mail/Usenet abuse or to create a security risk or an infringement of privacy or IPR; the platform shall not be used for any activity intended to directly or indirectly circumvent security measures of the Third Party Service Provider or Hexagon; and, the platform shall be used solely within the

use requirements of the Third Party Service Provider and solely for the purpose of consuming the Training Curricula.

5. OWNERSHIP AND INTELLECTUAL PROPERTY.

In accordance with Section 6 of the Master Terms, Hexagon owns all right, title and interest in and to Training Curricula, and any other data and information provided as part of Training Curricula (except for data and information being owned by a third party), and all copies of all or any part thereof, are and shall remain vested in Hexagon. Third parties shall retain any and all IPR in and to their intellectual property that may be provided as part of the Training Curricula, to include without limitation the Third Party Service Provider's retention of intellectual property associated with the platform through which any online on-demand Training Curricula is provided. Customer and its Affiliates shall not attempt to decompile, disassemble, obtain any source code for, or record Training Curricula, in whole or in part. Customer, for itself and its Affiliates and their respective personnel accessing the Training Curricula, acknowledges and agrees the Training Curricula is comprised of trade secrets, proprietary information, and Confidential Information, and that Customer, and its Affiliates shall not use, distribute, copy, record, perform, amend, alter, modify, create derivative works, reverse engineer, exploit, sublicense, or assign the Training Curricula or any component thereof except as expressly permitted by Hexagon. The Customer acknowledges Hexagon shall retain sole custody and control of the underlying online Training Curricula and any documents and information displayed therein. Unless otherwise set forth in the Training Program Statement, Hexagon shall only provide electronic copies of any specified Documentation. Without Hexagon's express, written permission, Customer shall ensure student/user credentials issued to Customer are only assigned and/or used only by Customer's employees.

6. CUSTOMER OBLIGATIONS.

Customer shall at all times be responsible for administering and monitoring the use of Training Curricula by its students/users. Training Curricula shall be used solely for Customer's internal training purposes. Upon the termination of employment of any student/user, Customer will terminate that individual's access to Training Curricula. Customer shall be responsible for supplying all components necessary to supply of the Training Curricula not expressly specified in the Training Program Statement as a deliverable by Hexagon. Depending upon the nature and delivery method of the particular Training Curricula, components to be supplied by Customer may include, by way of example only, computers or software for use by students/users, internet connectivity, or training space at the Customer's site.

END OF EXHIBIT F

EXHIBIT G

COMMON TERMS GLOSSARY

"Acceptable Use Policy (AUP)" means the Acceptable Use Policy identified as such within Exhibit D (Cloud Program Conditions).

"Activity" or **"Activities"** means a single work activity/event or collection of work activities/events by a Party or by both Parties under a specified Task.

"Affiliate" means, for business entities, the parent business entity of a Party and any business entities in which a Party or its parent company directly or indirectly hold a controlling ownership interest. "Affiliates" means, for government entities which are Customers, an entity which has entered into an intergovernmental agreement with Customer which: (i) relates to or addresses the subject matter of the Primary Contracting Document; and (ii) was disclosed to, and acknowledged by, Hexagon (A) prior to the Effective Date for any existing intergovernmental agreements, and (B) prior to any renewal date of such Primary Contracting Document for any intergovernmental agreements entered into after the Effective Date. "Control" for the purposes of this definition means that Customer owns in excess of fifty percent (50%) of the ownership interest of the Affiliate or owns a majority of the voting shares of the Affiliate. For purposes of Section 9 in the General Terms and Conditions, an Affiliate is not a third party.

"Authorized Cloud User" means an individual user authorized by the Customer to use an entire Cloud Program on behalf of the Customer and for whom an account is set up by which the Authorized Cloud User can utilize Cloud Services Support and log Cloud Service Requests and Product Change Requests.

"Auxiliary System License" means the license(s) of Software Product made available by Hexagon for select Software Products to augment Production System Licenses. Each Auxiliary System License requires a corresponding Production System License and the term of the Auxiliary System License shall not exceed the term of the applicable Production System License.

"Beta Software" means any version of Software Product prior to a generally available commercial release of such Software Product.

"Business Day" means any day other than a weekend or public holiday in the country listed on the Quote.

"Business Hour" means an hour occurring during a Business Day and during the generally recognized eight (8) working hours comprising the Business Day at the Customer's location.

"Catastrophic Event" means a rare circumstance in which mass casualties and/or significant property damage has occurred or is imminent (e.g., September 11th, hurricanes greater than Category 2 on the Saffir-Simpson scale, earthquakes greater than 6.1 on the Richter scale).

"Change Order" means a document executed or accepted in writing by both Parties that modifies the scope, price, milestones, and/or project schedule of an Order.

"Client" means a computing device connected to a Server.

"Cloud Anniversary" means the anniversary of the date on which Hexagon provided the License Key(s) to Customer.

"Cloud Application(s)" means the Hexagon software applications, including without limitation application programming interfaces made available by Hexagon through the Cloud Portal as part of the Cloud Program. Cloud Application(s) are subject to Cloud Services Schedules.

"Cloud Consulting Services" means Services that relate to the Cloud Program including, but not limited to, implementation, configuration, customization, data conversion, Onboarding, design, training, and or enhancement of the Cloud Program.

"Cloud Cutover" means the point in time when Customer first uses the Cloud Program for its generally marketed purpose.

"Cloud Development Environment" means a logical group of virtual or physical computers comprised within the Cloud Environment to which the Customer will be provided with access and use for the limited purpose of making modifications, as specifically permitted herein, to the Cloud Application. For purposes of clarity, the Cloud Development Environment cannot be used in Production or for training purposes.

"Cloud Environment" means the collection of remote environments provided to Customer on which the Cloud Application(s) operates and that is supported by Hexagon.

"Cloud Optional Services" means those certain Hexagon Software Products that provide ancillary functionality or capability to the Cloud Applications, including, but not limited to, interfaces and custom forms and functionality. Unless specific Cloud Optional Services are identified in the Quote with a corresponding purchase commitment from Customer, Cloud Program does not include Cloud Optional Services.

"Cloud Portal" means the website through which Customer accesses and uses the Cloud Program. The Cloud Portal provides access to the Cloud Program according to Customer's rights, and further provides access to additional Cloud Services, as made available by Hexagon.

"Cloud Program" means the combination of Cloud Services, Cloud Application(s), Local Software, Third Party Software , and Cloud Optional Services provided pursuant to the Order Documents. The components of the Cloud Program are specifically identified in the Quote and for purposes of this definition shall mean only those components and not any other components not specifically listed in the Quote.

"Cloud Program Fees" means, collectively, any of the fees payable by Customer to Hexagon for the Cloud Program (or any part thereof). Cloud Program Fees shall be in the amount described in the Quote and/or Cloud Services Schedule, and shall be invoiced on an annual basis, except to the extent otherwise expressly provided in the Primary Contracting Document or the Cloud Services Schedule.

"Cloud Program Start Date" means the date of Cloud Cutover for the corresponding Subsystem. For Cloud Program Fees purposes, Cloud Program use by Customer will be assumed to be for the entire Month in which the Cloud Program Start Date falls regardless of the actual date in such Month that access to the applicable Cloud Application began.

"Cloud Service Request" means a request made to the first level support service to diagnose and address an Error in a Cloud Application or to report the purchased Cloud Application(s) is not Available.

"Cloud Services" means the services, service levels, Cloud Services Support, Customer Cloud Environment, and Third Party Service Provider's hosting services (which are more particularly described in the Cloud Services Schedule(s)), for Cloud Application(s), Cloud Optional Services, and Third Party Software and ordered by the Customer.

"Cloud Services Schedule" means a document(s) titled "Cloud Services Schedule" related to one or more Cloud Application(s) that contains additional details regarding the Cloud Services being provided to Customer with respect to the applicable Cloud Program components purchased by Customer. In the absence of Cloud Service Schedule(s) being included within the Order Documents, Cloud Services Schedules may be found at https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/TPS/CSS-LLP.pdf, which Schedules are incorporated into the Order as if fully set forth therein.

"Cloud Services Support" means the service specified as such in the Cloud Conditions through which Customer can report Cloud Service Requests and Product Change Requests.

"Cloud Staging Environment" or **"Cloud Testing Environment"** means a logical group of virtual or physical computers comprised within the Cloud Environment to which the Customer will be provided with access and use for the limited purposes of testing modifications and training, as specifically permitted herein, to the purchased Cloud Application(s). For purposes of clarity, the Cloud Staging Environment cannot be used in Production.

"Cloud Term" means the duration of a Cloud Program Order.

"Confidential Information" means any data or information, tangible or intangible, disclosed or made available by either Party (the "Disclosing Party") to the other Party (the "Receiving Party") that the Disclosing Party considers confidential or proprietary and is not generally known in the industry or to competitors of the Disclosing Party and which shall include: (i) tangible information marked by the Disclosing Party with the word "Confidential" or otherwise identified by an appropriate stamp or legend indicating its confidential nature; (ii) information disclosed orally or visually and identified by the Disclosing Party as confidential when disclosed, and confirmed by the Disclosing Party in a written notice within thirty (30) days following disclosure, which notice shall include markings similar to those outlined above; and (iii) all other information that, notwithstanding the absence of markings or designations, would be understood by the Parties, exercising reasonable business judgment, to be confidential. The term Confidential Information does not include information that: (i) is or becomes available in the public domain through no act of the Receiving Party; (ii) has been received on a non-confidential basis from a third party without breach of the Primary Contracting Document, where the Receiving Party has no reason to believe that such third party is bound by any confidentiality obligation to the Disclosing Party; (iii) was developed independently by the Receiving Party without reliance on the disclosed Confidential Information, provided that such independent development can be substantiated; (iv) was within the Receiving Party's possession prior to its being furnished by the Disclosing Party, where the Receiving Party has no reason to believe that such third party was bound by any confidentiality obligation to the Disclosing Party, or (v) is confirmed in writing by the Disclosing Party as not being confidential.

"Core" means a physical processor on a computer Server that can respond to and execute the basic instructions that drive the computer. A Central Processing Unit ("CPU") may have one or more Cores, and a given Server may have multiple CPU sockets that may each contain multiple Cores.

"COTS" means commercial off the shelf Intellectual Property in the form generally released and distributed to Hexagon's customers and not including any functionality or features requiring source code changes.

"COTS Documentation" means commercial off the shelf Documentation in the form generally released and distributed to Hexagon's customers and not including or requiring changes thereto.

"Coverage Period" means the period of performance of Maintenance Services with respect to a Covered Product, as stated in the Order Documents. Coverage Periods may differ for discrete Covered Products.

"Coverage Period Anniversary" means the anniversary of the date on which the Coverage Period commenced.

"Covered Products" means collectively, Covered Software Product(s) and Covered Third Party Products.

"Covered Software Product(s)" means Software Product(s) and Developer Tools identified in the Order Documents as software for which Maintenance Services are to be provided by Hexagon. Covered Software Products shall not include Third Party Software or any Cloud Program.

"Covered Third Party Products" means Software Product(s) identified in the Order Documents as Third Party Software for which Maintenance Services are to be provided by Hexagon. Covered Third Party Products shall not include Software Products or any Cloud Program.

"Credentials" means the unique log-in identifier by which a person could access a service or benefit, such as, without limitation, a Cloud Program or Training Curricula.

"Customer" means the non-Hexagon party to the Primary Contracting Document.

"Customer Cloud Administration" means providing User's access to the Cloud Application(s) purchased by Customer, managing User accounts, providing Credentials to Users, and any system administration beyond User interface.

"Customer Cloud Environment" means a logical group of virtual or physical computers comprised within the Cloud Environment and Local Environment to which the Customer will be provided with access and use

of as part of the Cloud Program. A Customer Cloud Environment consists of a Cloud Development Environment and Production Environment.

"Customer Data" means all electronic data or information: (i) provided by Customer to Hexagon in connection with the Deliverables provided pursuant to an Order; and/or (ii) created by Customer and/or submitted to the Cloud Environment by Customers, Users, and/or Authorized Cloud Users. "Customer Data" shall not mean data which (i) is not particular to Customer, and/or (ii) is of value to the general implementation, development, operation, or use of Hexagon products or services for the benefit of other customers. For the avoidance of doubt, Customer Data shall not include the Cloud Application(s), Software Products, Cloud Optional Services, Documentation written by Hexagon, DevTools, Content, Equipment and Software intentionally designed and embedded with Equipment or Special Purpose Items, and any other data and information provided as part of the Cloud Program or constituting a Hexagon Deliverable.

"Customer Data Rights" means: (i) the right to use Customer Data that contains Customer's Confidential Information to perform Hexagon's obligations within the Order; (ii) the right to use, alter, modify, and disclose Customer Data that does not include Customer's Confidential Information to perform Hexagon's obligations and other business purposes for which the information may be disclosed to third parties; and (iii) except as otherwise provided in the EULA or Developer Tools Schedule, a worldwide, royalty-free, irrevocable license to use, replicate, sell, modify, enhance, and distribute any works created by the Customer through its use of Developer Tools.

"Customer Specified Data Center" means a data center used in the provision of a Cloud Environment, whose location has been specified by the Customer and agreed to by Hexagon and identified in the Quote. Additional Cloud Program Fees may be payable for a Customer Specified Data Center.

"Customized Software" means those Services Deliverables that are software or computer code, whether in source code or object code.

"Cutover" means the point in time in which a Software Product(s) is first used by User for its generally marketed purpose.

"Data Center(s)" means the data center(s) from which the Cloud Program (or part thereof) will be stored as determined by Hexagon or its Third Party Service Provider.

"Defect" means a reproducible instance of an adverse and incorrect functioning of a Software Product or Cloud Application that impacts the ability to use functionality intentionally integrated in the design of the Software Product or Cloud Application, assuming proper usage of the Software Product or Cloud Application in its required operating environment. Defects are further classified into four levels as follows:

Level	Impact of Defect
▸ Level One	*No workaround available and either:* ▸ *Productive use prohibited, or* ▸ *Aborts.*
▸ Level Two	*No workaround available and either:* ▸ Primary purpose compromised, or ▸ Productive use significantly impacted
▸ Level Three	▸ Productive, but incomplete operation Level Three Defects generally have a workaround or do not otherwise substantially impair productive use.
▸ Level Four	▸ Defects not qualifying as Level One, Two, or Three, including defects of a cosmetic nature and defects not materially limiting complete productive use

Customer shall classify a Defect in accordance with the foregoing; provided that, Hexagon shall reclassify the Defect as appropriate following its review thereof.

"Deliverable(s)" means all Services Deliverables, software, hardware, Cloud Programs, and other items delivered or to be delivered by Hexagon to Customer and identified in the Order.

"Designated Portal" means the portal(s), website(s), platform(s), or other similar channels designated by Hexagon from time to time to be used for specific collaboration(s), information dissemination(s), or communications(s).

"Developer Tools" or "DevTools" means any software intended for use by developers to create (i) software for (a) redistribution, or (b) interfacing two or more of the following: Software, Cloud Applications, E/C; or (ii) specific customizations for which the Developer Tool is intended and designed. Developer Tools are subject to Developer Tools Schedules.

"Developer Tools Schedule" or "DevTools Schedule" means a document relating to certain DevTools provided by Hexagon listed in the Order Documents that identifies particular details, limitations, licensing, and other parameters relating to the DevTools. In the absence of DevTools Schedule(s) being included within the Order Documents, DevTools Schedules may be found at https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/TPS/DT-LLP.pdf, which Schedules are incorporated into the Order as if fully set forth therein.

"Documentation" means, whether in electronic or printed form, any user's guides, reference guides, administrator's guides, configuration guides, release guides, installation guides, and help guides made available through the Designated Portal. Not all of the types of Software Products or Cloud Applications are provided with Documentation or with similar Documentation.

"Effective Date" means the date and time the last Party is on notice that all Parties have accepted the Primary Contracting Document.

"Emergency Maintenance" means all maintenance performed when a Cloud Service Request demands immediate, unplanned attention, as reasonably determined by Hexagon.

"Equipment" means tangible, personal property to be provided by Hexagon identified in Order Documents, including, but not limited to computing hardware, computer-related equipment, computer devices, furniture, sensors, equipment, unmanned aerial vehicles, and instruments.

"**E/C" or "Equipment/Content"** means digital content identified in an E/C Schedule and/or any Equipment supplied by or through Hexagon. For purposes of clarity, the term "E/C" excludes Maintenance Services, Cloud Program, Software (except Software intentionally designed and embedded with Equipment), and Services. E/C is subject to E/C Schedules.

"E/C Schedule" means a document relating to certain E/C provided by Hexagon listed in the Order Documents that address some or all of the following depending upon the offering being addressed: licensing requirements for any embedded Software, maintenance parameters and limitations, warranty, and support provisions. In the absence of E/C Schedule(s) being included within the Order Documents, E/C Schedules may be found at https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/TPS/EC-LLP.pdf, which Schedules are incorporated into the Order as if fully set forth therein.

"Error" means a Defect with a purchased Cloud Application, Cloud Optional Service, or Third Party Software causing a purchased Cloud Application to fail to materially conform to its designed functionality or Documentation. Errors are further classified into the same four levels as corresponding to the definition for "Defect."

"EULA" means the certain Hexagon End-User License Agreement set forth in these Master Terms as Exhibit A and/or that is delivered with Software and which must be accepted prior to Software installation.

"Exchanged Product" means a later released Software Product which the Customer will receive pursuant to its Maintenance Contract and supplants the Replaced Product.

"Fixed Price Project Assignment" means a type of Order where Hexagon will provide Services with or without accompanying Product(s) for a fixed price.

"Hexagon" means the entity that is a member of the Hexagon Group of companies that is identified in the Order Documents; provided however, as used in the EULA, "Hexagon" means Intergraph Corporation.

"Hexagon IP" means Hexagon or Hexagon Affiliate developed, created, or prepared Intellectual Property. Additional information regarding Hexagon patents, including a list of registered patents associated with the Software Products, is available at www.intergraph.com/patents and/or www.uspto.gov.

"Intellectual Property" or **"IPR"** means all forms of intellectual property including, but not limited to, patents, trademarks, copyrights, trade secrets, methodologies, logos, techniques, processes, know-how, formulae, algorithms, logic designs, screen displays, schematics, source and object code computer programs or software, declaring code, implementing code, Documentation, mask work rights, digital data content, design, ideas, product information, inventions and improvements thereto, and all works of authorship fixed in any medium of expression (including any form of online, digital, or electronic medium), whether or not copyrightable and whether registered or not.

"Lapse" means an occurrence of any period of time, regardless of duration, during which (i) a Covered Product is not the subject of an active Order for Maintenance Services or other Maintenance Contract and an active Coverage Period, and/or (ii) payment is past due to Hexagon under a Maintenance Contract. Extension of a Coverage Period and/or payment to Hexagon after the occurrence of a Lapse shall not negate a Lapse, absent Hexagon's express written waiver.

"License Key(s)" means certain unique data string(s) verifying authorized access to the Cloud Application(s), which are purchased by the Customer and provided by Hexagon, as set forth on the Quote.

"Local Environment" means the collection of environments provided and supported by Customer (e.g. providing System Equipment, etc.) in which the Local Software operates.

"Local Software" means software applications incidental to the Cloud Program which are designed to operate natively on devices outside the Cloud Portal and in the Local Environment.

"Maintenance Contract" means a contract under which Hexagon provides Maintenance Services to Customer in relation to Covered Products and under which Customer is to compensate Hexagon therefor.

"Maintenance Services" means only those services described in the document titled "Maintenance Terms and Conditions for Software" provided by Hexagon with respect to Software and other Deliverables licensed to Customer and identified in the Order Documents as the subject of Maintenance Services.

"Material Adverse Effect" means a change that individually or collectively in aggregate with other changes has the impact of (i) negatively and materially reducing the Customer's and/or its Affiliates and/or its/their Authorized Cloud Users' or Users' access and/or usage rights in respect of the Cloud Program and which render the Cloud Program unusable for its primary intended purpose; or (ii) making the Cloud Program materially less secure which results in increased risk to Customer Data or to data belonging to other Hexagon customers. For clarity, a Material Adverse Effect is a condition which would render the Cloud Program un-usable or materially less secure for intended users generally, and not merely as a result of individual characteristics associated with Customer or its specific implementation or operation.

"Metered License" means a specific type of Subscription License that allows the Customer to use the Subscription License up to the number of hours set forth in the Quote during the Subscription Term. For reference, a Subscription License that is a Metered License shall have the word "Metered" in the Software Product name and/or have the letters "MTR" at the end of the product number for the Software Product instead of the other identifiers corresponding to an unmetered Subscription License referenced in its definition.

"Minimal Operations Levels" means operation of a Software Product without a Level One Defect.

"Modern Release" means a version of a Software Product published by Hexagon no more than eighteen (18) months prior to Customer's first use thereof in Production.

"Month" means, unless otherwise stated in the applicable provision, a calendar month.

"Network Requirements" means (i) the minimum requirements, including but not limited to software and/or hardware, internet connection, latency or other requirements, which must be met by Customer in order to access the Cloud Portal and use the Cloud Program; and (ii) network recommendations to the Customer which describe general and specific recommendations for the network connection requirements of the Cloud Program in order to enable the Cloud Program to function as designed. The Network Requirements may be updated from time to time and Customer will be notified of such update via posting in the Cloud Portal or as otherwise determined by Hexagon.

"Offboarding" or **"Offboarded"** means the process for offboarding the Customer Data (or part thereof) from the Customer Cloud Environment and relocating or facilitating relocation of Customer Data to another Customer-designated location.

"Onboarding" or **"Onboarded"** means the process of loading Customer Data into the Customer Cloud Environment.

"Onsite Fee" means a fixed fee encompassing Hexagon's travel expenses for an individual trip (an individual trip means to travel from the Hexagon resource's primary duty station in furtherance with an Order and lasting no more than five (5) consecutive days).

"Order" means each individual purchase transaction in which the Parties engage, as evidenced by Order Documents.

"Order Documents" shall mean written documents, the terms of which include Hexagon's commitment to provide specific products, licenses, and/or services at a specified price, subject to the terms and conditions of the Primary Contracting Document. Order Documents may consist of a single document executed by the parties or a combination of documents that together form an Order. Any Schedule applicable to the Order is incorporated into the Order Documents as if fully set forth therein.

"Perpetual License" means a type of license for Software Product which allows the User to use the Software Product in perpetuity so long as the User does not otherwise violate the terms of the EULA. For reference, a Perpetual License on a Quote is denoted by its absence of either the terms "Subscription," "SaaS," or "Metered" and/or the absence of the letters "SU," "UB," "CLD," or "MTR" at the end of the Software Product number or the letters "HCL" at the beginning of the Software Product number.

"Personal Data" means data, including but not limited to criminal justice information, and other information which corresponds to a living individual person defined to be Personal Data under the applicable Personal Data protection laws of the Customer's jurisdiction.

"Planned Maintenance" means maintenance planned and communicated in advance by Hexagon to Customer for the maintenance of the Cloud Program.

"Primary Contracting Document" means the contract document accepted by the Parties which references and incorporates this Common Terms Glossary and/or references and incorporates a document to which this Common Terms Glossary is an exhibit or attachment.

"Product Change Request" means a request for additional functionality or modification to the purchased Cloud Application(s) or Covered Products.

"Product Order" means a type of an Order that involves only the sale of Products from Hexagon. A Product Order may include the sale of Maintenance Services or maintenance for Equipment so long as the subject of the services is also included in the Product Order. This type of Order does not include Services or Cloud Programs.

"Product(s)" means either or the combination of Software (including Subscription Licenses), E/C, or other goods, and excluding Services, Maintenance Services, or a Cloud Program.

"Production" means, as applicable, where a Subsystem or Cloud Program is used in production/operation with an aim to accomplish one or more of its ultimate intended purposes. Operation solely for testing or training is not Production.

"Production Environment" means a logical group of virtual or physical computers comprised within the Cloud Environment to which the Customer will be provided with access and use the purchased Cloud Application(s) in production and for its generally marketed purpose.

"Production System License" means the license(s) of Software Product provided to User for general production use.

"Product-Specific Terms" modify the EULA, and (ii) in the event of a conflict between the EULA and Product-Specific Terms, Product-Specific Terms shall govern for the applicable Software. In the event of a conflict of terms between the EULA, any prior Product-Specific Terms (including any product-specific terms delivered in the form of an addendum to the EULA), and later Product-Specific Terms, the later Product-Specific Terms shall take precedence over the EULA and any prior Product-Specific Terms regarding the subject Software.

"Purchase Order" or **"PO"** means a document issued by Customer to Hexagon to authorize the delivery of certain Product(s), Services, Deliverables, or Cloud Programs.

"Quote" means a document issued by Hexagon reflecting Product(s), Services, Maintenance Services, Deliverables, and/or Cloud Programs, which Hexagon offers to provide Customer, as well as the prices and fees therefor, the Customer's name and location, and any applicable Schedule(s). To the extent any document or information is identified in the Quote with the intention of it being incorporated into the Quote, it will form part of the Quote.

"Replaced Product" means an earlier Software Product which will be replaced pursuant to a Maintenance Contract for an Exchanged Product.

"**Schedule"** means one or more of: E/C Schedule(s), Cloud Services Schedule(s), DevTools Schedule(s), Training Program Statement(s), and/or Special Purpose Schedule(s).

"**Secure Access Tool**" is a tool designated by Hexagon for providing secure, auditable remote access to Customer utilized environments in order for Hexagon support personnel to effectively perform services.

"Security Incident" means an event or set of circumstances resulting in a compromise of the security, confidentiality, or integrity of Customer Data under Hexagon's control. Examples of Security Incidents include: (i) security breaches to Hexagon's network perimeter or to internal applications resulting in compromise of Customer Data; (ii) severe degradation of, Hexagon's security controls, methods, processes or procedures that result in compromise of the security, confidentiality or integrity of Customer Data; and (iii) the unauthorized disclosure of Customer Data.

"Server" means a computer or computer program which manages access by Clients to a centralized resource or service in a network.

"Server-based Software Product" means Server-based software that is accessed by one or more Clients.

"Services" means the work, services, projects, assignments, or tasks Hexagon shall perform pursuant to an Order. Services do not include Maintenance Services, Cloud Programs, or XaaS (anything as a service).

"Services Deliverable" means any data, document, information, Customized Software, Third Party Software, or material provided to Customer as a product of Hexagon's performance of Services pursuant to an Order. Cloud Programs are not Services Deliverables.

"Software" means the software and DevTools owned by Hexagon or an Affiliate and Third Party Software that is licensed to Customer. For the avoidance of doubt, Cloud Programs and their contents are not "Software" as that term is used herein.

"Software Product" means the Hexagon or Hexagon Affiliate software product(s) identified in the Order Documents, which includes (i) any associated Hexagon files, sample data, demo data, or media with which

the software is provided, (ii) any associated templates, data, printed materials, and "online" or electronic Documentation, and (iii) any Updates of such Software Products not made the subject of a separate license agreement. The term Software Products shall not include, and no rights of use are granted to User for, third party components, Hexagon products, or dependencies unnecessary to operate products made the subject of the Order Documents, but incidentally delivered within the same files or media. Software Product shall not mean any Third Party Software. For the avoidance of doubt, Cloud Programs and their contents are not "Software Products" as that term is used herein. For avoidance if doubt, Software Product does not include Developer Tools. Software Products are subject to all of the terms and conditions of the EULA which the Parties agree will apply to the same; and in the absence of such agreement, then the terms of the EULA provided with the Software Product.

"SOW" means a statement of work setting forth the scope of Services being provided pursuant to an Order.

"Special Purpose Item" means an item identified in Order Documents as due to be delivered by Hexagon, which item is subject to certain unique terms, conditions, restrictions, or requirements identified in a Special Purpose Schedule.

"Special Purpose Schedule" means a document identifying terms, conditions, and restrictions applicable to a Special Purpose Item. In the absence of Special Purpose Schedule(s) being included within the Order Documents, Special Purpose Schedules may be found at https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/TPS/SPS-LLP.pdf.

"Subscription" means the collection of Subscription License(s) identified on the Quote and or purchased by the Customer.

"Subscription License" means a particular type of license to a Software Product that allows a Customer to use the Software Product for a specified period of time identified in the Quote. For reference, a Software Product that is a Subscription License shall have the word "Subscription" in the Software Product name and/or have the letters "SU" at the end of the product number for the Software Product.

"Subscription Term" means the period of time during which Users are authorized to use the Subscription License as set forth on the applicable Quote beginning on the date the Subscription Licenses are provided to the User or the User is provided license keys or access to the Subscription License, unless otherwise noted in the Order Documents.

"Subsystem" means a Hexagon solution that is designed to provide a specific capability independent of the procurement of any other Subsystem. Hexagon's computer aided dispatch system ("I/CAD" or "OnCall Dispatch"), records management system ("RMS" or "OnCall Records"), and G/Technology (G/Tech) are each an example of a Subsystem.

"System" means a physical or operational location where the Software resides and operates on an individual Server or where a single operational identification number ("Site ID") has been assigned by Hexagon.

"System Equipment" means all computer-related hardware, including but not limited to, servers, workstations, cables, mice, keyboards, cameras, and SAN's; operating system software; database software; and other third party software.

"Task" means an Activity or combination of Activities of any nature whether tangible or intangible, whether onsite or remote, or an event, as further identified in an SOW.

"Task Acceptance" means the event when the Task Acceptance Criteria has been satisfied in accordance with the Task Acceptance Process.

"Task Acceptance Criteria" means the criteria by which a Task will be evaluated for completion as described in an SOW.

"Task Acceptance Process" means the process by the Customer and Hexagon verify completion of the Task Acceptance Criteria as further described below. Once Hexagon believes the Task Acceptance Criteria

has been successfully completed, Hexagon shall submit for execution by Customer's project manager a sign-off form in substantial conformity with Exhibit C, "Project Deliverable Sign-off Form." Within ten (10) Business Days of receipt of the applicable Project Deliverable Sign-off Form for the completed milestone or Task, Customer's project manager will either: (i) execute the Project Deliverable Sign-off Form provided by Hexagon, or (ii) provide a written description of all deficiencies to Hexagon. If Customer fails to perform either action identified in the preceding sentence within ten (10) Business Days, or if the Deliverable, including the Software contained in the Fixed Price Project Assignment Order, is placed into Production or utilized in a live environment, then the Task or milestone shall be deemed accepted.

"Term" means the duration of performance under the contract into which this Common Terms Glossary is incorporated by reference.

"Third Party Service Provider" means the third party service provider with whom Hexagon enters into a subcontract with respect to the hosting of a cloud platform, Training Curricula, and/or other services to provide an element of the Cloud Program, Training Curricula, or other service to Customer (if applicable) on behalf of Hexagon.

"Third Party Software" means computer software or other technology in which any person or entity, other than Hexagon or Hexagon's Affiliate, has any right, title or interest, including any restrictions or obligations (such as obligations to obtain consents or approvals and restrictions that may be eliminated only by obtaining such consents or approvals) applicable to the computer software or technology, but does not include software embedded in the Software Products by license from third parties. The use of Third Party Software is subject to all of the terms and conditions of the Third Party Terms. "Third Party Software Products" also means, where applicable, pre-requisite third party software products used by Hexagon in order for Customer to receive other components of the Cloud Program or licensed by Hexagon and used by the Customer to use Cloud Application or Cloud Optional Services.

"Third Party Terms" means for certain Third Party Software additional terms and conditions provided with the Order Documents and/or cited in the Use Terms, or otherwise made available to the Customer or any User.

"Time and Materials Project Assignment" means Hexagon will perform the Services set forth in an Order on an hourly basis until the project is either completed or the authorized hours are exhausted, whichever comes first. Unless otherwise specified in the Order Documents, a Time and Materials Project Assignment shall end six (6) months after formation of the Order.

"Training Curricula" means one or more training classes or resources provided by Hexagon to Customer as a service over a limited time period. Training Curricula are subject to Training Program Statements.

"Training Program Statement" means document(s) titled "Training Program Statement" containing additional details regarding the Training Curricula parts being provided to Customer, including, but not limited to: whether the training is provided live on-site, live but remotely, or by way of recorded or static online content; and, certain other pertinent details; provided that "Training Program Statement" may alternatively refer to only those specific terms of an SOW containing additional details regarding Training Curricula being provided to Customer. In the absence of Training Program Statement(s) being included within the Order Documents, Training Program Statements may be found at https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/TPS/TPS-LLP.pdf, which Training Program Statements are incorporated into the Order as if fully set forth therein.

"Update" means any upgrade, modified version, new release, fix, patch and/or update of the Software. Updates can require full installation and a new License Key. Updates are subject to all of the terms and conditions of the EULA provided with User's then current version of the Software; provided that if a new EULA is delivered with an Update, acceptance thereof is a requirement for its use.

"User" means Customer and/or an individual employed by Customer and authorized by Hexagon to use a particular Software, Cloud Application, Third Party Software, or Cloud Optional Services on behalf of the Customer. A User may also include Customer's contractor who requires temporary use in order to provide services on Customer's behalf. A person can only be authorized and a User if the person is an employee

or designee of Customer and Customer has purchased the requisite number of licenses, or in the case of Cloud Programs, the requisite number of License Key(s) to provide Credentials for that User.

"Use Terms" means the Hexagon Product Usage Policy and Product Specific Terms accessible from https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/Licenses/LLP/LLP_08-2019.pdf which are incorporated herein. For purposes of clarity, the Use Terms corresponding to the date of the Order shall apply to that specific Order and the Software provided thereunder.

"Version Limitation I" is a status reached by a Software Product on the earlier of the (i) the third anniversary of the Customer's first operation of that Software Product in a live Production environment or (ii) the fifth anniversary of Hexagon's first actual delivery of the Software Product to the Customer for implementation; provided that each time Customer upgrades the version of the Software Product used in Production to a Modern Release, a reset shall occur, such that Version Limitation I shall thereafter be reached upon the third anniversary of the Customer's first operation of such Modern Release in a live Production environment.

"Version Limitation II" is a status reached by a Software Product on the earlier of (i) the fourth anniversary of the Customer's first operation of that Software Product in a live Production environment or (ii) the sixth anniversary of Hexagon's first actual delivery of the Software Product to the Customer for implementation; provided that each time Customer upgrades the version of the Software Product used in Production to a Modern Release, a reset shall occur, such that Version Limitation II shall thereafter be reached upon the fourth anniversary of the Customer's first operation of such Modern Release in a live Production environment.

"Version Limitations" means, separately and collectively, limitations on Services to be provided hereunder based upon a Covered Product reaching Version Limitation I and/or Version Limitation II.

"Virus" means any thing or device (including any software, code, file or program) which may: (i) prevent, impair or otherwise adversely affect the operation of any computer software, hardware or network, any telecommunications service, equipment or network or any other service or device; (ii) prevent, impair or otherwise adversely affect access to or the operation of any program or data, including the reliability of any program or data (whether by rearranging, altering or erasing the program or data in whole or part or otherwise); or (iii) adversely affect the user experience or security, including worms, Trojan horses, viruses and other similar things or devices.

"Work" means, as applicable, the performance or providing of Services, Maintenance Services, or Cloud Services.

"XML Files" means the XML (Extensible Markup Language) files generated by the Software Product, where applicable.

"XSL Stylesheets" means the XSL (Extensible Stylesheet Language) presentation of a class of XML Files which, when included with the Software Product, describe how an instance of the class is transformed into an XML (Extensible Markup Language) document that uses the formatting vocabulary.

END OF EXHIBIT G

MASTER AGREEMENT BETWEEN CITY OF ALPHARETTA, GEORGIA AND INTERGRAPH CORPORATION OF DELAWARE

ADDENDUM NO. 1

This Addendum supplements that certain Master Agreement (the "Agreement") between **INTERGRAPH CORPORATION OF DELAWARE, by and through its HEXAGON SAFETY, INFRASTRUCTURE & GEOSPATIAL division**, a foreign corporation with principal office located at 305 Intergraph Way, Madison, Alabama, 35758 ("Service Provider") and the **CITY OF ALPHARETTA**, a municipal corporation of the State of Georgia, located at 2 Park Plaza, Alpharetta, Georgia 30009 ("City"), of even date herewith, to add the following provisions thereto:

1. **Conflicting Provisions**.

This Addendum is attached to and is a part of the Agreement described above. The provisions of this Addendum control over any contrary provisions found in the Agreement. No provision of the Agreement shall operate to override the provisions of this Addendum.

2. **Sovereign Immunity; Indemnification.**

Nothing contained in the Agreement shall be construed to be a waiver of City's sovereign immunity or any individual's qualified, good faith or official immunities. Any provision of the Agreement requiring the City to indemnify the Service Provider is only valid to the extent allowed by Georgia law. The parties hereto agree and acknowledge that the City is under no obligation to procure additional insurance related to the Agreement, including this Addendum.

3. **Governing Law.**
   This Agreement is governed by the laws of the State of Georgia. The Parties acknowledge the City is a municipal corporation of the State of Georgia.

The following Sections pertain to Order 1 and the Cloud Program Order as defined in the Agreement and shall not modify the Agreement:

4. **Contract Term and Completion Date**

The Project contemplated in Order 1 is intended be completed within eighteen (18) months from the Notice to Proceed issued by the City subject to any modification of the Project Schedule as provided in Order 1. The Service Provider shall prepare and submit for City's approval a schedule for the performance of the Service Provider's services as described in Order 1. This schedule shall include reasonable allowances for review and approval times required by the City, performance of services by the City's consultants, and review and approval times required by public authorities having jurisdiction over the project. This schedule shall be equitably adjusted as the project progresses, allowing for changes in scope, character or size of the project requested by the City, or for delays or other causes beyond the Service Provider's reasonable control. If Service Provider anticipates it cannot complete its obligations by the completion date specified in the

applicable work order, it shall promptly notify the City's assigned project manager, via email.

5. Maximum Contract Price – Implementation Cost

The total implementation cost paid under Order 1 as compensation for Work performed and reimbursement for costs incurred shall not, in any case, exceed **TWO MILLION, FOUR HUNDRED SEVENTY-NINE THOUSAND, TWO HUNDRED NINETY DOLLARS ($2,479,290.00)** and Service Provider represents that this amount is sufficient to perform all of its obligations set forth in the Order 1 Statement of Work and contemplated below:

HxGN OnCall Dispatch & OnCall Records	TOTAL
Licensing (Includes Implementation Cloud Fee, Year 1 Cloud Fee and third-party software with applicable first year maintenance)	$855,667
Professional Services	$1,623,623
Total Implementation Cost	**$2,479,290**

6. Recurring Yearly Fees

The below reflects the yearly recurring fees under this Agreement, being in addition to the above-referenced implementation cost.

Recurring Fees	TOTAL
Recurring Fee Year 2	$646,601
Recurring Fee Year 3	$665,999
Recurring Fee Year 4	$685,979
Recurring Fee Year 5	$706,558
Recurring Fee Year 6	$727,755
Recurring Fee Year 7	$749,588
Recurring Fee Year 8	$772,075
Recurring Fee Year 9	$795,237
Recurring Fee Year 10	$819,095
Total Recurring Fees for Years 2-10	**$6,568,887**

Notwithstanding the inclusion of the pricing tables in Sections 5 and 6 above, the Parties intend that any Change Order to Order 1 or the Cloud Program Order would serve to simultaneously modify these tables without separately having to address these tables in this document.

IN WITNESS WHEREOF, City and Service Provider have executed the Agreement, including this Addendum, effective as of this _____.

SERVICE PROVIDER:

INTERGRAPH CORPORATION OF DELAWARE

By: _____
Tiffany Taylor, Director

ATTEST:

By: _____
Richard Morris, Assistant Secretary

Date: _____

CITY OF ALPHARETTA, GEORGIA

By: _____
Jim Gilvin, Mayor

Date: _____

Approved as to substance:

_____
Chris Lagerbloom, City Administrator

Approved as to form:
JARRARD & DAVIS, LLP

_____
Jennifer McCall, City Attorney

Hexagon
305 Intergraph Way
Madison, AL 35758

p: 1.256.730.2000
hexagon.com

A. Cover Letter with Brief Business Profile

April 6, 2022

Debora Westbrook, Procurement Agent
City of Alpharetta
2 Park Plaza
Alpharetta, GA 30009

Re: RFP #22-115 for Public Safety Computer Aided Dispatch and Records Management System

Ms. Westbrook:

Intergraph Corporation by and through its Hexagon Safety, Infrastructure, & Geospatial division ("Hexagon") is pleased to respond to your RFP for CAD and RMS Services.

Hexagon has a proven history of providing CAD and Records software for agencies serving multi-discipline, multi-jurisdictional environments. From El Paso, TX, DuPage County, IL, Lee County, FL, and South Sound 9-1-1, WA Hexagon has been honored to partner with agencies of all types and sizes – but each with a passion for excellence and commitment to providing the best possible service to their communities. Built over the course of 33 years of service to the public safety community, we have proven our ability to not just meet the needs of public safety for a year or two, but for the long term, and we take that commitment as seriously as our customers do.

This approach demands forward thinking, evolutionary approach that features adaptable, expandable configurable software. That approach is the foundation of the OnCall suite that has been proposed in the attached documents – a set of tools that will allow you to expand, grow, and evolve as your agency grows in size and services. But in today's day and age, it is important to consider capabilities beyond the software such as security. Hexagon's solutions demonstrate our commitment to security as an ISO 27001-certified software provider, a reflection of the culture of security that is a hallmark of Hexagon's work in the public safety and government environments.

This passion for long term success also demands something even more important than software – a commitment to customer service and success and a team of people to make that commitment a reality. The project managers, implementers, and trainers led by Art Hood will be by your side from before your project starts to after it is completed. They will work with you to ensure the system is configured to meet your requirement and help you plan for the challenges of the future, ensuring you get the best possible results from day one. Once you go-live, the customer service team at Hexagon, led by Tammy Heaton, will ensure that the needs of Alpharetta are met and exceeded, today and tomorrow. Whether that is reaching out for 24/7 customer support answered by a live help-desk based in our Huntsville office, or a catalog of free training and information tools which will be shared with your team regularly by a dedicated Customer Success Manager.

The attached proposal details how we plan to meet the requirements and specifications of your RFP, but we hope that is only the beginning of the conversation and the first step towards us earning the right to be your long-term CAD and RMS partner.

If you have any questions regarding the enclosed information or require any additional information, please contact Mr. Trent Lowe using the contact info specified in section C below.

Hexagon
305 Intergraph Way
Madison, AL 35758

p: 1.256.730.2000
hexagon.com

B. Business Information

Hexagon's Safety, Infrastructure, & Geospatial division has two US locations: Madison, AL and Norcross, GA. Hexagon's headquarters office in Madison, AL will be responsible for managing this project effort:

305 Intergraph Way
Madison, AL 35758

C. Contact

Mr. Trent Lowe
7568 South Village Sq
Vero Beach, FL 32966
M) 772-559-6489
E) trent.lowe@hexagon.com

Sincerely,

Trent Lowe
Regional Sales Manager
Hexagon Safety, Infrastructure, & Geospatial division

THE CITY OF ALPHARETTA GEORGIA

AFFIDAVIT VERIFYING CONTRACTOR PARTICIPATION IN FEDERAL WORK AUTHORIZATION PROGRAM (E-Verify)

The undersigned contractor ("Contractor") executes this Affidavit to comply with O.C.G.A § 13-10-91 related to any contract to which Contractor is a party that is subject to O.C.G.A. § 13-10-91 and hereby verifies its compliance with O.C.G.A. § 13-10-91, attesting as follows:

a) The Contractor has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program;

b) The Contractor will continue to use the federal work authorization program throughout the contract period, including any renewal or extension thereof;

c) The Contractor will notify the City of Alpharetta in the event the Contractor ceases to utilize the federal work authorization program during the contract period, including renewals or extensions thereof;

d) The Contractor understands that ceasing to utilize the federal work authorization program constitutes a material breach of Contract;

e) The Contractor will contract for the performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the Contractor with the information required by O.C.G.A. § 13-10-91(a), (b), and (c);

f) The Contractor acknowledges and agrees that this Affidavit shall be incorporated into any contract(s) subject to the provisions of O.C.G.A. § 13-10- 91 for the project listed below to which Contractor is a party after the date hereof without further action or consent by Contractor; and

g) The Contractor acknowledges its responsibility to submit copies of any affidavits, drivers' licenses, and identification cards required pursuant to O.C.G.A. § 13-10-91 to the City of Alpharetta within five business days of receipt.

143935
Federal Work Authorization User Identification Number

08/12/2008
Date of Authorization

Intergraph Corporation (Hexagon)
Name of Contractor

Public Safety Computer Aided Dispatch and Records Management System
Name of Project

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed date April 5, 2022 in Madison (city), AL (state).

Jennifer Williams
Signature of Authorized Officer or Agent

Jennifer Williams, Administrative Director
Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME
ON THIS THE 5th DAY OF April, 2022.

NOTARY PUBLIC

My Commission Expires: 3/3/25

BILLY JOE WOODS, JR. NOTARY PUBLIC STATE OF ALABAMA AT LARGE

BIDDER'S DISCLOSURES AND CERTIFICATIONS

PROCUREMENT NUMBER & TITLE: 22-115, Public Safety Computer Aided Dispatch and Records Management System

DISCLOSURE FORM AND CERTIFICATION OF NON-COLLUSION			
Bidder must disclose any possible conflict of interest and/or any relationship that exists between any principal or employee of your corporation/firm/team/organization and with any City elected official and/or employee. Relationship may be financial, personal, or family or may be in the form of campaign contributions to elected officials. State whether Relationship DOES or DOES NOT exist. Failure to disclose or to submit this completed form may result in response being declared non-responsive and will not be considered further.			
Check applicable box. Use additional forms if needed:	No known relationship exists ☒	Yes, Relationship does exist ☐	If this box checked, include the name and position of the City Official to whom a campaign contribution was made or official/employee relationship. Use a separate form for each official to whom a contribution has been made within the past two (2) years or for additional official/employee relationships.
City Elected Official and/or Employee Name and position			
Contribution Amount/Value (if any)		Contribution Date and Description	
List other Relationship if not contribution			

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, PROPOSED DEBARMENT, AND OTHER RESPONSIBILITY MATTERS

The Contractor certifies to the best of its knowledge and belief that neither it nor any of its principals:

1. are presently debarred, suspended, proposed for debarment, or declared ineligible from submitting bids or proposals by any federal, state or local entity, department or agency;
2. have within a three-year period preceding this bid/offer, been convicted or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performance of a public (Federal, state or local) contract or subcontract; violation of Federal or state antitrust statues relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statement, tax evasion, or receiving stolen property;
3. are presently indicted for, or otherwise criminally or civilly charged by a governmental entity with, commission of any of the offenses enumerated in paragraph 2 of this certification;
4. have within a three-year period preceding this offer, had one or more contracts terminated for default by any Federal, state or local public agency.

By signing this form, I certify that:

- As an officer of this firm, or per the attached letter of authorization, I am duly authorized to certify the information provided herein is accurate and true; and my firm shall comply with all State and Federal Equal Opportunity and Non-Discrimination requirements and conditions of employment.
- That the firm's response is made without prior understanding, agreement, or connection with any corporation, firm, team, organization, or person submitting a response for the same materials, supplies, equipment, opportunity, or services and is in all respects fair and without collusion or fraud. My firm understands and agrees that bid/proposal collusion is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards;
- Employees of this company or employees of any company supplying material or subcontracting to do work on this Contract will not engage in business ventures with employees of the CITY or Consulting Engineers nor shall they provide gifts, gratuities, favors, entertainment, loans or other items of value to employees of this Department, and
- That the provisions of the Official Code of Georgia Annotated, Sections 45-10-20 et seq. have not been violated and will not be violated in any respect. O.C.G.A. 45-10-20 through 45-10-28 provide that it is unlawful for a City elected official or employee to transact business with the City by which that person is employed for himself, on behalf of a business in which the employee or his/her spouse or dependents has a substantial interest, or on behalf of anyone as agent, broker, dealer, or representative.

Intergraph Corporation (Hexagon)
Company Name

Jennifer Williams
Signature of Authorized Officer or Agent

April 5, 2022
Date

Jennifer Williams, Administrative Director
Printed Name & Title of Authorized Officer or Agent

305 Intergraph Way, Madison, AL 35758
Company Address

Subscribed and sworn before me on this the

5th day of April, 20 22

Notary Public

3/3/25
My Commission Expires

BILLY JOE WOODS, JR. NOTARY PUBLIC ALABAMA STATE AT LARGE

Hexagon Response to City of Alpharetta, GA RFP #22-115 for Public Safety Computer Aided Dispatch and Records Management System

April 6, 2022

©2022 Intergraph Corporation by and through its Hexagon Safety, Infrastructure, & Geospatial division (“Hexagon”). Hexagon is a part of Hexagon AB.

All rights reserved. Hexagon and the Hexagon logo are trademarks of Hexagon AB or its subsidiaries in the United States and in other countries.

Except in accordance with applicable statutory public records laws, this RFP response includes data that shall not be disclosed outside the Agency and shall not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this RFP response. If, however, a contract is awarded to this offeror as a result of—or in connection with—the submission of this data, the Agency shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Agency’s right to use information contained in this data if it is obtained from another source without restriction.

Any commercial-off-the-shelf (COTS) product information provided by Hexagon in this RFP response, is intended to provide an understanding of Hexagon’s current expected direction, roadmap or vision and is subject to change at any time at Hexagon’s sole discretion. Except as set forth in a resulting contract, Hexagon does not commit to develop the future features, functions, and products discussed in this material. The Agency should not factor any future features, functions, or products into its current buying decision since there is no assurance that such future features, functions, or products will be developed unless specified in the resulting contract.

Chapter 1 – Executive Summary/Table of Contents

Hexagon Safety, Infrastructure, & Geospatial division's response to the Alpharetta RFP will describe in detail how Hexagon plans to meet and exceed Alpharetta's requirements for a robust, configurable, future-ready software package supported by a proven company with a history of serving communities like Alpharetta in size, scope, and challenges.

As you review this proposal, please keep in mind several important factors:

1. The Hexagon solution will not require heavy lift upgrades in the future. As a Hexagon OnCall customer, you will receive twice-a-year product updates and monthly support fixes. These are included in your Cloud Program and help keep your long-term costs down.

2. As a Hexagon customer you will have access to 24/7 customer service and support—from a true Hexagon customer care center located in Huntsville, Alabama—helping you have peace of mind about the solution you are choosing.

3. The suite of solutions you are choosing are the result of 33 years of industry experience, reflecting lessons learned from our partnerships with agencies large, medium, and small, across the United States and beyond exemplified by HxGN Connect. This collaboration tool will permit improved sharing of critical information across agencies, helping reduce silos and improve effectiveness and awareness in a manner that will not overwhelm your public safety professionals with unnecessary data.

4. The solution we have proposed is expandable and configurable to meet whatever needs you have in the future. Whether you take on dispatching services for a nearby community or your own community grows – or both – Hexagon's OnCall suite will be able to support your requirements and needs.

5. Hexagon is passionately committed to the security and resiliency of our products and our customers. From the security culture of our company inherent in the architecture of our products, to our ability to support your operations from nearly anywhere with our cloud-based Hexagon solution, the residents and public safety professionals of Alpharetta will benefit from a robust and resilient suite of tools.

6. Although the technology is important, the human factors make or break the experience an agency has with their vendor. With a team of over 200 professionals devoted to public safety, many of whom come from 911 centers, firehouses, ambulances, or police cars themselves, Alpharetta can trust that the Hexagon team has the commitment, the passion, and the experience to help you achieve your agency and community goals for a safer, smarter Alpharetta.

In conclusion, Hexagon is honored to have the opportunity to share this proposal with the City of Alpharetta. We look forward to future conversations and collaboration and welcome the chance to provide any additional information that may be needed as part of your procurement process.

HEXAGON

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Chapter 2 – Offeror's Background and Experience

Provide background information about:

1. The proposer's experience in the market for public safety information systems

Hexagon Response:

Hexagon's Safety, Infrastructure, & Geospatial division develops, markets, implements, and supports computer-based solutions for law enforcement organizations, fire departments, emergency medical and rescue units, and other public safety agencies. An acknowledged leader in the industry, Hexagon offers technologically advanced solutions designed to capture, integrate, and display complex data using a geospatial platform.

CAD

Hexagon's entrance into Public Safety started in 1989 with the introduction of the I/CAD System, which coupled forms-based dispatching with an interactive map. Following Hexagon's launch of the first "map centric" CAD software, Hexagon's Public Safety Business Unit has consistently built on the I/CAD System technical platform and continued to push CAD technology forward. To date, Hexagon has led the market with some of the following CAD releases:

- 1989, Hexagon introduced the first map-based computer aided dispatch system
- 1995, Hexagon released the first end-to-end Windows-based CAD platform, employing Windows-based operating systems on both servers and clients
- 1998, Hexagon introduced CAD web applications
- In 2005, the I/CAD Map was integrated with alarm, video, and sensor data feeds to enhance internal and perimeter security for infrastructure, such as airports, harbor/ports, subways, tunnels, and so forth
- 2007, the release of I/Incident Analyst provided comprehensive map-based reporting
- 2008, Integrated database reporting functionality took a major step forward with the introduction of Hexagon's Business Intelligence for Public Safety product, selected by APCO as a 2008 "Hot Product" and winning a feature article in *Public Safety Communications* magazine
- 2009, the APCO show produced another Hexagon "Hot Product," selection for our Interoperability Framework for CAD product. This selection represented the second consecutive year that an Hexagon application received this prestigious award and was featured in the *Public Safety Communications* magazine
- 2012, Hexagon's I/CAD 9.2 product was selected a third time as the year's "Hot Product"
- 2014, released next-generation communications CAD system
- 2016, Hexagon released I/CAD 9.4 with enhanced features for call handling and dispatching, intelligent mapping, field communications, data reporting and analysis, and application integration
- 2019, Hexagon released OnCall, the next-generation web-based CAD system

Today, Hexagon maintains a global public safety customer base, which encompasses such diverse organizations as the Toronto Fire Service, Canada; the Washington D.C. Office of Unified Communications; the Police Services for the country of New Zealand; and Fire and Emergency Medical Services for Bouches-du-Rhône, France.

RMS

In 1996, Hexagon launched its first law enforcement records management system, I/LEADS. The first customer went live in 1998.

Hexagon's OnCall Records represents the next stage in records management evolution and is the result of more than a decade of research, development, and direct feedback from hands-on users. OnCall Records has been carefully designed and built. Hexagon released our most recent major version (OnCall Records 10.0) in November 2021 and will continually issue minor version releases. Hexagon supports more than 100 RMS customer sites worldwide, with 20 customers live with OnCall Records in the US and Canada.

Hexagon project implementation personnel average 15 years of Public Safety experience per employee, and 13 years of experience per employee in our Support and Services organization. This level of experience ensures that, as the Prime Contractor, Hexagon understands the issues and requirements of the City, as well as long-term business objectives.

Hexagon History

Our public safety portfolio now protects 1 in 12 people in the world operating in over 27 countries and serving 2,500+ agencies

Hexagon the Pioneer

With half a century under its belt, Hexagon's Safety, Infrastructure, & Geospatial division continues to shape smart change through its extensive technology ecosystem originating through the start of Intergraph Corporation in the late 1960s.

Inspired and driven by a desire to provide creative solutions to complex problems, Hexagon's beginnings as Intergraph found its initial successes stemming from national challenges. From digital calculations for NASA's Apollo 8 mission to a more efficient computerized plant design following the oil shortage of the 1970s, our tenacity has powered innovation and propelled digital realities for 52 years. Over time, we established a culture of unparalleled expertise built on trust and the steadfast belief that quality products produce the best results for our customers.

Hexagon the Innovator

First to market with computer-aided design software, we digitally mapped the city of Nashville at a time when paper was king and digitizing maps was emerging tech. Adaptive and resilient, we proudly disrupted the marketplace with the Interactive Graphics Design System (IDGS) software dominating the engineering design and mapping industry – two areas still vital to our software solutions today.

Hexagon SI's public safety products have evolved from a simple map-interface to a complete, flexible, and scalable portfolio.

Preeminent in our innovation efforts is the creation and continuous evolution of our public safety portfolio. In 1989, we introduced the world to the first map-based computer-aided dispatch system – I/CAD. Quickly adopted not only by public safety agencies, but also airports, industrial plants, and military bases, I/CAD served as the cornerstone of monitoring and response agencies for decades.

Throughout the next 20 years, we built upon I/CAD's strong foundation, introducing new location-based capabilities and improved communications technologies to meet the growing needs of public safety agencies. Intergraph launched many adaptive solution suites dedicated to records management, video analysis, mobile computing, and more.

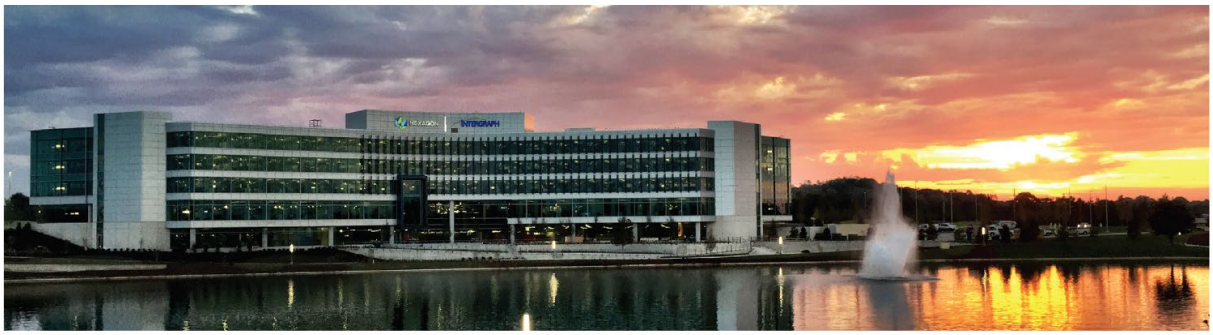
Part of the Hexagon family since 2010, we lead the industry in reducing response times, streamlining agency IT infrastructure, and increasing the accessibility of critical data. Our public safety portfolio now protects one in 9 people in the world operating in over 27 countries and serving more than 2,500 agencies. Built on a modern platform that can evolve and scale over time, Hexagon's public safety solutions can adapt and respond to today's ever-changing and fast-paced safety environment.

Hexagon the Visionary

Powered by Intergraph expertise, skill, and ingenuity, Hexagon's workforce links the past to the present while accelerating technologies for the future. Ever the innovator, Hexagon now launches itself into the world of autonomous connected ecosystems, weaving our desire for seamless interoperability and connectivity into our products, solutions, and services.

Our unparalleled experience in the high-tech marketplace coupled with a vast understanding of the emergency management environment has made Hexagon the foremost global provider of solutions for public safety agencies. With our premier product portfolio now seamlessly re-engineered for the cloud, Hexagon offers the most comprehensive tools for public safety personnel fully integrated on a modern platform for agencies of all sizes.

Continuous improvement and innovation serve as themes throughout our company's lifetime. Hexagon customers benefit from a unique mix of experienced long-time employees and an influx of young talent with fresh ideas. Our public safety portfolio offers all the benefits of a flexible, light, and cost-effective system backed by 52 years of effective problem-solving and a complete understanding of our customers and their needs.



Hexagon offices in Huntsville, Alabama, USA.

2. The company's history

Hexagon Response:

Please see Hexagon's response to item 1 above.

3. Changes in ownership and acquisitions, including reasons for ownership changes and acquisitions as well as the impact on products offered

Hexagon Response:

In 2010, Intergraph was acquired by Hexagon AB, a Swedish company, for $2.4 billion. Completion of the transaction was subject to certain conditions, including clearance from the relevant competent competition authorities and the Committee on Foreign Investment in the United States (CFIUS). The acquisition was completed on October 28, 2010, when Hexagon paid for Intergraph on a cash and debt-free basis. Intergraph is now a fully owned subsidiary of Hexagon AB and operates as a separate Hexagon division.

In acquiring Intergraph Corporation, Hexagon AB combined its global 3D solutions used for precision design and measurement with Intergraph's geospatial software platform. As stated by Ola Rollén, CEO of Hexagon AB and Intergraph Corporation, "It is our intention that Intergraph's solutions will become Hexagon's core software platform, providing differentiated and vertically focused software solution. By combining Intergraph's technologies with our global resources and technologies, Hexagon will be able to create new and exciting solutions to customers going forward."

In 2015, Intergraph chose to do business under the Hexagon name to more closely align with its parent company.

4. Strategic alliances with other third parties and/or national organizations

Hexagon Response:

Hexagon collaborates with other technology and solution providers to meet the needs of customers and end-users. These alliances ensure product compatibility, advanced capabilities, and complete solutions depending on a specific customer's needs: Microsoft, Esri, RapidSOS, Vidizmo, FlowMSP, CommSys, White Box, Trancite, Deccan, among others.

Please refer to Hexagon's Partners webpage for more information:
https://www.hexagonsafetyinfrastructure.com/about-us/partners

For Alpharetta, Hexagon has partnered with CommSys for NCIC and Trancite Easy Street Draw for accident diagramming.

CommSys has over 20 years' experience in providing solutions and services for public safety software vendors in service and technology supply for state, regional and national CJIS interfaces. CommSys's ConnectCIC solution boosts agency productivity and efficiency while improving the solution provider's ability to deliver integrated CJIS access, and more importantly, provide value to the end user. This is a packaged, yet customizable, solution saving solution providers significant costs and time in internal development.

Trancite's Easy Street Draw accident diagramming software is designed to meet the specialized drawing requirements of crash scene diagramming. The program uses "drop-and-drag" technology and features and a large library of intelligent objects that make the job of diagramming a crash scene quick, easy, and accurate.

5. The company's approach to incorporating new technology into its solutions over time; Include a brief product roadmap for each application

Hexagon Response:

Due to accounting regulations and the public availability of Hexagon's proposal response, we are not in a position to provide specific details regarding our current roadmap. However, we welcome further discussion if desired by the City.

Hexagon's technology and industry roadmap is built upon the collective knowledge that Hexagon has gained through interaction with our customers, information from RFPs, and ultimately Hexagon's own interaction within the global public safety industry. These data points allow Hexagon to build a comprehensive vision for our products and services that is aligned with the public safety industry in both capabilities and required technologies. That is, we take into account the need to deliver capabilities in a manner that is adoptable by our current and future clients on a timeline that is consistent with the delivery of the infrastructures needed to deploy them.

Hexagon's next-generation CAD/RMS solution, OnCall, makes use of a modern architecture with a new set of web-based and mobile products, tailored to address the main challenges that agencies face. It features a highly productive, easy-to-use interface plus workflows that are simple to deploy and maintain across multiple sites. Its architecture allows the solution to extend dispatching capabilities to remote, supervisory, and occasional-use roles, delivering wider incident management support while potentially lowering software licensing costs that would normally be incurred for a full call-taking or dispatching seat. Because of its scope of capabilities and wider choice of hosting and hardware options, OnCall can support many use cases outside of the primary call-taking and dispatching conducted at a public safety answering point (PSAP). On top of that, OnCall also enables:

- The use of contemporary DevOps techniques aimed at unifying software development and software operation facilitates customers needs and provides ability to scale and support high-volume and rapidly changing environments. The next-generation architecture makes our solution easier to install, upgrade and change. The micro-service oriented architecture facilitates the use of agile techniques through continuous integration and delivery, the use of modern configuration management techniques and test automation
- Hexagon applies the science of user experience (UX) design to rethink public safety workflows with a goal of providing relevant information at the right time on the right device without overloading the user
- Enhanced Field Mobility solutions that provide a mobility ecosystem of workflow-based apps across Hexagon's Public Safety solutions to ensure effective and efficient information management. Hexagon's mobility applications streamline field officer's workflows and reporting, thereby benefiting the customer by cutting down the time on paperwork by providing unified access to information from various emergency systems
- Interoperability framework – Common integration platform for rapid, affordable interface development via enterprise integration and edge computing components allows Hexagon's solution to integrate with external systems via a secure interoperability platform that provides interconnectivity between applications, devices, and sensors. Hexagon's integration platform enables customers to integrate real-time systems with OnCall Dispatch, including alarms, communication channels, IoT, CCTV, access control, and notification systems to aid reuse and minimize customization
- Reporting and analytics – Hexagon's solution supports configurable interactive reports and dashboards, allowing customers the benefit of a self-serve search, visualization, and exploration of CAD data for users of all background types on a GIS based web-based viewer, as well as predictive analysis

- Artificial Intelligence (AI) and Machine learning (ML) –The Hexagon analytics solution supports forecasting functionality and facilitates predictive analytics by providing a data warehouse with recent and historic data which can be used for ML algorithms, which may add value to customers through providing enhanced real time decision support and situational awareness
- Next Generation Communications – OnCall leverages next-generation communications in the PSAP to integrate voice, text and data in an easy-to-use system for quickly visualizing calls on the map and automatically linking associated text conversations and multimedia to the incident created.

Hexagon continues to evaluate emerging industry and technology trends and evolve its offerings in the public safety sphere, helping our customers to move forward with us so that they can benefit from new capabilities as well as protecting their previous investment. Hexagon embraces the future by providing platforms that offer flexibility yet sustain mission-critical operations.

Chapter 3 – Offeror's Financial Qualifications

Offeror Financial Stability: Offerors shall demonstrate their financial stability to supply, install and support the services specified by:

1. Providing financial statements, preferably audited, for the two (2) consecutive years immediately preceding the issuance of this RFP, and

Hexagon Response:

Hexagon is a privately held company and does not release its financial audit records. Alternatively, Hexagon has included audited financial statements for Hexagon's parent company, Hexagon AB, a publicly traded corporation on the NASDAQ Stockholm exchange. See two years of financial data in the financial reports linked below.

- 2020 Annual Report: https://vp208.alertir.com/afw/files/press/hexagon/202103311974-1.pdf
- 2021 Annual Report: https://vp208.alertir.com/afw/files/press/hexagon/202203290440-1.pdf

2. Providing copies of any quarterly financial statements that have been prepared since the end of the period reported by your most recent annual report.

Hexagon Response:

Please find yearly and quarterly financial statements for Hexagon's parent company at the following link: https://investors.hexagon.com/en/financial-information/financial-statements

Chapter 4 – Offeror's References

Provide at least six (6) but nor more than twelve (12) references meeting the following criteria:

1. At least three (3) references should be for systems installed within the last three (3) years

Hexagon Response:

- **Lee County, FL** – Ben Abes, Director – benjamin.abes@leegov.com, 239-533-3911
- **Harford County, MD** – Lauren Brooks, IT Director – brooksl@harfordsheriff.org, 443-409-3577
- **South Sound 911/Pierce County, WA** – Tim Hannah, Assistant Director – tim.hannah@southsound911.org, 253-798-6213

2. At least three (3) references should be for systems installed more than three (3) years ago

Hexagon Response:

- **DuPage County, IL** – Linda Zerwin, Executive Director – linda.zerwin@dupageco.org, 630-550-7743
- **Aurora, IL** – Michael Pegues, CIO – peguesm@aurora.il.us, 630-256-3471
- **Manatee County, FL**
  - For CAD: Rick Gisolf, Operations Manager – rick.gisolf@mymanatee.org, 941-749-3522
  - For RMS/JMS: Michael Hamilton, Systems Analyst – Michael.Hamilton@ManateeSheriff.com, 941-747-3011 ext. 2284

3. At least three (3) references should include installations for the same configuration proposed for the City of Alpharetta

Hexagon Response:

- **Garland, TX** – Gary Cummings, Lieutenant – gcummings@garlandtx.gov, 972-205-1677
  - I/CAD 9.4, OnCall Records, Mobile
- **Lincoln County, NC** – Melanie Mellon, Records Supervisor – mmellon@lincolnsheriff.org, 704-736-8478
  - Implementation of OnCall suite in progress
- **Huntington Beach, CA** – Kristin Miller, Administration Services Division Manager – KMiller@hbpd.org, 714-536-5911
  - Implementation of OnCall upgrade in progress

4. At least three (3) references should reflect the City's population and call for service levels

Hexagon Response:

- **San Angelo, TX** – Tim Pucci, Lieutenant – tim.pucci@sanangelopolice.org, 325-657-4537

- **Santa Clara, CA** – Naomi Dale, Senior Public Safety Dispatcher – ndale@santaclaraca.gov, 408-615-5580
- **Vail, CO**
  - For CAD: Marc Wentworth, Director of Emergency Communications – mwentworth@vailgov.com, 970-479-2231
  - For RMS: Kris Cureau, Administrative Services Manager – kcureau@vailgov.com, 970-479-2230

Chapter 5 – System Architecture

Provide a detailed response that describes the system's architecture.

1. Include all hardware requirements that the City would need.

Hexagon Response:

Please refer to Attachment A – System Configuration Diagram for this information. Page 1 includes client hardware specifications and page 2 shows specifications for the required interface server.

2. Keeping in mind this is a cloud-based system. Describe how the system is connected, backed up, and offline capabilities.

Hexagon Response:

The OnCall architecture is a scalable, flexible architecture designed to leverage both Container technology and Microsoft Azure Platform services to provide the ability to both scale up and out as needed. The OnCall architecture is a distributed message-based solution that includes the OnCall web application built using React and Node.js.NET technology stacks. OnCall includes a set of .NET microservices that use the Azure Message Service Bus for communication. Azure SQL Service hosts the OnCall database providing availability, geo-replication, and auditing capabilities.

OnCall leverages Azure Kubernetes Service (AKS) to manage the hosted Kubernetes environment, making it quick and easy to deploy and manage containerized applications. Using containers eliminates the burden of ongoing operations and maintenance by provisioning, upgrading, and scaling resources on demand, without taking applications offline. Containerization allows for greater modularity. Rather than run an entire complex application inside a single container, the application can be split into modules (such as the database, the application front end, and so on). Applications built in this way are easier to manage because each module is relatively simple, and changes can be made to modules without having to rebuild the entire application. Because containers are so lightweight, individual modules (or microservices) can be instantiated only when they are needed and are available almost immediately.

The OnCall cloud solution does not systemically archive or purge records. Due to the elasticity of the Cloud Database services, a secondary storage location for customer data is not needed. Data is backed up in real time – three servers within a Microsoft Azure region copy your data synchronously to ensure no loss of data.

The best practice for mission critical applications involves ensuring network or internet redundancy. As such, in the event of total loss of network connectivity, users will not be able to connect to the system.

3. What impacts require system shutdowns and/or re-boots?

Hexagon Response:

Hexagon's cloud solutions require minimal scheduled downtime. The City can expect downtime to happen during the following events:

- Monthly maintenance and patches received from Microsoft are applied to Hexagon cloud environments.
- The two major OnCall releases per year are deployed. These deploy as parallel upgrades to reduce or eliminate downtime.

Hexagon endeavors to provide advance notice of any intended downtime; however, in emergency maintenance circumstances, Hexagon may not be able to provide such advance notice.

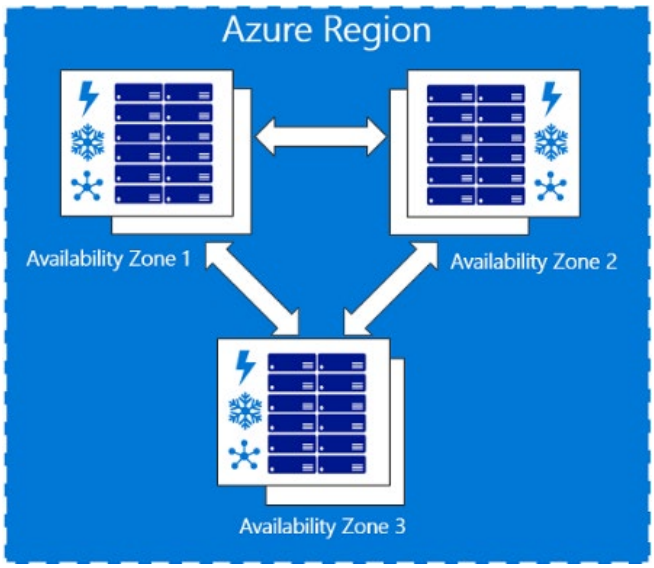
Hexagon deploys browser-based solutions that are updated at the server level within our cloud infrastructure. Our goal is to achieve zero to minimal downtime for each quality update and feature update, but this cannot be guaranteed. Once updates have been applied to the servers, users may be required to perform a refresh of the browser to experience new features and functionality.

4. How will Offeror ensure concurrent operation of all System components without any System degradation?

Hexagon Response:

Hexagon uses Azure Availability Zones to maintain availability. An Availability Zone is a high-availability offering that protects applications and data from datacenter failures. Availability Zones are unique physical locations within an Azure region. Each zone is made up of one or more datacenters equipped with independent power, cooling, and networking. To ensure resiliency, there's a minimum of three separate zones in all enabled regions. The physical separation of Availability Zones within a region protects applications and data from datacenter failures. Zone-redundant services replicate your applications and data across Availability Zones to protect from single-points-of-failure.

To achieve comprehensive business continuity on Azure, our application architecture uses the combination of Availability Zones with Azure region pairs.



5. How is archived or backed-up data accessed?

Hexagon Response:

The OnCall cloud solution does not systemically archive or purge records. Due to the elasticity of the Cloud Database services, a secondary storage location for customer data is not needed. Data is backed up in real time – three servers within a Microsoft Azure region copy your data synchronously to ensure no loss of data.

Chapter 6 – Functional Requirements

Complete Functional Requirements Spreadsheet provided in Excel format. Supply in this chapter in PDF format and also provide completed Excel spreadsheet as a separate document.

Hexagon Response:

Hexagon has included the PDF version of the Functional Requirements Spreadsheet following this page. The Excel version is included with this submission as requested.

RFP 22-115, City of Alpharetta Public Safety Computer Aided Dispatch and Records Management System

Bidder Name: Hexagon Safety, Infrastructure, & Geospatial

Organization	Blank	Area	Mandatory Yes	Required Yes	Desired Yes	Description	Response Yes/No/Alt	Module	Comments
1						**Technical**			
1.1.001	Blank								
1.1.002		IT	Y			Cloud based, hosted solution	Y		
1.1.003		IT	Y			Ability to support remotely as well as an impersonate feature to view/troubleshoot individual settings from office	Y		
1.1.004		IT	Y			Able to apply updates to Live environment with no or minimal interruption of service (interruption 5 minutes or less)	A		Hexagon deploys browser-based solutions that are updated at the server level within our cloud infrastructure. Our goal is to achieve zero to minimal downtime for each quality update and feature update. Once updates have been applied to the servers, users may be required to perform a refresh of the browser to experience new features and functionality.
1.1.005		IT	Y			Android and iOS supported mobile apps	Y	HxGN OnCall Dispatch | Mobile Responder	
1.1.006		IT	Y			ESRI integrated mapping	Y		
1.1.007		IT	Y			Low bandwidth for application and for updates since this goes over cellular	Y		
1.1.008		IT			Y	Mobile components work with Windows location services as well as Android and iOS native GPS	Y		
1.1.009		IT	Y			Out of band support	N		The best practice for mission critical applications involves ensuring network or internet redundancy. As such, in the event of total loss of network connectivity, users will not be able to connect to the system.
1.1.010		IT	Y			Vendor supplied access controlled by client (portal/cloud managed access similar to SecureLink) – Audit log of access	A		OnCall solutions integrate with Microsoft Active Directory for user authentication. All log in attempts into OnCall Solution are logged.
1.1.011		IT	Y			On-Premises Infrastructure should be Hyper-V Compliant or Azure IaaS Complaint	N		Hexagon has proposed a managed cloud environment not an on-premise environment.
1.1.012		IT	Y			System should support the latest version of Windows 10 or 11	Y		
1.1.013		IT	Y			System shall use Microsoft Active Directory/Azure Active Directory for user logins and permission management	Y		
1.1.014		IT	Y			System shall be CJIS Compliant including end-to-end encryption using FIPS 140-2 standard	Y		
1.1.015		IT	Y			System shall utilize Microsoft SQL Server, if required	Y		
1.1.016		IT	Y			System shall be capable of utilizing native ESRI NexGen compliant file geodatabase	Y		Hexagon clarifies this is accomplished by using the City of Alpharetta'a ESRI Enterprise Licensing.
1.1.017		IT	Y			System should support the latest version of Windows Server OS or Linux based system	Y		Window Server OS
1.1.018		IT	Y			User interactions happen in a web-based application that utilizes Google Chrome, Microsoft Edge, or Apple Safari for iOS	Y		
1.1.019		IT			Y	Shall refactor browser screens to accommodate display on devices as small as a tablet.	A	HxGN OnCall Dispatch | Mobile Responder	The Mobile Responder app runs natively on Android and iOS tablets/smartphones.
1.1.020		IT	Y			System is a browser-based application that does not utilize client installation files, ActiveX controls, or Java Applets locally.	Y		
1.1.021		IT	Y			System shall be compatible with a street name alias table that relates to the GIS centerline and address point feature classes	Y		
1.1.022		IT	Y			System must provide table/field database information for each field within the system including user defined fields in all modules/components	N		Hexagon provides schema for the OnCall Dispatch, OnCall Records, and OnCall Analytics databases and structures in the system. However, this does not include user-defined fields in all modules/components.
1.1.023		IT	Y			Supports SAML 2.0 Authentication through Microsoft Azure AD	A		Hexagon supports OIDC with integration to Active Directory.
1.1.024	Blank								
2						**General**			
2.1.001	Blank								
2.1.002		General		Y		Incorporate a grammar and spell check capability that highlights the error as it occurs.	A		OnCall doesn't have native spell check, but since it is browser-based, it can use browser plug-ins that provide this functionality.
2.1.003		General	Y			User defined rights assigned by active directory login	A		Hexagon clarifies that authentication is done with Active Directory – which will log them into the application. The user rights and permissions they have is managed in the OnCall applications.
2.1.004		General		Y		Ability to provide the user with feedback as to the success or failure of a system task, including, but not limited to audible and visual alerts.	Y		
2.1.005		General		Y		Ability for system to automatically adjust number sequencing for new calendar years.	Y		
2.1.006		General		Y		Ability for system to automatically account for daylight savings time and any required parameter changes to daylight savings.	Y		
2.1.007		General		Y		Ability to date and time stamp all system transactions.	Y		

RFP 22-115, City of Alpharetta Public Safety Computer Aided Dispatch and Records Management System

Bidder Name: Hexagon Safety, Infrastructure, & Geospatial

Organization	Blank	Area	Mandatory Yes	Required Yes	Desired Yes	Description	Response Yes/No/Alt	Module	Comments
2.1.008		General		Y		Ability to have a single master time stamp for all application components.	A		OnCall Dispatch and Mobile Unit are one database and OnCall Records is a separate database. Calls for service data
2.1.009		General		Y		Ability for all date and time stamps to be system generated.	Y		
2.1.010		General		Y		Ability for phone number to appear in 3/3/4 format (e.g., xxx-xxx-xxxx).	Y		
2.1.011		General		Y		Ability for dates to appear in 2/2/4 format (e.g., mm/dd/yyyy).	Y		
2.1.012		General		Y		Ability to support agency defined shortcuts for dates (e.g., today's date, plus or minus a user defined number of days).	Y		
2.1.013		General		Y		Ability to populate a date field by selecting a date on a calendar.	Y		
2.1.014		General		Y		Ability to support system generated outputs of all data in the system to print and print to PDF.	Y		
2.1.015		General		Y		Export to standard formats, including but not limited to, Word, PDF, Excel, CSV, Text, HTML.	Y	HxGN OnCall Analytics | Data Models & Reports	
2.1.016		General		Y		Ability to add data entry fields throughout the system as: Dropdown menus, Date fields, Check boxes, Free form text,	Y		
2.1.017		General		Y		Ability for the agency to define mandatory fields throughout the system.	Y		
2.1.018		General		Y		Ability to capture electronic signatures throughout the system.	A		Hexagon clarifies that this functionality is available in OnCall Records, not in OnCall Dispatch.
2.1.019		General		Y		Ability to provide read/query access from Chrome browser. Desktop and mobile (iOS, Android, Windows)	Y	HxGN OnCall Dispatch | Mobile Responder	
2.1.020		General		Y		Ability to provide read/write access from Chrome browser. Desktop and mobile (iOS, Android, Windows)	Y	HxGN OnCall Dispatch | Mobile Responder	
2.1.021		General		Y		Ability for multiple users to view the same report simultaneously.	Y		
2.1.022		General		Y		Ability to manage versions of a report to prevent one user from writing over a different user's version (e.g., read-only mode).	A	HxGN OnCall Records	Hexagon clarifies that this is available in different areas of OnCall Records, not in OnCall Dispatch.
2.1.023		General		Y		Ability to time stamp all system transactions to the tenth of a second.	N		
2.1.024		General		Y		Ability to support a shared master time source via a one-way interface.	Y		Time is based on the server OS.
2.1.025		General		Y		Ability to populate fields with data returned from external sources including but not limited to those listed in the interface scetion.	Y		Those not listed may require an interface and additional costs.
2.1.026		General		Y		Ability to perform the following functions for all records related to a query return: Print, Print to PDF, export to standard formats.	Y	HxGN OnCall Analytics | Data Models & Reports	
2.1.027		General		Y		Ability to purge, expungement and seal records from all system modules.	A	HxGN OnCall Records	Hexagon clarifies this is only for OnCall Records.
2.1.028		General		Y		Ability to populate all reports and forms with data from the master indices.	A	HxGN OnCall Records	Hexagon clarifies this is only for OnCall Records.
2.1.029		General		Y		Ability to validate information in the field reporting application according to parameters established in the RMS (e.g. master indices).	Y		
2.1.030		General		Y		Ability to override any information imported from the RMS into the report writing application.	Y		
2.1.031		General			Y	Ability to provide a calendar date select (e.g., to enter a date, user opens a calendar and clicks on the appropriate date) when entering dates in the report writing application.	Y		
2.1.032		General		Y		Ability for all data stored in the system to be available for analysis as defined in this section.	A		Authorized report authors with Microsoft Report Builder and Power BI can build these reports against a replica of the Records database. Hexagon assumes this will be done by the agency's report writers.
2.1.033		General		Y		Ability for the user to select those modules and fields from which data is pulled for analysis.	Y		
2.1.034		General		Y		Ability for data that is transferred to the system via an interface to be available for analysis, alongside data that is directly entered into the system.	Y		
2.1.035		General			Y	Enter and track third party agencies (Ex. Mutual aid, disaster response, public works)	Y		
2.1.036				Y		Separate training system for each module with the ability to import production data	Y		
2.1.037	Blank								
3						**Interface**			
3.1.001	Blank								
3.1.002		Interface			Y	Interface with ESO or current Fire reporting system; including occupancy and call information. Two way communications.	A		Hexagon has proposed our HxGN OnCall Dispatch | Fire Link Interface to Firehouse to meet this requirement. Hexagon's proposed COTS interface is only a one-way export interface. Hexagon has optioned a query interface to Firehouse to support the two-way portion of this requirement. Refer to Attachment E in the Technical Proposal for details and assumptions.
3.1.003		Interface			Y	Interface for DataWorks Livescan data import and image transfer for arrest	N		Hexagon has provided interface costs for all Required/Mandatory interfaces. Hexagon has experience interfacing to these types of systems, but would like to have an in-depth discussion regarding interface requirements including workflow/data expectations in order to price Desired interfaces.
3.1.004		Interface	Y			Should support interfaces with Netclock	A		As a browser-based system, system time is based on the servers using WindowsOS timer functionality.

RFP 22-115, City of Alpharetta Public Safety Computer Aided Dispatch and Records Management System

Bidder Name: Hexagon Safety, Infrastructure, & Geospatial

Organization	Blank	Area	Mandatory Yes	Required Yes	Desired Yes	Description	Response Yes/No/Alt	Module	Comments
3.1.005		Interface			Y	Should support interfaces with Avigilon	N		Hexagon has provided interface costs for all Required/Mandatory interfaces. Hexagon has experience interfacing to these types of systems, but would like to have an in-depth discussion regarding interface requirements including workflow/data expectations in order to price Desired interfaces.
3.1.006		Interface			Y	Should support interfaces with Lexis Nexix /Cop Logic	N		Hexagon has provided interface costs for all Required/Mandatory interfaces. Hexagon has experience interfacing to these types of systems, but would like to have an in-depth discussion regarding interface requirements including workflow/data expectations in order to price Desired interfaces.
3.1.007		Interface			Y	Should support interfaces with Coplink	N		Hexagon has provided interface costs for all Required/Mandatory interfaces. Hexagon has experience interfacing to these types of systems, but would like to have an in-depth discussion regarding interface requirements including workflow/data expectations in order to price Desired interfaces.
3.1.008		Interface			Y	Should support interfaces with Flock Safety	N		Hexagon has provided interface costs for all Required/Mandatory interfaces. Hexagon has experience interfacing to these types of systems, but would like to have an in-depth discussion regarding interface requirements including workflow/data expectations in order to price Desired interfaces.
3.1.009		Interface			Y	Should support interfaces with Fulton County court system.	N		Hexagon has provided interface costs for all Required/Mandatory interfaces. Hexagon has experience interfacing to these types of systems, but would like to have an in-depth discussion regarding interface requirements including workflow/data expectations in order to price Desired interfaces.
3.1.010		Interface			Y	Should support interfaces with Fulton County Jail system	N		Hexagon has provided interface costs for all Required/Mandatory interfaces. Hexagon has experience interfacing to these types of systems, but would like to have an in-depth discussion regarding interface requirements including workflow/data expectations in order to price Desired interfaces.
3.1.011		Interface			Y	Should support interfaces with FUSUS	N		Hexagon has provided interface costs for all Required/Mandatory interfaces. Hexagon has experience interfacing to these types of systems, but would like to have an in-depth discussion regarding interface requirements including workflow/data expectations in order to price Desired interfaces.
3.1.012		Interface	Y			Should support interfaces with GCIC/NCIC	Y		This is met with OnCall Dispatch | Informer in conjunction with third-party CommSys. Refer to Attachment E in the Technical Proposal for additional details and assumptions.
3.1.013		Interface			Y	Should support interfaces with Evidence.com	Y		Hexagon has proposed an RMS Interface to Evidence.com to meet this requirement. Refer to Attachment E in the Technical Proposal for additional details and assumptions.
3.1.014		Interface			Y	Should support interfaces with Georgia POST	N		Hexagon has provided interface costs for all Required/Mandatory interfaces. Hexagon has experience interfacing to these types of systems, but would like to have an in-depth discussion regarding interface requirements including workflow/data expectations in order to price Desired interfaces.
3.1.015		Interface			Y	Should support interfaces with Esri ArcGIS	Y		Hexagon's OnCall Dispatch cloud product supports native integration with Esri's GIS technology, assuming the City has an Enterprise license for ArcGIS. Any mapping format that can be ingested into the Esri GIS system can be visualized within OnCall Dispatch.

Organization	Blank	Area	Mandatory Yes	Required Yes	Desired Yes	Description	Response Yes/No/Alt	Module	Comments
3.1.016		Interface			Y	Should support interfaces with JustFOIA	N		Hexagon has provided interface costs for all Required/Mandatory interfaces. Hexagon has experience interfacing to these types of systems, but would like to have an in-depth discussion regarding interface requirements including workflow/data expectations in order to price Desired interfaces.
3.1.017		Interface			Y	Should support interfaces with PowerDMS	N		Hexagon has provided interface costs for all Required/Mandatory interfaces. Hexagon has experience interfacing to these types of systems, but would like to have an in-depth discussion regarding interface requirements including workflow/data expectations in order to price Desired interfaces.
3.1.018		Interface			Y	Should support interfaces with LInX Law Enforcement Informtion Exchange	N		Hexagon has provided interface costs for all Required/Mandatory interfaces. Hexagon has experience interfacing to these types of systems, but would like to have an in-depth discussion regarding interface requirements including workflow/data expectations in order to price Desired interfaces.
3.1.019		Interface			Y	Should support interfaces with Utility /AvailWeb	N		Hexagon has provided interface costs for all Required/Mandatory interfaces. Hexagon has experience interfacing to these types of systems, but would like to have an in-depth discussion regarding interface requirements including workflow/data expectations in order to price Desired interfaces.
3.1.020		Interface			Y	Should support interfaces with Vigilant	N		Hexagon has provided interface costs for all Required/Mandatory interfaces. Hexagon has experience interfacing to these types of systems, but would like to have an in-depth discussion regarding interface requirements including workflow/data expectations in order to price Desired interfaces.
3.1.021		Interface			Y	Should support interfaces with RING -LE	N		Hexagon has provided interface costs for all Required/Mandatory interfaces. Hexagon has experience interfacing to these types of systems, but would like to have an in-depth discussion regarding interface requirements including workflow/data expectations in order to price Desired interfaces.
3.1.022		Interface			Y	Should support interfaces with Crimereports.com	N		Hexagon has provided interface costs for all Required/Mandatory interfaces. Hexagon has experience interfacing to these types of systems, but would like to have an in-depth discussion regarding interface requirements including workflow/data expectations in order to price Desired interfaces.
3.1.023		Interface			Y	Should support interfaces with weather information	A		HxGN OnCall Dispatch can display the weather information as a map layer URL based on Alpharetta's configured map source layers. Additionally, this can be met as a separate web window area within the HxGN OnCall Dispatch application. No separate inteface is required.
3.1.024			Y			Should support interfaces with Ani/Ali feed	Y		Please refer to Attachment E in the Technical Proposal for additional details and assumptions.
3.1.025			Y			Should support interfaces with ProQA	Y		Please refer to Attachment E in the Technical Proposal for additional details and assumptions.
3.1.026					Y	Should support interface with Purvis	Y		Hexagon has proposed our Fire Station Alerting OnCall Dispatch Interface to meet this requirement. Refer to Attachment E - Interface Descriptions in the Technical Proposal for additional details and assumptions.
3.1.027	Blank								
4						**CAD**			
4.1		CAD				**CAD Interface**			
4.1.001	Blank								

Bidder Name: Hexagon Safety, Infrastructure, & Geospatial

Organization	Blank	Area	Mandatory Yes	Required Yes	Desired Yes	Description	Response Yes/No/Alt	Module	Comments
4.1.002		CAD		Y		Accept NG911 caller information in i3 format from ANI/ALI via TCP/IP and pre-populate caller's name, location and phone number with no user interaction	Y	HxGN OnCall Dispatch | Call-Taker	
4.1.003		CAD		Y		Integrate with call taking partner's (CentralSquare ONESolution, Zoll) CAD systems to provide call processing/transfers and unit status updates	Y		Hexagon has proposed our CAD to CAD OnCall Dispatch Interface to meet this requirement. Refer to Attachment E - Interface Descriptions in the Technical Proposal for additional details and assumptions.
4.1.004		CAD	Y			Bi-directional interface with ProQA Medical, ProQA Police, ProQA Fire using MultiDisclipline Launcher	Y		Hexagon has proposed our OnCall Dispatch | ProQA Interface to meet this requirement. Refer to Attachment E - Interface Descriptions in the Technical Proposal for additional details and assumptions.
4.1.005		CAD	Y			Interface with NCIC/GCIC to perform both automatic and manual inquiries	Y		This is met with OnCall Dispatch | Informer in conjunction with third-party CommSys. Refer to Attachment E in the Technical Proposal for additional details and assumptions.
4.1.006		CAD	Y			ASAP to PSAP interface for alarm processing	Y		Hexagon has proposed our External Alarms OnCall Dispatch Interface to meet this requirement. Refer to Attachment E in the Technical Proposal for additional details and assumptions.
4.1.007		CAD		Y		Interface with RapidSOS allowing dispatchers to use information provided as caller's location	Y		Hexagon has proposed our RapidSOS OnCall Call-Taker Interface to meet this requirement. Refer to Attachment E in the Technical Proposal for additional details and assumptions.
4.1.008		CAD	Y			PURVIS FSAS Dispatching system for multiple fire departments upon unit dispatch	Y		Hexagon has proposed our Fire Station Alerting OnCall Dispath Interface to meet this requirement. Refer to Attachment E in the Technical Proposal for additional details and assumptions.
4.1.009		CAD		Y		Automatic generic XML (real time) export for multiple/different fire departments using different fire reporting systems (ESO Firehouse and Fireworks)	Y		Hexagon has proposed our HxGN OnCall Dispatch | Fire Link Interface to Firehouse to meet this requirement. Each export system beyond what is proposed would require an indiviual Fire Link license and configuration. Refer to Attachment E in the Technical Proposal for additional details and assumptions.
4.1.010		CAD			Y	To audio recorder (Verint Insight Center) allowing call information to be passed to the recording system	N		Hexagon has provided interface costs for all Required/Mandatory interfaces. Hexagon has experience interfacing to these types of systems, but would like to have an in-depth discussion regarding interface requirements including workflow/data expectations in order to price Desired interfaces.
4.1.011		CAD			Y	To audio recorder (Verint Insight Center) allowing screen capture	N		Hexagon has provided interface costs for all Required/Mandatory interfaces. Hexagon has experience interfacing to these types of systems, but would like to have an in-depth discussion regarding interface requirements including workflow/data expectations in order to price Desired interfaces.
4.1.012		CAD		Y		Ability to export false alarm information in XML format	Y		Hexagon has proposed a CAD interface to CryWolf to meet this requirement. Refer to Attachment E in the Technical Proposal for additional details and assumptions.
4.1.013		CAD			Y	Interface with available camera systems allowing operators to view a camera within CAD using MAP ICON	Y		Hexagon clarifies camaras can be linked to map icons in OnCall Dispatch map display without an interface, via URL and ipaddress.
4.1.014		CAD		Y		Interface with Fire Department's Records System to import information (ex occupants, keyholders, premises information).	A		Hexagon has optioned a CAD Interface to Firehouse (Query) to meet this requirement. Hexagon's ability to provide this interface is dependent on whether Firehouse can provide the connection. Refer to attachment E in the Technical Proposal for additional details and assumptions.
4.1.015		CAD	Y			Shall provide individual department response requirements per call type	Y		
4.1.016		CAD	Y			Shall provide for AVL Unit Dispatch for ALL services	Y		
4.1.017		CAD		Y		Shall provide unit recommendation, move up, and multiple alarm unit recommendations	Y		
4.1.018	Blank								

RFP 22-115, City of Alpharetta Public Safety Computer Aided Dispatch and Records Management System

Bidder Name: Hexagon Safety, Infrastructure, & Geospatial

Organization	Blank	Area	Mandatory Yes	Required Yes	Desired Yes	Description	Response Yes/No/Alt	Module	Comments
4.2						**CAD Operations**			
4.2.001	Blank								
4.2.002		CAD	Y			Ability to automatically spawn calls to call taking partners based on certain criteria (call type/jurisdiction/unit recommendation)	N		Hexagon clarifies this is the responsibility of the telephony system and ESINET.
4.2.003		CAD		Y		Provide event history based on location, phone number and names	Y		
4.2.004		CAD		Y		Notification system that sends out notifications (email, text messages, XML, etc.) based on call type, location, unit type, or triggered by an operator manually	A		Hexagon has proposed OnCall Dispatch | Notifications to meet this requirement. Hexagon clarifies that the proposed interface does not currently support notifications by unit type. Refer to Attachment E in the Technical Proposal for additional details and assumptions.
4.2.005		CAD	Y			Ability to dispatch for multiple agencies (ex 6 Police agencies, 6 Fire agencies,6 EMS, 6 OTHER)	Y		
4.2.006		CAD	Y			Multiple user input methods such as Command Line, Mouse, and/or function keys	Y		
4.2.007		CAD	Y			Ability to customize application windows (change sizes, locations, fonts, colors, etc.)	A		Hexagon clarifies that the user can change window sizes and location as the application is browser-based; however, color and fonts can only be changed by an agency-authorized administrator.
4.2.008		CAD	Y			Audible notification that can be customized for calls created based on call type (ex fire calls have a "ding" and police calls have "dong")	Y		
4.2.009		CAD	Y			Audible and visual notification when a location is selected and an a alert is placed on an address, or it meets certain criteria (hot spot/awareness/location/medical)	Y		
4.2.010		CAD		Y		Unit Recommendation that uses AVL and Time-of-day matrix by AGENCY and call type	Y		
4.2.011		CAD		Y		Display AVL of active units	Y		
4.2.012		CAD		Y		Accept AVL Inputs from multiple web based sources	Y		
4.2.013		CAD	Y			Ability to email reports or CAD events directly from within the CAD system	Y		Hexagon has proposed OnCall Dispatch | Notifications to meet this requirement. Supported protocols are SMPP, SMTP, SNPP, and WCTP. Refer to Attachment E in the Technical Proposal for additional details and assumptions.
4.2.014		CAD	Y			Send instant messages to users, included mobile and RMS users	A		OnCall Dispatch to Mobile and OnCall Records each have separate internal message systems.
4.2.015		CAD	Y			Unit status reminders that are set be default, and also configurable by each user (ex: status checks)	Y		
4.2.016		CAD		Y		User able to monitor only certain services... ex only FIRE or only POLICE	Y		This is based on user login permissions and roles.
4.2.017		CAD		Y		Able to check a location without starting a call for service	Y		
4.2.018		CAD		Y		Electronic phone book, that can be searchable	Y		
4.2.019		CAD		Y		Ability to quickly access historical event information	Y		
4.2.020		CAD		Y		Employee management database which includes all employee's phone numbers, address and assignment information (division)	Y		Met with contact directory functionality.
4.2.021		CAD		Y		Ability to mark street segments as closed, thus reflected in unit recommend	Y		
4.2.022	Blank								
4.3						**CAD FTO**			
4.3.001	Blank								
4.3.002		CAD		Y		Shall provide FTO training tracking capabilities	N		Hexagon would welcome further discussion regarding a custom interface to a third-party FTO application.
4.3.003		CAD		Y		Ability to customize Daily Observation Report criteria, including categories, scores and content	N		Hexagon would welcome further discussion regarding a custom interface to a third-party FTO application.
4.3.004		CAD		Y		Shall be able to import information from CAD or RMS to support Daily Observation Reports	N		Hexagon would welcome further discussion regarding a custom interface to a third-party FTO application.
4.3.005		CAD		Y		Able to track FTO Officer/Dispatchers progress thru ought their training session	N		Hexagon would welcome further discussion regarding a custom interface to a third-party FTO application.
4.3.006		CAD		Y		A printable training jacket that shows a summary of the trainee's performance while in the FTO phase	N		Hexagon would welcome further discussion regarding a custom interface to a third-party FTO application.
4.3.007		CAD		Y		Capable of scheduling FTOs with specific trainers	N		Hexagon would welcome further discussion regarding a custom interface to a third-party FTO application.
4.3.008	Blank								
4.4						**CAD Training**			
4.4.001	Blank								
4.4.002		CAD		Y		At a minimum, have RMS system components or modules for employee training	A		HxGN OnCall Dispatch application does not have an employee training module. Alternatively, this requirement can be met with the HxGN OnCall Records Training Module.

Organization	Blank	Area	Mandatory Yes	Required Yes	Desired Yes	Description	Response Yes/No/Alt	Module	Comments
4.4.003		CAD		Y		At a minimum, have RMS system components or modules for training certification generation,	A		HxGN OnCall Dispatch application does not have an employee training module. Alternatively, this requirement can be met with the HxGN OnCall Records Training Module.
4.4.004		CAD		Y		At a minimum, have RMS system components or modules for training course tracking & searching,	A		HxGN OnCall Dispatch application does not have an employee training module. Alternatively, this requirement can be met with the HxGN OnCall Records Training Module.
4.4.005		CAD		Y		At a minimum, have RMS system components or modules for employee training that cover: roster creation & searching,	A		HxGN OnCall Dispatch application does not have an employee training module. Alternatively, this requirement can be met with the HxGN OnCall Records Training Module. Courses can be created to teach CAD employees how to create lineups and searching capabilities within the OnCall Dispatch suite.
4.4.006		CAD		Y		At a minimum, have RMS system components or modules for employee training that cover: training reports	A		HxGN OnCall Dispatch application does not have an employee training module. Alternatively, this requirement can be met with the HxGN OnCall Records Training Module. Courses can be created to teach CAD employees how to create lineups and searching capabilities within the OnCall Dispatch suite.
4.4.007		CAD		Y		At a minimum, have RMS system components or modules for employee training that cover: certification reports;	A		HxGN OnCall Dispatch application does not have an employee training module. Alternatively, this requirement can be met with the HxGN OnCall Records Training Module. Authorized report authors with Microsoft Report Builder and Power BI can build these reports against a replica of the OnCall Records database. Hexagon assumes this will be done by the ageny's report writers.
4.4.008		CAD		Y		At a minimum, have RMS system components or modules for employee training that cover: Employee Self inspection	A		HxGN OnCall Dispatch application does not have an employee training module. Alternatively, this requirement can be met with the HxGN OnCall Records Training Module.
4.4.009		CAD				Firearms qualification scores by date, officer, instructor, weapon	A		HxGN OnCall Dispatch application does not have an employee training module. Alternatively, this requirement can be met with the HxGN OnCall Records Training Module.
4.4.010		CAD		Y		List of all training attended by employee	A		HxGN OnCall Dispatch application does not have an employee training module. Alternatively, this requirement can be met with the HxGN OnCall Records Training Module.
4.4.011		CAD		Y		Location of training courses	A		HxGN OnCall Dispatch application does not have an employee training module. Alternatively, this requirement can be met with the HxGN OnCall Records Training Module.
4.4.012		CAD		Y		Search training records of employees	A		HxGN OnCall Dispatch application does not have an employee training module. Alternatively, this requirement can be met with the HxGN OnCall Records Training Module.
4.4.013		CAD		Y		At a minimum, have RMS system components or modules for employee training that cover: employee name & information,	A		HxGN OnCall Dispatch application does not have an employee training module. Alternatively, this requirement can be met with the HxGN OnCall Records Training Module.

Bidder Name: Hexagon Safety, Infrastructure, & Geospatial

Organization	Blank	Area	Mandatory Yes	Required Yes	Desired Yes	Description	Response Yes/No/Alt	Module	Comments
4.4.014		CAD		Y		At a minimum, have RMS system components or modules for employee training that cover: training certification generation,	A		HxGN OnCall Dispatch application does not have an employee training module. Alternatively, this requirement can be met with the HxGN OnCall Records Training Module. Authorized report authors with Microsoft Report Builder and Power BI can build these reports against a replica of the OnCall Records database. Hexagon assumes this will be done by the agency's report writers.
4.4.015		CAD		Y		At a minimum, have RMS system components or modules for employee training that cover: training course tracking & searching,	A		HxGN OnCall Dispatch application does not have an employee training module. Alternatively, this requirement can be met with the HxGN OnCall Records Training Module.
4.4.016		CAD		Y		At a minimum, have RMS system components or modules for employee training that cover: roster creation & searching,	A		HxGN OnCall Dispatch application does not have an employee training module. Alternatively, this requirement can be met with the HxGN OnCall Records Training Module. Courses can be created to teach CAD employees how to create lineups and searching capabilities within the OnCall Dispatch suite.
4.4.017		CAD		Y		At a minimum, have RMS system components or modules for employee training that cover: training reports	A		HxGN OnCall Dispatch application does not have an employee training module. Alternatively, this requirement can be met with the HxGN OnCall Records Training Module. The agency can create courses to teach CAD employees how to create reports within the OnCall Dispatch suite. Authorized report authors with Microsoft Report Builder and Power BI can build these reports against a replica of the OnCall Records database. Hexagon assumes this will be done by the agency's report writers.
4.4.018		CAD		Y		At a minimum, have RMS system components or modules for employee training that cover: certification reports;	A		HxGN OnCall Dispatch application does not have an employee training module. Alternatively, this requirement can be met with the HxGN OnCall Records Training Module. Authorized report authors with Microsoft Report Builder and Power BI can build these reports against a replica of the OnCall Records database. Hexagon assumes this will be done by the agency's report writers.
4.4.019		CAD		Y		At a minimum, have RMS system components or modules for employee training that cover: Qualifications	A		HxGN OnCall Dispatch application does not have an employee training module. Alternatively, this requirement can be met with the HxGN OnCall Records Training Module.
4.4.020		CAD		Y		At a minimum, have RMS system components or modules for employee training that cover: Certifications	A		HxGN OnCall Dispatch application does not have an employee training module. Alternatively, this requirement can be met with the HxGN OnCall Records Training Module.
4.4.021		CAD		Y		At a minimum, have RMS system components or modules for employee training that cover: Pre-expiration notification	A		HxGN OnCall Dispatch application does not have an employee training module. Alternatively, this requirement can be met with the HxGN OnCall Records Training Module. Courses can be created to teach CAD employees how to create setup notifications within the OnCall Dispatch suite.
4.4.022	Blank								
5						**RMS**			
5.1						**General**			
5.1.001	Blank								
5.1.002		General		Y		Dashboard reporting capability	A	HxGN OnCall Analytics | Data Models & Reports with Power BI	This can be met with HxGN OnCall Analytics | Records Data Models & Reports and Power BI Desktop.

RFP 22-115, City of Alpharetta Public Safety Computer Aided Dispatch and Records Management System

Bidder Name: Hexagon Safety, Infrastructure, & Geospatial

Organization	Blank	Area	Mandatory Yes	Required Yes	Desired Yes	Description	Response Yes/No/Alt	Module	Comments
5.1.003		General		Y		Mapping capabilities to plot report information which is associated with locations onto a map from within the RMS/CAD modules. Ex. Calls, photographs, persons, businesses etc.	Y		This is based on customer-defined map layers.
5.1.004		General		Y		Geo-Verified locations shall validate against departmental map layers - reporting areas , beat, zone	Y		This is based on the customer-configured map data source and configured Address Service(s).
5.1.005		General		Y		Provide mobile environment including dispatching and CAD data	Y		
5.1.006		General		Y		Provide mobile reporting and RMS	Y		
5.1.007		General		Y		Provide the capability to access CAD information from RMS	Y		
5.1.008		General		Y		Performance dashboards and user configurable displays are user generated and defined	N		
5.1.009		General		Y		Provide abilities to generate hot spot analysis within the program	Y	HxGN OnCall Analytics | Data Models & Reports with Power BI	
5.1.010		General		Y		Provide cross link capabilities between intel resources, reports, master name, location, etc.	Y		
5.1.011		General		Y		Capable of operating on a iOS and Android platform	Y		Hexagon clarifies this can be met by using Google Chrome on large iOS and Android tablets. Detailed specifications can be found on page 1 of Attachment A - System Configuration Diagram.
5.1.012		General		Y		Capable of attaching any electronic media to any record	Y		
5.1.013		General		Y		Capable of capturing unlimited narrative text	Y		
5.1.014		General		Y		Should support a public information option to display agency selected information such as incident reports, crash reports, including incident and crash locations on a map, and of wanted subjects.	A	HxGN OnCall Records | Citizen Portal	Only incident and crash data will be able to be queried through the public-facing portal. The query will provide a list of incidents or accidents within a requested time frame. The actual incident or accident report will not be provided as part of this function. There will be the ability to map the data returned as part of the query.
5.1.015		General		Y		Support report building function must have an intuitive graphical personnel/user interface that does not require knowledge of programming or scripting languages, syntaxes, etc.	Y	HxGN OnCall Analytics | Data Models & Reports with Power BI	
5.1.016		General		Y		Support a library of pre-built reports that can be run from within each module.	Y	HxGN OnCall Analytics | Data Models & Reports with Power BI	
5.1.017		General		Y		Required field capabilities	Y		Hexagon clarifes that OnCall Records has the ability to set fields as mandatory. Hexagon assumes "Required field" is mandatory functionality.
5.1.018		General		Y		Must use a master name concept sharing a database with the CAD that contains all information collected on a person or business, as well as all associated activities, in a single master name record.	N		OnCall Dispatch and OnCall Records use two separate databases, not 1 MNI.
5.1.019		General		Y		Should allow for Soundex search on both full or partial names and aliases.	Y		
5.1.020		General		Y		Should provide for master name and file search.	Y		
5.1.021		General		Y		Must allow for multiple personnel/users to be logged onto the system and use applications simultaneously.	Y		
5.1.022		General		Y		Must eliminate the need to duplicate any information already entered for a person or business elsewhere.	Y		
5.1.023		General		Y		Must fully integrate with CAD	Y		The Calls for Service module contains all data related to CAD events.
5.1.024		General		Y		Must provide for the editing and merging of duplicate master names, retaining all information entered under multiple records for the same person or business, to include digital images.	Y		
5.1.025		General		Y		Must use 24-hour time for all time entries and logs	Y		
5.1.026		General		Y		Updates work seamlessly for users	Y		
5.1.027		General		Y		Personnel/users must be able to view any generated reports on screen, print to a paper copy, or save as a PDF file.	Y		
5.1.028		General		Y		Systems should record which reports have been run by personnel/user, and whether the reports were viewed on-screen, or exported via printing or PDF file save.	A		Hexagon clarifies the system time stamps when reports are run; however, not when viewed on screen.
5.1.029		General		Y		Should facilitate efficiency in data entry with such features and functionality as the ability to perform functions with minimal keystrokes, the use of controls with drop-down menus, etc.	Y		
5.1.030		General		Y		Should support personnel/user entry of all required fields on a screen, saving of data, and return later to enter and save additional data.	Y		
5.1.031		General		Y		Should validate data that is entered based on field type and alert the user when data has been entered in an incorrect format.	Y		
5.1.032		General		Y		Provide a Workflow Utility that allows a Department, to document approval workflow paths for RMS modules	Y		
5.1.033		General		Y		Provide the capability for a user, upon logging in, to view any outstanding workflow items awaiting their action.	Y		
5.1.034		General		Y		Real Time Texting indicator. Ex: "bbolin is typing..." or other way of acknowledging multiple users accessing same report.	A		Hexagon clarifies that OnCall Records notifes the user that the record is being edited, and others cannot access the record when that is happening. Alternatively, users can create supplements while it is being edited.
5.1.035		General		Y		Provide for master name, occupancy, property, vehicle database	Y		Hexagon clarifes that OnCall Records has Master Name, Master Property, Mater Location, and Master Vehicle indices.

RFP 22-115, City of Alpharetta Public Safety Computer Aided Dispatch and Records Management System

Bidder Name: Hexagon Safety, Infrastructure, & Geospatial

Organization	Blank	Area	Mandatory Yes	Required Yes	Desired Yes	Description	Response Yes/No/Alt	Module	Comments
5.1.036		General		Y		Provide for system search	Y		
5.1.037		General		Y		Provide the ability to link all records (Ex. Arrest, Incident, Property, Master Vehicle, Citation)(Alarm, Permit)	Y		
5.1.038		General		Y		Emergency Management reporting, time , type etc.	Y	HxGN OnCall Analytics | Data Models & Reports with Power BI	
5.1.039	Blank								
5.2						**Administration**			
5.2.1						**Records Module or Capability**			
5.2.1.001	Blank								
5.2.1.002		Records		Y		Officers scan items into report	A		Hexagon clarifes officers can attach photos, files, etc. to reports
5.2.1.003		Records			Y	Records unit public chat capability on website or portal	N		
5.2.1.004		Records		Y		Integrating other reports, false alarms etc.	A		Authorized report authors with Microsoft Report Builder and Power BI can build these reports against a replica of the OnCall Records database. Hexagon assumes this will be done by the agency's report writers.
5.2.1.005		Records		Y		Pay system tied to finance	N		Hexagon requires more information in order to bid this interface. Hexagon welcomes further discussion with the City regarding this requirement.
5.2.1.006		Records		Y		Auto policy for juvenile complaint form	N		Hexagon would require more information to respond to this requirement. Hexagon welcomes further discussion with the City.
5.2.1.007		Records		Y		NIBRS behind the scenes	N		Hexagon clairifes that OnCall Records is NIBRS-compliant. However, Hexagon is unclear about what "behind the scenes" is referencing and would need more information regarding this requirement.
5.2.1.008		Records		Y		NIBRS reporting	Y		Hexagon has proposed Federal/GA NIBRS to meet this requirement.
5.2.1.009		Records		Y		permit applications with electronic signature and touch screen and online version	Y		
5.2.1.010		Records			Y	Permits issued electronically - GA DL system	N		Hexagon has provided interface costs for all Required/Mandatory interfaces. Hexagon has experience interfacing to these types of systems, but would like to have an in-depth discussion regarding interface requirements including workflow/data expectations in order to price Desired interfaces.
5.2.1.011		Records		Y		Software should provide for generic permits including printing of permit ID cards	Y		
5.2.1.012		Records			Y	Bike Registration Module	Y		
5.2.1.013		Records		Y		Should capture vacation house check and extra patrol request information from public	Y	HxGN OnCall Records | Citizen Portal	This will be done in the incident entry form of the citizen portal as an offense type.
5.2.1.014		Records		Y		Should provide a public facing portal similar to P2C. Describe this feature and associated process.	Y	HxGN OnCall Records | Citizen Portal	The ability to enter Incident related reports through the portal will be provided. The agency can configure the type of offense allowed for things such as housing checks.
5.2.1.015		Records		Y		Certification stamp on public records	N		
5.2.1.016		Records		Y		Vacation House checks form public portal online form, records approves, put into RMS.	Y	HxGN OnCall Records | Citizen Portal	This will be done in the incident entry form of the citizen portal as an offense type.
5.2.1.017		Records	Y			Redacting by records unit	Y		
5.2.1.018		Records	Y	Y		Electronically submit NIBRS reporting information to GBI - GBI Compliant. Explain this process.	Y		Hexagon has proposed Federal/GA NIBRS to meet this requirement. Once Incident/Arrest data is entered and verified in OnCall Records, data can then be made available for the NIBRS Reporting Client through data transfer to the NIBRS database. NIBRS validations are prompted to the user creating the report for them to correct during the report creation. The system also validates each incident prior to the submission to the state and allows personnel with the correct permissions to resolve the errors or notify the original report writer of the need to resolve issues.
5.2.1.019		Records		Y		Appointment Scheduling various calendars	N		Hexagon would need more information in order to respond to this requirement.
5.2.1.020		Records		Y		Subpoena system integrated into case number through the master system and searchable. Check box on the case for subpoena that notifies officer and creates warning at user defined level.	Y		The agency can add fields in the Court Documents module to do this workflow.

Bidder Name: Hexagon Safety, Infrastructure, & Geospatial

Organization	Blank	Area	Mandatory Yes	Required Yes	Desired Yes	Description	Response Yes/No/Alt	Module	Comments
5.2.1.021		Records		Y		Check box to restrict offenders name	Y		OnCall Records has a public report function that supports this.
5.2.1.022		Records		Y		List of specific crimes to make sure certain records don't go on public portal	Y	HxGN OnCall Records | Citizen Portal	The Citizen Portal query capabilities will query a data repository that the agency can configure what data elements they allow to be accessible within the main incident table itself.
5.2.1.023		Records		Y		Name candidating process make it simple	Y		
5.2.1.024		Records		Y		shall contain a search function for each module.	Y		
5.2.1.025		Records		Y		software should have the ability to lock cases for confidentiality and assign specific officers to have access. This capability should be by rights only	Y		
5.2.1.026		Records		Y		System checks for submitted/ attached docs	N		
5.2.1.027		Records		Y		Ability to search the warrants list with subjects in the Master Name Record.	Y		
5.2.1.028		Records		Y		Display an alert whenever the name of a wanted party is entered anywhere in the RMS/CAD.	Y		This can be done in OnCall Records via the Master Name module. In OnCall Dispatch this is done when the user runs a query with Informer.
5.2.1.029		Records		Y		Support the ability to enter and maintain detailed information about warrant records.	Y		
5.2.1.030		Records		Y		Warrant functionality shall update Public Facing portal	N	HxGN OnCall Records | Citizen Portal	The ability to enter warrants through the public portal is not included. The public portal will only provide the ability to view a list of active warrants and associated data elements configured by the agency.
5.2.1.031		Records		Y		Warrants list must support the attachment of multiple digital images, files, PDF files to each warrant.	Y		
5.2.1.032		Records		Y		Software should have the ability to assign tasks to officers through an case management dashboard	Y		
5.2.1.033	Blank								
5.2.2						**Evidence and Property Module or Capability**			
5.2.2.001	Blank								
5.2.2.002		Evidence	Y			Provide an Evidence and Property module	Y		
5.2.2.003		Evidence		Y		Provide the capability to record, process, track, and audit evidence	Y		
5.2.2.004		Evidence		Y		Able to generate an audit report	Y		
5.2.2.005		Evidence		Y		Able to attach files to evidence/property records such as images.	Y		
5.2.2.006		Evidence		Y		Print copy mobile to leave with seized property	A	HxGN OnCall Analytics | Data Models & Reports with Power BI	Authorized report authors with Microsoft Report Builder and Power BI can build these reports against a replica of the OnCall Records database. Hexagon assumes this will be done by the agency's report writers.
5.2.2.007		Evidence		Y		Provide the capability to add, append, delete, transfer, or modify specific items utilizing barcode functionality	Y		
5.2.2.008		Evidence		Y		Provide the capability to capture NCIC entry information and date for Property record.	Y		Hexagon has proposed an RMS Interface to NCIC to meet this requirement. Refer to attachment E in the Technical Proposal for details and assumptions.
5.2.2.009		Evidence		Y		Provide the capability to create and search records	Y		
5.2.2.010		Evidence		Y		Provide evidence tracking and checklist include digital investigations	Y		
5.2.2.011		Evidence		Y		Support the capture of electron signatures (officer and others)	Y		
5.2.2.012		Evidence		Y		Provide an error notification when entering evidence and property	N		Hexagon would need more information to answer this requirement.
5.2.2.013		Evidence		Y		Link evidence record to any other record, Ex. Incident, Accident, Name, Location, etc.	Y		
5.2.2.014		Evidence	Y			Track disposition destruction orders	Y		
5.2.2.015		Evidence		Y		Triger destruction inquiry	Y		
5.2.2.016		Evidence		Y		API electronic court feed	N		Hexagon would need more information to include this court interface in its proposal.
5.2.2.017		Evidence		Y		Able to producing property release letter	Y		
5.2.2.018		Evidence		Y		Provide an Evidence Configuration for any each Category of Evidence as defined by the user	Y		
5.2.2.019		Evidence		Y		Provide the capability for the bulk update function, bulk disposal	Y		
5.2.2.020		Evidence		Y		Capture various data: Serial #, owner number, brand, make, model, color, description, value, unlit	Y		
5.2.2.021		Evidence		Y		Able to utilize user defined item groups (narc, cash, etc.) and be able move by group location.	Y		
5.2.2.022		Evidence		Y		Able to compare entered items to the database for previous or connected entries.	Y		
5.2.2.023		Evidence		Y		Provide a user defined color code type or disposition	Y		
5.2.2.024		Evidence		Y		Provide user defined location settings (vault, bin, DIG vault)	Y		
5.2.2.025		Evidence		Y		Track all activity for items.	Y		
5.2.2.026		Evidence		Y		Utilizes a bar code inventory system	Y		
5.2.2.027		Evidence		Y		Provide a scheduling system to pick up property	Y		
5.2.2.028		Evidence		Y		Automatic disposition reminders with unresponsive supervisor escalation	Y		

RFP 22-115, City of Alpharetta Public Safety Computer Aided Dispatch and Records Management System

Bidder Name: Hexagon Safety, Infrastructure, & Geospatial

Organization	Blank	Area	Mandatory Yes	Required Yes	Desired Yes	Description	Response Yes/No/Alt	Module	Comments
5.2.2.029		Evidence	Y			Chain of custody status report	Y		
5.2.2.030		Evidence		Y		Able to generate user defined reports - destruction	Y	HxGN OnCall Analytics | Data Models & Reports with Power BI	
5.2.2.031		Evidence		Y		Records can be linked to any applicable record: name, vehicle, location, Incident, etc.	Y		
5.2.2.032		Evidence		Y		Released to name field tied to master name	Y		
5.2.2.033		Evidence		Y		System pulls initial report, narrative, property together	Y		
5.2.2.034	Blank								
5.2.3						**Logistics Module or Capability**			
5.2.3.001	Blank								
5.2.3.002		Logisitcs		Y		Record and track inventory of fleet vehicles	Y		
5.2.3.003		Logisitcs		Y		Record maintenance records	Y		
5.2.3.004		Logisitcs		Y		Record registrations	Y		
5.2.3.005		Logisitcs		Y		Track and record fleet assignment and status	Y		
5.2.3.006		Logisitcs		Y		Provide the capability to record, track, and report on fixed assets	Y		
5.2.3.007		Logisitcs		Y		Ability to keep track of and alert of expiration of items with a shelf-life	Y		
5.2.3.008		Logisitcs		Y		Ability to keep track of each item to include on hand and reorder point has been reached.	Y		
5.2.3.009		Logisitcs		Y		Capability of maintaining a vendor database, to include which item(s) each vendor is capable of supplying	A		Hexagon clarifies this is not as a separate database, but vendor information is tracked with inventory in the HxGN OnCall Records database. Authorized report authors with Microsoft Report Builder and Power BI can build these reports against a replica of the OnCall Records database. Hexagon assumes this will be done by the agency's report writers.
5.2.3.010		Logisitcs		Y		Record, track, and report on employee issued equipment	Y		
5.2.3.011	Blank								
5.2.4						**Office of Professional Standards**			
5.2.4.001	Blank								
5.2.4.002		OPS		Y		Provide a Internal Affairs (IA) Investigations Module	A		OnCall Records does not have a specific IA module; however, the City can set up IA as a separate Agency and manage investigations independently.
5.2.4.003		OPS		Y		Provide the capability to capture Use of Force record.	Y		
5.2.4.004		OPS		Y		Provide the capability to capture Vehicle Pursuit record.	Y		
5.2.4.005		OPS		Y		Provide the capability to Employee Injury	N		Hexagon would need more information to answer this requirement.
5.2.4.006		OPS		Y		Provide the capability to record Citizen Complaints	Y	HxGN OnCall Records | Citizen Portal	The citizen complaint will be done in the incident entry form and import into the incident module using a complaint offense type.
5.2.4.007		OPS		Y		Provide the capability to provide user configurable Employee Early Warning record, report, and supervisor notification	N		Hexagon would need more information regarding this report and notification to answer this requirement.
5.2.4.008		OPS		Y		Analytical dashboards available for all OPS monitored activity	A	HxGN OnCall Analytics | Records Data Models and Reports	Hexagon clarifies this can be done alternatively with a report.
5.2.4.009	Blank								
5.2.5						**Training Module or Capability**			
5.2.5.001	Blank								
5.2.5.002		Training		Y		Provide a Field Training Officer (FTO) module	N		Hexagon would welcome further discussion regarding a custom interface to a third-party FTO application.
5.2.5.003		Training		Y		Able to manage and document a officers progress through the FTO process	N		Hexagon would welcome further discussion regarding a custom interface to a third-party FTO application.
5.2.5.004		Training		Y		Able to import and attach data from CAD/RMS to FTO training files	N		Hexagon would welcome further discussion regarding a custom interface to a third-party FTO application.
5.2.5.005		Training		Y		Able to include forms, such as Daily Observation Reports to file.	N		Hexagon would welcome further discussion regarding a custom interface to a third-party FTO application.
5.2.5.006		Training		Y		Support the ability to attach supporting documents of various file types to each course record.	Y		Hexagon clarifies users can attach files to records.
5.2.5.007		Training		Y		Support the ability to configure alerts and reports to indicate users whose training certifications are nearing expiration.	Y		
5.2.5.008		Training		Y		Support the ability to configure alerts and reports to indicate users whose training hours within user-configurable categories are below the required number of hours for specified time periods.	Y		

Bidder Name: Hexagon Safety, Infrastructure, & Geospatial

Organization	Blank	Area	Mandatory Yes	Required Yes	Desired Yes	Description	Response Yes/No/Alt	Module	Comments
5.2.5.009		Training		Y		Support the ability to create user-configurable reports from the training database.	A		Authorized report authors with Microsoft Report Builder and Power BI can build these reports against a replica of the OnCall Records database. Hexagon assumes this will be done by the agency's report writers.
5.2.5.010		Training		Y		Support the ability to enter and maintain training records.	Y		
5.2.5.011		Training		Y		Support the ability to export training reports in a variety of formats.	A		Authorized report authors with Microsoft Report Builder and Power BI can build these reports against a replica of the OnCall Records database. Hexagon assumes this will be done by the agency's report writers.
5.2.5.012		Training		Y		Support the ability to record and search training certifications.	Y		
5.2.5.013		Training		Y		Support the ability to view course history and total number of hours for all personnel sorted by user-defined categories.	Y		
5.2.5.014	Blank								
5.3						**Operations**			
5.3.1						**Reports Module or Capability**			
5.3.1.001	Blank								
5.3.1.002		Reports		Y		Provide a seamless system so that users are not required to copy and paste items from one module to another Ex Running tags	Y		
5.3.1.003		Reports		Y		Error notification in real time	Y		
5.3.1.004		Reports		Y		Error link takes the officer to the problem	Y		
5.3.1.005		Reports		Y		Be capable of recording Field Contacts and related information, time, date, location. reason, etc.	Y		
5.3.1.006		Reports		Y		FI and criminal trespass report entry	Y		
5.3.1.007		Reports		Y		Provide the capability of generating a TOW/ Impound record	Y		
5.3.1.008		Reports		Y		Contains juvenile information warning	Y		
5.3.1.009		Reports		Y		Report templates by type	Y		
5.3.1.010		Reports		Y		Provide for supervisor(s) approval	Y		
5.3.1.011		Reports		Y		Detailed areas for weapons, valuables, etc.	Y		
5.3.1.012		Reports		Y		Checklist templates (Ex. missing person)	Y		
5.3.1.013		Reports	Y			Be able to provide State mandated accident reporting.	Y		Hexagon has proosed an RMS Interface to GEARS to meet this requirement. Refer to attachment E in the Technical Proposal for details and assumptions.
5.3.1.014		Reports		Y		Provide for digital drawings	A		Hexagon has proosed an RMS Interface to GEARS to meet this requirement. Refer to attachment E in the Technical Proposal for details and assumptions. Hexagon assumes the City will use third-party Easy Street Draw to manually add digital diagrams as attachments.
5.3.1.015		Reports		Y		Provide for specialized supplemental to reports such as DUI	Y		
5.3.1.016		Reports		Y		Provide the ability for detectives and others to see report before approved	Y		
5.3.1.017		Reports		Y		Add diagrams and doc PDF's from field	Y		Hexagon clarifies users can attach files to Records reports.
5.3.1.018		Reports		Y		Add photos and video from the field	Y		Hexagon clarifies users can attach files to Records reports.
5.3.1.019	Blank								
5.3.2						**E-Citations Module or Capability**			
5.3.2.001	Blank								
5.3.2.002		Citations		Y		Provide an "e-Ticketing" solution allowing license scan, signature capture, and mobile printing	Y		Hexagon has proosed an RMS Interface to E-Citations to meet this requirement. Refer to attachment E in the Technical Proposal for details and assumptions.
5.3.2.003		Citations		Y		Provide an "e-Ticketing" solution allowing traffic tickets, traffic warnings, and citations / summons to be created electronically from desktop and mobile	Y		Hexagon has proosed an RMS Interface to E-Citations to meet this requirement. Refer to attachment E in the Technical Proposal for details and assumptions.
5.3.2.004		Citations		Y		Support the ability to search previous citation data.	Y		
5.3.2.005		Citations		Y		Support the ability to enter and maintain all information pertaining to traffic tickets, traffic warnings, and ordinance citations / summons.	Y		
5.3.2.006	Blank								
5.3.3						**Investigations Module or Capability**			
5.3.3.001	Blank								
5.3.3.002		s		Y		Ability to provide an audit trail of case file access.	Y		
5.3.3.003		s		Y		Ability to categorize case types (i.e., Crimes Against People, Crimes Against Property).	Y		

Bidder Name: Hexagon Safety, Infrastructure, & Geospatial

Organization	Blank	Area	Mandatory Yes	Required Yes	Desired Yes	Description	Response Yes/No/Alt	Module	Comments
5.3.3.004		s		Y		Ability to track funds expended for an investigation.	Y		
5.3.3.005		s		Y		Ability to track hours spent on an investigation.	Y		
5.3.3.006		s		Y		Ability to track hours spent on investigations activity by unit type.	Y		
5.3.3.007		s		Y		Provide the capability to generate departmental specific BOLO documentation	Y		
5.3.3.008		s		Y		Provide the capability to calculate a case solvability scores	Y		
5.3.3.009		s		Y		Provide the capability to interactive dashboard for case access and tracking	Y		
5.3.3.010		Investigations		Y		Provide for automated case assignment/ unable to investigate notification letter / email to victim	N		Hexagon clarifies this is not done automatically or by email. Authorized report authors with Microsoft Report Builder and Power BI can create a report (letter) against a replica of the OnCall Records database. Hexagon assumes this will be done by the agency's report writers.
5.3.3.011		s		Y		Provide the capability to record / track gang activity	Y		
5.3.3.012		s		Y		Provide the capability to record / track intelligence activities	Y		
5.3.3.013		s		Y		Provide the capability to link, generate, print line up records	Y		
5.3.3.014		s		Y		System search capable by crime type, method, common occurrences	Y		
5.3.3.015		s		Y		Should provide user defined status checks. (Ex. 45 day or user set status check)	Y		
5.3.3.016		Investigations		Y		API to evidence.com	Y		Hexagon has proosed an RMS Interface to Evidence.com to meet this requirement. Refer to attachment E in the Technical Proposal for details and assumptions.
5.3.3.017		s		Y		Attach pictures, audio, and video	Y		
5.3.3.018		s		Y		Flag for public disclosure	Y		
5.3.3.019		s		Y		Receive case status from DA	Y		
5.3.3.020		Investigations		Y		Allow supervisors to review incoming incident reports and assign them as cases for investigation to specific investigators using the case management feature.	Y		
5.3.3.021		s		Y		Support ability to view case status, disposition, solvability factors, both current and historical.	Y		
5.3.3.022		s		Y		Support maintaining a list of current cases under investigation and their statuses.	Y		
5.3.3.023		Investigations		Y		Support the ability to send reminder messages or notifications to appropriate personnel when a case is updated or supplemental reports are added to cases.	Y		
5.3.3.024		Investigations		Y		Support the ability to track assigned and unassigned cases, to search and track cases by status, investigator assigned, unit assigned, supervisor assigned.	Y		
5.3.3.025		Investigations		Y		Support the addition of case investigation notes which are associated only with the case management entry and not included in the RMS incident report.	Y		
5.3.3.026		s		Y		Support the attachment of digital images, documents, files.	Y		
5.3.3.027		s		Y		Support use by a supervisor to review their subordinate investigator's progress on investigations.	Y		
5.3.3.028		Investigations		Y		Support the ability to create tasks associated with a case and assign the tasks to specific users (i.e. review lab report, review surveillance video, etc.).	Y		
5.3.3.029		Investigations		Y		Support user defined templates.	Y		Hexagon clarifies that authorized users can define templates.
5.3.3.030		s		Y		Support custom alerts for cases under investigation.	Y		
5.3.3.031		s		Y		Track cases by assignment and status	Y		
5.3.3.032		Investigations		Y		User assigned closure status (Inactive, Inactive pending warrants)(clear by arrest; arrest warrants, search warrants, criminal histories)(Ex clear; Not cooperating initial/later, deceased w/ autopsy or death cert, convicted elsewhere w/sentence)(Unfounded, through investigative process)	Y		
5.3.3.033		s		Y		User forms (Initial report, Investigator supplement, Relevant documentation (Ex. ME), Witness Statement)	Y		
5.3.3.034	Blank								
5.3.4						**Real Time Crime Center Module or Capability**			
5.3.4.001	Blank								
5.3.4.002		RTCC		Y		Single pain of glass concept.	Y	HxGN Connect	Hexagon has included HxGN Connect in its proposal to meet this requirement. For more information, please refer to Attachment H - Additional Information in the Technical Proposal.
5.3.4.003		RTCC		Y		CAD agnostic	Y	HxGN Connect	Hexagon has included one connection to OnCall Dispatch in its proposal for HxGN Connect. Additional CAD connections will be at an additional cost.
5.3.4.004		RTCC		Y		Integrates with current and future cameras (Avigilon, FUSUS, Flock)	N	HxGN Connect	Hexagon has not currently included this in its proposal. Hexagon could bid this upon further discussion.

RFP 22-115, City of Alpharetta Public Safety Computer Aided Dispatch and Records Management System

Bidder Name: Hexagon Safety, Infrastructure, & Geospatial

Organization	Blank	Area	Mandatory Yes	Required Yes	Desired Yes	Description	Response Yes/No/Alt	Module	Comments
5.3.4.005		RTCC		Y		Integrates with social media feeds	Y	HxGN Connect	Hexagon has included HxGN Connect in its proposal to meet this requirement. For more information, please refer to Attachment H - Additional Information in the Technical Proposal.
5.3.4.006		RTCC		Y		Integrates with weather feeds and maps can provide weather overlay.	Y	HxGN Connect	Hexagon has included HxGN Connect in its proposal to meet this requirement. For more information, please refer to Attachment H - Additional Information in the Technical Proposal.
5.3.4.007		RTCC		Y		Allows for multi organization data sharing.	Y	HxGN Connect	Hexagon has included HxGN Connect in its proposal to meet this requirement. For more information, please refer to Attachment H - Additional Information in the Technical Proposal.
5.3.4.008		RTCC		Y		AVL integration	Y	HxGN Connect	Hexagon has included one connection to OnCall Dispatch | Tracker in its proposal for HxGN Connect. Additional AVL connections will be at an additional cost.
5.3.4.009		RTCC		Y		Multiple monitor view	Y	HxGN Connect	Hexagon has included HxGN Connect in its proposal to meet this requirement. For more information, please refer to Attachment H - Additional Information in the Technical Proposal.
5.3.4.010		RTCC		Y		Multiple location can be logged in.	Y	HxGN Connect	Hexagon has included HxGN Connect in its proposal to meet this requirement. For more information, please refer to Attachment H - Additional Information in the Technical Proposal.

Chapter 7 – System Testing and Acceptance

1. Describe the proposed approach to confirming requirements, determining modifications necessary to meet the City's specifications and then addressing those modifications.

Hexagon Response:

The City will be responsible for creating a Test Plan with Test Cases that will be used to validate and prove the functionality of the system. Modifications to core software requested by the customer and approved by Hexagon are addressed with Product Change Requests (PCRs). Each PCR is reviewed by our product management team to determine level of effort and regular communication provided to determine scope, feasibility, and timeline where applicable. These modifications will be tested in the same manner that other functionalities are tested during the Customer Functional Testing task.

2. Provide a comprehensive Acceptance Test Plan, or at a minimum, a sample of the plan that illustrates the process and parameters underlying its test approach, including, but not limited to:

- ***How each of the functional specifications in the RFP will be tracked, documented, and tested prior to System Application Component Acceptance and Final Acceptance.***
- ***How interfaces will be tested.***
- ***How System reliability will be tested.***
- ***How System performance and speed will be tested.***
- ***How the integration of System and System Components will be verified.***
- ***Remediation procedures for failed tests and found errors.***
- ***The delineation of testing tasks between the City and Offeror personnel.***

Hexagon Response:

Hexagon's Test Plan Methodology includes multiple levels of formal testing to include:

- Test Plan & Test Cases Development
- Functional Acceptance Test

Prior to system cutover to live operations, Hexagon will work in conjunction with Customer to conduct the Test Plan and Cases Development and Functional Acceptance Test.

Test Plan & Test Cases Development

During this task, the Customer will create a test plan ("Test Plan") with Test Cases. A Test Plan and Test Cases are essential for the Customer to be able to validate and prove the functionality of the Subsystem. Every software requirement (Benchmark Criteria) should have at least one Test Case; some Benchmark Criteria may have several Test Cases. The Customer will identify the Benchmark Criteria that correspond to the applicable Test Cases. A clear pass/fail criterion must be defined for each Test Case. The Test

Plan and Test Cases will be agency-specific and work-process driven with clear Pass/Fail criteria. Only the elements of the Test Plan and Test Cases conforming with the Benchmark Criteria shall be used in evaluating and testing the System. The Test Plan is the set of Test Cases that will serve as the basis of testing the fully configured Subsystem, including interfaces. However, the Customer will not need a fully configured Subsystem to create the Test Plan and Test Cases.

Hexagon will provide sample Test Cases to the Customer. Customer will review and can add additional site-specific scenarios and tests, as long as the scenarios and tests comply with Customer's original functional requirements. Upon return of the Test Plan, Hexagon will review all site-specific scenarios and tests added by Customer, and Hexagon and Customer will mutually agree upon the final Test Plan.

Functional Acceptance Test

Following installation of the Software and completion of Configuration Tasks, the Customer, with remote support from Hexagon, will conduct formal Final Acceptance Tests on each subsystem to verify that commands work as intended within Customer-developed test scenarios in the Test Plan.

The Customer will conduct Functional testing ("Testing Period"). Hexagon and the Customer will jointly document and track the results of each Test Case as either pass or fail.

Within five (5) business days of the end of the Testing Period, the Customer shall provide the Hexagon Project Manager a written report of any Blocker Errors encountered during Functional Testing ("Blocker Report"), if any. For any Blocker Error identified in the Blocker Report, the Customer shall provide the following information: a description of the Error and the steps used to reproduce it, the functionality tested when the Blocker Error was encountered, the manner in which the functionality was tested, and the outcome when the functionality was tested. If the Blocker Report is not provided to Hexagon within the time allotted, it is presumed Functional Testing was completed without any Blocker Error, and this Task is complete. The Customer may report Permissive Errors to Hexagon through Hexagon's Customer Resource Management (CRM) system, which will be addressed in accordance with the Agreement. The existence of a Permissive Error shall not preclude or be a condition of completion of any subsequent Tasks.

To the extent requested, Customer agrees to promptly respond to requests for additional information regarding the Blocker Error requested by Hexagon. Upon diagnosing the Blocker Error and validating the Error encountered meets the attributes of a Blocker Error, Hexagon resources shall resolve the Blocker Error accordingly. If the investigation determines the reported Blocker Error did not meet the attributes of a Blocker Error, then the reported Error will be reclassified in accordance with the levels provided in the Master Terms Glossary. Alternatively, if the investigation shows the reported Blocker Error was caused by Customer hardware, Network Infrastructure, or Third-Party Software not provided by Hexagon, or non-conformance with Hexagon provided specifications, then Hexagon will provide such information to the Customer for the Customer to resolve and the Blocker Error will be closed and regarded as complete.

As part of resolution efforts, Hexagon may provide a procedural or programmatic workaround, a configuration change, or provide an Update. Once the Blocker Error(s) is addressed, Hexagon will report to Customer the Blocker Error has been addressed and the Customer will have five (5) Business Days to execute its Test Plan ("Resolution Testing Period").

After the Functional Testing, Hexagon will enforce a code freeze. No configurations or modifications will be allowed to the System by Hexagon or Customer, except those required to resolve any Blocker Error. Upon addressing Blocker Errors, the System is a "Production Ready System." A Production Ready

System signifies completion of all configuration and joint testing tasks. At this point, Hexagon will enforce a System-wide code freeze. Any System/Subsystem modifications will be handled via Change Order.

Hexagon does not perform site-specific performance/reliability tests. This will be the responsibility of the City.

The City should note that Hexagon uses Azure Cloud to monitor performance in the following ways:

- Azure Application Insights
- Browser Developer tools

Additionally, Hexagon's managed service platform utilizes microservices across its platform. The microservices can send proactive alerts if an issue may be forthcoming. This aids in the prevention of downtime, as well. The managed service solution is monitored by Hexagon's Cloud Operations Team, who receive alerts and messages on cloud environment health from each customer.

Chapter 8 – Project Management

A. Project Management

1. Describe the Offeror's approach to managing an implementation of this magnitude. Address at a minimum the following components of project management:

a. Project communications

b. Project planning

c. Schedule management

d. Issue management

e. Scope management

f. Risk management

Hexagon Response:

Hexagon follows the Project Management Methodologies set forth by the Project Management Institute. Our PMO ensures all projects go through a review for applicable implementation of the PMBOK's 42 processes for project management and when applicable, ITIL's 23 processes for IT service management, all while maintaining compliance with ISO 9001:2015. Our PMO ensures that these standardized processes are in place for total project management from managing risks, to planning schedules, to managing communications, to delivering services, and more.

The Project Manager has the overall authority and responsibility for managing and executing this project according to this approved Project Plan and its Subsidiary Management Plans. The project team will consist of personnel from the implementation group, quality control/assurance group, project delivery group, training group, and subcontract partners. The project manager will work with all resources to perform project planning. All project and subcontract management plans will be reviewed and approved by the project sponsor. Any delegation of approval authority to the project manager should be done in writing and be signed by both the project sponsor and project manager.

The project team will be a "matrix," meaning that team members from each organization continue to report to their organizational management throughout the duration of the project. The project manager is responsible for communicating with organizational managers on the progress and performance of each project resource.

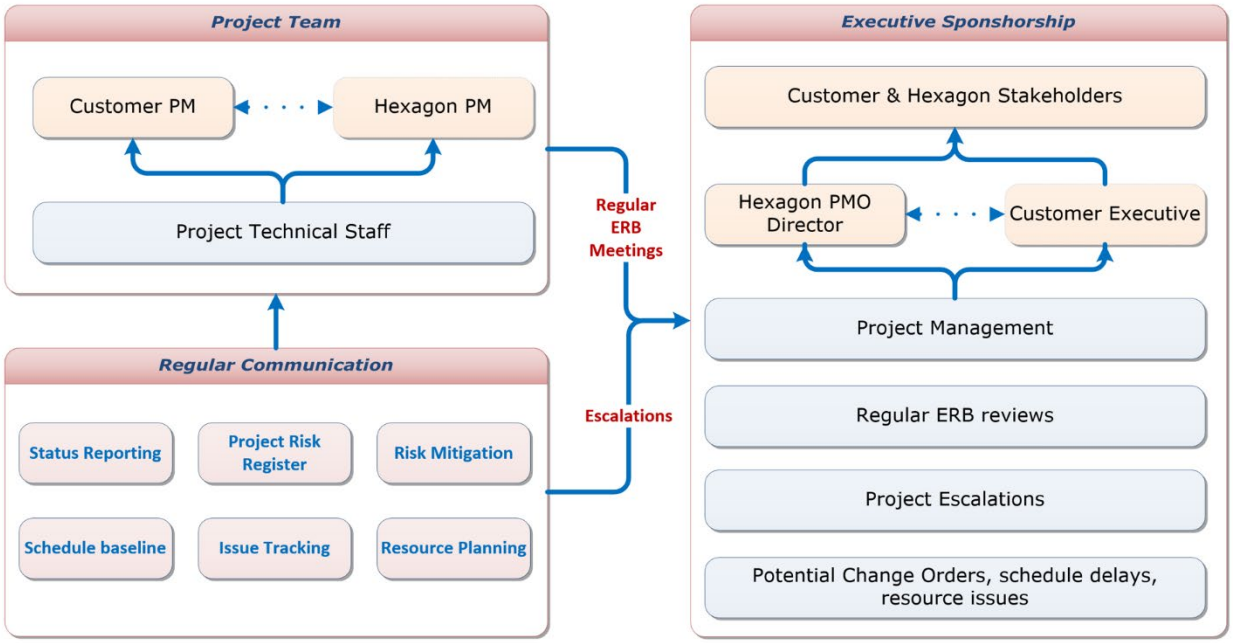
Hexagon's project management team responsibilities include the following:

- Creating a comprehensive baseline schedule, maintaining the schedule, updating completion status based on resources and actuals, and managing the Project with the Customer
- Maintaining project communications with the Customer's Project Manager through multiple means such as email, telephone calls, etc.
- Managing the efforts of the Hexagon staff and coordinating Hexagon's activities with the Customer's Project Manager

- Providing agendas in advance of all scheduled meetings, unless mutually agreed that an agenda is not necessary
- Monthly Project Status Meetings and Formal Status Reports – Once a month, a comprehensive Status Meeting is held and a formal Status Report is submitted, documenting project progress during the past month and listing upcoming activities and events. In addition, both teams jointly review the program schedule, identify and assess risks, and discuss any outstanding issues
- Project Management Weekly Status Meetings – During a weekly teleconference, both Hexagon and the City will review a rolling three-week plan that addresses:
  - Tasks completed during the previous week, including the identification of any unfinished tasks and corrective actions or recovery plans
  - Tasks scheduled to be completed during the upcoming week to ensure that responsibilities and deliverables are clearly understood
  - Tasks scheduled for the following week to ensure that appropriate preparations are made to line up resources and synchronize dependencies
- Summary Status Meetings – When Hexagon technical staff is on site conducting Build and Configure Workshops, a Summary Status Meeting with relevant City technical personnel will be held each working day to ensure that the technical personnel involved understand the goals associated with the daily activities, upcoming tasks, and that progress is tracked
- Responding to issues raised by the Customer's Project Managers
- Preparing and submitting biweekly status reports which include: the accomplishments of the previous month, planned activities, and an updated Project Schedule
- Preparing and submitting project Change Orders to the Customer's Project Manager
- Ensuring Hexagon personnel have ample time, resources, and expertise to carry out their respective tasks and responsibilities

Communication Management

To ensure successful delivery of the project in accordance with the schedule, regular communications and an escalation path is needed, as depicted below. This communication plan also includes providing status updates to each party's Project stakeholders.



Schedule Management

Hexagon prides itself on working and succeeding in a challenging and consequential industry. Projects of this nature involve both parties performing a variety of tasks that are dependent upon one another. With that type of relationship and the number of tasks involved, from time to time delays occur. However, Hexagon has a proven track record of working with its customers to navigate and overcome those challenges to successfully implement its public safety software solutions.

Issue Management

As a vendor with vast experience and capabilities, Hexagon employs best practices within its implementation and on-going support operations, and these practices represent the bid as described above. Lessons learned from implementations are reviewed in debriefs and a formal process improvement methodology is employed to continually hone processes and improve deployment successes. The implementation methodologies employed by Hexagon are based on many years of experience. Within a Best Practices framework, the Hexagon approach is flexible, geared for adaptability to the needs of the customer's agencies, with a strong emphasis on process/workflow analysis and assistance with gap identification and mitigation on the part of Hexagon. The Hexagon commitment to excellence in customer support is evidenced by the investment in state-of-the art customer support technology, such as the implementation of the CRM system.

Typically, all formal communications will occur between the Hexagon Project Manager and the City Project Manager. This communication will be either via email or written memorandum and will, at a minimum, describe in detail the issue, impact, and expected response date. Upon receipt, the receiving Project Manager, Hexagon or City, will acknowledge receipt via email. The Project Manager will assess the issue, solicit assistance from appropriate parties or resources, test, where appropriate, and respond back to the initiating Project Manager via email or written memorandum.

If the issue is not able to be resolved, the initiating Project Manager will notify the other Project Manager that the response is inadequate and needs to be escalated.

The escalation on the Hexagon side will go from the Hexagon Project Manager to the Hexagon Contract Manager. Communications between the City and the Hexagon Contract Manager will be accomplished via email or written memorandum with the Hexagon Project Manager copied.

The escalation on the City side will go from the Hexagon Project Manager to the City Project Sponsor / Contract Manager. Communications between Hexagon and the City Project Sponsor / Contract Manager will be accomplished via email or written memorandum with the City Project Manager copied.

Scope Management

Scope management is addressed via formal Change Request Orders. Requested tasks that fall outside of the negotiated contract as detailed in the Statement of Work can impact schedules and must be addressed via a formal Change Request Order. If a change request is needed, Hexagon will provide a description of the work to be performed and an estimate of the level of effort and additional costs. The Project Manager may approve and authorize the work to be performed subject to mutual execution of a change order by the City and Hexagon. The Statement of Work and Project Schedule are then adjusted accordingly.

Risk Management

Risk is a probabilistic estimate that an event will occur that has either positive or negative consequences for the project. It is composed of two parts: 1) the probability of occurrence and 2) the relative impact if the risk occurs. The purpose of establishing Hexagon's approach to risk is to provide a process for the identification, analysis, prioritization, and mitigation of project risks. The sections below define roles and responsibilities for participants in the risk management process, the risk management activities to be completed, and the techniques used for tracking and monitoring risks.

Roles and Responsibilities

In addition to other duties, the Hexagon project manager acts as the project risk officer. As such, the project manager oversees the risk management process by doing the following:

- Facilitating risk identification
- Assigning risk items to team members
- Coordinating analysis activities and the prioritization of risks
- Ensuring mitigation strategies and action plans are in place
- Maintaining the project's risk register
- Monitoring and controlling risk

The project manager assigns each risk to a project team member who assesses the exposure and probability for the risk and reports the results of the analysis to the project manager. The team member to whom the risk item is assigned becomes the "owner" of the risk item. The risk owner is also responsible for developing a mitigation plan for the risk, which must be approved by the project manager. The risk owner is also responsible for executing the mitigation plan and providing status reports to the project manager.

Risk Management Process

The Hexagon Risk Management process is composed of risk identification, risk analysis and prioritization, risk mitigation planning, and risk monitoring and control.

Risk identification occurs at the beginning of the project and continues on an ongoing basis. It is the responsibility of all team members and stakeholders to identify potential risk.

At the beginning of the project, the Hexagon Project Manager will work to build a list of potential risk items and then coordinate with the Customer Project Manager so that they can be discussed during the initial Kickoff Meeting. The risk items for the project will be documented in a Project Risk Register. The Project Risk Register is an Excel spreadsheet that contains information about each risk. Any identified risks are added to the risk register for further analysis. It is the Hexagon Project Manager's responsibility to assign a risk owner to be responsible for completing the initial analysis and mitigation strategy.

During the project life cycle, the Hexagon Project Manager will publish the list of risk items that are being monitored and the status of each. This clear communication of risks will allow the entire project team (both Hexagon and Customer) the ability to track and minimize each risk item.

After the risk analysis has been reviewed and approved by the Project Manager, all risk items will be prioritized and a risk mitigation strategy developed as appropriate. Hexagon conducts internal project reviews at specific periodic intervals throughout the lifecycle of each project. An in-depth review of each project risk is part of each project review. Each project review is conducted by the Project Manager and provides an objective assessment of each risk and the associated risk mitigation plan. If the overall project risk is assessed as medium or high, then the frequency of the internal Hexagon risk review is increased as appropriate to better mitigate the risk to the project.

In addition to the internal Hexagon risk review process, the Project Manager will incorporate project risks into the risk section of the Monthly Progress Report submitted to the Customer. During each monthly status review, the Project Manager will review each risk with the Customer to ensure that all team members are working toward a mutually agreeable mitigation plan.

Following Hexagon and the Customer's review and mutual agreement on the status of each project risk, a risk mitigation status may be assigned. All risks with an active status (open, monitor, accepted, in process) are contained in the primary risk worksheet within the Project Risk Register. All closed risks are retained in a separate worksheet as reference material.

Project Quality Control and Assurance

Hexagon applies a multi-faceted approach to Project Quality Control. Each Hexagon project is involved in one or more of the following project quality control processes as applicable:

- Bi-Weekly Risk Management Meetings
- Monthly Public Safety Operations Executive Reviews
- Periodic Project Reviews

Bi-Weekly Risk Management Meetings

Bi-Weekly Risk Management meetings are held by Hexagon Public Safety Operations management and Hexagon Public Safety Product Center management. The focus of the meeting is to briefly review project

issues that require management support for resolution and/or risk mitigation and to discuss the status of the associated action plan.

Monthly Public Safety Operations Executive Reviews

The monthly Public Safety Operations Executive Review meeting is held by the Hexagon project manager and attended by the Hexagon Public Safety Operations management team to review overall project status. This is an in-depth and comprehensive review designed to reduce risk for all large projects.

Periodic Project Reviews

Hexagon conducts detailed project reviews at periodic intervals throughout the lifecycle of each project. Project reviews are designed to provide an in-depth assessment of the project, thereby reducing project risk, improving project quality, promoting best practices, and improving overall customer satisfaction.

For each project, check points are established at contract award that coincide with key events in the project schedule. At each project checkpoint, the following activities occur:

- Project documentation is reviewed (i.e. action register, risk register, contract documentation, and so forth)
- Interviews are conducted with each Hexagon team lead
- The Hexagon project manager is interviewed
- The Project Risk Register is updated
- The Hexagon project manager action list is updated
- A Project Review Status Report is issued to the Hexagon program manager/project manager, the executive manager of the US Public Safety Project Management Office, and other Hexagon practice management, as appropriate for the project

If the overall project risk is assessed as medium or high, then additional Project Reviews are scheduled at an increased frequency as appropriate to better mitigate the risk to the project.

Hexagon is committed to an excellent and strict quality control program that has been approved by Lloyd's Register Quality Assurance to the following Quality Management System Standards: ISO 9001:2015. This Quality Management System ensures our:

- Operating policies and procedures are standardized
- Quality processes are repeatable and quality-driven
- Process improvements are continuous actions that are monitored to completion
- Performance meets and exceeds the clients' objectives

Quality Control

The quality control program of Hexagon is managed by a team of experts who are applying and maintaining our standard operation procedures to ensure our customers are receiving the highest quality services and software. Maintaining this level of control ensures the ultimate quality of our customized products and services.

Quality Assurance

Hexagon's policy is to provide quality work, services, and products that meet or exceed the expectations and requirements of our Clients. Hexagon is committed to continuous quality improvement through involvement of all personnel and Clients, in a systematic, logical process, to continually improve Hexagon's work practices and procedures.

Hexagon is committed to the development and implementation of our company-wide Quality Control Process. Our employees adhere to established objectives for continuous improvement, as well as a quality policy that focuses on Client needs and improved processes to meet our goals of providing exceptional quality in all our services. Management at all levels continually reinforces this commitment through communicating openly with employees about the importance of meeting all of Hexagon and our Clients' requirements.

The Hexagon Quality Control Process is implemented through the following key strategies:

- Development of a clear focus and emphasis on the Clients' needs and requirements
- Adoption of a management structure that engenders positive attitudes, encourages personal and technical development, and which rewards effort, integrity, and initiative
- Ongoing development and maintenance of an effective information and documentation system
- Encouragement of technology transfer and professional development by means of attendance at professional seminars and appropriate courses, encouragement of employees to participate in and lead national professional organizations representing their engineering specialty, and by dissemination and reading of technical papers published by other experts
- Commitment to a continuing recruitment program to attract and hire highly motivated professionals with appropriate qualifications and proven work skills.

2. Include a Statement of Work that breaks down the System implementation by tasks and delineates Offeror's and the City's responsibilities within each task. Tasks should include configuration, testing and interface development and deployment. Address project management services including creating and maintaining a detailed deployment plan, along with a detailed task list.

Hexagon Response:

Hexagon will provide a full statement of work upon contract selection.

3. Include an implementation project schedule that starts at contract signing. The schedule should describe tasks to be performed by the City as well as by the Offeror. The activity-level project plan should be submitted and should detail how the proposed solution is to be implemented.

Hexagon Response:

Hexagon will include a detailed project schedule upon contract selection. Similar projects of this size and scope are between 14 – 18 months.

Please refer to Attachment B for a list of project tasks the City can expect.

4. The implementation of a CAD/RMS system is likely to greatly alter the City's business practices, particularly as field-based personnel gain access to enhanced functionality. Describe the process by which the Offeror will work with the City to review current business processes and provide recommendations to improve overall officer efficiency by leveraging the functionality of the System.

Hexagon Response:

OnCall Dispatch

Hexagon will conduct a series of System Build workshops with the City in which many topics that affect business processes will be covered, including deployment and response plans, unit recommend, etc. Hexagon will advise the City during the workshops. Additionally, a series of configuration workshops will be held, in which the City will work with Hexagon to make configuration decisions. The goal of these workshops is to configure OnCall Dispatch to better align with City's workflows, intended graphical layout, and desired processes.

OnCall Records

Hexagon will conduct a Business Process Analysis (BPA) Workshop with the City's Records Core Team and SMEs in the planning stage of implementation. The BPA Workshop is an interactive workshop designed to document current processes that will need to be reviewed during configuration workshops.

The BPA Workshop will provide the City with a system and process overview to prepare for the upcoming Records Core Team training and subsequent configuration workshops where the Records Core Team will set up OnCall Records for production use. It is important to note that some current City processes may not be applicable to the new RMS, and adjustments will have to be made by the City's process and procedures to implement the COTS OnCall Records. This knowledge will be critical during the configuration workshops.

5. Describe the transitional phases of the project implementation and how knowledge is transferred from one of the Offeror's departments to another. Specifically, from Sales to Implementation and from Implementation to Support.

Hexagon Response:

During the past 33 years, Hexagon has developed a relevant and reliable system delivery method that incorporates the repeatable activities associated with any public safety project while maintaining the flexibility necessary to address each implementation individually. Hexagon's extensive experience providing public safety projects eases knowledge transfer between phases of the project. The test bed for Hexagon's Project Methodology has been worldwide, and our resulting approach and philosophy incorporates proven processes while focusing on the challenges of each customer.

Hexagon proposes this same methodology to configure, test, validate, and deploy a proven CAD and RMS solution for the City.

Hexagon segments implementation activities into the following phases: Initial Operating Capability and Final Operating Capability.

Initial Operating Capability (IOC) Phase

Planning and Initiation

During the process leading up to selection, the Customer and Hexagon may have shared information during a benchmark, requirements discussions, and questions and answers exchanges. Upon selection of Hexagon to implement the Customer's Project, the Hexagon negotiating team and the assigned Hexagon Project Manager, in tandem with the Customer representatives, negotiate the final contract and develop the SOW, the Project Schedule, and associated appendices.

Once the SOW has been executed the following activities occur:

- The Project Kickoff Meeting
- Reviewing the SOW with the Project Core Team to ensure a common understanding of the products contracted, the scheduled timelines, the resources required, and the contracted hours
- Drafting and updating the project schedule for Customer approval after Project Kickoff

Staging

During this phase, the Hexagon team conducts Cloud onboarding activities (data collection, validation, and creation of the Cloud Environment). Additionally, Hexagon installs and configures the virtual on-premise servers, as required. Typical staging tasks include:

- Cloud onboarding activities to include deploying the Cloud Application with all HxGN contracted hosted applications
- Providing the Customer with Credentials/License keys to the Cloud Program

Once Hexagon has provided the License Keys to the Customer, the Cloud subscription begins.

Final Operating Capability (FOC) Phases

Configuration

During Configuration, Hexagon will provide a series of configuration consulting workshops. This includes a system/training review for the setups that will be covered. The workshops focus on Hexagon providing consulting services to ensure the Customer has the tools they need to configure the Cloud Program.

Typical configuration tasks include:

- Configuration workshops for OnCall Dispatch, Mobile Unit, and OnCall Records
- VM server installation and configuration for supporting any on-premise products
- Interfaces configuration
- NIBRS installation and training

Deployment

Deploying the Cloud Program is divided into two (2) parts: training/testing and cutover.

It includes the delivery of the final contracted configuration followed by the Acceptance Test Plan and training agency representatives selected by the Customer to provide ongoing end-user training. Hexagon encourages customers to develop and maintain a team of on-site trainers who undergo hands-on instruction in product application and who develop the skills necessary to train others. This approach to training proves to be less costly and ensures that a number of knowledgeable users remain on-site to train future employees and/or to help system administrators analyze the source of a problem. Formal Train-the-Trainer classes also serve to ensure that the system is operating as defined and that final adjustments are made prior to delivery to the end user community.

In addition, the Deployment Phase encompasses cutover to live operations. The Hexagon Team remains engaged throughout these processes.

Typical deployment tasks include:

- Acceptance Test Plan
- System code freeze
- Hexagon and Customer-led training
- Replicating Cloud Environments
- Cutover Plan creation
- Cloud Program Readiness Review
- Cloud Cutover to production
- Post-cutover support

Hexagon has proposed to implement a highly available hosted solution with the following environments: one production and non-production environment in the Microsoft Azure cloud. Hexagon's proposed solution will support cold disaster recovery.

Maintenance Phase

The Maintenance Phase represents a single on-going task that begins upon cutover. At this time, the project status transitions from an active implementation under the care of the assigned Hexagon Project Team to an active City installation supported by Hexagon's Customer Support Center.

6. Describe the process for institutionalizing City-specific knowledge to minimize the effects of Offeror employee turnover, particularly as pertains to support staff.

Hexagon Response:

From Hexagon's system administrator training to configuration workshops, Hexagon will be committed to ensuring the City has the know-how necessary to operate and administer their system. It will be important for the City to keep extensive documentation, such as a detailed train-the-trainer plan, along with the Hexagon-provided documentation.

B. Project Team

1. Identify the primary individuals who will be involved in the project and include the resumes of proposed personnel.

Hexagon Response:

Hexagon has nominated a "tentative" Project Team that represents the skills and experience of personnel likely to be assigned to the City's Project. However, Hexagon has numerous projects in various stages of completion, as well as numerous proposals in various stages of evaluation. Because the timeline associated with project evaluation, negotiation, and the schedule is subject to many variables, it is not possible to firmly identify individuals who will be available should Hexagon be selected for the City's Project. However, Hexagon commits to providing an experienced, professional Project Team that will ensure the City's Project success. At the time of award, Hexagon will select the appropriate Project Team based on availability, experience, nature of the requirements, and input from the City. Once in place, Hexagon agrees that key personnel will remain assigned to the City's Project unless unavailable due to death, illness, disability, or termination of the employment relationship.

Hexagon thereby proposes the following individuals for the City's Project.

- Project Manager – Scott Fisher
- CAD Implementation Lead – Bruce Cunningham
- CAD Technical Lead – Ryan Lytus
- CAD Training Lead – Lisa Pearce
- Mobile/Interfaces Implementation Lead – Adam Chandler
- Mobile/Interfaces Technical Lead – Joe Saalfeld
- RMS Implementation Lead – Kirt Fulcher
- RMS Technical Lead – Todd Palmer
- RMS Training Lead – Tammy Barger

Resumes for the above individuals are included with this proposal as Attachment C.

2. Identify a project manager who will be the primary point of contact for the duration of the project through formal project acceptance.

Hexagon Response:

Please see Hexagon's response to item 1 above.

3. Any personnel working on the project may be subject to a background investigation before being allowed to work with the City on the proposed system. Is there any reason that Proposer would object to this condition of the Contract?

Hexagon Response:

Hexagon makes every attempt for its employees to maintain CJIS compliance.

Upon Customer request, Hexagon personnel may undergo a criminal background check consisting of biographical information necessary to initiate an NCIC query and fingerprinting. To the extent Customer requires Hexagon personnel to undergo such criminal background check, Customer shall arrange for such criminal background check and fingerprinting and be responsible for all costs associated with the criminal background check and fingerprinting. Any remote personnel shall only be required to provide biographical information necessary to initiate a NCIC query and a fingerprint card completed by any law enforcement agency.

Hexagon requires employees conduct CJIS training every two years as required by the CJIS Security Policy. All employees who might view or touch protected data shall maintain a "CJIS Online" Level 4 training certificate. All employees who might view or touch protected data shall periodically take Hexagon internal training to specifically cover Hexagon security standards and practices as they apply to CJIS Security Policy.

4. Describe the process and actions available to the City should the assigned personnel not meet its performance expectations.

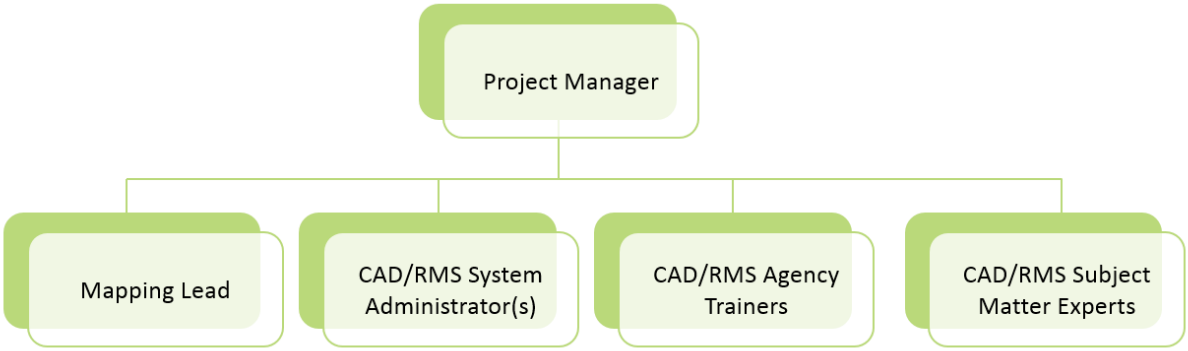
Hexagon Response:

In the unlikely event that Hexagon's assigned personnel does not meet the City's expectations, Hexagon will assign new personnel to work on the project. The City should note that personnel replacement will affect the project schedule and could impact the overall project duration. Hexagon will make every effort to minimize the impacts as much as possible. Hexagon prides itself on hiring world-class personnel to work on our customers' projects. Hexagon commits to providing an experienced, professional Project Team that will ensure the City's project success. At the time of award, Hexagon will select the appropriate Project Team based on availability, experience, nature of the requirements, and input from the City. Once in place, Hexagon agrees that key personnel will remain assigned to the City's project unless unavailable due to death, illness, disability, military service obligations, or termination of the employment relationship.

5. Provide a description of the City personnel required to implement the proposed system.

Hexagon Response:

CUSTOMER PROJECT CORE TEAM ROLES



Roles: As previously described for designated Hexagon roles, Hexagon encourages the Customer to combine project roles when possible, rather than attempt to assign static resources. This promotes the efficient use of personnel to meet project requirements. However, the Project Manager, System Administrator(s), and Mapping/GIS roles may each require an assigned resource for the duration of the project.

The City Project Manager provides a single point of contact for working with Hexagon and maintains sufficient authority within the project to make day-to-day decisions concerning the City personnel and material resources. In multi-agency implementations, the consortium of agencies should designate one Project Manager that represents all participating agencies.

The City Mapping Lead assumes responsibility for maintaining the master GIS database and graphics.

The City System Administrator(s) collaborates with Hexagon's Implementation Lead to configure the servers and interfaces and to define systemic operations such as backups, recovery, and archiving in addition to configuring the servers and interfaces. Following project closure, the designated System Administrator(s) becomes the point of contact for user questions/problems, for troubleshooting problems, and for acting as the liaison between the Hexagon Customer Support Center and their user community.

The Agency Trainers become the system experts that provide ongoing training for incoming personnel.

The City Subject Matter Experts provide agency information concerning specifications, workflow, and data definitions required to configure the system.

During the implementation process, Hexagon, its subcontractors, and the City work collaboratively and iteratively to design and build the configuration that best meets the City's needs within the bounds defined in the Statement of Work (SOW) as agreed upon during contract negotiations.

Chapter 9 – Training

Provide a training plan that describes the process of initial training, train-the-trainer, and ongoing training.

Hexagon Response:

Every Hexagon project for a Public Safety system includes the implementation workshops and training classes necessary to ensure that personnel operating and maintaining the Hexagon software have a full understanding and working knowledge of the system. To accomplish this goal, both workshops conducted in a consulting environment and formal training courses are provided to appropriate agency personnel.

Implementation Workshops

For new system implementations, Hexagon personnel begin the education and configuration process with agency personnel by conducting implementation workshops that involve installing the core system and building the necessary site specific data for the system to function properly, then configuring the system to meet the customer's workflow and operational needs. In an apprenticeship approach, the customer's System Administrator(s) and other key personnel will be introduced to system data requirements as well as data management and configuration tools, and will learn the steps necessary to organize and gather the data needed.

Customer personnel who attend these workshops should include the System Administrator, the Core Team, and other stakeholders as needed (Support Personnel, Command Staff, Trainers, Power Users).

Application Training

Application training includes courses that teach users in the proper use of the particular application, as well as administrators and other supporting personnel in the administration, configuration, and maintenance of the system.

The Train-the-Trainer approach is the most logical training solution for most large public safety projects. This method seeks to train the agency trainers and power users who learn all functions of each Public Safety application, as well as techniques for the best way to teach user-level employees.

Due to the vast functionality of the system, there may be some application commands or functions that may not be of benefit to the customer's operation. The Train-the-Trainer approach involves a level of consultation from Hexagon Implementation and Training personnel that permits the customer's Core Team, System Administrator(s), and Trainers to learn the full capabilities of the respective systems and determine what commands and/or functions within the system will be used as part of their operation. This Training Consulting will also provide the opportunity to support the customer team responsible for the design and development of the training curriculum, and make recommendations for customizations necessary to create a successful training program for users.

A soft copy of training documentation is provided to the customer's trainers, from which they are allowed to modify and customize as they see fit to meet their own training needs.

System Administration Training

Hexagon offers System Administrator level courses that provide the necessary training to persons who will be responsible for system configuration, support, and maintenance. There are also courses designed to teach the use of available configuration tools and techniques, as well as a site-specific administration and maintenance session designed around the customer's specific configuration.

Classroom and Facility Logistics

- For training classes, industry best practices dictate that the class size should not exceed 12 persons for trainer and user classes, and 6 for technical classes (system administrator and database level).
- Each classroom should have adequate workstations so students are allocated one workstation with necessary monitors.
- Each instructor must have a workstation with a minimum of two monitors. The instructor workstation must also have an LCD projector and adequate projection surface for each monitor.
- Class days are typically based upon 8-hour sessions per working day.
- Implementation workshops are conducted in a collaborative, workshop type environment; therefore, attendance limits and hardware needs are based upon the objectives of the workshop, as well as the facilities available.

Training Materials

Each student will receive a soft copy of all training materials for purchased classes in pdf format.

Ongoing Training

As part of active maintenance once the City is cutover to production use, Hexagon Customer Success offers monthly training webinars, which provide ongoing training, important tips and tricks, and product roadmaps – at no additional cost.

Customer Success also offers a full complement of training opportunities that can be quoted at additional cost which can take place on-site, at Hexagon's headquarters, or virtually.

Additionally, Hexagon recommends the City develop a customized training plan during implementation for training its end users that can continue to be updated and used as new employees come on board.

Chapter 10 – Support

1. Describe in detail the customer service philosophy of the Offeror.

Hexagon Response:

Hexagon develops and markets world-class solutions for Public Safety agencies and provides integrated solutions by combining Hexagon-developed software; third-party products, as required for the total solution; and alliances with quality subcontractors for products and services that Hexagon does not offer. Hexagon realizes the investment made in a Public Safety system and includes support as part of its Cloud Program. Hexagon provides full system support for the following:

- Hexagon-developed products
- Cloud services

Hexagon provides complete mission-critical system coverage by offering the following Program:

- **Cloud Services Support** — Commences at Cloud Program Start Date
- **Software Upgrades**
- **Customer Support Center**

Cloud Services Support

Cloud Services Support commences when the City has been provided licenses to the Cloud software and will continue for the duration of the subscription period. Hexagon requires the subscription fee to be paid annually in advance.

Software Upgrades

Hexagon software feature updates are released on a bi-annual basis for OnCall. Upgrades of Hexagon software and documentation are provided to customers via its Cloud subscription. As part of the proposed Cloud Services Support, the City is entitled to receive all updates and upgrades to the purchased Cloud Application(s) and Local Software that Hexagon makes available. Cloud Consulting Services may be necessary to upgrade or update interfaces on the local interface server (i.e. Xalt interfaces), which are not part of Cloud Services Support.

From time to time, Hexagon may notify the City through the Cloud Portal or support website (https://support.hexagonsafetyinfrastructure.com) that Hexagon has developed an upgrade or update for the purchased Cloud Application(s) and intends to deploy said update or upgrade, including any applicable third party software products. On the date specified in the notification, Hexagon will deploy the update or upgrade to the Cloud Development Environment for City testing and review, which the City shall complete within the time prescribed in the notification of the availability of the update or upgrade. In the event no material adverse effect is reported by Customer during that testing period, then on a subsequently specified date by Hexagon, Hexagon will, at its discretion, deploy the update or upgrade to City Cloud Environment for production.

All Hexagon software releases must pass a stringent quality assurance testing process before being released for customer use.

Customer Support Center

The Hexagon Customer Support Center is an integral part of Hexagon's Maintenance Program and is provided at no additional cost with the cost of a cloud subscription. The special support requirements for mission-critical Public Safety systems are met by providing the following:

- Toll-free access to Hexagon Customer Support Center resources
- "Always-available" support during Maintenance
- Response times monitored by priority
- A central single point-of-contact for all problems
- First level of direct support for all products purchased from Hexagon, including Hexagon software applications, third-party software/hardware, operating system software, database management system, development tools, report writers, productivity tools, networking software, and external interface software
- Problem resolution based on priority level

The main priority of the Hexagon Customer Support Center is to meet the needs of the customer when problems occur and to assist in keeping the system in operation and running smoothly. To that end, the Customer Support Center works problems in a priority order and the more information that can be provided when a problem is reported, the quicker a solution can be found. For the Customer Support Center to be able to expeditiously resolve problems, it is important that the customer's system administrator attempt to isolate the nature of the problem and determine if it is a hardware or software issue. It is also important that circumstances under which the problem occurs are thoroughly documented prior to reporting the problem.

When reporting an issue to Hexagon Customer Support, the customer initially determines the priority level of the problem and, following investigation, the priority level being raised or lowered, depending on the findings during problem investigation. The Customer Support Center has established the following priority levels for reported problems during Maintenance:

PRIORITY	PROBLEM DESCRIPTION
Level One	• Loss of data • Data corruption • Productive use prohibited • No workaround available • Aborts
Level Two	• Primary purpose compromised • Productive use significantly impacted

	• Workaround generally not available
Level Three	• Productive, but incomplete operation • Workarounds generally available
Level Four	• Productive, mainly cosmetic in nature • Workarounds or configurable options generally available

** Immediate - Without need to call back in most cases*

Priority Level One Errors that have no discernible workaround are escalated, when appropriate, to Hexagon Customer Support Management who participate in the decision-making and resolution process.

Helpdesk Procedures

Our Helpdesk is structured as a Tiered system. Tiered support:

- **Level 1 – Triage:**
  - Live helpdesk 24/7 – no recordings or callback numbers
- **Level 2 – Americas Support:**
  - 24/7 coverage with Premium Support
  - Out-of-the-box functionality support/software errors
- **Level 3 – Global Product Center Support:**
  - Core code support including Defects or Enhancements

In addition to telephone support, Hexagon offers electronic access to the Customer Support Center via the Hexagon Customer website. Hexagon eService allows our customers to:

- Report a new issue
- Update or monitor an outstanding issue
- Check on issues previously reported
- Search confirmed issues previously reported by other customers
- Search the Hexagon knowledge base
- Review Release Notes for products available to customers
- Review plans for upcoming releases

- Review certified environment information about released products or products that will be made available within the next 90 days

Hexagon uses a Customer Relationship Management (CRM) system for tracking technical support incidents reported by customers. First line support requests are logged into Hexagon's CRM System, whether the contact is made via a telephone call to the Customer Support Center or through the Hexagon eService website, and incidents are tracked throughout their lifecycle in the CRM System. The system is also used to track escalations and reports are run on a regularly scheduled basis to identify escalation problems. Support staff also use the CRM to review previously reported issues and Hexagon's knowledge base for searching existing problem/solution articles, as well as for accessing internal and external discussion forums. In addition, staff frequently uses teleconference to view customer workflows.

2. Describe the maintenance and support process.

Hexagon Response:

Please refer to item 1 above.

3. Does the Offeror support User Groups? Training Conferences? If so Include the cost associated with membership and/or annual conference fees for the recommended number of system administrators and/or "super users" in the cost proposal.

Hexagon Response:

At Hexagon you as a customer have a voice for product suggestions and enhancements. We solicit customer enhancement ideas through multiple forums including our Hexagon User Group Conference that is hosted by our users for our users. During this event, Hexagon presents several sessions to solicit customer feedback for product enhancement. Customers can also submit enhancement ideas through their Account Manager, who meets with development monthly to review enhancement requests. We also utilize our Service Portal for customers to submit product suggestions and promote those to development for review. Each enhancement is reviewed by our product management team to determine level of effort and regular communication provided to determine scope, feasibility, and timeline where applicable.

These services are included in the yearly cost of maintenance as outlined in the cost proposal.

Product Suggestions

The Hexagon goal is to establish a full and continuing partnership with the Customer. Hexagon believes that by working with our customers during a project, as well as maintaining ongoing relationships after system acceptance, we can best serve our customers. City can submit product suggestions in the following ways: by participating in the Product Enhancement Survey and Hexagon User Group Conference.

Product Enhancement Survey

Each OnCall product has a Product Manager responsible for continually monitoring new development requests. Additionally, the product manager is in constant communication with current customers, Hexagon implementation teams, and Hexagon Account Management and Customer Success teams to keep on the cutting edge of product needs. Utilizing a combination of customer feedback, contractual requirements, and the Hexagon vision for the direction of the product, a development roadmap is created

with priorities. This roadmap is reviewed internally with both product development and implementation to continue to validate the priorities or shift direction if the team decides it is necessary.

Hexagon User Group Conference

Users are encouraged to join the national Hexagon Safety & Infrastructure Public Safety User Group (HPSUG). HPSUG is an independent organization that is made up of Hexagon customers and governed by an elected board of customer volunteers. Membership is free. The HPSUG gathers yearly at our conference HXGN LIVE in Las Vegas, Nevada and at their member conference.

This annual event features technical sessions, guest speakers, demonstrations, and hands-on learning activities. Its purpose is to provide the following:

- A forum for the exchange of information and ideas regarding the working, capabilities, and uses of the underlying nucleus software
- Information to Hexagon concerning the present and future needs, as well as capabilities of the Public Safety software
- Information to Hexagon concerning the priority of Software Improvement Requests (SIRs) from the user community and Hexagon
- A medium of information flow from Hexagon to the user community

Additionally, Hexagon also supports and participates in regional user-groups that focus on a smaller, geographic-based set of customers. These regional user-groups have been established throughout the United States, Canada, and around the world.

Product Enhancements

While implementing the system, Hexagon tracks customer-specific configuration information, contacts, and software specifications by enhancement request or product defect report. Both enhancement requests and product defect reports can be tracked from initial filing through resolution and reports can be generated to provide the customer with a status regarding a particular request.

Following implementation of a system, product enhancements are driven both by technological advances within the industry and by the customer base in the ways stated above.

Attachment A – System Configuration Diagram

[following this page]

HEXAGON

Alpharetta, GA
OnCall Dispatch & OnCall Records
Managed Service (SaaS) Configuration

April 2022

System Overview & Client Hardware Specifications

Color Legend

- - - - Hosted services in Cloud Environment
Black – Base products
Red – Optioned products
Green – Customer-furnished products
Purple – Virtual Specifications for On-Premise

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OnCall Records Production Environment	**Page 3**
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OnCall Dispatch Advantage Workstations
(Supervisor, Production, Backup, Test, Training)

Recommended Specifications:
Windows 10 (64-bit) or Apple Mac OS X
Modern Web Browser (for OnCall Dispatch access)
Single, quad-core processor
8GB RAM
250GB hard drive
Single, 1GB NIC card
1920 x 1080 resolution display

OnCall Mobile Computers

Recommended Specifications:
Windows 10 Professional, 64-bit
I5 or greater processor
8GB RAM
500GB hard drive
1,024 x 768 resolution (touch screen recommended)
RS-232 Serial\USB
1 Gb physical and Wireless (WiFi and/or Cellular)
3G or 4G is recommended of cellular wireless data connectivity, either built-in or attached using a USB port.

Mobile Responder Smartphones

Recommended Specifications:
Apple® Inc. devices (iPhone® and iPad®) with iOS™ 12 or greater (Tested using iPhone 6s, iPad Pro, and iPad Air2)
Google® Inc. Android™ devices with OS versions 9.0 or greater (Tested using Samsung Galaxy S9 and Pixel3 XL)

OnCall Records Workstations

Recommended Specifications:
Windows 10 (64-bit)
Modern Web Browser (for OnCall Records access)
2.8GHz quad-core Xeon processor
8GB RAM
80GB disk drive
Gigabit Ethernet
Dual monitors

OnCall Records Tablets

Recommended Specifications:
Dual Core processor or better
2GB RAM
Internal Disk: 10 GB
Network: Single 1Gb required,
Wireless (WiFi and/or Cellular) 802.11g or 802.11n
3G or higher recommended Cellular wireless data connectivity – either built-in or attached via USB port.
OS: Windows 10 64bit
iOS 9.x, Android 5.x
Browsers: Internet Explorer, Mozilla Firefox, Apple Safari and Google Chrome.
Screen Size and Resolution
Minimum of 9.70” screen size
Resolution must be at least 1152x768

On-Premise Communications/Interface Server

Recommended Specifications:
Processors: 8 cores
Memory: 32 GB
300 GB of space
Network: Single 1 Gb required
Windows Server 64-bit 2019 Standard or DataCenter

Alpharetta, GA
OnCall Dispatch & OnCall Records
Managed Service (SaaS) Configuration

April 2022

CAD Production Environment

Color Legend

- - - - Hosted services in Cloud Environment
Black – Base products
Red – Optioned products
Green – Customer-furnished products
Purple – Virtual Specifications for On-Premise

OnCall Dispatch Production Environment

OnCall Dispatch Cloud Environment
(includes development and staging environments)

HxGN OnCall HA Web Services:
HxGN OnCall Dispatch | Advantage* (Qty: 7)
HxGN OnCall Dispatch | Mobile Unit** (Qty: 15)
HxGN OnCall Dispatch | Mobile Responder** (Qty: 20)
HxGN OnCall Dispatch | Customer Rules Engine Server
HxGN OnCall Dispatch | Customer Rules Engine Editor CCU (Qty: 1)
HxGN OnCall Dispatch | Customer Rules Engine Client CCU (Qty: 7)
HxGN OnCall Integration Engine

COTS Interfaces:
HxGN OnCall Dispatch | RestAPI
HxGN OnCall Dispatch | Informer (Qty: **1**)
- to NCIC
- to Firehouse (Query)

HxGN OnCall Dispatch | Notifications
- to email

HxGN OnCall Dispatch | Fire Link
- to Firehouse

HxGN OnCall Dispatch | Call-Taker Interface
- to RapidSOS

Standard Interfaces:
External Alarms OnCall Dispatch Interface
- to ASAP

Fire Station Alerting OnCall Dispatch Interface
- to Purvis

CAD to CAD OnCall Dispatch Interface
- to Zoll

RapidSOS OnCall Call-Taker Interface

Custom Interfaces:
CryWolf

**Includes ANI/ALI spill*
***Includes AVL*

Communications/Interface Server #1a (production)
Windows Server
Xalt Runtime Engine

Third Party Product
CommSys ConnectCIC (for NCIC)

#vCPUs – 8
Memory allocated – 32GB
OS disk space – 60GB
Apps disk space – 120GB
Logs disk space – 250GB

OnCall Dispatch Advantage Production Clients

Windows 10 Professional (64-bit)
HxGN OnCall Dispatch | ProQA Interface (Qty: 7)

OnCall Analytics Cloud Environment
(includes development and staging environments)

HxGN OnCall HA Web Services:
HxGN OnCall Analytics | Dispatch Data Models & Reports
HxGN OnCall Analytics | Records Data Models & Reports
HxGN OnCall Analytics Viewer Client (Qty: 10)
HxGN OnCall Analytics Author Client (Qty: 2)

(assumes Authors and Viewers will be shared between CAD and RMS)

OnCall Dispatch Local Software Test Environment

OnCall Dispatch Advantage Test Clients

Windows 10 Professional (64-bit)
HxGN OnCall Dispatch | ProQA Interface (Qty: 7)

Communications/Interface Server #1

Windows Server
Xalt Runtime Engine

#vCPUs – 8
Memory allocated – 32GB
OS disk space – 60GB
Apps disk space – 120GB
Logs disk space – 250GB

OnCall Dispatch Local Software Training Environment

OnCall Dispatch Advantage Training Clients

Windows 10 Professional (64-bit)
HxGN OnCall Dispatch | ProQA Interface (Qty: 7)

OnCall Dispatch Local Software Backup Environment

Communications/Interface Server #1c (Cold Backup)

Windows Server
Xalt Runtime Engine

Third Party CommSys
NCIC

#vCPUs – 8
Memory allocated – 32GB
OS disk space – 60GB
Apps disk space – 120GB
Logs disk space – 250GB

OnCall Dispatch Advantage Backup Clients

Windows 10 Professional (64-bit)
HxGN OnCall Dispatch | ProQA Interface (Qty: 7)

Alpharetta, GA
OnCall Dispatch & OnCall Records
Managed Service (SaaS) Configuration

April 2022

RMS Production Environment

Color Legend

- - - - Hosted services in Cloud Environment
Black – Base products
Red – Optioned products
Green – Customer-furnished products
Purple – Virtual Specifications for On-Premise

OnCall Records Production Environment

Cloud Environment
(includes development and staging environments)

HxGN OnCall Records HA Web Services
HxGN OnCall Records CCU (Qty: 6)
Federal/State NIBRS

COTS Interfaces
HxGN OnCall Records | Citizen Portal

Custom Interfaces
GEARS
E-citations
Evidence.com

Informer-Related Interfaces:
NCIC

Third Party Product
Clevest Enterprise Mobility Platform - Platinum

Third-Party Trancite Easy Street Draw

Windows Server
Easy Street Draw Standard v.6.4

Alpharetta, GA
OnCall Dispatch & OnCall Records
Managed Service (SaaS) Configuration

April 2022

Notes

Color Legend

- - - - Hosted services in Cloud Environment
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Purple – Virtual Specifications for On-Premise

General Notes:

1. Hexagon assumes that the Local Area Network (LAN) and the wide area network (WAN) infrastructure will be provided and staged by the Customer.

2. Active Directory and Domain Name System (DNS) infrastructure will be managed by the Customer.

2. Each web client connection consumes roughly 20 Kbps, so the network between the clients and the web server must have sufficient capacity to handle all concurrent clients. The workstation used to access the website should be on a network with a minimum of 1 Mbps or higher of bandwidth.

3. All workstations, PCs, laptops, and specified peripheral hardware provided by the Customer are assumed to meet the specifications delineated on this diagram.

4. Hexagon assumes that the Customer will provide WAN communications, including wireless network communications.

5. This Configuration Diagram illustrates the proposed hardware and software configuration at the time of submission. During implementation, the Hexagon Implementation Team, or an Hexagon subcontractor, may alter this configuration to reflect the negotiated system or alter the location of software to take advantage of efficiencies determined following submission.

6. Development and Staging licenses are available for proposed interfaces. However, implementation is subject to Customer's ability to provide connection to the applicable system. All third-party external interface connections required for Development and Staging Environments are the responsibility of the Customer and/or third-party vendor(s).

7. The Customer may use the Staging Environment to perform training; however, the staging environment will not be accessible during the OnCall system upgrade process.

8. Customers should use Google Chrome™ browser version 77 (or greater) to access and use the Cloud Program.

9. This configuration assumes a database size of no greater than 500 GB upon initial installation to allow adequate space for database growth once the application is in use.

10. The Customer is responsible for the connection between the cloud environment and the on-premise server. VPN connection is required.

Attachment B – Project Tasks

Task Name
Initial Operation Capability (IOC) Phase
Project Kickoff Meeting
COTS Interface Questionnaire Completion
OnCall Dispatch & Mobile Unit Launch
OnCall Dispatch GIS Requirements Review
OnCall Records Business Process Analysis (BPA) Workshop
OnCall Cloud Environment Creation
OnCall Dispatch GIS Consulting
IOC Phase Completion
Final Operation Capability (FOC) Phase
OnCall Dispatch System Build 1
OnCall Dispatch Deployment and Response Planning Workshop
OnCall Dispatch System Build 2
Custom Interface Requirements Gathering
On Premise Local Software Server Installation and Configuration
OnCall Records Link to OnCall Dispatch
OnCall Records | Citizen Portal Installation
OnCall Records Address Server Mapping Workshop
HxGN OnCall Dispatch Fundamentals for Core Team
COTS Interface Product Installation and Configuration
CommSys Connect CIC Installation

OnCall Records | Citizen Portal Workshop
OnCall Dispatch Configuration Consulting Session 1
OnCall Dispatch Configuration Consulting Session 2
OnCall Dispatch Configuration Consulting Session 3
OnCall Dispatch | Mobile Unit Configuration Consulting Session 1 - Police/Fire
OnCall Dispatch | Mobile Unit Configuration Consulting Session 2 - Police/Fire
OnCall Dispatch Mobile Responder Police Consulting Session
OnCall Dispatch Mobile Responder Fire Consulting Session
OnCall Records Fundamental Core Team
OnCall Records System Configuration Workshop 1
OnCall Records system Configuration Workshop 1 Follow-up Session
OnCall Records System Configuration Workshop 2
OnCall Records system Configuration Workshop 2 Follow-up Session
OnCall Records System Configuration Workshop 3
OnCall Records system Configuration Workshop 3 Follow-up Session
NIBRS State Report Generation Development
OnCall Records State NIBRS Validation Installation
OnCall Records Federal/State NIBRS Validation Review
OnCall Records State NIBRS Reporting Installation
(State) NIBRS Report Generation Training
OnCall Records COTS Reports Review
Custom Interface Development and Custom Interface Product Installation and Configuration
Standard Interface Product Installation and Configuration

Develop Test Plan and Test Cases - OnCall Dispatch
Develop Test Plan and Test Cases - OnCall Records
Customer Functional Testing - OnCall Dispatch
Customer Functional Testing - OnCall Records
NIBRS Certification
Hexagon-Led Training
Customer Led End User Training (30 calendar days)
Replicate Cloud Environments
Cloud Cutover Plan
Cloud Program Readiness Review
Cloud Cutover to Production Use

Attachment C – Resumes

[following this page]

Scott Fisher

Program Manager

Qualifications

Mr. Fisher has more than a decade of local and federal public safety experience, including several domestic disaster deployments. His responsibilities have included program management, response plan development, civic engagement, full cycle apparatus, training curriculum, direct response team management, and grant administration.

Professional Experience

Sonoma County Public Safety Consortium, Santa Rosa, CA *(2019-2020)*

SCPSC is currently upgrading their Intergraph I/CAD and MPS systems to I/CAD 9.4. SCPSC is also implementing several custom CAD and RMS interfaces, and well as Intergraph Mobile Responder as part of this project. Mr. Fisher's responsibilities include project management (coordinating software delivery and implementation, training, testing, project scheduling, and managing issue resolution).

O'Hare International Airport, Chicago, IL *(2019-2020)*

The O'Hare International Airport is upgrading their Intergraph I/CAD system to I/CAD 9.4. O'Hare is also implementing a custom third-party camera and physical security management interface as part of this project. Mr. Fisher is responsible for the overall management of the project.

City of Amarillo, TX *(2019-2020)*

Amarillo is currently upgrading their Intergraph I/CAD and Mobile systems to I/CAD 9.4. Amarillo is also implementing new custom builds for both Law Enforcement/Animal Control and Fire, Intergraph Mobile Responder, and EdgeFrontier Developer as part of this project. Mr. Fisher is responsible for the overall management of the project.

Alameda County Regional Emergency Communications Center, Alameda, CA *(2019-2020)*

ACRECC is currently upgrading their Intergraph I/CAD to the current version, as well as a custom interface CAD-to-CAD interface to an adjoining agency. Mr. Fisher is responsible for the overall management of the project.

Clark County Regional Emergency Services Agency, Vancouver, WA *(2018-2020)*

CRESA is implementing several simultaneous projects, including Intergraph Mobile Responder and upgrading the Racial Profiling interface for MPS. CRESA is also a primary stakeholder in a regional CAD-to-CAD interface project, with multiple outside agencies and multiple CAD vendors. Mr. Fisher is responsible for the overall management of the project, and coordinating project management activities with several CAD vendors and outside agencies.

JOB HISTORY

- **Hexagon Safety & Infrastructure (Intergraph)** Program Manager/Subject Matter Expert Jan 2018-Present
- **FEMA (Contractor)** Disaster Operations/Risk Management, 2008-2018
- **Smith County ESD2** Firefighter/Instructor/Grants Coordinator, 2010-2015

PROFESSIONAL CERTIFICATIONS

- Certified Firefighter/Instructor - Texas
- Certified Job Coach - Texas
- NIMS 100, 200, 300, 400, 701/2/3/4, 800
- CJIS Level IV

EDUCATION

- MPSA Public Management and Homeland Security, Texas A&M University, 2017
- BAAS Emergency Management and Business Administration, University of North Texas, 2016
- AAS Public Administration, Tyler Junior College, 2015

Professional Experience, Cont.

Suffolk County Fire Rescue and Emergency Services, Yaphank, NY *(2019)*

Suffolk FRES is currently implementing a custom alarm response interface for CAD. Of note, Suffolk FRES will be the first fire agency with this type of interface nationwide. In addition to overall project management, Mr. Fisher is responsible for extensive coordination and collaboration with several local and state agencies.

City of Memphis, TN *(2019-2020)*

Mr. Fisher is responsible for a custom services delivery and system enhancements project for the city of Memphis. Notable components include hardware upgrades, map consulting, GUI updates, network updates, and CAD consulting. Mr. Fisher is responsible for overall project management and collaboration with customer stakeholders to identify and implement system enhancements.

City of San Jose, CA *(2018-2019)*

The City of San Jose implemented several simultaneous projects, including custom CAD and Edge Frontier interfaces for Fire, Transportation, and IT departments. Mr. Fisher was responsible for the overall management of the projects, and coordinating project management activities with several vendors and outside agencies. Additionally, Mr. Fisher was invited to, and spoke at, a national conference where the Hexagon Emergency Vehicle Preemption interface was highlighted and discussed.

Tennessee Valley Authority Police Department, Knoxville, TN *(2018-2019)*

The Tennessee Valley Authority upgraded their Intergraph I/CAD system to I/CAD 9.4. TVA also implemented Intergraph Mobile Responder as part of this project. As TVA Police Department is a federal law enforcement agency, Mr. Fisher managed the federal-specific requirements for IT critical infrastructure as well as the overall management of the project.

Washington D.C. Office of Unified Communications, Washington, D.C. *(2018-2019)*

Mr. Fisher is responsible for a custom services delivery and system enhancements project for the DC OUC. Notable components include the Nurse Triage Line, Solar Winds, and several EdgeFrontier interface enhancements. Mr. Fisher was responsible for overall project management and collaboration with customer stakeholders to identify and implement system enhancements.

Waukesha County, Waukesha, WI *(2019)*

Waukesha implemented a custom CAD and EdgeFrontier interface to a third-party vendor. Mr. Fisher was responsible for overall project management, including Cutover, and extensive collaboration with customer and vendor stakeholders.

Mobile County Emergency Communications Center, Mobile, AL *(2019)*

MCECC implemented a custom CAD EdgeFrontier interface to a third-party mobile application that manages the county's volunteer fire departments. Mr. Fisher was responsible for overall project management, including Cutover, as well as extensive collaboration with numerous customer stakeholders.

Blair Police Department, Blair, NE *(2019)*

Blair Police Department implemented Field based Reporting (FBR) and a custom RMS interface to Nebraska's accident reporting system. Mr. Fisher was responsible for overall project management, including Cutover, as well as extensive coordination with the State of Nebraska to define and implement the custom RMS interface.

Bruce Cunningham

System Engineer V

Qualifications

Mr. Cunningham is an experienced CAD user and system administrator who brings those skills to Hexagon as a CAD System implementer and trainer, using his technical knowledge of installing and configuring the CAD system plus his familiarity with dispatch operations to consult with the user agencies on their operational needs.

Professional Certifications

- CJIS training and certification
- National Academy of Emergency Dispatch: Quality Assurance for Emergency Medical and Fire

Professional Experience

Suffolk County Spoke Agencies, NY - Current

Mr. Cunningham is a member of the CAD Implementation team responsible for the addition of several agencies in Suffolk County to the Suffolk County PD I/CAD 9.4 system.

City of Cleveland, OH – Current

Mr. Cunningham is the CAD Implementer for adding the City of Cleveland Airport as a spoke to the City of Cleveland Hexagon CAD system.

Polk County Sheriff's Office, IA - Current

Mr. Cunningham is responsible for recommending and making changes for the processing of Fire Departments in the Polk County Sheriff's Office CAD system

Palm Beach County Fire/Rescue, FL -Current

Mr. Cunningham is the CAD implementer responsible for making requested configuration changes to the Palm Beach County Fire/Rescue CAD system.

City of San Jose, CA – Current

Mr. Cunningham is the instructor for the CAD System Administrator and CAD Advanced System Administrator courses scheduled for November and December 2021.

San Diego Police Department, CA – Ended September 2021

Mr. Cunningham participated in the Resident System Administrator program at San Diego Police providing remote support for the I/CAD system.

JOB HISTORY

- **Hexagon Safety and Infrastructure:** Part-time Trainer, 2005 to 2007; System Engineer III, October 2017 to December 2019; System Engineer V, January 2020 to present.
- **Gallatin County 911 Communications**: CAD Administrator, September 2000 to October 2017
- **Eagle Software**: Software Programmer, January 2000 to May 2000
- **American Simmental Association**: Director of Research and Education, June 1989 to December 1999

TECHNICAL EXPERTISE

SOFTWARE EXPERTISE:

- Windows Server (2008 R2, 2012 R2, 2016), Windows 10, Windows 7, Windows XP, Windows Active Directory, Windows Remote Desktop, SQL Server, Oracle, I/CAD Software Suite, GeoMedia, Safe Software FME (Feature Manipulation Engine), Priority Dispatch ProQA, VMWare vSphere, NetMotion Mobility VPN, Nice Inform Recording system, Acronis Backup, Hiplink Messaging, Visual Studio, Experience with HTTP, ASP, XML, WPF, XAML, Visual Basic scripting, AutoIt3 scripting, JavaScript. Parallels Remote Desktop Services, Microsoft Office for report development.

HARDWARE EXPERTISE:

- PCs including workstations and laptops, Physical and Virtual Servers, Alpha/Numeric Paging systems, Perle Serial over Ethernet devices, EMC Storage systems. Provided support for Panasonic Toughbook laptops, Implemented DL Swipe Readers.

EDUCATION

- **MICHIGAN STATE UNIVERSITY:** Master of Science in Animal Science, 1985; Doctor of Philosophy in Animal Science, specialized in Genetics and Statistics, 1989
- **OKLAHOMA STATE UNIVERSITY**: Bachelor of Science in Animal Science, 1983

Jefferson County, MO – Ended August 2021

Mr. Cunningham taught a Deployment and Response Planning Course as part of the County's upgrade to CAD 9.4.

Monroe County, NY – Ended July 2021

Mr. Cunningham conducted a Data Conversion Study to investigate importing legacy CAD data into the Hexagon 9.4 CAD system as part of a new customer implementation. He was responsible for the data conversion from the County's legacy CAD system to the Hexagon 9.4 CAD system.

DuPage County, IL – Ended May 2021

Mr. Cunningham participated in the Resident System Administrator program for DuPage County providing remote support for the I/CAD system.

El Paso, TX – Ended May 2021

Mr. Cunningham was responsible for updating the CAD Production database and the dbcopy jobs used to maintain the Archive database for the City of El Paso, TX.

Newport News, VA – Ended April 2021

Mr. Cunningham was a member of the CAD Implementation team responsible for the upgrade of the Newport News, VA CAD system to I/CAD 9.4 which went live in March 2021.

Maui County, HI – Ended January 2021

Mr. Cunningham was a member of the CAD Implementation Team for the County of Maui upgrade from I/CAD 9.2 to I/CAD 9.4 which went live in December 2020. As part of the upgrade project, he taught the I/CAD Delta Course for County of Maui IT staff in preparation for their upgrade to the latest version of I/CAD in May 2019.

Syracuse University Department of Public Safety, NY – Ended October 2020

Mr. Cunningham was the CAD implementer for adding Syracuse University Department of Public Safety as a spoke agency to the Onondaga County, NY CAD system during Onondaga County's upgrade to CAD 9.4 in October 2020.

Cumberland County, PA – Ended September 2020

Mr. Cunningham was the member of the CAD Implementation team for Cumberland County's new Hexagon CAD system which went live in August 2020.

Chicago O'Hare Airport, IL – Ended June 2020

Mr. Cunningham was a member of the CAD Implementation team for the upgrade of the airport's Hexagon CAD system to I/CAD 9.4. His primary responsibilities were server configuration validation, server software configuration, functional testing SR resolution, and archive database configuration.

Waukesha County, WI – Ended January 2020

Mr. Cunningham was a member of the CAD Implementation team responsible for the Quarterly Release update of the I/CAD 9.4 system which went live in December 2019.

Mr. Cunningham was a member of the CAD Implementation team responsible for the upgrade of the Waukesha County CAD system to I/CAD 9.4 which went live in November 2018.

Ryan Lytus

Senior Systems Consultant

Qualifications

Mr. Lytus has over 20 years of experience as a technician and manager in the Public Safety and Security industries. He also has 4 years of experience in voice and data networking. As a Senior Systems Consultant for Hexagon, he is responsible for the design and deployment of Intergraph I/CAD systems.

Mr. Lytus has been with Intergraph since 2006 as a Senior Systems Consultant, Senior Technical Manager. He brings a strong knowledge of Intergraph I/CAD and I/Security software as well as 3rd party video and access control systems. In his former position, he managed the I/CAD and I/Security implementation team in the Critical Infrastructure Protection Group.

Professional Experience

Project Descriptions – Lee County Fire/EMS – HexagonSI - I/CAD Technical Lead

Responsible for technical leadership of the Lee County Fire and EMS I/CAD project. Served as subject matter expert for I/CAD system related tasks. Oversaw the installation and configuration of system hardware and software. Performed phased project health checks at designated intervals to verify data build and configuration status. Supported go-live and post go-live activities.

Project Descriptions – The City of Santa Clara Police/Fire/EMS – I/CAD Technical Lead

Responsible for technical leadership of The City of Santa Clara Multi-agency I/CAD project. Served as subject matter expert for I/CAD system related tasks. Oversaw the installation and configuration of system hardware and software. Performed phased project health checks at designated intervals to verify data build and configuration status. Supported go-live and post go-live activities.

Project Descriptions – Kansas City Police - HexagonSI – I/CAD Lead Implementer

Responsible for the installation and configuration of I/CAD system hardware and software in support of the Kansas City Police Department I/CAD Project. Lead implementation duties included Database and Interface server builds, agency and dispatch related data gathering/entry, agency dispatch and response plan configuration, and I/CAD workflow and presentation configuration.

San Diego Police Department; San Diego, CA

Technical Lead

Metropolitan Transit Authority; New York, NY

Technical Lead

JOB HISTORY

- **Hexagon Safety & Infrastructure:** Senior Systems Consultant, 2013–Present; Senior Technical Manager, 2008–2013; Senior Systems Consultant, 2006–2008
- **Northrop Grumman:** Warranty Maintenance Manager, Information Technology, 2004–2006
- **Northrop Grumman:** CAD Systems Installation Supervisor, Mission Systems, 2001–2004
- **Lucent Technologies:** Data Network Technician; 2000–2001
- **United States Army:** Satellite Communications Operator/Maintainer, 1997–2000

EDUCATION

- Bachelor of Science in Computer Information Systems; Devry University; Columbus, Ohio; 2004
- Certification in Cisco CCNA; Cisco ICND; Washington D.C.; 2001
- Lucent CN1000 Telecommunications Installer Course; Columbus, OH; 2000
- 31S Satellite Communications Course; Fort Gordon, Georgia; 1997
- Basic Electronics; Fort Gordon, Georgia; 1997

Baltimore-Washington International Airport, Baltimore, MD

Technical Manager

Baltimore-Washington International Airport, Baltimore, MD

Proposal Support

TVA CAD and Security, Knoxville, TN

Proposal Support

Kingdom of Jordan 911 Call Center; Amman, Jordan

Technical Manager

Metropolitan Washington Airports Authority; Washington, D.C.

Technical Lead

Port of Seattle Airport; Seattle, WA

Technical Lead

Lisa Pearce

Public Safety Technical Trainer

Qualifications

Lisa Pearce is the assigned technical trainer with the I/CAD and OnCall Delivery team, with a specialty in training and user consulting for Legacy and OnCall products. Ms. Pearce brings 19 years of experience with Hexagon's ICAD solutions, both as an end user and a trainer. She assists with the development of and delivers the training curriculum for the Hexagon Public Safety suite of software, including CAD, I/NetViewer-I/NetDispatcher, Mobile for Public Safety (MPS), Mobile Responder (MR) and OnCall Dispatcher/Mobile Suite (OnCall Dispatcher, Mobile Unit, and Mobile). Training duties include courseware preparation, podium delivery and remote training, focused on the application, user audience, as well as technical personnel such as System Administrators and technical support. Ms. Pearce, as the Company's Senior trainer, works closely with the implementors on the team to ensure configurations are working and to properly QA the customer end product.

Ms. Pearce also has operational experience as a Firefighter/EMT-Paramedic in the State of Florida. She also held an APCO Trainer certificate while working as a 911 Dispatcher (Training Officer) at a customer site in Palm Beach County Florida. Ms. Pearce was asked to work as part of the Planning/IT department to QA the newly integrated Intergraph CAD system (at the time), where she learned GIS (both GeoMedia and ESRI). She also received training with various Sys Admin roles. Ms. Pearce was assigned the duties of assisting the County Engineering department with updates to all addressing functions, as well as performing the Map Rolls.

Professional Experience

Cumberland County, Pennsylvania *(*May 2020)

Cumberland County PA is a new customer to Hexagon. Ms. Pearce was assigned to do all training for Train-the-Trainer for I/Dispatcher, I/NetDispatcher, Mobile for Public Safety and Mobile Responder.

Chicago International Airport, Chicago Illinois *(March 2020)*

Upgraded project. Ms. Pearce provided a combined CAD Essentials TTT / CAD Delta training.

Boone County, Kentucky *(March 2020)*

Upgrade project. Ms. Pearce provided CAD Delta Workshop training to Sys Admin and Dispatch Supervisor.

Office of Unified Communications, Washington D.C. *(May 2020)*

Upgrade project. provided CAD Delta Workshop training to Sys Admin, Upper Management, Dispatch Supervisors and Trainers. Ms. Pearce also provided 3 days of Resident Sys Admin support on-site to meet contractual demands.

JOB HISTORY

- **Hexagon Safety & Infrastructure:** Public Safety Technical Trainer; 2018 - Present
- **Hexagon Safety & Infrastructure:** Pre-Sales team Application Engineer; 2013 - 2018
- **Intergraph Corporation (Hexagon):** Senior Technical Trainer (contract) NYPD; 1997 - 2006
- **Palm Beach County Public Defender** – Criminal Defense Investigator; 2011
- **Palm Beach County Fire Rescue**: GIS Tech; 2007 – 2011
- **Palm Beach County Fire Rescue:** 911 Dispatcher/Training Officer; 2004 - 2007
- **Palm Beach County Fire Rescue**: 911 Dispatcher; 2002 – 2004
- **DOD Edwards AFB:** 911 Dispatch Supervisor; 1999 - 2000

TECHNICAL EXPERTISE

- **Development Applications:** MS Visual Studio (Base knowledge and familiarity)
- **Languages:** SQL, HTML, XML (Base knowledge and familiarity)

EDUCATION

- **Western Governors University:** Bachelor of Science, Cloud System Administration (Currently attending)
- **Palm Beach State College:** State Certifications (Firefighter / EMT-Paramedic)

Lee County, Florida *(2019)*

Lee County, Florida is a new customer to Hexagon. Ms. Pearce was assigned to conduct all the end user training for Train-the-Trainer for I/Dispatcher, I/NetViewer, Mobile for Public Safety and Mobile Responder. Ms. Pearce also shadowed the CAD Implementer and the MPS Implementers for the full project, to strengthen her Sys Admin knowledge. This included all config workshops.

Monroe County, New York *(2019)*

Monroe County, New York is a new customer to Hexagon. Ms. Pearce was assigned as a second instructor, to conduct the MPS Train-the-Trainer for the Fire Department agencies, to meet scheduling needs.

City of Richmond, Virginia *(2019)*

Upgrade project. Ms. Pearce provided CAD Delta Workshop training to Sys Admin and Dispatch Supervisors.

Minnesota State Highway Patrol *(2019)*

Upgrade project, Ms. Pearce shadowed the Lead CAD Implementor for additional Delta Training and provided MPS Train-the-Trainer.

City of Corpus Christi PD, Texas (*2019)*

Upgrade project. Ms. Pearce provided I/Dispatcher End User Training to new Sys Admin persons.

DuPage County, Illinois (*2019)*

DuPage County, Illinois is a new customer to Hexagon. Ms. Pearce was assigned assist with the final cutover for this Customer. Ms. Pearce spent 2 weeks onsite during this period to meet customer contract requirements.

San Francisco International Airport, San Francisco California *(2018)*

Upgrade project. Ms. Pearce provided MPS End User Training to end users on a rotational schedule to accommodate customers scheduling needs

City of San Angelo (PD), Texas *(2018)*

Upgrade project. Ms. Pearce was assigned to conduct all the end user training for Train-the-Trainer for I/Dispatcher and I/NetViewer.

City of Santa Clara, California *(2018)*

City of Santa Clara, California is a new customer to Hexagon. Ms. Pearce was assigned to conduct all the end user training for Train-the-Trainer for I/Dispatcher, I/NetViewer, Mobile for Public Safety and Mobile Responder. Lisa was also the only Trainer assigned for the Customer Cutover.

North Memorial, Minnesota *(2018)*

North Memorial EMS, Minnesota is a new customer to Hexagon. Ms. Pearce was assigned to conduct the end user training for Train-the-Trainer Mobile for Public Safety.

Adam Chandler

Systems Engineer IV

Qualifications

Having completed dozens of projects in the public arena, Mr. Chandler has worked with some of the nation's largest agencies such as NYPD, DC Metro, Georgia State Patrol, and Harris County TX. He has worked with international clients like Royal Malaysian Police, the United Kingdom, and Queensland Australia. Mr. Chandler's experience with Hexagon suite of products includes integration and implementation of a variety of applications and interfaces, including but not limited to: OnCall Mobile and interfaces, Mobile Public Safety (9.3/9.4), Mobile Responder (9.3/9.4) Informer (9.3/9.4), and interfaces in the 9.3 and 9.4 environments.

Professional Experience

Beaver County/Washington County, PA

Montgomery County, PA

Coconino County/Flagstaff, AZ

Mr. Chandler was responsible for updating the 9.3 production and test environments to MPS 9.4 for Law and Fire including, but not limited to, the implementation and configuration of MPS, Ani/Ali, I/Page, IFCAD, Firelink, I/Tracker, and Informer, as well as testing and SR support up and through cutover.

Norfolk, VA

Mr. Chandler was responsible for updating the 9.4 production and test environments for Law and Fire including, but not limited to, the implementation and configuration of MPS, Ani/Ali, I/Page, I/Tracker, Firelink, and Informer, as well as testing and SR support up and through cutover.

Onondaga County, NY

Mr. Chandler was responsible for upgrading the 9.3 backup environment to MPS 9.4 for Law and Fire including, but not limited to, the implementation and configuration of MPS, I/Tracker, and IFCAD, as well as testing and SR support up and through cutover.

Office of Unified Communications, DC

Mr. Chandler was responsible for upgrading the 9.3 production, backup, train, and dev mobile environments to MPS 9.4 for Law and Fire including, but not limited to, the implementation and configuration of MPS, Mobile Responder, Ani/Ali, I/Page, I/Tracker, Firelink, IFCAD, and Informer in a multi-server failover environment, as well as testing and SR support up and through cutover.

Boone County, KY

Mr. Chandler was responsible for upgrading the 9.3 production mobile environment to MPS 9.4 for Law and Fire including, but not limited to, the implementation and configuration of MPS, Ani/Ali, I/Page, I/Tracker, and Informer, as well as testing and SR support up and through cutover.

JOB HISTORY

- Intergraph Corporation: Systems Engineer IV, November 2019 - Present
- Tyler Technologies: Implementation Consultant, July 2018 – November 2019
- Superion: Application/Install Consultant September 2016 – July 2018
- Selex: Technical Analyst August 2014 – September 2016

TECHNICAL EXPERTISE

- **Languages:** HTML, JavaScript, jQuery, ASP, XML, VB, Python
- **Database Platforms:** SQL Server, Oracle
- **Development Applications:** MS Visual Studio, Notepad++
- **Operating Systems:** Windows 10, 8.1, 7, XP, Windows Server 2019, 2016, 2012, 2008

EDUCATION

- **GTCC:** Associate of Science, Computer Programming
- **GTCC:** Associate of Science, Computer and Information Systems

Joe Saalfeld

Systems Engineer IV

Qualifications

Mr. Saalfeld has over 26 years of experience in Public Safety working as a Radio System Technician, Computer-Aided Dispatch System Administrator, and Systems Engineer. He has a background in a variety of Information Technology disciplines including Network Administration, Active Directory Administration, Microsoft Exchange Administration, Microsoft SQL Server Administration, programming, and system implementation. His current responsibilities include implementation, configuration and troubleshooting of standard and custom interfaces for Hexagon Computer-Aided Dispatch Systems.

Professional Experience

Clackamas County, Columbia County, Washington County, and City of Lake Oswego, OR

Assisted in project management and implementation of multiple PSAPs to a consolidated CAD system for 3 counties. This project included installation of a new CAD system supporting 4 PSAPs and nearly 40 user agencies.

Clackamas County and Washington County, OR

Managed implementation merging multiple PSAPs onto an existing CAD system for 2 counties. This project consisted of adding a second PSAP and 13 user agencies onto an established CAD system.

Hexagon Project Experience

City of Vail, CO

Participated in system upgrade to 9.4. Completed upgrade configuration and cutover. September 2020 – July 2021

Monroe County, NY (New Logo)

Participated in system installation of I/CAD 9.4. Completed configuration and cutover. Completed follow-up reassessment workshops for Police and Fire/EMS Mobile Public Safety. February 2021 – March 2021

Marin County, CA

Participated in system upgrade to I/CAD 9.4. Completed upgrade configuration and cutover. July 2020 – February 2021

JOB HISTORY

- **Hexagon (Safety & Infrastructure Division)**: Systems Engineer IV, November 2019–Present
- **Washington County Consolidated Communications Agency**
  - Data Services Coordinator, April 2003–November 2019
  - Communications Technician, July 1995–April 2003
- **Oregon Youth Authority**: Woodburn, Oregon, Group Life Coordinator, November 1994–June 1995
- **United States Navy**: Aviation Electronics Technician 2nd Class, November 1988–November 1994

TECHNICAL EXPERTISE

- **Languages:** Microsoft Visual Basic, C#, HTML, CSS, JavaScript, jQuery, ASP, ColdFusion, XML/XSL
- **Database Platforms:** SQL Server
- **Development Applications:** MS Visual Studio
- **Operating Systems:** Windows 10, Windows 8.1, Windows 7, Windows Server 2016, Windows Server 2012, Windows Server 2008

EDUCATION

- Advanced Networking in Motorola Communications; Motorola
- Security 504: Hacker Techniques, Exploits and Incident Handling; SANS Institute
- Exchange Server Administration; SQLSoft
- Windows Server Administration; Cotelligent
- SQL Server Administration; Cotelligent

South Sound 9-1-1, Tacoma/Pierce County, WA

Participated in system upgrade to I/CAD 9.4. Completed upgrade configuration and cutover. June 2020 – December 2020

Kirt Fulcher

System Consultant – RMS Delivery

Qualifications

16 years of experience in Software Development and Implementation for Police RMS systems.

Professional Experience

Software Consultant *(8/2018-Present)*

Install, configure, and customize RMS products to customer specification. Coordinate troubleshooting and feature addition efforts with Support and Product center. Develop and implement data conversion plans.

Lee County, FL *(02/2021-Present)*

Lead Implementer overseeing installation of Records software, including report server. Onsite training for Core Team and leading discussions on configuration for multi-agency implementation. Providing task-oriented directions to Core Team for preparing their system for Go-Live. Migration consultation with 3rd party.

City or Newport News, VA *(07/2020-9/2021)*

Onsite support during/after cutover. Data migration, SSRS training, Production/Testbed server configuration.

Manatee County, FL *(01/2021-9/2021)*

Onsite support during cutover. Data migration design. General issue resolution.

City or Maui, HI *(12/2019-12/2020)*

System installation and configuration. Remote support during/after cutover. Data migration, SSRS training and assistance with customization Production/Testbed server configuration.

City or Norfolk, VA *(02/2019-9/2020)*

Onsite support during/after cutover. Data migration, SSRS training, Production/Testbed server configuration.

City of Flagstaff, AZ *(06/2019-8/2020)*

Data migration, onsite cutover, SSRS training and Report customization.

City of Alexandria, VA *(06/2018-4/2020)*

Complete migration/upgrade of both hardware and software to a fault-tolerant environment involving failover redundancy and Always Online SQL.

JOB HISTORY

- **Intergraph Corporation** 8/2018 - Present
- **Public Safety Systems Inc.** 8/2005 – 7/2018

TECHNICAL EXPERTISE

SOFTWARE EXPERTISE:

- Visual Studio versions 2017, 2015, 6
- MS SQL Server version 2019, 2016, 2014, 2012, 2008, 2005, 7

  -Including T-SQL, SQL Management Studio and Query Analyzer versions
- Windows Server – all recent versions
- Crystal Reports 2013, XI
- SQL Server Reporting Services using Report Builder and Visual Studios
- SAP Data Designer

HARDWARE EXPERTISE:

- Virtual

PROFESSIONAL CERTIFICATIONS

- CJIS Level 4 Security

EDUCATION

- **BS In Computer Science – University of Maryland, 2005**

DuPage County Consortium *(10/2018-6/2019)*

One of the largest deployment rollouts for the RMS, this 36-agency deployment supports over 2000 sworn and non-sworn users. Primary focus on the report configuration for field reporting.

Senior Software Developer *(8/2005-7/2018)*

Develop, maintain, support, and train on a police RMS package including data conversions, interfaces to in-house and external processes, Federal and State-level IBRS reporting.

Todd Palmer

System Consultant

Qualifications

Mr. Palmer has been involved in Law Enforcement Information Technology and the Hexagon products for 20 years. He has served as a System Administrator of the I/LEADS product for Garland, TX and Athens-Clarke County, GA. He also supervised police IT operations at Garland, TX. As a System Consultant with Hexagon, he has conducted RMS and related interface installations, upgrades, database migrations, troubleshooting and training. He also was a Resident System Administrator for the INPURSUIT RMS and FBR system for Dallas, TX.

Professional Experience

Amarillo, TX

Upgraded I/LEADS interfaces for a CAD upgrade.

Amtrak

Assisted with initial implementation of I/LEADS. Upgraded I/LEADS interfaces for a CAD upgrade.

Arvada, CO

I/LEADS RMS upgrade, Oracle to SQL Server migration and training.

Athens-Clarke County, GA

County Employee: I/LEADS System Administrator. Police Server, desktop and laptop hardware and operating system support. Citrix Server support.

Hexagon Employee: I/LEADS system consulting and System Administrator training.

Bell County, TX

Custom field mapping and CAD link assistance for the I/LEADS to WebRMS migration.

BIPIN, Kennewick, WA

I/LEADS RMS & JMS upgrade and training.

Boone County, KY

I/LEADS RMS upgrade, Oracle to SQL Server migration and training.

JOB HISTORY

- **Hexagon Safety & Infrastructure:** System Consultant; 2012 - Present
- **Athens-Clarke County, GA:** Systems Analyst II; 2009 – 2012
- **Intergraph Corporation:** System Consultant; 2006 – 2007
- **Garland Police Department, TX:** Systems Analyst Supervisor, Systems Administrator; 1998 – 2006

TECHNICAL EXPERTISE

SOFTWARE EXPERTISE:

- Oracle and Microsoft SQL Server database systems
- Microsoft Windows Server and desktop operating systems
- Citrix
- HxGN OnCall Records, I/LEADS RMS & JMS, INPURSUIT RMS and FBR
- Microsoft Office

HARDWARE EXPERTISE:

- Dell server, laptop, desktop systems
- Toshiba Toughbook Laptops

PROFESSIONAL CERTIFICATIONS

- CompTIA A+ Certified

Education

- Bachelor of Arts; Criswell College, Dallas, TX; 2005

Corpus Christi, TX

I/LEADS RMS upgrade, Oracle to SQL Server migration and training.

Dallas, TX

Resident System Administrator for INPURSUIT RMS and FBR. Upgraded RMS and FBR. Implemented NIBRS reporting.

DesMoines and Polk County, IA

Assisted with I/LEADS RMS & JMS upgrade. Upgraded I/LEADS interfaces for a CAD upgrade.

El Paso, TX

Upgraded I/LEADS interfaces for a CAD upgrade.

Frederick County, MD

Upgraded I/LEADS interfaces for a CAD upgrade.

Garland, TX

City Employee: Implemented I/LEADS and was System Administrator. Police server, desktop and laptop hardware and operating system support. Backup CAD and 911 system support. Supervised police IT support team.

Hexagon Employee: I/LEADS to HxGN OnCall Records migration.

Gilbert, AZ

Assisted with I/LEADS upgrade.

Howard County, MD

Upgraded I/LEADS interfaces for a CAD upgrade.

Huntington Beach, CA

Assisted with I/LEADS upgrade.

Huntsville, AL

Upgraded I/LEADS interfaces for a CAD upgrade. Assisted with server hardware move.

Irvine, CA

Upgraded I/LEADS interfaces for a CAD upgrade. Evidence room barcoding consulting.

Kalamazoo, MI

I/LEADS RMS upgrade and training.

Kitsap County, WA

I/LEADS RMS upgrade, Oracle to SQL Server migration and training.

Tamera T. Barger

Records Management Senior System Consultant

Qualifications

Having been involved with the computer automation of Law Enforcement agencies throughout her career, Ms. Barger brings both technical expertise as well as Law Enforcement specific experience to Hexagon. She has experience administering CAD, RMS, and Mobile products, as well as integrating a wide variety of customer requirements into a cohesive automated solution. With an extensive knowledge of the CAD/RMS data structures, she has addressed specific customer issues.

Present responsibilities include RMS implementation. Ms. Barger has been involved in the development of Business Intelligence for Public Safety as a resource specialist and implementer. Along with those duties, she has performed several database migrations.

Professional Experience

San Angelo Police Department, Texas (November 2021)

Ms. Barger supported San Angelo's OnCall Records implementation by helping during the migration and upgrade. Ms. Barger provided customer with all configuration training and with onsite Train the Trainer, including specialized Address Server. Ms. Barger was primary onsite and post cutover support.

Manatee County Sheriff's Office, Florida (September 2021)

Ms. Barger supported Manatee County's OnCall Records implementation by providing assistance during the migration and upgrade. Ms. Barger provided customer with specialized training with Address Server. Ms. Barger provided onsite post cutover support.

Maui County Police Department, Hawaii (December 2020)

Ms. Barger supported Maui's OnCall Records implementation by helping during the migration and upgrade, and training. Ms. Barger provided customer with training with remote Train the Trainer, including specialized Address Server. Ms. Barger was primary onsite cutover support due to limitations of travel.

Amarillo Police Department, Texas (February 2020)

Ms. Barger supported Amarillo's OnCall Records implementation by providing assistance during the migration and upgrade, as well as training. Ms. Barger provided customer with specialized training with System Admin, Address Server, and Reports and Deployment, onsite cutover support, and post cutover support.

El Paso Police Department, Texas (November 2020)

Ms. Barger supported El Paso's OnCall Records implementation by providing assistance during the migration and upgrade. Ms. Barger provided customer with specialized installation and configuration for Multi-Agency Address Server and remote cutover support.

JOB HISTORY

- **Hexagon:** RMS Senior System Consultant, RMS Implementation Services, 2019 – Present
- **Hexagon:** RMS System Consultant, RMS Implementation Services, 2014 – 2019
- **Hexagon:** RMS Resident Engineer, 2010 - 2014
- **Intergraph Corporation:** RMS System Consultant, RMS Implementation Services, 2008 - 2010
- **Tiburon, Incorporated:** RMS Resource Specialist, Resource & Training Department, 2003 - 2007
- **City of Melbourne:** System Administrator, IS Department, 1999 - 2003
- **City of Melbourne:** Crime Analyst, 1992 - 1999
- **City of Melbourne:** Personal Computer Technician, 1990 – 1992
- **City of Melbourne:** Communications Technician, 1988 - 1990

TECHNICAL EXPERTISE

SOFTWARE EXPERTISE:

- Windows 2000/2003/2008/2012/2016, Windows XP, Windows NT Workstation and Server, Windows 95/98
- UNIX, MS-DOS Operating Systems, CAD, and RMS applications
- Oracle and SQL Server, Database Migration Tools, Business Objects – Business Intelligence, Microsoft Power BI – Report Builder

HARDWARE EXPERTISE:

- PCs, Workstations, and Servers

EDUCATION

- Bachelor of Arts Degree in Computer Information Systems; Rollins College, Brevard Campus; Melbourne, Florida; 1997
- Associates Degree in Computer Programming; Brevard Community College; Cocoa, Florida; 1992

Garland Police Department, Texas (November 2020)

Ms. Barger supported Garland's OnCall Records implementation by providing assistance during the upgrade. Ms. Barger provided customer with specialized installation and configuration Address Server, Reports and Deployment, and System Administration Training.

Coconino County/Flagstaff, Arizona (August 2020)

Ms. Barger supported Coconino County Sheriff and Flagstaff Police Department with an OnCall Records implementation by providing assistance during the migration and upgrade. Ms. Barger provided customer with specialized installation and configuration for Multi-Agency Address Server and onsite cutover support. She also provided specialized Reports Training with OnCall Analytics for Records.

Thornton Police Department, Colorado (August 2020)

Ms. Barger supported Thornton Police Department with an add on Specialized Training by providing Reports Training with OnCall Analytics for Records.

Eagle County / Vail, Colorado (October 2019)

Ms. Barger supported Eagle County / Vail's OnCall Records implementation by providing assistance during the migration and upgrade. Ms. Barger provided customer with specialized installation and configuration for Multi-Agency Address Server and onsite cutover support. She also provided specialized Reports Training with OnCall Analytics for Records and their previous version of Reports and Deployment.

City of Cedar Rapids, Iowa (March 2019)

Ms. Barger supported the City of Cedar Rapid's CAD cutover Support implementation by updating I/LEADS Link and Address Server to allow communication after CAD Upgrade. She also upgraded Informer during the cutover to allow communication to the State Interface.

DuPage County, Illinois (June 2019)

Ms. Barger supported the County of DuPage's WebRMS implementation by providing support during their upgrade. She provided specialized training in the areas of Reports and Deployment, Business Intelligence, and Train the Trainer.

San Angelo Police Department, Texas (November 2018)

Ms. Barger supported San Angelo's I/LEADS implementation by providing assistance during the migration and upgrade, and training. Ms. Barger provided customer with I/MARS assistance, onsite cutover support, and post cutover support.

Shelby County, Alabama (August 2018)

Ms. Barger supported Shelby County's CAD cutover Support implementation by updating I/LEADS Link and Address Server to allow communication after CAD Upgrade. She also upgraded Informer during the cutover to allow communication to the State Interface.

St Petersburg Police Department, Florida (March 2018)

Ms. Barger performed a database migration for St Petersburg Police Department. The Police updated their CAD/I/LEADS and migrated their database from Oracle to SQL and upgraded their I/LEADS application. The upgrade was performed by Ms. Sepulveda, but the migration was completed by Ms. Barger. The cutover was supported by both implementers during the onsite cutover.

Attachment D – Insurance Certificate

[following this page]

CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY)
07/01/2021

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
Aon Risk Services Northeast, Inc.
Providence RI Office
100 Westminster Street, 10th Floor
Providence RI 02903-2393 USA

CONTACT NAME:
PHONE (A/C. No. Ext): (866) 283-7122 **FAX (A/C. No.):** (800) 363-0105
E-MAIL ADDRESS:

INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A:	National Union Fire Ins Co of Pittsburgh	19445
INSURER B:	Greenwich Insurance Company	22322
INSURER C:	The Phoenix Insurance Company	25623
INSURER D:	Travelers Property Cas Co of America	25674
INSURER E:		
INSURER F:		

INSURED
Intergraph Corporation
305 Intergraph Way
Madison AL 35758 USA

COVERAGES **CERTIFICATE NUMBER:** 570088250382 **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X **COMMERCIAL GENERAL LIABILITY** CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY PRO-JECT LOC OTHER:			GL5096990	06/01/2021	06/01/2022	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$1,000,000 $100,000 $10,000 $1,000,000 $2,000,000 Included
D	**AUTOMOBILE LIABILITY** X ANY AUTO OWNED AUTOS ONLY HIRED AUTOS ONLY SCHEDULED AUTOS NON-OWNED AUTOS ONLY			HJCAP-162D6025-TIL-21	06/30/2021	06/01/2022	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$1,000,000
A	X **UMBRELLA LIAB** X OCCUR **EXCESS LIAB** CLAIMS-MADE DED X RETENTION $25,000			15054907	06/01/2021	06/01/2022	EACH OCCURRENCE AGGREGATE PRODUCTS - COMP/OP AGG	$4,000,000 $4,000,000 Included
D C	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** Y/N ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? N **(Mandatory in NH)** If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		UB3N06483821I3R AZ,FL,MA,MN,OR,VA,WV,WI UB0N26927321I3K AOS	06/30/2021 06/30/2021	06/01/2022 06/01/2022	X PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE-EA EMPLOYEE E.L. DISEASE-POLICY LIMIT	 $1,000,000 $1,000,000 $1,000,000
B	E&O-PL-Primary			US00110058EO21A Claims Made SIR applies per policy terms & conditions	06/01/2021	06/01/2022	Ea Claim/Agg	$5,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Products Liability Aggregate is included under the General Aggregate Limit. Cyber liability coverage is included under the E&O policy evidenced herein.

CERTIFICATE HOLDER

Intergraph Corporation
305 Intergraph Way
Madison AL 35758 USA

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Aon Risk Services Northeast, Inc.

Holder Identifier :

Certificate No : 570088250382

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Attachment E – Interface Descriptions

Hexagon uses OnCall Integration Engine – a server component that acts as a broker, an orchestration platform, and a data aggregator – to facilitate OnCall interface support and development with a consistent API, secure endpoints, and flexible workflow that leverage standard integration patterns and standards.

CAD Interfaces

ANI/ALI Interface

Description:

The ANI/ALI interface works with the Call-taker component of OnCall Dispatch Advantage to provide Next Generation support for solicited multimedia data associated with a call. Call-Taker provides global support for handling Next Generation data processed by the PSAP. As a site transitions to a full Next Generation implementation, Hexagon's Call-Taker GUI will provide a seamless transition for the call-taker.

OnCall Dispatch supports FCC Phase II requirements for cellular 911 calls and supports the creation of events based on a geographic coordinate location. The ANI/ALI packets for Phase II Wireless 911 calls include the coordinates (in lat/long or other standard coordinate system, as dictated by the NENA standard or FCC requirements), and uses this information to show the caller's geographic coordinate location on the map. The nearest civic address can also be estimated and displayed. The exact format of this data in the ANI/ALI packet must be supplied by the Customer (in conjunction with their phone system supplier).

Assumptions:

- Hexagon assumes that the Customer's ANI/ALI controller supports NENA Format Versions 1 and 2 (Fixed Length ASCII), NENA version 3 (Tagged Delimited), and NENA version 4 (XML). These formats are documented in NENA documents NENA 02—010 v9 now "Legacy Data formats for ALI, MSAG &GIS" and NENA 04-001 v2 now "E9-1-1 PSAP Equipment".
- The ANI/ALI interface component of the OnCall Dispatch System will provide the interface to an ANI/ALI controller, and will accept ANI/ALI packets containing ASCII, tagged delimited, or XML data via an Ethernet Network (TCP/IP) or an RS-232 connection
- Hexagon assumes that the ANI/ALI protocol packet provides the number, address and answering position of the call when answered.
- The FCC order released June 3, 2005 requires that all VoIP vendors, serving U.S. customers, must offer service to route 911 VoIP calls through the current E-911 infrastructure. This means that all VoIP 911 calls from registered subscribers will be received through the PSAP's 911 trunks and handled by their ANI/ALI Controller. The PSAP is responsible for ensuring that their ANI/ALI Controller is capable of handling the ALI Database lookup for these calls. ANI/ALI packets for VoIP calls will be received by the CAD system, over the same CAD link, from the ANI/ALI Controller, as the landline and cellular calls. VoIP calls with a caller's address will be handled like landline calls and VoIP calls with a location specified by coordinates will be handled like Phase II cellular calls.
- If the center requires an interface to a method of receiving ANI/ALI or other Data for VoIP calls other than the traditional ANI/ALI Controller, this interface will have to be rescoped as a custom

interface. The Customer must provide complete specifications of the device or service providing the data.

- Given the current uncertainty in the telephony provider market on how SMS/MMS information will be transmitted, Hexagon assumes that the SMS/MMS information is being provided through the external SMS provider.

Constraints:

- The Customer is also responsible for the maintenance and support of any hardware, software, or cabling required to provide the physical interface between the ANI/ALI Communications Server and the ANI/ALI Controller. Hexagon's demarcation point, for responsibility for the ANI/ALI stream, is at the port or socket on the communications server.

The Customer must supply a complete and accurate description of the ANI/ALI controller interface and data it provides for CAD field mapping.

OnCall Dispatch | Informer

To NCIC and optional Firehouse query

Hexagon has proposed our standard OnCall Dispatch | Informer interface to meet this requirement. Informer provides a set of forms designed to run queries on local, provincial, regional, and/or national crime information databases, such as the National Crime Information Center (NCIC), or to databases associated with external applications.

Direction of data exchange: bidirectional query

Development language/tool: C++ and Visual Studio

Information data being exchanged: TCP/IP, MQ Series, ODBC, ADO and RS232

The Informer interface automatically routes queries and responses between clients and the external systems, and if the external database supports unique routing codes for each query and response, Informer may be implemented to automatically initiate queries in response to actions executed within the OnCall Dispatch system. For example, defining an event as a vehicle stop and entering the license tag number within OnCall Dispatch may automatically initiate the "Vehicle Query by License Number." The product can be further configured to automatically enter all query results in a centralized server log, as well as to automatically attach query results to the event. Using the OnCall Dispatch messaging capability, responses may also be forwarded. Informer can be configured to use and display HTML forms on its front-end client application. Informer can display HTML, XML/XSL or plain ASCII text responses on that same client.

Informer is comprised of user dialogs and service components. The service components are:

- A module that runs in the OnCall environment,
- A provider that directly interfaces to external systems, and
- A bridge that handles communication between the two.

These services are orchestrated to route requests and responses between OnCall and the external systems.

The services are architected so the module, bridge and provider can be configured to run in the cloud or on-premise. For example, OnCall and the module could be configured to run in the cloud with the bridge and provider configured to run on-premise to facilitate communications with the external systems.

The user dialogs are a standard feature that work within OnCall Dispatch | Essentials and OnCall Dispatch | Advantage. When configured, these dialogs present the OnCall user with an Informer Message view that will allow them to submit requests and view responses. The dialogs component also supports a command line interface from within the OnCall Dispatch products. A set of configurable OnCall dialogs are provided which are used to collect request data and submit it to external systems.

Informer includes unique OnCall dialogs and the request messages they generate. These are:

1. Person (wanted, missing, driver's license)
2. Vehicle (stolen, registration)
3. Article (serial number, type)
4. Boat (hull number, registration number)
5. Gun (serial number, caliber, make)
6. Hazmat (United Nations Number)
7. Canadian Queries

Additional OnCall dialogs, request messages, and response displays can be developed through extra services.

Informer includes three providers that can be configured to communicate with external systems. These are:

1. Open Database Connectivity (ODBC)
2. CommSys
3. OnCall Records

In addition, Informer provides:

- Explicit sign on and sign off using authorizations defined in the OnCall database
- Transaction level security, which verifies user authorization for each query type
- Hit detection that allows responses to be searched for specific text. If found, notifications can be automatically distributed based on configurable designations

Informer currently supports XML responses in TCP/IP packets.

Assumptions:

- Implementation of the CommSys provider requires at a minimum the purchase of the CommSys ConnectCIC module and CommSys' Real Time Data Mining (RTDM) feature. Additional CommSys features like secondary queries and parsing of surrounding states are available for an additional charge.
- XML parsing of messages is for in-state responses. XML parsing of other states' responses is available for an additional charge.
- Additional provider implementations can be developed through extra services.
- The connection to a state or national database may require additional hardware and software. Connection through TCP/IP or Web Site is highly preferred.
- Each distinct provider requires OnCall Dispatch | Informer implementation installation and configuration services.
- A single license supports a given site. However, each distinct database connection requires custom OnCall Dispatch | Informer implementation development services.

Optional Firehouse Query Description:

Fire RMS Inquiries from Informer include query by location to obtain information on Keyholder, hazmat and preplan information. If occupancy information, such as pre-plans, hazardous materials or other information, is available, it should be accessible from within the CAD call record. Informer will query the Firehouse Fire RMS system based on location data to return and attach responses to the CAD event. Hexagon has optioned this interface as it requires Firehouse to confirm that a connection can be provided.

The optioned interface includes the following:

1. Development of a web service to the Firehouse Fire RMS System.
2. Create/Build location-based inquiry transaction
3. Response display formatting
4. ICD with one customer review
5. Testing support during implementation and cutover

Optional Firehouse Query Assumptions:

- Firehouse Fire RMS provides access using a web service or ODBC. This bid must be revisited if this assumption is not correct/validated.
- A single inquiry using SQL or GET method is used to obtain preplan and hazardous material response information.
- Nested/cascading inquiries are not included in this bid.
- The agency obtains a test connection to Firehouse Fire RMS at least 30 days before the scheduled software staging date.
- Inquiries and response examples contain production-equivalent data for accurate testing.

- The agency provides a subject matter expert with unlimited support. This includes communicating with the database vendor and users.
- Image responses are excluded from this bid.
- The database provider supports a configurable maximum number of records to control the response size.

OnCall Dispatch | Notifications

To email

Hexagon has proposed our standard OnCall Dispatch | Notifications interface to meet this requirement.

Direction of data exchange: 1-way

Description:

OnCall Dispatch | Notifications provides connectivity between the dispatching environment and multiple internal and external communication endpoints. It allows for the definition of customer-specific rules for notifying interested parties based on activities in the CAD system. These include a third-party paging controller, email application, and SMS text. Dependent on the protocol supported by the system, OnCall Dispatch | Notifications uses either SNPP level 1 (Simple Network Paging Protocol), SMPP (Short Message Peer to Peer), SMTP (Simple Mail Transfer Protocol), or WCTP (Wireless Communication Transfer Protocol).

This product serves as an extension to the OnCall Dispatch functionality. Alphanumeric messages and/or tone pages can be transmitted from the dispatch environment over the third-party paging terminal to the destination paging unit. OnCall Dispatch | Notifications must be customized to adapt to the third-party paging terminal available.

Notifications may be sent through the OnCall messaging system, which supports group messaging and logs messages sent, or may be sent automatically when a unit is dispatched to an event. The OnCall Dispatch | Notifications interface provides the ability to send information or general tone alerting from the OnCall Dispatch system to pagers and units equipped with pagers as well as email. The system can send general text and dispatch/event information to alphanumeric pagers and units equipped with alphanumeric pagers. Tone-only pagers can also be used for ‘tone out’ type pages.

Because most paging systems only support one-way communications, OnCall Dispatch | Notifications cannot confirm receipt of a message but can confirm that the paging controller acknowledged the message.

The SMTP software driver module (SDM) provides the ability to send email messages. The SMTP SDM will distribute paging messages as directed by the paging system interface (PSI) application. The PSI application is designed to listen for Send Message packets from Hexagon’s CAD software application (OnCall Dispatch). Once the PSI application captures a Send Message packet, it forwards the message and its contents to the SDM of interest. The SMTP SDM is an integral part of the complete PSI application and its inclusion helps to complete the functionality for a working paging system interface to the OnCall Dispatch application.

The OnCall Dispatch | Notifications interface consists of three parts:

- The User Interface portion (client)
- Communication server paging process (server)
- Controller/hardware specific driver software (SDM) necessary to control communication to a particular paging system controller

All run time input to the paging system will come from the OnCall Dispatch system. Automatic dispatch paging is only by unit within the OnCall Dispatch system. Pagers may be associated with:

- Units
- Personnel
- Stations

Functionality includes three (3) basic functions:

1. **Automatic Dispatch Pages** — Automatic sending of dispatch messages or tone alerts to appropriate pagers associated with units during a normal dispatch. Dispatch messages sent by OnCall Dispatch workstations will be analyzed and processed for paging units equipped with pagers. This is an automatic feature. Once a dispatch packet is received, the paging server will use the unit ID in the packet to look up the pager ID from the OnCall Dispatch Database. Therefore, only logged-on units can be sent dispatch pages automatically. This pager ID will be used to match records in other page-related tables to locate the actual device specific code to be sent to the proper paging controller. Additionally, dispatch related conditions can be placed against these pages for conditional paging.

2. **Entering Messages through Send Message** — Manually sending user-entered text or pre-formatted text messages to alphanumeric pagers. Through the Send Message dialog box in OnCall Dispatch, users may manually enter or use pre-entered, pre-formatted messages to be sent to alphanumeric pagers. A pick list of pre-formatted messages can be configured. As these messages are manually entered and not the result of a dispatch operation, these type pages do not have conditional capabilities. For example, all pager IDs entered or resolved from a unit ID will be paged.
3. **Manually Sending Dispatch or Event Info** — Manually sending dispatch or event information to alphanumeric pagers. The paging interface can also re-send dispatch type pages to alphanumeric pagers via the Send Message dialog box in OnCall Dispatch. By selecting or entering an event number, the software will build a dispatch page just as it does for the actual dispatch. This text message can then be modified or amended prior to sending the message. Because this is a manual page and not the result of a dispatch, no conditions capabilities can be evaluated for the individual page IDs.

Assumptions:

- Hexagon assumes that the paging system uses one of the supported protocols. Each license of OnCall Dispatch | Notifications allows any number of potential pagers. The connection of the Paging Controller is assumed to be RS-232 or Network based (TCP/IP). Connection may be made through a dedicated or dial up line.
- Hexagon assumes use of a single paging controller type. If additional controller types are used, Hexagon's bid must be re-evaluated.

- OnCall Dispatch | Notifications currently does not support voice paging; it only supports alphanumeric text.
- Hexagon assumes the Customer is responsible for providing any phone lines, modems, internet connections, etc. required to establish the connection with the paging terminal(s).

Constraints:

- Each distinct paging controller type requires a separate license of OnCall Dispatch | Notifications. However, the Customer may implement multiple paging providers using the same protocol, and these would be considered a single paging controller for licensing purposes.
- SMTP provides the ability to send email messages and is the link between the Microsoft® Windows® Exchange server and the OnCall Dispatch | Notifications system.
- OnCall Dispatch | Notifications does not support bidirectional communications.
- The Customer is responsible for providing complete and accurate documentation for the paging system interface.
- Hexagon cannot be held accountable for incompatibilities that occur in this interface as the result of changes to input/output formats or data requirements associated with the third-party vendor's product.

OnCall Dispatch | Fire Link

To Firehouse

Hexagon has proposed our standard OnCall Dispatch | Fire Link to meet this requirement.

Direction of data exchange: 1-way

Description:

Hexagon's Fire Link product interfaces to various Fire RMS applications facilitating the automatic transfer of event and unit data from OnCall Dispatch generated during a Call for Service. The designated third-party RMS vendor (or the Customer) is then responsible for importing the information into the relevant fields/tables of the target database.

Fire Link automates data transfers to the external system at periodic intervals as follows:

- Event information is generated when the first unit's status changes to that specified by the user. Valid status changes include Dispatch, Enroute, OnScene, Transport, Transport Arrive and Clear.
- Unit information is generated for each unit whose status changes to that specified by the user. More than one status can be specified for sending unit information.
- Event information that includes event closing data, is generated when the event is closed.

Assumptions:

- The transmission protocol between Fire Link and the remote FireRMS is TCP/IP.
- Fire Link interfaces to a single database.

Constraints:

- The Customer is responsible for providing complete and accurate documentation on the systems to be interfaced.

- The Customer is responsible for acquiring and installing a data import capability into their current Fire RMS(s).
- Hexagon cannot be held accountable for incompatibilities in its interface which are due to changes in input/output formats or data requirements of the vendor's product.

OnCall Dispatch | ProQA Interface

Hexagon has proposed our standard ProQA interface to meet this requirement.

Direction of data exchange: 1-way import

Description:

The OnCall Dispatch | ProQA Interface for Paramount application is a protocol-based product that provides a standard certified set of determination questions and answers that Police, Fire and EMS can use to identify the necessary resources required when responding to an event. OnCall Dispatch | ProQA Interface for Paramount is an add-in to the OnCall Dispatch | Call-Taker application (included with OnCall Dispatch Advantage).

Key Features:

- Multi-discipline launching
- Pre-alerts
- Transfer of location information to OnCall Dispatch | Call-Taker
- Configured to spill key questions into the Event information remarks field.

We also provide a Pre-Alert capability, if ProQA is configured to send the chief complaint code and the answers to the initial questions to CAD before the user starts answering the Key Questions. CAD can then create the event or create and automatically accept the event dependent on the configuration.

Per the Priority Dispatch Paramount website, Hexagon (as Intergraph Corporation) is listed at the platinum level.

Upon determination by the operator that Paramount medical is needed, the operator clicks the Medical button, or issues the medical command. The interface brings the Paramount Medical application to the foreground and places focus in first editable control. The operator then progresses through the paramount application as normal. Upon reaching a determinant code, the operator clicks the flashing alert symbol in Paramount causing the data to be sent to OnCall Dispatch | Advantage. The Paramount application will populate location, caller information, an event-type and sub-type, and the key questions as configured by the Paramount medical admin utility, will spill into the event remarks. OnCall Dispatch | Advantage can optionally automatically accept the event or allow the operator to make further edits and then accept the event.

The operator then places the event into update to allow Paramount to make any further changes as the operator completes the case in Paramount. Upon completion of the Paramount case, the operator would accept any changes into the OnCall Dispatch event.

OnCall Dispatch records the Paramount case number as part of the event record so that the case is permanently linked to the event. If the Paramount button (or command) is clicked for an event that already had Paramount run against it, the case summary is displayed in Paramount.

A single agency event can only have one Paramount case number associated with it.

Assumptions:

- The OnCall Dispatch system supports ProQA version 13.0.
- SMS Texting is not currently supported for Paramount 5.1.

External Alarms OnCall Dispatch Interface

To ASAP

Description:

The APCO ASAP Standard is supported with this interface using the External Alarms OnCall Dispatch Interface. It allows OnCall to interface with the APCO International Automated Secure Alarm Protocol (ASAP) Alarm System (also called “ASAP to PSAP”).

The Automated Secure Alarm Protocol (ASAP) program is a computer-aided dispatch system designed by the Central Station Alarm Association (CSAA) and the Association of Public Safety Communications Officials (APCO Int'l).

Because ASAP Alarm system operates on the National Law Enforcement Teletype System (NLETS) backbone – state specific development services may be required for each implementation to convert the APCO standard NLETS message into the State CJIS Message Switch format. Hexagon partner vendor CommSys licenses an ASAP add-on to their ConnectCIC product that communicates with OnCall Dispatch | Informer out of the box, both of which are included in this proposal.

Assumptions:

- The Customer is responsible for coordinating deployment with the Monitoring Association directly.
- The XML format required by the external systems must be provided to Hexagon.
- For import interfaces and bi-directional interfaces created using Xalt, data will be provided via either a shared directory on the agency’s network or via a web service where the data can be pulled.
- For export interfaces, the export will create XML information and pass it to a web services provided by the vendors for the external systems. Only COTS fields will be exported by the interfaces.

Constraints:

- The Customer is responsible for providing complete and accurate description of the API needed to interface, and for any software/hardware/data required to implement communications with the external systems.

Fire Station Alerting OnCall Dispatch Interface

To Purvis

Description:

The Interface sends unit and event information to the third-party Fire Station Alerting solution to trigger station alarms, unit dispatch, and other services provided by the vendor as defined by their API.

Where appropriate, this interface can be configured to be bi-directional to record alert acknowledgements either by message to the dispatcher or logged to the event remarks.

Vendors supported in this product include:

- Purvis (Version 2.1)
- US Digtial Design's Phoenix G2 (Version 2.5)
- Westnet FIRST-IN (API Version 1.0.6. 1.0.7, 1.0.7a and 1.0.8)

CAD-to-CAD OnCall Dispatch Interface

To Zoll

Description:

The CAD to CAD Interface is based on a rules-driven, real-time transfer of unit and event information to and from Hexagon OnCall System and third-party CAD systems.

Assumptions:

- The third-party CAD vendor is expected to conform to the Hexagon XML or JSON message format specification.
- Hexagon assumes Zoll CAD has a web endpoint that can be leveraged from this cloud-based part.

Constraints:

- The Customer is responsible for any software/hardware/data required to implement communications with the external systems.
- Customer is responsible for coordinating with the third-party CAD vendor and other PSAPs.

RapidSOS OnCall Call-Taker Interface

Description:

The RapidSOS OnCall Call-Taker Interface is an OnCall Call-Taker direct link based interface, for the purpose of receiving location accuracy information from the caller's device about the caller and offer updates on demand via the RapidSOS Web Portal. The interface will also support launching the RapidSOS portal using the phone number as a parameter to obtain additional information about the caller if desired. Importing supplemental data is not supported at this time.

Assumptions:

- Call-taker interface requires OnCall Dispatch | Call-Taker (included as a component of Dispatch Advantage) as a prerequisite.

- Hexagon has also included pricing for the “connector” between RapidSOS and the Call-Taker Interface API (HxGN OnCall Dispatch | Call-Taker Interface)

CryWolf

Hexagon will build a custom interface to CryWolf for the purpose of bulk exporting qualified false alarm events to the Central Square CryWolf service. Hexagon assumes this is a web service so the interface would exist entirely in the cloud.

RMS Interfaces

OnCall Records | Citizen Portal

OnCall Records | Citizen Portal is an add-on product to OnCall Records that enables citizens in the customer’s jurisdiction to interact with the agency. OnCall Records | Citizen Portal is delivered as a website add-on that the customer can host as part of their existing website.

Assumptions:

- Only incident and crash data will be able to be queried through the public-facing portal. The query will provide a list of incidents or accidents within a requested time frame. The actual incident or accident report will not be provided as part of this function. There will be the ability to map the data returned as part of the query.
- The ability to enter Incident-related reports through the portal will be provided. The agency can configure the type of offense allowed for things such as housing checks.
- The citizen portal query capabilities will query a data repository that the agency can configure what data elements they allow to be accessible within the main incident table itself.
- The ability to enter warrants through the public portal is not included. The public portal will only provide the ability to view a list of active warrants and associated data elements configured by the agency.
- Citizen complaints will be done in the incident entry form and import into the incident module using a complaint offense type.

GEARS

Direction: 1-Way Export from OnCall Records

Module: Accident

Format: XML

Exchange: web services, FTP, API, File Drop

Description:

Hexagon will provide an interface that will export new and/or modified accident information from the OnCall Records system. Alert triggers will be setup to fire upon the addition or modification of accident records in the OnCall Records environment. The data will be formatted and exported to GEARS via either (1) a web service or API provided by GEARS, (2) a FTP site provided by GEARS, or (3) a file drop to a

shared directory where GEARS can then pick the XML files up and process. An ICD will be created for this interface and reviewed and agreed to by the customer before any development work can begin.

Hexagon will provide the ability in OnCall Records to capture the necessary data elements for the Georgia Accident Report version "GDOT-523 (07/17)" and "GDOT-523 SUPP (07/17)". Custom fields and controls will be added in OnCall Records Accident module if they aren't included in the COTS OnCall Records installation. Hexagon will also provide the ability to create the PDF of the crash report when the accident record reaches final approval in OnCall Records. The PDF of the report will automatically be attached to the accident record upon approval. Hexagon will also provide the ability to manually generate and print a copy of the accident report by providing a SSRS report that can be accessed from within OnCall Records. Third-party accident diagram software is assumed. It is expected that the third-party diagram software will generate diagram files that will manually be added to the accident records, as attachments, in OnCall Records.

Hexagon has proposed third-party Trancite's Easy Street Draw product for accident diagramming, to be used in conjunction with the proposed GEARS interface and OnCall Records. For more information, please refer to Attachment G – Trancite Easy Street Draw SOW.

E-Citations

Hexagon will provide the ability to generate and print the Georgia Uniform Traffic Citation from OnCall Records. This effort is for the version that is available when the project begins and assumes that a Violator, Court, and Officer copy will be needed.

Evidence.com

Direction: 1-Way Import

Module: Incident

Format: XML, JASON

Exchange: File Watch, FTP, Web Service

Description:

Hexagon will create an interface that will import hyperlinks to video/photo files from the Evidence.com system. Hyperlinks to the video/photo files will be imported or created as attachments to related RMS records if the information allows OnCall Records to know which record to relate to (type and number, i.e., Incident and incident number). An ICD will be created that explains the interface and the customer must approve and sign the ICD before any development work can begin.

NCIC

Hexagon will provide an interface from OnCall Records to NCIC. The following transactions are included:

- Enter, Modify, Locate, Cancel, Clear
  - Person
  - Vehicle

- Gun
- Article

Assumptions:

- A test state server must be available that can be used unaccompanied by vendor personnel.
- This interface includes the queries included above in the CAD Informer to NCIC Interface.
- Not all transactions are available in all modules. Each query will be in one module.
- Hexagon assumes the data returned is displayable JSON or txt files; no custom return displays are bid.
- The following are not proposed but can be included upon request:
  - Boat entry, modify, etc (EB, MB, LB, XB, CB)
  - Aircraft query (GQ)
  - Sex Offender - all available transactions (QWS in SuperSearch,QWS, EXS, MXS, XXS, CXS, EXSN).
  - Gang Member – all available transactions
  - Person/Court Document Modules – Civil (Protective/Restraining Orders)

Attachment F – Trancite Easy Street Draw SOW

[following this page]

Statement of Work

Hexagon Safety & Infrastructure
305 Intergraph Way
Madison, AL 35758

End User Client: Alpharetta Police Department (GA)

Trancite will provide an Easy Street Draw Enterprise Site License solution for 108 sworn officers to be integrated into the Hexagon Records Management/Field Reporting System.

Trancite, in cooperation with Hexagon's technical personnel, will provide all reasonable technical support and assistance for the successful integration of Easy Street Draw into the Hexagon RMS system.

Software Maintenance:

Trancite provides 12 free months of Software Maintenance with the order of the software. The details of the Software Maintenance Plan are as follows:

A. Licensor offers a maintenance plan for the Software as follows:
   a. *Product updates & upgrades*: Licensor will supply improvements and other changes to the software which licensor, at its discretion, deems to be logical improvements or extensions.
   b. *Technical support:* Licensor will supply a reasonable amount of consulting assistance by mail, electronic mail, or telephone in the event of difficulties in the use of the software.
   c. *Defect corrections:* Licensor will supply corrections as required to correct substantial deviations of the software from specifications or the current applicable reference manual.

B. Initial maintenance period- following the execution of this license there will be no additional charge for maintenance support and product updates for one full year.

C. Charges for subsequent years- for each year after the initial maintenance period of the license, licensor will continue to provide Licensee with maintenance, support, and product update services as described in section (A) above, provided Licensee pays Licensor in advance the annual maintenance and support charges then in effect.

Trancite provides, within the body of the quotation, a recommended Extended Maintenance Plan that is available starting in Year 2 and is renewable on an annual basis at the same frozen annual rate for a ten-year period, as directed within the requirements of the RFP. **Year 1 of Maintenance commences on the cut-over to production date announced by Hexagon.**

Training:

Trancite provides both webinar training and onsite training options (when Covid-19 protocols allow for it again). Sessions range from a free 45-minute New User Orientation to Standard, Pro, and Train the Trainer in depth training depending on Alpharetta PD's diagramming needs.
If "onsite" training is requested, Trancite will arrange for a representative to be dispatched to Alpharetta PD (GA) after a formal quotation for the class requirements has been agreed upon based on the class type, number of participants and training materials needed. In addition, standard associated costs for airfare, lodging, food, and transportation will be invoiced. Training sessions typically are scheduled in 2 to 4-hour training sessions, which can be conducted in shifts if required.

Attachment G – Exceptions to Terms and Conditions

RFP Information

1 – Offeror Acknowledgement

Hexagon clarifies it intends to provide the software, cloud services, and support expressly specified in its proposal. Hexagon also clarifies it intends to provide such and contract based upon the terms set forth in Hexagon's Master Terms, which are available at the following link: https://www.hexagonsafetyinfrastructure.com/-/media/Legal/Hexagon/SI/Sales/USMT062021a.pdf and are enclosed herein. The Hexagon Master Terms provide a comprehensive contracting framework for all goods and services Hexagon offers, including cloud software terms, perpetual licenses, maintenance and support provisions, and fixed fee and time and material services provisions. Moreover, the agreement provides a framework through which the City may make future purchases under the same terms. Hexagon proposes the Master Terms in lieu of the City's contract. For purposes of clarity, Hexagon takes exception to the requirement that Hexagon contract with the City in full agreement with the City's Contract Documents.

General Terms and Conditions

Hexagon is receptive to incorporating the City's terms that are mutually agreeable into the resulting contract based upon Hexagon's Master Terms but takes exception to terms that are not mutually accepted.

3 – Substitutions and Change Orders

Hexagon clarifies that while it makes efforts to continue to have the same employees assigned to a project, it reserves the right to substitute named personnel for comparably qualified personnel as circumstance may warrant, including, but not limited to, termination, sickness/disability, bereavement, or fulfillment of military obligations.

4 – General Insurance Requirements

Hexagon clarifies it will promptly provide the City a renewal COI once Hexagon's new insurance policies are procured which may be less than the time prescribed in this section. Hexagon takes exception to being required to provide the City copies of Hexagon's insurance policies. With respect to the E&O coverage, Hexagon takes exception to being required to provide unknown or additional coverages not otherwise specified in the resulting contract. Hexagon also takes exception to any allowance to require Hexagon to provide different or greater insurance than is otherwise specified in the resulting contract. Hexagon proposes the indemnity set forth in the Master Terms in lieu of the indemnity set forth in this section be incorporated into the resulting contract.

7 – Additional Contract Provisions and Terms

Hexagon proposes to incorporate into the resulting a contract the functional matrix included in Hexagon's response. The functional matrix in conjunction with the statement of work and Master Terms would serve as the contracting package for the initial transaction.

13 – Termination

Hexagon proposes the termination provisions set forth in the Master Terms be incorporated into the resulting contract in lieu of this section because the Master Terms provide for the terms to terminate an Order and/or terminating the Agreement as a whole. Moreover, the Master Terms provide for a reasonable cure period of thirty (30) days. Finally, Hexagon clarifies that all intellectual property created by Hexagon shall be owned by Hexagon and that it will not be obligated to provide or license such intellectual property in the event of early termination.

15 – Ownership of Work Product

Hexagon takes exception to this section in its entirety. Hexagon clarifies that all intellectual property created by Hexagon shall be owned by Hexagon.

Attachment H – Additional Information

HxGN Connect

Included in this proposal, HxGN Connect is a scalable SaaS solution that bridges information and communication gaps, removes data silos, and enhances collaboration between diverse roles, organizations, and sectors. Cross functional collaboration, shared awareness, and coordinated action are significant hallmarks of resilient communities and organizations. However, challenges arise from technical and operational gaps between diverse organizations that have their own cultures, budgets, geographic areas, and ways of working.

HxGN Connect is a pragmatic, effective solution that connects operational functions, organizations, and sectors via an easily deployed, collaborative space. By enabling shared awareness and coordinated action, it improves efficiency, performance, and safety of operations. And because it's scalable, it promotes real-time collaboration in all matters, transitioning seamlessly from day-to-day tasks to large-scale emergencies and crisis management.

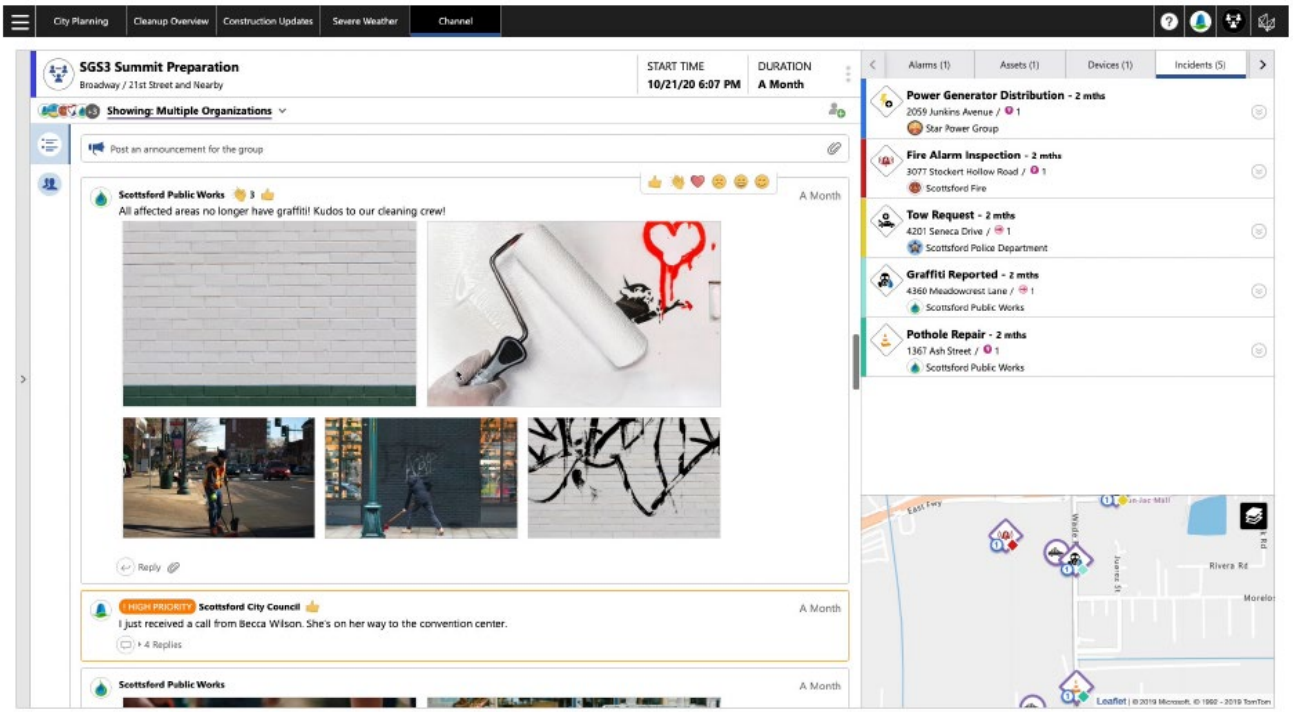
As a cloud-based collaboration workspace, HxGN Connect helps organizations see and act on shared data to solve common and uncommon problems together. Whether agencies need ad-hoc, routine, or emergency-driven collaboration, HxGN Connect links teams within and across organizations, including city, state, federal and private organizations. It gives stakeholders access, based on their user role, to diverse data stored privately and shared through rules-based permissions.

HxGN Connect also offers tools to coordinate and act on that information. Its convenient cloud-based subscription service can have agencies up and running in a matter of weeks and gives them full ownership and control of their data in a space where they set their own rules for engagement. From monitoring real-time intelligence in public safety agencies to unified situational awareness for transportation agencies to government/NGO coordination in smart cities, HxGN Connect helps organizations reimagine collaboration.

Features

- **User experience** – HxGN Connect is designed with the user in mind. The user experience adjusts to fit organizations of different operating styles, cultures, and workflows. Create ad-hoc layouts in seconds using an aesthetically pleasing, customizable user interface (UI).
- **Data integration** – Normalizing your data is easy, quick, and inexpensive with assistance from Hexagon's Xalt | Integration, a proven data integration platform that powers HxGN Connect's unique data sharing capabilities. With our DIY approach to data integration, you can even build, manage, and maintain your own interfaces.
- **Real-time data network –** HxGN Connect's cloud-based system gives organizations instant access to real-time information from internal and external sources.
- **Data sharing controls** – With HxGN Connect's business rules component, you can responsibly and securely share your data. Share the data you want to share, with whom you want, under the conditions you set. Collaborative data is stored for future audits while you maintain full ownership of the original data you choose to enter the space.
- **Subscription-based collaboration** – HxGN Connect's cloud-native system, hosted in Microsoft Azure, reduces entry barriers and simplifies deployment. Organizations can simply subscribe to HxGN Connect with no need to procure, manage, or maintain new IT infrastructure.

- **Responsive, ad hoc capabilities** – HxGN Connect's ad-hoc capability to setup new layouts, change data sharing rules, scale to the scope of an event, and create collaboration channels where users can dynamically add related people and assets is unmatched in the marketplace.
- **Embedded, assistive AI** – Intuitive, proactive notifications generated by embedded, assistive AI enhances situational awareness for all roles and serves as the starting point for many workflows within HxGN Connect.



In addition to emergencies, organizations can use HxGN Connect to plan large events like a citywide summit. Channels provide a collaborative space for all participating organizations. For example, as the city's public works department beautifies the city, they can receive and upload photos of potholes and graffiti to the channel. The public works department, using the channel, can then notify repair crews about the issue. The public works department can also receive real-time updates about work orders.

OnCall Dispatch | Smart Advisor

Not included in this proposal but available upon request, Smart Advisor is comprised of a set of autonomous, analytical software agents that deliver real-time actionable insights within Hexagon's CAD solutions. Using advanced statistics, machine learning (ML), and artificial intelligence (AI), Smart Advisor continually mines operational data within the dispatch system and alerts users of trends, anomalies, and similarities. With Smart Advisor, the user is always in control.

Smart Advisor is fully integrated to deliver continual, autonomous assessment of events that are more efficient, effective, and scalable than manual monitoring of videos, alarms, and common operating pictures alone.

Features

Autonomous, intelligent software agents

At the core of Smart Advisor are independent, autonomous software agents working behind the scenes to continuously mine real-time operational data flowing through OnCall Dispatch. Using rules, AI, ML, and advanced statistics, the agents continuously assess event, unit, and supplemental information data. When an agent's conditions are met, Smart Advisor automatically sends notifications to all subscribing users. AI and ML enhance notification relevance based on each user's feedback.

Automated notifications

Smart Advisor presents notifications as a small "slide-in" window, showing the triggering agent, type of notification, and the event number. Clicking on the notification expands a slide-out panel with more information, including related event data, graphs, charts, and event remarks, and tools to take relevant action. Users can then pin the location on the map, share with other OnCall users, and attach the notification to the event's supplemental information. Users can also provide thumbs up / thumbs down feedback, which trains each Smart Advisor agent to their individual preferences over time.

Easy sharing of notifications

With a click of the mouse, users can share Smart Advisor notifications with other OnCall users. They can also add custom messages to accompany notification data (i.e., all the data shown in the Smart Advisor notification panel) allowing supervisors, field command, and real-time crime centre personnel to filter alerts before sharing them with wider teams.

Flexible configuration

Each software agent has flexible configuration options that allow it to be fine-tuned to an agency's needs. The scope of configuration includes:

- Adjusting sensitivity levels
- Defining new patterns and keywords
- Creating different "missions"
- Specifying actions to occur when the agent is triggered

This flexibility enables administrators to leverage their expertise and local knowledge to fine-tune agents for optimal performance.

While Smart Advisor is a systemwide capability, subscribing to Smart Advisor notifications is optional. Users can be configured to receive only certain types of notifications from specific types of agents. This ensures different users within the agency only receive notifications relevant to their role. From dispatchers and call-takers to crime analysts, supervisors, mobile units, and more, Smart Advisor can be tailored to an agency user's needs.

THE CITY OF ALPHARETTA GEORGIA

AFFIDAVIT VERIFYING CONTRACTOR PARTICIPATION IN FEDERAL WORK AUTHORIZATION PROGRAM (E-Verify)

The undersigned contractor ("Contractor") executes this Affidavit to comply with O.C.G.A § 13-10-91 related to any contract to which Contractor is a party that is subject to O.C.G.A. § 13-10-91 and hereby verifies its compliance with O.C.G.A. § 13-10-91, attesting as follows:

a) The Contractor has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program;

b) The Contractor will continue to use the federal work authorization program throughout the contract period, including any renewal or extension thereof;

c) The Contractor will notify the City of Alpharetta in the event the Contractor ceases to utilize the federal work authorization program during the contract period, including renewals or extensions thereof;

d) The Contractor understands that ceasing to utilize the federal work authorization program constitutes a material breach of Contract;

e) The Contractor will contract for the performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the Contractor with the information required by O.C.G.A. § 13-10-91(a), (b), and (c);

f) The Contractor acknowledges and agrees that this Affidavit shall be incorporated into any contract(s) subject to the provisions of O.C.G.A. § 13-10- 91 for the project listed below to which Contractor is a party after the date hereof without further action or consent by Contractor; and

g) The Contractor acknowledges its responsibility to submit copies of any affidavits, drivers' licenses, and identification cards required pursuant to O.C.G.A. § 13-10-91 to the City of Alpharetta within five business days of receipt.

143935
Federal Work Authorization User Identification Number

08/12/2008
Date of Authorization

Intergraph Corporation (Hexagon)
Name of Contractor

Public Safety Computer Aided Dispatch and Records Management System
Name of Project

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed date April 5, 2022 in Madison (city), AL (state).

Jennifer Williams
Signature of Authorized Officer or Agent

Jennifer Williams, Administrative Director
Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME
ON THIS THE 5th DAY OF April, 2022.

NOTARY PUBLIC

My Commission Expires: 3/3/25

BILLY JOE WOODS, JR. NOTARY PUBLIC STATE OF ALABAMA AT LARGE

BIDDER'S DISCLOSURES AND CERTIFICATIONS

PROCUREMENT NUMBER & TITLE: 22-115, Public Safety Computer Aided Dispatch and Records Management System

DISCLOSURE FORM AND CERTIFICATION OF NON-COLLUSION			
Bidder must disclose any possible conflict of interest and/or any relationship that exists between any principal or employee of your corporation/firm/team/organization and with any City elected official and/or employee. Relationship may be financial, personal, or family or may be in the form of campaign contributions to elected officials. State whether Relationship DOES or DOES NOT exist. Failure to disclose or to submit this completed form may result in response being declared non-responsive and will not be considered further.			
Check applicable box. Use additional forms if needed:	No known relationship exists ☒	Yes, Relationship does exist ☐	If this box checked, include the name and position of the City Official to whom a campaign contribution was made or official/employee relationship. Use a separate form for each official to whom a contribution has been made within the past two (2) years or for additional official/employee relationships.
City Elected Official and/or Employee Name and position			
Contribution Amount/Value (if any)		Contribution Date and Description	
List other Relationship if not contribution			

CERTIFICATION REGARDING DEBARMENT, SUSPENSION, PROPOSED DEBARMENT, AND OTHER RESPONSIBILITY MATTERS

The Contractor certifies to the best of its knowledge and belief that neither it nor any of its principals:

1. are presently debarred, suspended, proposed for debarment, or declared ineligible from submitting bids or proposals by any federal, state or local entity, department or agency;
2. have within a three-year period preceding this bid/offer, been convicted or had a civil judgment rendered against them for: commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performance of a public (Federal, state or local) contract or subcontract; violation of Federal or state antitrust statues relating to the submission of offers; or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statement, tax evasion, or receiving stolen property;
3. are presently indicted for, or otherwise criminally or civilly charged by a governmental entity with, commission of any of the offenses enumerated in paragraph 2 of this certification;
4. have within a three-year period preceding this offer, had one or more contracts terminated for default by any Federal, state or local public agency.

By signing this form, I certify that:

- As an officer of this firm, or per the attached letter of authorization, I am duly authorized to certify the information provided herein is accurate and true; and my firm shall comply with all State and Federal Equal Opportunity and Non-Discrimination requirements and conditions of employment.
- That the firm's response is made without prior understanding, agreement, or connection with any corporation, firm, team, organization, or person submitting a response for the same materials, supplies, equipment, opportunity, or services and is in all respects fair and without collusion or fraud. My firm understands and agrees that bid/proposal collusion is a violation of state and federal law and can result in fines, prison sentences, and civil damage awards;
- Employees of this company or employees of any company supplying material or subcontracting to do work on this Contract will not engage in business ventures with employees of the CITY or Consulting Engineers nor shall they provide gifts, gratuities, favors, entertainment, loans or other items of value to employees of this Department, and
- That the provisions of the Official Code of Georgia Annotated, Sections 45-10-20 et seq. have not been violated and will not be violated in any respect. O.C.G.A. 45-10-20 through 45-10-28 provide that it is unlawful for a City elected official or employee to transact business with the City by which that person is employed for himself, on behalf of a business in which the employee or his/her spouse or dependents has a substantial interest, or on behalf of anyone as agent, broker, dealer, or representative.

Intergraph Corporation (Hexagon)
Company Name

Jennifer Williams
Signature of Authorized Officer or Agent

April 5, 2022
Date

Jennifer Williams, Administrative Director
Printed Name & Title of Authorized Officer or Agent

305 Intergraph Way, Madison, AL 35758
Company Address

Subscribed and sworn before me on this the

5th day of April, 20 22

Notary Public

3/3/25
My Commission Expires

BILLY JOE WOODS, JR. NOTARY PUBLIC ALABAMA STATE AT LARGE

Schedule 1: Summary of Total

Vendor Name: Hexagon Safety, Infrastructure, & Geospatial

Entry functions for this page are locked. Implementation costs will automatically fill with category totals from Schedule sheets # 2, 3, 4, 6, 7. Maintenance & Support totals from Schedule sheet # 5 will automatically populate below in this sheet after implementation costs. Vendor Name entry on Licensing worksheet will fill to this page as well.

Required Modules

Cost Categories	Proposed Cost
Licensing (Schedule 2)	$ 855,876.00
Professional Services (Schedule 3)	$ 1,723,602.00
Training (Schedule 4)	$ -
Travel and Other (Schedule 6)	$ -
Hardware Cost (if any, schedule 7)	$ -
Total Implementation Cost	$ 2,579,478.00

Total Maintenance & Support Cost for Years 1-10	$ 6,568,882.00

Total Cost of Ownership for 10 Years	$ 9,148,360.00

Desired Modules

Cost Categories	Proposed Cost
Licensing (Schedule 2)	$ -
Professional Services (Schedule 3)	$ -
Training (Schedule 4)	$ -
Travel and Other (Schedule 6)	$ -
Hardware Cost (if any, schedule 7)	$ -
Total Implementation Cost	$ -

Total Maintenance & Support Cost for Years 1-10	$ -

Total Cost of Ownership for 10 Years	$ -

Schedule 2: Licensing

Enter Vendor's Name: Hexagon Safety, Infrastructure, & Geospatial

Enter Proposed Cost and breakdown number of users and fee per user. Calculations are only included for Subtotal and Total cells.

Required Modules

Module	Functionality/Description	Proposed Cost	# of Users	Fee Per User	Explanation/Notes (if necessary)
Initial HxGN Cloud Software, Cloud Environment, and Managed Services Fee	Includes:	$ 733,126.00			
	HxGN OnCall Dispatch - Advantage Concurrent User Licenses		8.00		11/11/22 changed from 7 to 8
	HxGN OnCall Records - Concurrent User Licenses		45.00		11/11/22 changed from 6 to 45
	HxGN OnCall Dispatch - Mobile Unit Concurrent User Licenses		25.00		11/11/22 changed from 15 to 25
	HxGN OnCall Dispatch - Mobile Responder Concurrent User Licenses		20.00		
	HxGN OnCall Analytics - Viewer Concurrent User Licenses		10.00		
	HxGN OnCall Analytics - Author Concurrent User Licenses		2.00		
	HxGN Connect LiveShare Licenses		5.00		
	HxGN OnCall Analytics - Dispatch Data Models & Reports		Server		
	HxGN OnCall Analytics - Records Data Models & Reports		Server		
	COTS Interfaces: HxGN OnCall Dispatch - RestAPI HxGN OnCall Dispatch - Informer HxGN OnCall Dispatch - Notifications HxGN OnCall Dispatch - Fire Link Interface HxGN OnCall Dispatch - Call-Taker Interface HxGN OnCall Integration Engine HxGN OnCall Dispatch - ProQA Interface		Server		

	Standard Interfaces: CAD to CAD OnCall Dispatch Interface (x4) External Alarms OnCall Dispatch Interface Fire Station Alerting OnCall Dispatch Interface RapidSOS OnCall Call-Taker Interface		Server		11/11/22 CAD to CAD OnCall Dispatch Interface changed from a quantity of 1 to a quantity of 4
	HxGN OnCall Records-NIBRS Report & Validate		Server		
	HxGN OnCall Dispatch - Viewer Concurrent User Licenses		7.00		11/11/22 added new new
	Subtotal	$ 733,126.00			
Third-Party Software					
CommSys ConnectCIC		$ 42,906.00	Server		
Trancite Easy Street Draw		$ 19,423.00	Server		Pricing adjusted based on revision from 108 sworn officers to 135 sworn officers
Clevest Enterprise Mobility Platform - Platinum		$ 60,421.00	Server		
	Subtotal	$ 122,750.00			
	Total Licensing	$ 855,876.00			

Desired Modules

Module	Functionality/Description	Proposed Cost	# of Users	Fee Per User	Explanation/Notes (if necessary)
Please see Pricing Assumption 2.					

	Subtotal	$ -			
Third-Party Software					
Please see Pricing Assumption 2.					
	Subtotal	$ -			
	Total Licensing	$ -			

Schedule 3: Professional Services

Enter Vendor's Name: Hexagon Safety, Infrastruct

Required Modules

Module/ Area	Implementation Services			Data Conversion			Interfaces			Customizations/ Custom Reports			T
	Hours	Rate	Cost	Hours	Rate	Cost	Hours	Rate	Cost	Hours	Rate	Cost	Hours
Implementation Services	1.00	$ 1,415,587.00	#########			$ -			$ -			$ -	1.00
Interfaces - Includes Interfaces Listed Below:			$ -			$ -	1.00	$ 308,015.00	#########			$ -	1.00
RMS Interface to E-Citations			$ -			$ -			$ -			$ -	0.00
RMS Interface to GEARS			$ -			$ -			$ -			$ -	0.00
RMS Interface to NCIC			$ -			$ -			$ -			$ -	0.00
CAD Interface to ASAP*			$ -			$ -			$ -			$ -	0.00
CAD Interface to Purvis*			$ -			$ -			$ -			$ -	0.00
CAD Interface to RapidSOS*			$ -			$ -			$ -			$ -	0.00
CAD Interface to Zoll*			$ -			$ -			$ -			$ -	0.00
RMS Interface to DataWorks LiveScan (New)			$ -			$ -			$ -			$ -	0.00
CAD Interface for Central Square ONESolution* (New)			$ -			$ -			$ -			$ -	0.00
CAD Interface to ChatComm* (New)			$ -			$ -			$ -			$ -	0.00
CAD Interface to Roswell* (New)			$ -			$ -			$ -			$ -	0.00
*Software required for this interface is included in Schedule 2-Licensing.			$ -			$ -			$ -			$ -	0.00
Total	**1.00**		#########	**0.00**		**$ -**	**1.00**		#########	**0.00**		**$ -**	**2.00**

Desired Modules

Module/ Area	Implementation Services			Data Conversion			Interfaces			Customizations/ Custom Reports			T
	Hours	Rate	Cost	Hours	Rate	Cost	Hours	Rate	Cost	Hours	Rate	Cost	Hours
Please see Pricing Assumption 2.			$ -			$ -			$ -			$ -	0.00
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			$ -			$ -			$ -			$ -	0.00
			$ -			$ -			$ -			$ -	0.00
Other (Please list)			$ -			$ -			$ -			$ -	0.00
			$ -			$ -			$ -			$ -	0.00
(add additional cells if needed)			$ -			$ -			$ -			$ -	0.00
Total	**0.00**		**$ -**	**0.00**		**$ -**	**0.00**		**$ -**	**0.00**		**$ -**	**0.00**

Total
Cost
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Schedule 4: Training

Enter Vendor's Name: Hexagon Safety, Infrastructure, & Geospatial

Required Modules

This sheet does not include calculations except for **Total** cells. Manually fill cells in each column. Where possible, break down **Proposed Cost** where able by **Hours** and **Rate**.

1. Training Hours and Cost

Module/ Area	Training Type (on-site, off-site, web, etc.)	Proposed Cost	Hours of Instruction	Rate	Explanation/Notes (if necessary)
Please see Pricing Assumption 3.					Please see Technical Proposal Chapter 9 - Training for training classes included in this proposal.
Add additional rows if necessary					
Total		$ -			

Required Modules

2. Additional Training Cost

Description (fees, subscriptions, etc.)	Training Type (on-site, off-site, web, etc.)	Proposed Cost	Hours of Instruction	Rate	Explanation/Notes (if necessary)
Please see Pricing Assumption 3.					

Total		$ -			
Total Training Cost		$ -			

Desired Modules

1. Training Hours and Cost

Module/ Area	Training Type (on-site, off-site, web, etc.)	Proposed Cost	urs of Instruct	Rate	Explanation/Notes (if necessary)
Please see Pricing Assumption 2.					
Add additional rows if necessary					
Total		$ -			

Desired Modules

2. Additional Training Cost

Description (fees, subscriptions, etc.)	Training Type (on-site, off-site, web, etc.)	Proposed Cost	urs of Instruct	Rate	Explanation/Notes (if necessary)
Please see Pricing Assumption 2.					

Total		$ -			
Total Training Cost		$ -			

Schedule 5: Support

Enter Vendor's Name: Hexagon Safety, Infrastructure, & Geospatial

Required Modules

Period *Vendors must state when maintenance and support costs start.

Software Maintenance & Support (Years 1-10)	**Proposed Cost**	**Explanation/Notes (if necessary)**
Year One*		Please see Pricing Assumption 1.
Year Two	$ 626,638	
Year Three	$ 645,438	
Year Four	$ 664,801	
Year Five	$ 684,745	
Year Six	$ 705,287	
Year Seven	$ 726,445	
Year Eight	$ 748,239	
Year Nine	$ 770,686	
Year Ten	$ 793,807	
Subtotal	###########	
Third-Party Software Maintenance & Support (Years 1-10)		
Year One*		Please see Pricing Assumption 1.
Year Two	$ 19,962	
Year Three	$ 20,561	
Year Four	$ 21,178	
Year Five	$ 21,813	
	$ -	
Year Six	$ 22,467	
Year Seven	$ 23,141	
Year Eight	$ 23,836	
Year Nine	$ 24,551	
Year Ten	$ 25,287	
Subtotal	$ 202,796.00	

Required Modules

Training (Professional Fees, Conferences, User Groups, Etc.)		
Year One*		Please see Pricing Assumption 3.
Year Two		
Year Three		
Year Four		
Year Five		
Year Six		
Year Seven		
Year Eight		
Year Nine		
Year Ten		
Subtotal	$ -	
Total 10 Year Maintenance & Support Costs	###########	

Desired Modules

Period *Vendors must state when maintenance and support costs start.

Software Maintenance & Support (Years 1-10)	**Proposed Cost**	**Explanation/Notes (if necessary)**
Year One*		Please see Pricing Assumption 2.
Year Two		
Year Three		
Year Four		
Year Five		
Year Six		
Year Seven		
Year Eight		
Year Nine		
Year Ten		
Subtotal	$ -	

Desired Modules		
Third-Party Software Maintenance & Support (Years 1-10)		
Year One*		Please see Pricing Assumption 2.
Year Two		
Year Three		
Year Four		
Year Five		
Year Six		
Year Seven		
Year Eight		
Year Nine		
Year Ten		
Subtotal	$ -	
Training (Professional Fees, Conferences, User Groups, Etc.)		
Year One*		Please see Pricing Assumption 2.
Year Two		
Year Three		
Year Four		
Year Five		
Year Six		
Year Seven		
Year Eight		
Year Nine		
Year Ten		
Subtotal	$ -	
Total 10 Year Maintenance & Support Costs	$ -	

Schedule 6: Travel and Other

Enter Vendor's Name: **Hexagon Safety, Infrastructure, & Geospatial**

Explain type of travel and if proposed at-cost or if there is a markup rate to be applied.

Required Modules

Description	Cost	Explanation/Notes (if necessary)
Please see Pricing Assumption 3.		
Total	$ -	

Desired Modules

Description	Cost	Explanation/Notes (if necessary)
Please see Pricing Assumption 2.		
Total	$ -	

Schedule 7: Hardware

Enter Vendor's Name: **Hexagon Safety, Infrastructure, & Geospatial**

Explain type of hardware, cost, why needed, and if proposed at a % discount of retail.

Required Modules

Description	Cost	Explanation/Notes (if necessary)
Please see Pricing Assumption 4.		Please see Attachment A - System Configuration Diagram.
Total	$0.00	

Desired Modules

Description	Cost	Explanation/Notes (if necessary)
Please see Pricing Assumption 2.		
Total	$0.00	

Pricing Assumptions:

1. Maintenance and Support Year 1 begins at subsystem cutover. HxGN has included Maintenance and Support Year 1 costs in the Total Implementation Costs listed in Schedule 1.
2. Hexagon has provided costs for all Required/Mandatory Modules. Hexagon has experience with these Desired Modules but would like to have an in-depth discussion regarding requirements in order
3. Professional Services costs included in this response are inclusive of project management,
4. Hexagon has bid a cloud-based system. Hexagon assumes any additional hardware needed will be
5. Third parties and interfaces included in the Total Implementation Cost include support/maintenance; some start at cutover and others upon shipment. All have been included in the
6. Alpharetta is responsible for the connection between the cloud environment and the on-premise
7. This pricing assumes production and a non-production environment. Users can train on the non-production environment unless an upgrade is being performed in that particular environment.
8. Any commercial-off-the-shelf (COTS) product information provided by Hexagon in this document is intended to provide an understanding of Hexagon's current expected direction, roadmap or vision and is subject to change at any time at Hexagon's sole discretion. Except as set forth in a resulting contract, Hexagon does not commit to develop the future features, functions, and products discussed in this material. Alpharetta should not factor any future features, functions, or products into its current
9. The Implementation Cloud Environment and Managed Services Fee included in Schedule 2 is for the Cloud Program Fees from the commencement of the Cloud Term up to 18 months thereafter. If for any reason Alpharetta has not cutover by the expiration of the initial 18-month implementation period, then Alpharetta is required to pay for additional Implementation Cloud Environment Fees and
10. The Cloud Program Fees are subject to capacity limitations as provided in the Cloud Service
11. The pricing in the above tables is exclusive of any applicable sales/use tax. Any applicable tax will
12. Base System Pricing is valid until February 28, 2023.

Cloud Assumptions:

The following reflect the cloud capacity limitations associated with the Cloud Program.

Production – Mission Critical Primary and Secondary Database included

- Application Gateway
  - 11.1 Mbps - 12500 persistent connections threshold will add capacity unit every capacity unit giv
- VPN Gateway
  - 50 GiB data throughput
- Data Egress
  - 50 GiB planned egress
- Cluster Control Plane
  - 12 CPU - 42 GiB memory - 600 GiB temp storage
- Dispatch
  - Linux Nodes
    - 12 CPU 48 GiB memory - 300 GiB storage
  - Message Bus
    - 6 CPU – 12 GiB memory - 48 GiB storage
  - Windows Nodes
  - 20 CPU 156 GB memory 640 GiB premium disk

    - Database
        - 2 2 core per app 250 GiB storage - 50 GB back up 4 weekly 1 monthly 1 yearly
- Records
    - Database
        - 2 2 core dispatch - 250 GiB storage - 50 GB back up 4 weekly 1 monthly 1 yearly
    - Linux Nodes
        - 12 CPU 48 GiB memory - 300 Gib storage
    - Windows Nodes
        - 8 CPU 64 GiB memory 256 storage GiB premium disk

Development

The Development Environment is sized smaller than Production and is deemed not Mission Critical. The Er

- SQL Database Single Standard - S3 - DTUs

Staging

The Staging Environment is sized smaller than Production and is deemed not Mission Critical and will be av

- SQL Database Single Standard - S3 - DTUs

From: Cheatham, Jim
To: Westbrook, Debora
Subject: FW: References
Date: Friday, August 5, 2022 7:40:11 AM

For the file.

From: LOWE Trent D <trent.lowe@hexagon.com>
Sent: Thursday, August 4, 2022 1:07 PM
To: Cheatham, Jim <JCheatham@alpharetta.ga.us>
Subject: RE: References

CAUTION: This email originated from outside the City. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Great, thanks, here are a few things to get you started, but I may have more later.

We have many large strategic agencies using our systems today and these agencies below are great representations of the power of Hexagon . Starting with New Orleans and most recently Pinellas County signed with Hexagon as one of the largest Sheriffs' Offices in the US. They are a consortium representing many agencies to include Law, Fire, EMS and 6 separate PSAPs and both Hosted Cloud.

- **New Orleans, LA Police Department – Tyrell Morris – 504.671.3911, tmorris@911nola.org**
  - Implementing OnCall RMS, scheduled Go-Live Dec 2022 - (Hosted Cloud)

- **Lee County, FL Sheriff - Ben Abes – Public Safety Director - office: (239) 533-3911, Benjamin.Abes@leegov.com**
  - Sheriff Live with OnCall RMS/CAD since April 2022 - OnPrem
  - Scheduled OnCall CAD Go-live October 2022

- **Pinellas County Sheriff, FL – (one of the largest Sheriff's Offices in the US) - Tom Lancto – Project Manager – Cell 727.455.2484, tlancto@pcsonet.com**
  - Recently signed with Hexagon Full Suite of OnCall products - (Hosted Cloud)
  - Over 15 Law agencies, Multiple Fire and EMS agencies

- **Huntington Beach , CA PD – Kristin Miller, Administration Services Division Manager – 714-536-5911, KMiller@hbpd.org**
  - OnCall CAD and RMS Go-Live Q1 2023 – (Hosted Cloud)

Trent D. Lowe
Safety, Infrastructure, & Geospatial division
Hexagon

City of Alpharetta, Georgia

Statement of Work

for

HxGN OnCall Dispatch & Records

Cloud Hosted Implementation

PRESENTED BY:

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January 20, 2023

HEXAGON

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1. Introduction

This Statement of Work, including the attachments hereto, provided by Intergraph Corporation by and through its Hexagon Safety, Infrastructure & Geospatial division ("Hexagon") to the City of Alpharetta, Georgia ("Customer") describes the Cloud Consulting Services provided by Hexagon in connection with the initial implementation of the Dispatch and Records Cloud Programs. Hexagon will provide the Cloud Consulting Services to facilitate implementation of the Dispatch and Records Cloud Programs as expressly set forth in this SOW (the "Project") in exchange for payment of the amount set forth in the Quote (which is included as Attachment A). Except as otherwise provided herein, capitalized terms shall have the meaning set forth in the Agreement and Attachment J (Glossary of Terms) hereto.

The Software provided by Hexagon will be the HxGN OnCall Dispatch Advantage Subsystem, including the OnCall Mobile Unit and OnCall Mobile Responder Cloud Applications ("HxGN OnCall Dispatch System" or "OnCall Dispatch" or "Dispatch Cloud Program") and HxGN OnCall Records Subsystem ("OnCall Records", "Records Cloud Program" and collectively with OnCall Dispatch, "OnCall" or "Cloud Program").

2. Purpose

The SOW describes the Cloud Consulting Services for the Dispatch and Records Cloud Programs. It documents: Project implementation requirements, Cloud Application and Local Software functionality, the Activities and Tasks comprising the Project, the timeframe for completion of Activities and Tasks, the responsibilities for each Party, and the Task Acceptance Criteria.

The SOW includes and incorporates the following Attachments:

- Attachment A – Pricing Summary
- Attachment B – Payment Schedule
- Attachment C – Initial Project Schedule
- Attachment D – Training Curriculum
- Attachment E – OnCall Cloud Specifications
- Attachment F – System Configuration Diagram
- Attachment G – RFP 22-115 CAD RMS Functional Requirements
- Attachment H – Interface Descriptions
- Attachment I – CJIS Security Addendum
- Attachment J – Glossary of Terms
- Attachment K – GIS Requirements for the HxGN OnCall Dispatch System
- Attachment L – Cloud Service Schedules
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    - Attachment M-1 – CJIS Security Addendum
- Attachment N – Trancite EasyStreetDraw SOW

The remainder of this section details Project assumptions that impact the Project cost, schedule and scope, Project team composition, and Project management responsibilities.

Each Task identified in this SOW includes the following, as necessary: Task Description, Task Deliverables, Task Prerequisites, Task Assumptions, Hexagon/Customer Team Participation and Responsibilities, and Task Acceptance Criteria. The Tasks defined in the SOW may not be listed chronologically, and the actual Project implementation Tasks and timelines will follow the Project Schedule, unless otherwise noted.

3. Project Outline

The Project consists of two (2) phases: Initial Operating Capability ("IOC") and Final Operating Capability ("FOC"). During IOC, Hexagon will create the Dispatch and Records cloud environments. For the Project to be successful, it is imperative the Customer timely perform its Activities. Upon IOC completion, the Dispatch and Records Cloud Programs are in a state that it can be used to perform its primary function: dispatch emergency resources and enter and store law records in accordance with the Specifications. IOC Completion also marks the Cloud Program Start Date for the Dispatch and Records Cloud Programs.

Following the completion of IOC, the system build workshops, additional configuration, interface development and implementation, functional testing of the Cloud Applications in accordance with the Benchmark Criteria ("Functional Testing"), training, and deployment Activities can occur. As part of FOC, Hexagon shall provide services to support Customer Activities as expressly described in this SOW, develop and implement identified Interfaces, perform Hexagon-led training, provide a draft Cutover plan, and provide support to the Customer during Cloud Cutover.

4. Cloud Program Functionality & Support

As part of the Cloud Program, Hexagon shall provide Credentials/License Keys to the COTS Cloud Applications identified in the Quote. The Dispatch and Records Cloud Programs shall have the capabilities and functionality set forth in the Specifications, which reflects all of the functionality Hexagon is obligated to provide in the Dispatch and Records Cloud Programs. Functional Testing shall only test for conformance to the Specifications. Errors identified during testing are addressed in accordance with the terms related to Cloud Services Support. Only Blocker Errors are required to be resolved prior to Cloud Cutover. This scope does not include any Product Change Requests.

As part of the Dispatch and Records Cloud Programs, the Customer will have access to various Cloud Environments: Production, Development, and Staging. This Project contemplates most Activities occurring in the Development Environment. After the Dispatch and Records Cloud Programs have completed Functional Testing and prior to Cloud Cutover, Hexagon will replicate the Development Environment to the Production Environment, and Staging Environment.

Upon issuance of the Credentials/License Keys for the Dispatch and Records Cloud Programs, the Cloud Program Start Date shall have occurred. Consequently, Cloud Services Support will also begin at that time. The Customer is responsible for performing its Cloud Services Support obligations as reflected in the Master Terms for the duration of FOC and the remainder of the Cloud Term, as may be extended.

5. Project Governance

Hexagon will assign a Project Manager at the beginning of the Project to act as the primary point of contact at Hexagon for the Customer and provide general oversight and guidance for the Hexagon Project team throughout Project.

To ensure successful delivery of the Project in accordance with the schedule, regular communications and an escalation path are necessary. Typically, all formal communications will occur between the

Hexagon Project Manager and the Customer Project Manager. Generally, each Party's Project Manager will have, at minimum, a bi-weekly status conference with one another. On a monthly basis, Hexagon will provide a status report reflecting completed Activities, upcoming Activities, at-risk Activities, other pertinent matters affecting the Project, and, as necessary, an updated Project Schedule. The Customer may propose revisions to the status report and its attachments, but it must do so within five (5) Business Days, otherwise it is final and accepted by the parties.

Finally, on a quarterly basis, or more frequently if deemed necessary by the Parties, the Department Sponsor for Customer, a Hexagon Director or Vice President responsible for operations, and the Customer's Project Managers shall hold a remote executive review meeting to discuss the status of the Project and particular challenges impacting the Project. The two senior officials for both parties shall also serve as the escalation point for disputes arising between the Project Managers.

Projects of this nature involve both Parties performing a variety of Tasks that are dependent upon one another. With that type of relationship and the number of Tasks involved, from time to time delays may occur. The Hexagon Project Manager and Customer Project Manager will address and take actions to mitigate such delays, to the extent reasonably possible.

The Hexagon Project Manager will manage the Project Schedule and provide copies of it to the Customer as updated. From time to time and outside of the status report process described above, the Project Managers may find an adjustment to the Project Schedule is necessary. If the adjustment is mutually agreeable, the Hexagon Project Manager shall update the Project Schedule and it will become the then current Project Schedule, superseding all prior Project Schedules. The Parties acknowledge that potentially material adjustments to the Project Schedule may need to be addressed through a Change Order due to its impact on other aspects of the Order. Unless otherwise noted between the Project Managers, all Tasks reflected in this SOW are regarded as having completed the Task Acceptance Process upon Cutover or commencement of a Task for which the earlier Task was a prerequisite as noted within the SOW and/or Project Schedule.

Any provisions particular to Customer's country are specified in Attachment M – Regional Specifications, which shall supersede any conflicting provisions provided in this SOW.

6. Customer Core Team(s)

The Customer shall provide qualified resources to staff the Core Team (described below) to facilitate a successful implementation of OnCall. The Core Team consists of an overall Customer project manager who is responsible for the day-to-day coordination of Customer's Project Activities and personnel divided amongst smaller discipline-oriented groups with particular roles and responsibilities appropriate to the discipline. Those subdivided groups are denoted with suggested team member resources below.

Core Team Roles and Responsibilities

Dispatch Core Team

Below is the defined group of Customer members responsible for decision making for the remainder of the Public Safety Access Point ("PSAP") user group(s) regarding configuration and use of the OnCall Dispatch solution. The "Dispatch Core Team" should consist of, at a minimum, the following resources with the corresponding qualifications:

- **9-1-1 Call-Taker** – This person intimately understands the process by which emergency calls for service are answered, triaged, created in the current CAD, and sent for dispatch.

- **Radio Dispatcher** – This person intimately understands the structure of the PSAP, the agencies for which it dispatches, and the methods in which dispatching occurs.
- **System Administrator (Operational)** – This person is responsible for the operational administration of the OnCall Dispatch system. Managing things like user accounts, permissions, parameter settings, user interface layouts, units, event types, etc.
- **Decision Maker (Operational)** – This person has authority, either by role or designation, to make decisions on behalf of the agency or agencies OnCall Dispatch is serving pertaining to the configuration of OnCall.

The ideal size of the Dispatch Core Team is six (6) members. Under no circumstances shall the Dispatch Core Team be larger than twelve (12) members.

Mobile Core Team

Below is the defined group of Customer members responsible for decision making for the remainder of the field operations user group(s) regarding configuration and use of the OnCall Dispatch mobile solutions (OnCall Mobile) including OnCall Dispatch Mobile Unit, and OnCall Dispatch Mobile Responder. The "Mobile Core Team" should consist of, at a minimum, the following resources with the corresponding qualifications:

- **Patrol / Firefighter** – This person is an active member of the patrol / operational division of the agency. They are tasked with responding to calls for service, field-initiated activities like traffic stops or inspections, and other duties in patrol / operations. This person should not be technology averse. They should embrace the use of technology and seek to find ways to leverage it to their benefit in their daily duties.
- **Patrol Supervisor / Fire Supervisor** – This person is an active member of the patrol / operational division of the agency and responsible for the day-to-day supervision of a group of patrol members or of a specific station/apparatus crew. This person is typically a rank of Sergeant or above in law enforcement and lieutenant or above in Fire/EMS, although actual rank structure in agencies may vary.
- **Investigations / Detective / Fire Marshal** – This person is an active member of the investigations division or fire marshal's office and has primary responsibility for long-term case work or other fire-related investigations.
- **Command Staff** – This person is an active member of the command staff at the agency. This person is typically a rank of Captain or higher in law enforcement or battalion chief or higher in fire departments, although actual rank structure in agencies may vary.
- **Decision Maker** – This person has authority, either by role or designation, to make decisions on behalf of the agency or agencies OnCall Dispatch Mobile Unit or Mobile is serving pertaining to the configuration of OnCall Dispatch mobile products.

The ideal size of the Mobile Core Team is six (6) members. Under no circumstances shall the Mobile Core Team be larger than twelve (12) members.

It is possible to have a Mobile Core Team duplicated for different responder roles, such as a law enforcement Mobile Core Team and a Fire Mobile Core Team.

Records Core Team

Below is the defined group of Customer members responsible for decision making for the remainder of the field operations user group(s) regarding configuration and use of the OnCall Records solution. The

Records Core Team either needs knowledge of all applicable departments or has access to local subject matter experts. The Records Core Team should consist of, at a minimum, the following resources with the corresponding qualifications:

- **Subject Matter Experts (SME)** – Person or person(s) responsible for adapting local agency department needs into actionable configuration processes for the new system. This person or persons need access to other local SMEs for all departments that will be utilizing the new system.
- **Technical Support Staff** – The responsibility of Technical Support Staff lies with the adaptation and configuration of the system at a more technical level. Responsibilities potentially include SQL and/or report writing experience with SSRS knowledge, current technical understanding of current interfaces in use that are to be adapted to the new systems, etc.
- **Command Staff** – This person is an active member of the command staff at the agency. This person is typically a rank of Captain or higher in law enforcement, although actual rank structure in agencies may vary.
- **Decision Maker** – This person has the authority, either by role or designation, to make decisions on behalf of the agency or agencies OnCall Records is serving pertaining to the configuration of OnCall Records products.

The ideal size of the Records Core Team is six (6) members. Under no circumstances shall the Records Core Team be larger than twelve (12) members.

7. Project Assumptions

The following list of assumptions and Customer responsibilities reflect Hexagon's understanding of the Project. Changes in any of the assumptions and Customer responsibilities will affect the scope, Project Schedule, and/or cost of the Project.

Agreement and Schedule Assumptions

- This Cloud Consulting Services Order and the Cloud Program Order have been executed by the Customer, accepted by Hexagon, and the Customer has provided a notice to proceed, Purchase Orders (PO) for both Orders, or written confirmation only the execution of the Orders is necessary to bind the Customer.
- Hexagon and the Customer will review the SOW and determine a mutually agreeable date for the Services to be performed.
- As reflected in Attachment C, the implementation of CAD and RMS are scheduled to occur concurrently; if the Project cannot be completed concurrently with a simultaneous Cutover, the SOW will need to be modified through a Change Order.
- The Customer shall perform its assigned responsibilities as identified within the Initial Project Schedule (Attachment C) and Project Schedule developed as part of Task 1 in the time allotted. If the Customer does not reasonably comply with the Project Schedule, Hexagon is permitted with written notice to suspend its performance on this Project and redeploy its resources on other active projects until the parties determine a mutually agreed upon date to re-start the Project. At that time, a new Project Schedule will be provided.
- Hexagon will have timely access to the Core Team and other Customer Project staff in accordance with the Project Schedule. Customer shall make additional personnel available on a priority basis, as needed, to provide subject matter expertise to complete this Project
- Customer shall assign personnel to the Core Team and ensure they are actively engaged in the Project.
- Any work and effort ascribed to Hexagon in a given Task is confined to that specific Task and may not be used for or applied to any other Task.
- Customer shall provide Hexagon Project Manager with contact information for a Customer resource to resolve any issues that should arise from Hexagon's access of Customer's System during working and non-working hours.
- Any Service Request that is set to "NEED MORE INFO" or "RE-TEST" will be automatically closed after ten (10) Business Days if the Customer does not update the SR.
- The Customer shall provide Hexagon with access to all data, documents, plans, reports, diagrams, and analyses reasonably related to the Project or otherwise necessary to facilitate Hexagon's performance of its Activities.
- Unless expressly stated in this SOW, all Documentation, if any, provided by Hexagon under this SOW will be COTS Documentation, and the Documentation will not be customized. All Documentation delivered will be in Hexagon-approved format. Changes to Hexagon-format to accommodate specific Customer requests may be done at Hexagon's discretion and at an additional cost.
- Unless Hexagon and Customer mutually agree otherwise, all Documentation provided by Hexagon will only be provided in electronic format.
- Unless otherwise stated in the Task, all Tasks will be conducted remotely.

- All Hexagon personnel performing remote tasks which require unescorted access will be identified and properly vetted prior to commencement of those remote Activities.
- As reflected herein, Hexagon may have proposed certain Activities or Tasks be performed on site. Hexagon and/or Customer may alternatively choose or circumstances necessitate to have these Activities and Tasks performed remotely. Payments due under the Quote and as specified herein shall remain the same.
- To the extent the Customer requires Hexagon personnel undergo COVID testing prior to performing work at Customer's facilities, the Customer would be responsible for any such costs, which are not included in the scope and price of this Order.
- If the title of a Task includes the name of a Subsystem (e.g., OnCall Records or OnCall Dispatch), that Task shall be construed as pertaining only to that Subsystem unless expressly stated otherwise.

Hardware and Software Assumptions

- All Software will be electronically delivered.
- Local Software, if any, will be electronically delivered to the Local Environment.
- The Customer shall provide access to its Local Environment to Hexagon for the duration of the Project.
- No Local Software will be delivered during the IOC Phase.
- The Customer shall purchase, install, and test all physical client hardware comprising the Local Environment.
- The Customer will ensure its hardware, operating system software, and other third-party products/environments conform with Attachment E: OnCall Cloud Specifications and Attachment F: System Configuration Diagram. Deviations from Attachments E and F will not be considered due to the critical nature of the software supported by these systems.
- Hexagon and the Customer will test the final system hardware configuration to ensure conformance with Attachment F: System Configuration Diagram and Attachment E: OnCall Cloud Specifications.
- Customer shall purchase all applicable operating systems and software in the Local Environment, including, but not limited to, client workstations, and ensure such operating systems and software meet the minimum requirements as defined in Attachment E .
- Customer shall purchase, install, configure, and administer its Network Infrastructure, including, but not limited to, its WAN/LAN and wireless infrastructure. Customer's wireless infrastructure shall be the same for all agencies and meet minimum bandwidth requirements as stated in Attachments E and E.
- Customer shall be responsible for the wired and wireless connectivity between servers/clients and clients/clients and with the Cloud Applications.
- Customer shall be responsible for, and purchase and maintain if necessary, any hardware and/or third-party software necessary for implementing interfaces.
- Except as specified in this SOW, including Attachment A: Pricing Summary, Hexagon is not required to provide any additional Software customizations, custom forms, forms modifications, third-party software, custom interfaces, or custom reports.
- To the extent the Customer desires to use the Cloud Program or other deliverables provided herein in a manner or in combination with software or hardware that is not certified or recommended by Hexagon, then the Customer shall be solely responsible for such use. Hexagon shall not be

responsible for the correction of any Errors, reduced performance, compromised functionality, or other unintended consequences arising from such use. The Customer also shall not withhold acceptance of any Task or the Cloud Program due to such use.

- Customer has reviewed the SOW and acknowledges and agrees Software Requirements: (i) represents all the functionality required of the System; and (ii) is the only functionality that is required to be delivered under this SOW.

System Access/CJIS Assumptions

- The Cloud Program shall store data (in either transit or at rest) in the Cloud Environment, which is within Microsoft Azure Government Cloud. Customer is solely responsible for (i) assuring it is permitted by appropriate State agencies to transmit CJI and store data (in either transit or at rest) in the Cloud Environment and (ii) otherwise complying with and ensuring this Project and the Cloud Program to be provided does not violate applicable State CJIS policies.
- Depending upon the Customer's jurisdiction, additional security guidelines and assumptions are provided in Attachment M.
- Customer consents to Hexagon's inspection and use of Customer's data and systems, including, but not limited to, log files and databases, for the limited purpose of providing the Cloud Services and Cloud Consulting Services.
- In addition to tools provided by Microsoft Azure, SecureLink is the remote access solution used by Hexagon. If Customer desires for Hexagon to utilize an alternate method and/or process for remotely working on the Cloud Program, such alternate method and/or process shall be mutually agreed upon prior to this SOW being executed. Such alternate method and/or process may impact the original level of effort and Project Schedule quoted for this upgrade, which in turn may require a Change Order to modify.
- Customer shall provide unrestricted system and VPN access via SecureLink to Hexagon developers and implementers who will need to have access to multiple infrastructure platforms at the same time. The Customer shall provide Hexagon personnel individualized system access credentials and allow Hexagon authorized resources VPN access twenty-four (24) hours a day, seven (7) days a week for the duration of the Project.
- Customer shall provide external VPN access while on-site to access various Hexagon resource libraries.
- After completion of this Project, Hexagon will VPN using SecureLink into the live System only at Customer's request and will follow Customer's required VPN access procedures.

Third-Party Assumptions

- Customer shall schedule and coordinate third-party technical resources with the skills necessary to perform and/or support all Customer Responsibilities, respond to Hexagon requests, and support the testing of interfaces, as required. Customer shall schedule and coordinate third-party technical resources in such a way as to ensure that a negative impact to the overall Project Schedule does not occur.
- Customer shall maintain, in good working order, all third-party systems which will integrate with Hexagon software or on which the Hexagon software depends as part of this Project except for the Third-Party Software included as part of the Cloud Program and provided thereunder.
- Customer shall be responsible for the operation and timely availability of external systems or third-party software necessary for the execution of the Project.
- If a delay in the Project is caused by a third-party vendor, Hexagon services not covered in this SOW may be required at additional costs.

- Customer shall be responsible for providing the requisite software licenses to its GIS software to implement it within the Cloud environment. Customer is responsible for compliance with terms of its licenses to the GIS software.
- Customer is responsible for ensuring its GIS software provider provides all information, support, and cooperation necessary to integrate the Customer's GIS platform with the Cloud Programs.
- Customer shall be exclusively responsible for administering, managing, configuring, provisioning, updating, and supporting its GIS platform utilized for the Cloud Programs.

8. Project Tasks

Project Initiation

Prior to the Kickoff Meeting and after execution of this SOW or Order, the Hexagon Project Manager will contact the Customer Project Manager to identify the Project Start date and coordinate scheduling the Kickoff Meeting. For the Project to be successful, the following initial Activities must be performed before any Tasks occur:

- The Hexagon Project Manager will contact the Customer Project Manager. During this initial contact, the Hexagon Project Manager will:
    - Schedule the kickoff meeting;
    - Identify the Project Start date;
    - Create a detailed agenda describing the goals of the kickoff meeting;
    - Discuss any mitigating factors that could affect the Project (e.g., scheduling conflicts, communication factors, and other risk factors);
    - Schedule a conference call before the kickoff to go over the kickoff agenda;
    - Ensure both Hexagon and Customer have appropriate Subject Matter Experts available for kickoff; and
- Hexagon's Project Manager will prepare kickoff materials.
- Hexagon's Project Manager shall have updated the Initial Project Schedule and provide the draft Updated Initial Project Schedule and sent a copy to the Customer Project Manager for review prior to the Kickoff meeting.

Initial Operating Capability (IOC) Phase

1. Project Kickoff Meeting

Task Description

The objective of this Task is to discuss and address questions regarding Project Assumptions, discuss the updated Initial Project Schedule and agree to it at the meeting or shortly thereafter, and all requirements are understood prior to beginning any significant work. A meeting for Project Kickoff will be held after the SOW has been fully executed. The Project Kickoff meeting will be scheduled by each party's Project Manager as part of Project Initiation Activities.

Prior to the Kickoff Meeting and after written acceptance of the Agreement, the Hexagon Project Manager will contact the Customer Project Manager to identify the Project Start date and coordinate scheduling the Kickoff Meeting. The Project Kickoff Meeting shall last no more than one (1) Business Day.

During this Task, the Parties shall confirm the updated Initial Project Schedule as updated by the Hexagon Project Manager. The resulting updated Initial Project Schedule shall be substantially similar in durations as that provided within Attachment C. Prior to the Project Kickoff Meeting Task, the Customer Project Manager shall have reviewed the updated Initial Project Schedule and be in a position to succinctly identify any needed changes understanding material extensions of the Initial Project Schedule may require additional Hexagon Services to be added via a Change Order. Once the list of changes has been made to the updated Initial Project Schedule by the Hexagon Project Manager, the Hexagon Project Manager will thereafter provide the Project Schedule to the Customer Project Manager. From time to time, the Parties' Project Managers may modify the Project Schedule upon mutual written consent or upon transmission of an updated Project Schedule to the Customer Project Manager as part of a status report and the Customer Project Manager offers no objection to the updated Project Schedule within five (5) Business Days thereafter.

At the Project Kickoff Meeting, the Customer shall provide: (i) contact information for all members of its Core Team and Executive/Departmental Sponsor, (ii) proposed alterations to the updated Initial Project Schedule, (iii) contact information for any third-party vendors which OnCall will integrate as contemplated in Attachment H, and (iv) identify to Hexagon any perceived concerns or risks with the Project. During the Project Kickoff Meeting, Hexagon shall provide template COTS Interface Questionnaires and the OnCall Records Pre-BPA Questionnaire for Customer completion prior to required Tasks.

Task Deliverables

- Kickoff meeting agenda
- Project Schedule
- Kickoff meeting minutes, to include identified risks and action items
- COTS Interface Questionnaire
- OnCall Records Pre-BPA Questionnaire

Task Prerequisites

- Agreement executed by both Customer and Hexagon and PO issued (if applicable).
- Hexagon Project Manager has verbally communicated with the Customer to (i) identify the Project Start date and (ii) coordinate a date for the Project Kickoff Meeting.
- Customer has assigned a Customer Project Manager.

- The Core Team has reviewed this SOW.
- Customer is in compliance with Attachment K - GIS Requirements.

Task Assumptions

- The Hexagon Project Manager will conduct the kickoff.
- This task will be conducted on site.
- Some members of the Hexagon Project Team may participate remotely.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Review the Project organization, roles, and responsibilities with the Customer;
- Conduct an overview of the Project including a review of the SOW to verify all aspects of the Project approach;
- Review the draft Updated Initial Project Schedule and adjust the Updated Initial Project Schedule as needed and mutually agree upon it with Customer;
- Work with Customer to identify and document any potential Project risks;
- Provide meeting minutes that document risks and action items that affect the Project Schedule, resources, and/or the SOW;
- Inform the Customer of VPN requirements for Project implementation and continued System maintenance;
- Review of delivery methodology;
- Establish status reporting requirements; and
- Provide overview of Standard Interfaces being delivered as part of the Project as identified in Attachment H.

Customer Team Participation and Responsibilities

Customer shall:

- Review the SOW;
- Ensure its Core Teams attend the applicable portions of the Kickoff Meeting;
- Provide SMEs and any other resources as recommended by the Customer and Hexagon Project Managers;
- Provide Hexagon with VPN access and individualized user accounts to Customer's System as appropriate for this Project and continued software maintenance;
- Have previously reviewed the Updated Initial Project Schedule and work with Hexagon to finalize the Updated Initial Project Schedule;
- Provide location and logistical support for Kickoff Meeting; and
- Designate and prepare workspace for Hexagon personnel.

Task Acceptance Criteria

This Task is complete at the conclusion of the Project Kickoff Meeting and delivery of the Project Kickoff meeting minutes to Customer.

2. COTS Interface Questionnaire Completion

Task Description

Hexagon will provide an interface questionnaire (“COTS Interface Questionnaire”) to the Customer to complete. The Customer shall complete the COTS Interface Questionnaire within five (5) Business Days of receipt (“COTS Interface Review Period”) whereupon Hexagon will be able to install the COTS Interface and configure it based upon the information provided in the COTS Interface Questionnaire subject to the functionality and features within the COTS version of the Interface.

The following Interfaces are regarded as the COTS Interfaces (collectively, "COTS Interfaces”):

- OnCall Dispatch | Informer to NCIC
- OnCall Dispatch | Notifications to email
- OnCall Dispatch | Fire Link to First Due
- OnCall Dispatch | ProQA Interface
- ANI/ALI Interface (included with HxGN OnCall Dispatch | Advantage)
- OnCall Dispatch | Mobile Responder

For more information on, parameters of, and assumptions underlying the COTS Interfaces, see Attachment H, Interface Descriptions.

Task Deliverables

- Completed COTS Interface Questionnaires

Task Prerequisites

- Project Kickoff Meeting Task is complete.
- Hexagon has submitted COTS Interface Questionnaires to Customer.

Task Assumptions

- The Customer will direct its third-party vendors to provide any API or specification documentation required to configure the COTS Interfaces.
- If required, all NDAs between Hexagon and third parties will be executed and current. The Customer will exercise all reasonable efforts to facilitate its third-party vendors reasonable cooperation with this requirement.
- The Customer will exercise all reasonable efforts to facilitate cooperation and information from its third-party vendors and/or state agency as reasonably necessary for the configuration, testing, and Cutover of the COTS Interfaces.
- Unless otherwise provided in the Specifications, only COTS versions of the COTS Interfaces will be provided and configured.
- The Customer shall be responsible for underlying requirements pertaining to its third-party systems as described in Attachment H.
- The ANI/ALI interface component of the OnCall Dispatch System will provide the interface to an ANI/ALI controller. It will accept ANI/ALI packets containing ASCII data via an Ethernet Network

(TCP/IP) or a Serial COM Port connection. If the Customer's ANI/ALI feed is via Serial COM Port the Customer will need to obtain an IP to Serial device.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Review completed COTS Interface Questionnaires.

Customer Team Participation and Responsibilities

Customer shall:

- Promptly review, complete, and submit COTS Interface Questionnaires and provide comments, questions, or approval within the COTS Interface Review Period.

Task Acceptance Criteria

This Task is complete upon Hexagon providing the COTS Interface Questionnaires and reviewing Customer's responses it provided within the COTS Interface Review Period.

3. OnCall Dispatch & Mobile Unit Launch

Task Description

OnCall Dispatch & Mobile Unit Launch ("Launch Workshop") is a workshop style session lasting up to three (3) Business Days that is intended to educate Dispatch and Mobile Core Team members on the features and functionality of OnCall Dispatch and OnCall Dispatch Mobile Unit to support the collection and importation of data and information that CAD requires to execute its primary functions ("CAD Static Data"). During the Launch Workshop, Hexagon will provide limited instruction on the use of OnCall Dispatch and OnCall Dispatch Mobile Unit illustrating how the CAD Static Data elements identified below are utilized in the Subsystem. The Launch Workshop is limited in scope to facilitate upcoming System Build Tasks; it is not intended or designed to provide a comprehensive overview or instruction of the Subsystem. Such instruction and training will be provided at later stages of the Project. During the Launch Workshop, Hexagon shall provide to Customer OnCall Dispatch Static Data Collection Spreadsheet(s) to facilitate Customer's collection and eventual importation of CAD Static Data in subsequent Tasks.

Task Deliverables

- OnCall Dispatch Static Data collection spreadsheets

Task Prerequisites

- Project Kickoff Meeting Task is complete.
- Customer Dispatch Core Team is identified.
- Customer Mobile Core Team is identified.

Task Assumptions

- Launch Workshop is conducted using a Hexagon-provided default OnCall Dispatch & Mobile Unit environment.
- Hexagon responsibilities will be executed on site at a Facility.
- Each Customer attendee will have access to their own Project Workstation.
- The Launch Workshop shall last no more than three (3) Business Days.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide limited, focused instruction on the use of OnCall Dispatch, OnCall Mobile Unit, and OnCall Dispatch Administrator, on functional areas that utilize or display the following CAD Static Data elements:
  - Agencies
  - Unit Types (Patrol, Engine, etc.)
  - Units
  - Event Types
  - Special Situation Types
  - Personnel/User Accounts
  - Beats/Station Areas
  - Dispatch Groups

- Disposition Codes
- Out-of-Service Types
- Facility Service Types
- Known Caller Types
- Stations (Police Stations, Sub-Stations, Fire Stations, etc.)
- Number Formats (event, case, etc.)
- Rotational Services (towing, ambulance, lock smith, etc.)
- Vehicles

- Provide the Customer with Microsoft Excel based data collection spreadsheets ("OnCall Dispatch Static Data Collection Spreadsheets") to be used in assembling the CAD Static Data elements.

Customer Participation and Responsibilities

Customer shall:

- Provide a facility according to the requirements provided in Task Assumptions;
- Ensure appropriate members of the Dispatch Core Team and Mobile Core Team attend the workshop for the entire Launch Workshop;
- Ensure each attendee has a Project Workstation; and
- Participate in discussions and engage with the Hexagon team member.

Task Acceptance Criteria

This Task is complete upon conclusion of the Launch Workshop and the delivery of the OnCall Dispatch Static Data Collection Spreadsheets.

4. OnCall Dispatch GIS Requirements Review

Task Description

This Task introduces the Customer GIS members to the address locator services, routing services, map display services, and deployment polygons required to be provided by the Customer for use by OnCall Dispatch. Over the course of up to one (1) Business Day, Hexagon will present on the following topics during the "OnCall Dispatch GIS Requirements Review:"

- Introduction to OnCall Dispatch GIS data requirements (see Attachment K)
- Optional GIS data elements that can be used by OnCall Dispatch

This session will use Hexagon-provided GIS data for the purposes of discussion. Hexagon will use its equipment to conduct any demonstrations that may occur. Customer attendance should be limited to GIS professionals with responsibility for the creation and maintenance of Customer GIS data. Up to six (6) Customer personnel may attend. Map content will be provided to the OnCall Dispatch system through map layers and web services to be provided by the Customer.

Task Deliverables

- OnCall Dispatch GIS Requirements Review

Task Prerequisites

- Project Kickoff Meeting Task is complete.

Task Assumptions

- Appropriate facilities have been identified to support the number of attendees (if co-located), including an LCD projector and a projection screen.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct the OnCall Dispatch GIS Requirements Review.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure its GIS/Map Administrator is involved throughout this Task;
- Supply facilities, including an LCD projector and a projection screen;
- Designate and assign no more than four (4) Customer mapping/GIS personnel to attend the entire workshop. Two (2) additional people may attend as observers/auditors; and
- Ensure that all appropriate Customer GIS professionals are sufficiently trained and experienced in GIS fundamentals.

Task Acceptance Criteria

The Task is complete after the OnCall Dispatch GIS Requirements Review is conducted.

5. OnCall Records Business Process Analysis (BPA) Workshop

Task Description

Hexagon will conduct the Business Process Analysis ("BPA") Workshop ("BPA Workshop") with the Customer's Records Core Team and SMEs. The BPA Workshop lasts up to four (4) Business Days and is designed to document current processes that will need to be reviewed during configuration workshops and provide a guidebook for the Records Core Team to use as they work to configure the Records Subsystem.

The BPA Workshop will be an interactive workshop with the Records Core Team and any SMEs that may be required. The BPA Workshop will provide the Customer with a system and process overview to prepare for the upcoming Records Core Team training and subsequent configuration workshops where the Records Core Team will set up OnCall Records for Production use. It is important to note that some current Customer processes may not be applicable to the new Subsystem, and adjustments will have to be made by the Customer's process and procedures to implement the COTS OnCall Records Subsystem. This knowledge will be critical during the configuration workshops. The BPA Workshop results will be documented by Customer staff.

BPA Workshop Agenda

The BPA agenda will be developed between the Hexagon and Customer Project Managers based on the functional areas, subject areas specific to the Customer, and number of BPA workshops purchased. The topic points will be based on the "Pre-BPA Questionnaire" that is completed by the Customer and focuses on the current business processes.

Task Deliverables

- BPA Workshop.

Task Prerequisites

- Customer has provided appropriate meeting/training facilities.
- Project Kickoff Meeting Task is complete.
- Customer has collected and or has available necessary operating procedures, policies, plans, and/or information applicable to the BPA Workshop.
- Customer has completed the Pre-BPA Questionnaire.

Task Assumptions

- The sessions are typically done in four (4)-hour blocks over (4) days.
- No more than twelve (12) Core Team personnel may attend.
- Hexagon responsibilities will be executed on site at a Facility.
- The BPA Workshop will cover only COTS OnCall Records functionality.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct the BPA Workshop.

Customer Team Participation and Responsibilities

Customer shall:

- Attend BPA Workshop;
- Provide a facility according to the requirements provided in Task Assumptions;
- Provide a Project Workstation for each attendee;
- Collect and have ready at the BPA Workshop all of Customer's documents and information pertaining to its business processes, operating procedures, and workflows;
- Document Customer business processes to be used in the Configuration Workshops; and
- Provide access and resources as identified.

Task Acceptance Criteria

This Task is complete once the BPA Workshop has been provided.

6. OnCall Cloud Environment Creation

The objective of this Task is to create and “spin-up” the Customer’s Development Environment for the Dispatch and Records Cloud Programs.

The Development Environment will be used by Customer during the Project and serve as the basis for the Development Cloud Environment upon Cloud Cutover. Hexagon will inform the Customer once the applicable Development Environment for Customer has been created.

Task Prerequisites

- Project Kickoff Meeting Task is complete.

Task Assumptions

- None

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Create the Cloud Environment (only Development Environment at this Task) with the Dispatch and Records Cloud Programs (excluding Interfaces) identified in the Cloud Program Order, which will be used for subsequent Tasks (Customer is not provided Credentials/License Keys at this time).

Customer Team Participation and Responsibilities

- None.

Task Acceptance Criteria

This Task shall be complete upon creation of the Customer’s Development Environment for the Dispatch and Records Cloud Programs.

7. IOC Completion

Task Description

This Task serves as a milestone and culmination of the previous Tasks. It is at this point in the Project that Hexagon has created the Cloud Environment. With the completion of the foregoing Tasks and as part of this Task, Hexagon will host a meeting with the Customer Project Manager to: (i) deliver to Customer the Credentials//License Keys applicable to the Dispatch and Records Cloud Programs and identified in the Quote to the Cloud Program Order and (ii) ensure the Customer Project Manager is able to access the Cloud Program with the Cloud Credentials/License Keys ("Credentials Delivery Meeting"). The Credentials Delivery Meeting is complete once those two objectives are achieved. Completion of this Task also serves to mark the completion of IOC Phase.

Task Deliverables

- Delivery of Credentials/License Keys for Dispatch and Records Cloud Programs included within the Quote
- Customer can login to the Cloud Program using Credentials/License Keys

Task Prerequisites

- OnCall Cloud Environment Creation task is complete.

Task Assumptions

- Customer has necessary hardware, equipment, and Network Infrastructure ready and available to access the Cloud Program
- The Credentials Delivery Meeting is of a limited duration and only intended to cover the two topics specified above.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Host the Credentials Delivery Meeting;
- Deliver Credentials/License Keys for Dispatch and Records Cloud Programs;
- Ensure the Customer can log into the Dispatch and Records Cloud Programs to confirm connectivity; and
- Address Customer reported issues with accessing the Dispatch and Records Cloud Programs.

Customer Team Participation and Responsibilities

Customer shall:

- Attend the Credentials Delivery Meeting;
- Access the Dispatch and Records Cloud Programs via the Credentials/License Keys provided during the Credentials Delivery Meeting;
- Report to Hexagon verbally during the Credentials Delivery Meeting whether the Customer can access the Dispatch and Records Cloud Programs or identify issues encountered in accessing the Dispatch Cloud Program; and

- If Customer encounters issues in accessing the Dispatch and Records Cloud Programs, it will work collaboratively with Hexagon to troubleshoot and address the issue until resolution.

Task Acceptance Criteria

This Task is complete when Hexagon has delivered the Dispatch and Records Cloud Programs Credentials/License Keys to Customer and confirmed the Customer is able to access the Dispatch and Records Cloud Programs.

Final Operating Capability (FOC) Phase

8. OnCall Dispatch System Build 1

Task Description

OnCall Dispatch System Build 1 workshop ("System Build 1") builds upon the OnCall Dispatch and Mobile Unit Launch to begin the process of populating OnCall with required static data elements. System Build 1 is the first of two (2) static data workshops and primes OnCall Dispatch with base data to support the buildout of remaining static data elements addressed in OnCall Dispatch System Build 2.

At the commencement of System Build 1, the Customer shall have obtained information and documents (e.g., records, operating procedures, resources, etc.) to support the eventual entry or import of the Build 1 Data Elements. For any Build 1 Data Elements not entered or imported during System Build 1, the Customer will enter those after System Build 1 within ten (10) Business Days and prior to OnCall Dispatch System Build 2.

During System Build 1, the focus will be on the entry and import of Build 1 Data Elements (as defined below). System Build 1 will last no longer than three (3) Business Days. As part System Build 1, the Customer will experience the manual entry of static data elements to provide an understanding of the process and data relationships. Some manual entry of **all** static data elements is required as part of the workshop. Bulk import of remaining data can occur after sufficient understanding of the data elements and relationships is obtained.

Following System Build 1, OnCall Dispatch will have foundational data elements to support future build activities. In addition, Dispatch and Mobile Core Team members will be exposed to OnCall Dispatch Administrator and gain understanding of its use and function.

Task Deliverables

- OnCall Dispatch System Build 1 workshop

Task Prerequisites

- OnCall Dispatch & Mobile Unit Launch Task is complete.
- IOC Phase is complete.
- OnCall Dispatch GIS Consulting Task is complete.
- Initial GIS services published and configured for use by OnCall Dispatch:
    - Map display
    - Routing
    - Geocoding

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- System Build 1 is conducted using the Customer's OnCall Dispatch environment.
- System Build 1 will last no more than three (3) Business Days.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Host System Build 1 during which, limited, focused instruction on the use of OnCall Dispatch, OnCall Mobile Unit, and OnCall Dispatch Administrator, on functional areas that utilize or display the following static data elements ("Build 1 Data Elements"):
  - Agencies
  - Unit Types (Patrol, Engine, etc.)
  - Units
  - Event Types
  - Disposition Codes
  - Out-of-Service Types
  - Facility Service Types
  - Known Caller Types
  - Special Situation Types
  - Personnel/User Accounts
  - Beats/Station Areas
  - Dispatch Groups
  - Stations (Police Stations, Sub-Stations, Fire Stations, etc.)
  - Number Formats (event, case, etc.)
  - Rotational Services (towing, ambulance, lock smith, etc.)
  - Vehicles
- Provide the Customer with Microsoft Excel based data collection spreadsheets to be used in assembling the Build 1 Data Elements for importation into the Dispatch Subsystem.

Customer Participation and Responsibilities

Customer shall:

- Ensure appropriate Dispatch and Mobile Core Team members attend and actively participate during the System Build 1 for the entire duration;
- Provide a Facility;
- Provide a Project Workstation to each attendee;
- Provide all necessary information and documents to facilitate importation of Build 1 Data Elements at the outset of System Build 1; and
- Participate in discussions and engage with the Hexagon team member.

Task Acceptance Criteria

This Task is complete upon conclusion of System Build 1.

9. OnCall Dispatch Deployment & Response Planning Workshop

Task Description

This workshop, “Deployment and Response Planning Workshop,” builds upon System Build 1 to begin the process of creating the deployment and response planning components of OnCall Dispatch. The Deployment and Response Planning Workshop is intended to facilitate importation with deployment data necessary to successfully execute the OnCall Dispatch System Build 2 and the subsequent OnCall Dispatch configuration workshops.

As part of the Deployment and Response Planning Workshop, Customer will be taught about the OnCall Dispatch unit recommendation model, how to build response plans, and briefed on the parameters which control how OnCall Dispatch processes response plans. The Deployment and Response Planning Workshop shall last no longer than three (3) Business Days. At the outset of Deployment and Response Planning Workshop, the Customer must have obtained and have necessary information and documents to facilitate eventual creation of the Deployment Plans, and Response Plans (as defined below). The Deployment and Response Planning Workshop is intended to provide the Customer experience on how to build Deployment Plans and Response Plans; it is not expected or intended that all such Deployment Plans and Response Plans will be completed during the Deployment and Response Planning Workshop. The Customer will be expected to complete the build of any necessary Deployment Plans and Response Plans within ten (10) Business Days prior to the commencement of System Build 2.

Task Deliverables

- OnCall Dispatch Deployment & Response Planning Workshop

Task Prerequisites

- OnCall Dispatch System Build 1 Task is complete.
- Necessary Build 1 Data Elements have been imported into the Dispatch Subsystem to facilitate the build of Deployment Plans and Response Plans.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- Workshop is conducted using the Customer’s OnCall environment.
- Deployment and Response Planning Workshop shall last no longer than (3) Business Days.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide formal instruction on the OnCall Dispatch deployment model (“Deployment Plans”):
    - Deployment plans
    - Emergency Service Zones
    - Beats & Backup Beats
    - Dispatch Groups
- Provide formal instruction on the OnCall Dispatch response planning model (“Response Plans”):

- Recommend unit service:
  - Number of recommend unit services needed
  - Recommend search area
  - Recommend method (beats, street network, closest)
  - Recommend unit parameters
- Response plans:
  - Requirements
  - Requirement Groups
  - Conditions
  - Nested plans

- Support Customer buildout of deployment and response plans.

Customer Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Ensure appropriate Dispatch and Mobile Core Team members attend and actively participate during the Deployment and Response Workshop over the entire duration;
- Bring maps, documents, or other materials that detail the agency deployment model(s) and Deployment Plans;
- Bring materials that document or detail the agency unit recommendation model(s) and Response Plans; and
- Build deployment and response plans with Hexagon guidance during the Deployment and Response Planning Workshop and independently following Deployment and Response Planning Workshop.

Task Acceptance Criteria

This Task is complete at the conclusion of the Deployment and Response Planning Workshop.

10. OnCall Dispatch System Build 2

Task Description

This OnCall Dispatch System Build 2 Workshop ("System Build 2") finalizes Hexagon-led system build activities and completes the enablement of the Dispatch and Mobile Core Teams to continue build related activities for the remainder of the project. The same Dispatch and Mobile Core Team members who participated in System Build 1 and the Deployment and Response Planning Workshop shall attend System Build 2 to ensure continuity of decisions and facilitating continuing to build upon previous workshops.

During System Build 2, deployment polygons will be loaded into the Subsystem. Additionally, System Build 2 focuses on reviewing data entered into the Subsystem for level of completion and analyzing whether data was entered/imported correctly. System Build 2 shall last no longer than three (3) Business Days. While certain updates or modifications to the static data may occur during the Configuration Phase, the Customer shall upload all of its static data within ten (10) Business Days following System Build 2.

Task Deliverables

- OnCall Dispatch System Build 2 Workshop

Task Prerequisites

- OnCall Dispatch Deployment & Response Planning Workshop Task is complete.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- Workshop is conducted using the Customer's OnCall environment.
- System Build 2 will last no more than three (3) Business Days.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Load deployment polygons into the OnCall Dispatch database;
- Provide support to Customer teams while continuing the system build efforts;
- Review with the Customer teams the data entered to date for accuracy and level of completion; and
- Provide feedback on the build progress and areas that need focus or attention.

Customer Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;

- Ensure past participants in System Build 1 and Deployment and Response Workshop attend System Build 2 for the entire duration;
- Provide at the outset of System Build 2 all necessary information and documents to: make deployment polygons and facilitate review of Build 1 Data Elements, Response Planning Parameters, and Deployment Parameters;
- Participate in discussions and engage with the Hexagon team member;
- Complete any outstanding entry or import of static data within ten (10) Business Days following the end of System Build 2.

Task Acceptance Criteria

This Task is complete upon conclusion of System Build 2.

11. VPN Connectivity to Cloud Program

Task Description

This Task is a shared responsibility between the Customer and Hexagon. The Customer is responsible for the connectivity between the Customer on-premise infrastructure and the Hexagon Azure VPN gateway. The Customer is also responsible for setting up additional site to site tunnels where multiple agencies are involved or other alternatives that will facilitate these types of connections. Hexagon will provide the VPN gateway and will collaborate with the Customer to define acceptable private IPs. The Customer is responsible for ensuring the Customer VPN hardware conforms to the Azure hardware requirements for connecting to their cloud platform.

Task Deliverables

- The ability for the Customer to connect to Azure via VPN is confirmed by accessing the Hexagon OnCall application hosted on Azure through the Customer VPN.

Task Prerequisites

- IOC Phase is complete.

Task Assumptions

- The shared key for the VPN tunnel encryption has been shared between the Customer and Hexagon.
- A meeting will be required to discuss VPN technicalities.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Set up the initial meeting between the Customer IT teams and Hexagon technicians;
- Collaborate with the Customer IT representatives on design connectivity details such as VPN configurations and IP ranges; and
- Provide the OnCall VPN gateway.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure appropriate Core Team members attend and actively participate in VPN connectivity meeting;
- Provide Hexagon with the necessary routing and network access, connectivity details such as VPN configurations and IP ranges from the Customer premise(s) via the Customer VPN to the OnCall VPN gateway; and
- Work with internal Customer stakeholders and internal Customer IT team to design, implement and provide and networking capabilities to provide VPN access from the Customer premises to the OnCall VPN gateway.

Task Acceptance Criteria

This Task is complete upon the Customer confirmation of the ability to access the OnCall applications from the Customer premise over the configured VPN tunnel.

12. Active Directory Integration

Task Description

The Hexagon application leverages Azure Active Directory (AAD) for authentication. Leveraging the AAD is a shared responsibility between the Customer and Hexagon. There are multiple configurations that the Customer can leverage to connect their existing Active Directory to AAD or to use the AAD tenant directly. During the initial deployment of OnCall a default AAD tenant is created for use with the OnCall System.

Supported configurations include:

- AD sync with a password
- AD sync with a HASH
- Direct connectivity to the AAD tenant without AD sync

Task Deliverables

- Customer is able to Administer the AAD account

Task Prerequisites

- IOC Phase is complete
- Global Admin for AAD is identified

Task Assumptions

- One AAD endpoint for OnCall authentication is required.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Collaborate with the Customer representatives on AAD implementation details such as using a Customer AAD, Hexagon provided AAD, and configuration; and
- If required, transfer the default AAD Tenant application registrations and URL Redirects to the Customer-owned AAD Tenant.

Customer Team Participation and Responsibilities

- Determine AD configuration best suited to Customer’s internal requirements; and
- Confirm authentication is working.

Task Acceptance Criteria

This Task is complete Customer being able to authenticate using AAD when accessing the Hexagon OnCall application hosted in Azure.

13. Custom Interface Requirements Gathering

Task Description

During this Task, Hexagon and Customer will meet via conference call to validate the assumptions and design of each CAD and RMS Custom Interface identified in this SOW and Attachment H (Interface Descriptions). This Custom Interfaces Requirements Gathering workshop is intended to contain a series of discussions to validate the requirements and assumptions underlying the Custom Interfaces. These sessions should include third-party vendors where appropriate. During the sessions, the specific workflow and data requirements for each of the interfaces listed below will be discussed in detail.

The information obtained in combination with the information in Attachment H will be used to develop an Interface Control Document for each Custom Interface. If the assumptions reflected in Attachment H materially change, a Change Order may be appropriate. The ICDs will become the foundation for the Custom Interface development by Hexagon. Once an ICD is mutually approved, it should only be modified through a Change Order. The Customer shall not make any changes to and shall take appropriate actions to prevent its third-party vendor from making substantive changes to the third-party software that is the subject of a Custom Interface once that Custom Interface's respective ICD has been finalized.

The following are regarded as "Custom Interfaces" as the term is defined in Attachment J of this SOW:

- RMS Interface to NCIC
- RMS Interface to GEARS
- RMS Interface to e-citations
- RMS Interface to DataWorks LiveScan

For descriptions and assumptions regarding each Custom Interface listed above, please see Attachment H: Interface Descriptions.

As it pertains to the development of the ICD, the parties shall follow the following process. After the Customer provides the necessary information regarding the Custom Interface, Hexagon will prepare a draft ICD for each Custom Interface. Hexagon will then provide the initial draft ICD to the Customer for its review. The Customer shall review the draft ICD and provide any feedback or comments within ten (10) Business Days. As appropriate, Hexagon will incorporate the feedback into the ICD or advise the Customer why certain requests could not be included (e.g. the request conflicted with Attachment H) and finalize the ICD. Hexagon will provide the finalized ICD to the Customer for its written acknowledgement. The Customer will provide a response within three (3) Business Days from Hexagon providing the finalized ICD.

Task Deliverables

- Workshop meeting minutes, to include notes on the specific workflow and data requirements for each custom interface proposed
- ICD documents

Task Prerequisites

- Project Kickoff Meeting Task is complete.

Task Assumptions

- The Customer will coordinate interactions with the third-party vendors, including obtaining and providing any API or specification documentation required to develop the proposed interfaces.
- If required, all NDAs between Hexagon and third parties will be executed and current. Customer is responsible for facilitating its third-party vendors reasonable cooperation with this requirement.
- The Customer is responsible for obtaining cooperation and information from its third-party vendors and/or state agency as reasonably necessary for the development, testing, and cutover of the interfaces.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Lead the interface requirements gathering process and track outstanding items requiring resolution;
- Confer with Customer and third-party points of contact to gather information required to develop ICDs;
- Validate the third-party points of contact are appropriate sources of information necessary to develop ICD;
- Mutually agree with the third-party vendors on the operational and technical interface requirements;
- Gather all available interface data detailed schema, protocols, and specifications, as needed;
- Prepare draft ICDs and submit to Customer for feedback;
- Incorporate Customer feedback into draft ICDs;
- Finalize ICDs for Customer review and approval; and
- Manage the approved ICDs consistent with the change control process.

Customer Team Participation and Responsibilities

Customer shall:

- Identify and set up appropriate facilities;
- Provide points of contacts who are knowledgeable of the workflow and data requirements for Customer hardware and software components with which the Custom Interfaces will interact;
- Provide or have available all necessary information during the workshop to facilitate the creation of the ICD;
- Promptly review all draft ICD submissions and provide comments, questions, or approval within ten (10) Business Days of receipt; and
- Agree to and sign the ICDs before any development work can begin. Failure to approve in a timely manner may impact Project Schedule and incur additional cost.

Task Acceptance Criteria

This Task is complete upon completion of all ICDs and execution of the ICDs by both Hexagon and the Customer.

14. Custom Interface Development

Task Description

During this Task, Hexagon will develop the Custom Interfaces based upon the ICDs that were created from the Custom Interface Requirements Gathering Task.

Task Deliverables

- Custom Interface documentation

Task Prerequisites

- Custom Interface ICDs have been executed by each Party.

Task Assumptions

- Any changes to a third-party interface developed by Hexagon that will alter the agreed-upon ICD will have to be reflected in a mutually executed document, which may include a Change Order.
- Development of the Custom Interface shall not commence until the signed/approved ICD is returned to Hexagon. Failure to approve in a timely manner may impact project schedule and incur additional cost.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Develop the Custom Interfaces based upon the ICD.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure SMEs are available as needed; and
- Obtain third-party cooperation as reasonably requested by Hexagon.

Task Acceptance Criteria

This Task is complete when all Custom Interfaces are developed.

15. On Premise Local Software Server Installation and Configuration

Task Description

This Task is for creation and configuration of the On Premise Local Software Server VMs. It includes the creation of the VMs, setting server names and IPs, joining them to the domain and adding the Hexagon CAD/RMS Implementer groups to the local admins groups of the servers to provide the implementers the required access for the rest of the Project.

Task Deliverables

- Hexagon access to the built server.

Task Prerequisites

- Customer must have available virtual environment resources for staging of project VMs.

Task Assumptions

- All work being performed by Hexagon that requires physical access to the equipment will be performed on site, and those tasks that do not require physical access may be performed remotely at Hexagon's discretion.
- New virtual servers will be created/provided for the sole purpose of the Project defined by this SOW and will not serve other roles.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Verify access to the server

Customer Team Participation and Responsibilities

Customer shall:

- Create VM(s) using the specifications provided by Hexagon
- Join the VM to the required Domain.
- Add the Hexagon Users to the local Admins group.
- Provide the Server Name and IP address to Hexagon.

Task Acceptance Criteria

This Task is complete when the created server is accessible by Hexagon staff.

16. OnCall Records Link to OnCall Dispatch

The OnCall Records Link communicates between Dispatch and Records Cloud Programs to retrieve data from OnCall Dispatch. As part of this Task, Hexagon will install the OnCall Records Link and validate data is being transferred through the OnCall Records Link.

OnCall Records Link facilitates the transfer of data from the OnCall Dispatch system to the OnCall Records including the following:

- Call Information
- Supplemental Information Including:
  - Vehicle Information
  - Location Information
  - Property Information.
  - Name Information

Task Deliverables

- Installation of OnCall Records Link interface for Customer testing and verification

Task Prerequisites

- IOC Phase – complete

Hexagon Team Participation and Responsibilities

- Hexagon will install the OnCall Records Link and validate data is being transferred from OnCall Dispatch to OnCall Records

Customer Team Participation and Responsibilities

- None

Task Acceptance Criteria

This Task is complete when the OnCall Records Link software has been installed and configured.

17. OnCall Dispatch GIS Consulting

Task Description

A central feature of OnCall Dispatch is interoperation and use of a map source in OnCall Dispatch. The Customer may use whichever map provider they choose, subject to Attachment K. The objective of this Task is to collaborate with the Customer's GIS Administrator regarding use of the Customer-provided map within OnCall Dispatch and management of the source map.

Over the course of up to three (3) consecutive weeks ("GIS Consulting Period") a Hexagon technical resource will host meetings with the Customer GIS Administrator and any other interested Customer SMEs, which in the aggregate shall last no more than twenty-four (24) Business Hours ("GIS Meeting Time"). The OnCall Dispatch GIS Consulting is intended to be a collaborative session and for Hexagon and the Customer GIS Administrator to discuss use of the map within OnCall Dispatch and management of the map in the context of OnCall Dispatch. As time permits, the parties can discuss other GIS related topics.

To facilitate a productive session, the Customer GIS Administrator, at a minimum, should have participated in the OnCall Dispatch GIS Requirements Review. The Customer shall also have complied with the mapping requirements prior to this Task.

As a result of the sessions, the Customer's GIS Administrator will have been provided additional insight and information on how to manage and use the map in connection with OnCall Dispatch. For purposes of clarity, these sessions are not intended to result in configuration or modification of Customer's source map. The Customer may configure the map at its discretion up to the commencement of Functional Testing. At the commencement of Functional Testing, the Customer shall refrain from making any modification or configurations to the map until after System Cutover.

Task Prerequisites

- OnCall Dispatch GIS Requirements Review Task is complete.

Task Assumptions

- The Customer GIS Administrator has sufficient authority to make decisions about the use, configuration, and integration of the source map.
- Hexagon will not provide training or services specific to Esri software.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct the GIS Consulting through a Hexagon technical resource.

Customer Team Participation and Responsibilities

Customer shall:

- Manage and make any desired configurations to the Customer-provided map; and
- Ensure appropriate GIS resources attend GIS consulting session(s).

Task Acceptance Criteria

This Task is complete upon the earlier of: (i) use of all of the GIS Meeting Time or (ii) end of the GIS Consulting Period.

18. OnCall Records Address Server Mapping Workshop

Task Description

During this Task, Hexagon will configure the OnCall Records Address Server components for OnCall Records and conduct the Address Server Mapping Workshop ("Address Server Workshop").

The Address Server Workshop is intended to cover the mapping attributes needed for OnCall Records, where the information will be pulled from, and necessary map layers and geocode conversions. The Address Server Workshop shall last no more than four (4) Business Days. The Customer shall ensure appropriate GIS personnel attend the Address Server Workshop. As may be requested during and outside of the Address Server Workshop, Customer shall provide assistance to Hexagon in the installation and configuration of the Address Server within the Customer's environment

Task Deliverables

- COTS OnCall Records Address Server configuration
- Address Server Workshop

Task Prerequisites

- OnCall Cloud Environment Task is complete.

Task Assumptions

- This workshop provides for a maximum of six (6) Core Team Members.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct the Address Server Workshop;
- Configure and test the OnCall Records Address Server component; and
- Validate the COTS Address Server Configuration.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure necessary GIS personnel (and others as needed) attend the Address Server Workshop;
- Identify and set up appropriate facilities for the Address Server Workshop; and
- Assist Hexagon with the Address Server configuration preparation.

Task Acceptance Criteria

This task is complete when the OnCall Records Address Server has been configured and the Address Server Workshop has been conducted.

19. OnCall Dispatch Fundamentals for Core Team

Task Description

The OnCall Dispatch Fundamentals for Core Team course is presented directly to Dispatch and Mobile Core Team personnel to provide complete instruction on the use of the OnCall Dispatch and Mobile Unit applications. The course shall last no longer than three (3) Business Days. This course is intended to instruct the Dispatch and Mobile Core Teams with the features of OnCall Dispatch and Mobile Unit, including event processing and dispatching, map utilization, and inquiries. The following major topics will be reviewed, as applicable:

HxGN OnCall Dispatch | Advantage functions:

- Event Creation and Updates
- Map View Control
- Inquiries
- Messaging
- Recommending and Dispatching Units
- Updating Unit Statuses and Properties

HxGN OnCall Dispatch | Mobile Unit functions:

- Accessing the system
- Event Updates
- Unit Status Changes
- Messaging

Task Deliverables

- OnCall Dispatch Fundamentals for Core Team course

Task Prerequisites

- System Build 2 is complete.
- Completion by Customer attendees of an introductory Microsoft Windows course or equivalent knowledge and familiarity with the Microsoft Windows user interface.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- The course shall last no longer than three (3) Business Days.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct OnCall Dispatch Fundamentals for Core Team course.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;

- Ensure appropriate personnel who have attended an introductory MS Windows course, or have comparable education, training, or experience, participate fully and collaboratively in the session;
- Designate the Dispatch and Mobile Core Team members for attendance and ensure those same participants participate in subsequent Dispatch and Mobile configuration and testing Tasks;
- Provide sufficient copies of the training materials supplied by Hexagon to support all students in the Core Team Training;
- Ensure that all training workstations and servers are operational prior to the agreed start of training classes; and
- Provide internal training to users that are unable to attend the Hexagon-provided training.

Task Acceptance Criteria

This Task is complete upon delivery of the OnCall Dispatch Fundamentals for Core Team course.

20. COTS Interface Product Installation and Configuration

Task Description

During this Task, Hexagon will install and unit test the COTS Interfaces in the Customer's Production Environment. Hexagon will be able to install the COTS Interface and configure it based upon the information provided in the COTS Interface Questionnaire subject to the functionality and features existing within the COTS version of the COTS Interface.[1] To facilitate Hexagon's implementation and configuration of the COTS Interfaces, the Customer shall make available or provide access to all third party software components which are intended to integrate with the Dispatch Subsystem through the COTS Interface(s).

Although the Customer is expected to participate in Hexagon's internal testing of the COTS Interfaces, the Customer will formally test interface functionality during Functional Testing Task.

Task Deliverables

- Installation and configuration of the COTS Interfaces

For more information on the COTS Interfaces, see Attachment H, Interface Descriptions.

Task Prerequisites

- Operation or availability of all external systems or Third-Party Software.
- Completed COTS Interface Questionnaires provided to Hexagon during the COTS Interface Review Period.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Install COTS Interfaces in the Customer's Production Environment; and
- Unit test interfaces in accordance with the COTS Interface Questionnaires.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure SMEs are available to support Hexagon Activities as needed;
- Verify that physical connectivity and communication has been achieved from Customer's Communication/Interface server to remote system servers and all other third-party systems (such as Customer message switch(es), State/NCIC, RMS systems etc.);
- Provide availability and confirm operation of external systems or third-party software;
- Provide the following information to Hexagon:
    - IP address for remote databases/systems

[1] Mobile Responder configuration is not included within the scope of this Task. Within this Task, COTS Interface does not include Mobile Responder. Configuration of Mobile Responder is separately addressed in subsequent Tasks.

- Socket value for remote databases/systems
- Enter operator IDs (ORIs), terminal mnemonics, etc., as needed by remote databases/systems

- Ensure the system and network administrators are available to work closely with the Hexagon team for the duration of the Task; and
- Ensure third-party cooperation with Hexagon's reasonable requests.

Task Acceptance Criteria

This Task is complete when each COTS Interface is installed and configured in accordance with the COTS Interface Questionnaire, and subject to the functionality and features within the COTS version of the COTS Interface.

21. CommSys ConnectCIC Installation

Task Description

During this Task, Hexagon will utilize the CommSys ConnectCIC State Interface middleware product to interface with the state message switch for the following state and national transactions. The CommSys ConnectCIC middleware product will work with the Customer's Informer interface to support the transactions listed below.

- Person (In State and NLETS) (QW, DQ, QM)
    - Wanted/Warrants
    - Missing
    - Driver's license
- Vehicle (In State and NLETS) (QV, RQ)
    - Wanted/stolen
    - Registration
    - Vehicle Parts
- Gun by (serial, caliber, make) (QG)
- Article (serial, type) (QA)
- Boat (In State and NLETS) (QB, BQ)
    - Hull Number
    - Registration ID
- Hazmat (MQ)
- Canadian Queries
    - Person Driver's License/Want (WQ, UQ)
    - Vehicle Registration/Want (VQ, XQ)
    - Boat by License, Hull, Registration (CBQ)
    - Gun by Serial (CGQ)
    - Article by Serial (CAQ)
- Secondary Person (Nested Query)
- Additional transactions:
    - Enter, Modify, Locate, Cancel, Clear
        - Person
        - Vehicle
        - Gun
        - Article

HxGN OnCall Dispatch | Informer Interface will support the queries to NCIC (via CommSys ConnectCIC) from Dispatch and Mobile Unit.

Task Deliverables

- CommSys ConnectCIC setup and installation

Task Prerequisites

- COTS Interface Product Installation and Configuration Task is complete.

Task Assumptions

- Primary agency shall be the Customer.
- The supported transactions include basic queries.
- This Project does not include the development of any new forms, queries, or transactions for Informer unless specifically identified herein.
- First year maintenance for CommSys ConnectCIC shall begin upon Cutover.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Ensure CommSys has installed ConnectCIC State Interface middleware; and
- Work with CommSys to verify the ConnectCIC State Interface middleware product is set up and installed for the Customer agencies listed above.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure that documentation detailing the format, development/design, and connection information (IP, protocol, credentials, etc.) is current and provided to Hexagon either by the State or by Customer. If this information is not provided by the State, Customer is responsible for collecting and determining if this information is valid and providing it to Hexagon. If the documentation is not provided to Hexagon, additional services\charges may be incurred by Customer;
- Have CJIS-related security in place as it relates to Informer data, transactions, and responses;
- Provide points of contact who are knowledgeable of the workflow and data requirements for Customer hardware and software components with which Hexagon deliverables will interface;
- Provide test connections to State/NCIC, as well as other external systems required for the Project;
- Provide live connections to State/NCIC, as well as other external systems required for the Project;
- Enter associated ORI, user credentials (if applicable), and terminal mnemonics;
- Provide test records to ensure that the transactions received by the System in a test environment are in the same format and contain the same information as those received in a Production environment; and
- Test and report any Errors to Hexagon within ten (10) Business Days of installation of ConnectCIC in Customer’s environment.

Task Acceptance Criteria

This Task is complete upon installation of the CommSys ConnectCIC product.

22. OnCall Dispatch Configuration Consulting 1

Task Description

With the configuration capabilities included in OnCall Dispatch, the Customer is able to tailor the Subsystem based on certain needs and intended outcomes. This Task begins the process of configuring OnCall Dispatch to better align with Customer's workflows, intended graphical layout, and desired processes. The objective of this Task is to begin to familiarize the Customer with the configurability of the OnCall Dispatch Software to facilitate configuration for its call-taking and dispatching operations as well as its administrative and supervisory operations.

During this Task, Hexagon will conduct the "Configuration 1 Workshop," which will last no longer than three (3) Business Days. Hexagon will provide independent configuration services for up to three Business Days following the Configuration 1 Workshop ("Configuration 1 Period"). During the Configuration 1 Workshop, Hexagon and Customer will work collaboratively with one another to configure the Basic Settings, Viewing Settings, Call Taking Process Settings, Event Creation Settings, and UI Layouts (as defined below). The Configuration 1 Workshop format includes up to four (4) hours of joint work between Hexagon and Customer with the remaining hours of the Business Day allocated for independent work. During the joint session and by the end of each daily joint session, the Customer Dispatch Core Team will record the list of requested configurations from each day, placing them in order of priority to be completed, which Hexagon will work on during its independent configuration time.

Up to the end of the Configuration 1 Period, Hexagon will configure the Configuration 1 Settings (as defined below) based upon direction from Customer and subject to the Benchmark Criteria. After the Configuration 1 Period has expired, the Customer will be responsible for making any configuration changes to the Configuration 1 Settings that were not otherwise completed during the Configuration 1 Period or that Customer seeks to further configure. Scope of the configuration is limited to the capabilities described in the Benchmark Criteria. Not all requested product configuration may be possible.

Task Deliverables

- OnCall Dispatch Configuration 1 Workshop

Task Prerequisites

- Customer's OnCall Dispatch Subsystem is available for use.
- Initial GIS services published and configured for use by OnCall Dispatch:
    - Map display
    - Routing
    - Geocoding
- OnCall Dispatch Fundamentals for Core Team Task is complete.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- The Configuration 1 Workshop will last no longer than three (3) Business Days.
- The Configuration 1 Workshop will be interactive with up to twelve (12) Customer attendees for up to four (4) Business Hours per day with any remaining time allocated for independent Hexagon configuration work.

- Customer Dispatch Core Teams will record the list of requested configurations from each day, placing them in order of priority to be completed.
- During the Hexagon independent work time, Customer can have up to two (2) designated Dispatch Core Team members shadow Hexagon.
- Requested configurations not completed each day will be rolled to the next day and worked in priority order until the end of the Configuration 1 Period.
- Requested configurations to the Configuration 1 Settings not completed by the end of the Configuration 1 Period can be completed by the Customer, if so desired, which must be done prior to Configuration 2 Workshop.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide consulting and configuration services to review (collectively, “Configuration 1 Settings”):
    - Customer’s preferences for basic settings, including but not limited to (collectively, “Basic Settings”):
        - Colors for unit statuses
        - Colors for event priorities
        - Icons for event types on the map and event cards/boards
        - Icons for unit types
    - Customer’s needs for viewing event and unit related data in real-time lists (status monitors) (collectively, “Viewing Settings”):
        - Filters
        - Visible columns
        - Context (right-click) menus
    - Customer’s emergency and non-emergency call-taking processes, including but not limited to (collectively, “Call Taking Process Settings”):
        - Location validation
        - Event-type selection
        - Jurisdiction determination
    - Customer’s event creation processes, including but not limited to (collectively, “Event Creation Settings”):
        - Single Agency Response
        - Multiple Agency Response
        - Nearby or possible duplicate detection
    - User Interface Layouts (“UI Layouts”)

Customer Participation and Responsibilities

Customer shall:

- Provide a Facility;

- Provide a Project Workstation for each attendee;
- Ensure the attendance and active participation of the Dispatch Core Team members and other SMEs for the duration of the Configuration 1 Workshop;
- Participate in discussions and engage with the Hexagon team member;
- Track and prioritize requests for configuration of the Configuration1 Settings on a daily basis during the Configuration 1 Workshop; and
- Complete any changes to Configuration 1 Settings prior to the commencement of Configuration 2 Workshop.

Task Acceptance Criteria

This Task is complete upon: (i) the conclusion of the Configuration 1 Workshop and (ii) upon the earlier of, expiration of the Configuration 1 Period or configuration of the Configuration 1 Settings.

23. OnCall Dispatch Configuration Consulting 2

Task Description

The objective of this Task is to continue to familiarize the Customer with the configurability of the OnCall Dispatch Software to facilitate configuration for its call-taking and dispatching operations as well as its administrative and supervisory operations.

During this Task, Hexagon will conduct the "Configuration 2 Workshop," which will last no longer than three (3) Business Days. Hexagon will provide independent configuration services for up to three (3) Business Days following the Configuration 2 Workshop ("Configuration 2 Period"). During the Configuration 2 Workshop, Hexagon and Customer will work collaboratively with one another to configure the Configuration 2 Settings (as defined below). The Configuration 2 Workshop format includes up to four (4) hours of joint work between Hexagon and Customer with the remaining hours of the Business Day allocated for independent work. During the joint session and by the end of each daily joint session, the Dispatch Core Team will record the list of requested configurations from each day, placing them in order of priority to be completed, which Hexagon will work on during its independent configuration time.

Up to the end of the Configuration 2 Period, Hexagon will configure the Configuration 2 Settings based upon direction from Customer and as contemplated within the Benchmark Criteria. After the Configuration 2 Period has expired, the Customer will be responsible for making any configuration changes to the Configuration 2 Settings that were not otherwise completed during the Configuration 2 Period or that Customer seeks to further configure. Customer shall complete any changes to the Configuration 2 Settings prior to the start of OnCall Dispatch Configuration Consulting 3. Scope of the configuration is limited to the capabilities described in the Benchmark Criteria. Not all requested product configuration may be possible.

Task Deliverables

- OnCall Dispatch Configuration 2 Workshop

Task Prerequisites

- Configuration 1 Workshop and Configuration 1 Period are complete, and Customer has completed any and all additional configurations to the Configuration 1 Settings.
- Connection established to Customer's state crime system.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- Configuration 2 Workshop will last no more than three (3) Business Days.
- The Configuration 2 Workshop will be interactive with Customer attendees for up to four (4) Business Hours per day with any remaining time of the Business Day allocated for independent Hexagon configuration work.
- Customer Dispatch Core Team will record the list of requested configurations from each day, placing them in order of priority to be completed.
- During the Hexagon independent work time, the Customer can have up to two (2) designated Dispatch Core Team members shadow Hexagon.
- Requested configurations not completed each day will be rolled to the next day and worked in priority order until the end of the Configuration 2 Period.

- Requested configurations to the Configuration 1 Settings not completed by the end of the Configuration 2 Period can be completed by the Customer, if so desired, which must be done prior to Configuration 3 Workshop.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide consulting and configuration services to review the settings below (collectively, “Configuration 2 Settings”):
    - Customer’s event triage and dispatching processes
    - Customer’s event management processes, including but not limited to:
        - Unit recommendation & assignment
        - Unit on event management
        - Unit location changes
        - Staging areas
        - Case numbers
        - Remote inquiries
        - Queued events
        - Rotational services (e.g., Tow trucks, lock smiths, etc.)
    - Call back process
    - Known callers
    - Unit relocation (a.k.a. Move Ups)
    - Shared Crews (a.k.a. Cross-staffing)
    - Field Events (a.k.a. Officer Initiated Events)
    - Associated Events
    - Copied Events

Customer Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Ensure the attendance and active participation of the Dispatch Core Team members and other SMEs for the duration of the Configuration 2 Workshop;
- Participate in discussions and engage with the Hexagon team member;
- Track and prioritize requests for configuration of the Configuration 2 Settings on a daily basis during the Configuration 2 Workshop; and
- Complete any configurations changes to the Configuration 2 Settings prior to the commencement of Configuration 3 Workshop.

Task Acceptance Criteria

This Task is complete upon: (i) the conclusion of the Consulting 2 Workshop and (ii) upon the earlier of, expiration of the Configuration 2 Period or configuration of the Configuration 2 Settings.

24. OnCall Dispatch Configuration Consulting 3

Task Description

The objective of this Task is to complete the configuration of the OnCall Dispatch Software for its call-taking and dispatching operations as well as its administrative and supervisory operations.

During this Task, Hexagon will conduct the “Configuration 3 Workshop,” which will last no longer than three (3) Business Days. Hexagon will provide independent configuration services for up to three Business Days following the Configuration 3 Workshop (“Configuration 3 Period”). During the Configuration 3 Workshop, Hexagon and Customer will work collaboratively with one another to configure the Configuration 3 Settings. The Configuration 3 Workshop format includes up to four (4) Business Hours of joint work between Hexagon and Customer with the remaining hours of the Business Day allocated for independent work. During the joint session and by the end of each daily joint session, the Dispatch Core Team will record the list of requested configurations from each day, placing them in order of priority to be completed, which Hexagon will work on during its independent configuration time.

Up to the end of the Configuration 3 Period, Hexagon will configure the Configuration 3 Settings based upon direction from Customer and as contemplated within the Benchmark Criteria. After the Configuration 3 Period has expired, the Customer will be responsible for making any configuration changes to the Configuration 3 Settings that were not otherwise completed during the Configuration 3 Period or that Customer seeks to further configure. Customer shall finish any changes to the Configuration 3 Settings within ten (10) Business Days following the Configuration 3 Period. Scope of the configuration is limited to the capabilities described in the Benchmark Criteria. Not all requested product configuration may be possible.

Task Deliverables

- OnCall Dispatch Configuration 3 Workshop

Task Prerequisites

- Configuration 2 Workshop and Configuration 2 Period have been completed, and Customer has completed any additional configurations to the Configuration 2 Settings.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- The Configuration 3 Workshop will last no more than three (3) Business Days.
- The Configuration 3 Workshop will be interactive with Customer attendees for up to four (4) hours per day with any remaining time of the Business Day allocated for independent Hexagon configuration work.
- Dispatch Core Team will record the list of requested configurations from each day, placing them in order of priority to be completed.
- During the Hexagon independent work time, the Customer can have up to two (2) designated Dispatch Core Team members shadow Hexagon. Requested configurations not completed each day will be rolled to the next day and worked in priority order until the end of the Configuration 3 Period.
- Requested configurations not completed upon consumption of all allocated labor hours can be completed by the Customer, if so desired, which must be done prior to the commencement of Customer Functional Testing.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide consulting and configuration services (“Configuration 3 Settings”) to review:
    - Biased based profiling data collection
    - Notifications
    - Standard Operating Procedures (SOPs)
    - Event Tags
    - Special Situations
    - Event Security
    - Unit Management
        - Logging on
        - Logging off
        - Unit properties
        - Logon Group (Lineup)
    - CAD Searches
        - Event search
        - Unit history search
        - Equipment Search
    - Broadcasts (a.k.a. BOLOs)

Customer Participation and Responsibilities

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Ensure the attendance and active participation of the Dispatch Core Team members and other SMEs for the duration of the Configuration 3 Workshop;
- Participate in discussions and engage with the Hexagon team member;
- Track and prioritize requests for configuration of the Configuration 3 Settings on a daily basis during the Configuration 3 Workshop; and
- Complete any configurations changes prior to the commencement of Customer Functional Testing.

Task Acceptance Criteria

This Task is complete upon: (i) the conclusion of the Consulting 3 Workshop and (ii) upon the earlier of, expiration of the Configuration 3 Period or configuration of the Configuration 3 Settings.

25. OnCall Dispatch | Mobile Unit Configuration Consulting Session 1 – Police/Fire

Task Description

Hexagon will conduct one (1) consulting session with the Customer lasting no more than three (3) Business Days as part of the Project ("Police/Fire Mobile Configuration Session 1"). During the Police/Fire Mobile Configuration Session 1, Hexagon will provide information regarding configuration options for Mobile Unit workflows as they pertain to the mobile environment. The Police/Fire Mobile Configuration Session 1 will address:

- Sign on/Sign off
- Brief Overview of Application
- Screen Layout
- Navigation Buttons
- Alerts
- Toolbars
- Event Search
- Menus and Submenus
- Map
- Messaging
- Unit Board
- Event Board
- The included Dispatch Report
- Network requirements and ports to ensure the Mobile Unit client can communicate appropriately

The Customer will need to make available one dispatcher familiar with OnCall Dispatch to perform dispatching and other related tasks as necessary during the Police/Fire Mobile Consulting Session 1.

Following the Police/Fire Mobile Configuration Session 1, the Customer will configure Mobile Unit during the next ten (10) Business Days ("Police/Fire Mobile Configuration Period 1"). After the first five (5) Business Days of this period, Hexagon will review the Customer's configuration and provide feedback in ae consultation session lasting no longer than one (1) Business Day ("Police/Fire Mobile Configuration Consultation 1"). The Customer will then have the remaining five (5) Business Days to continue or revise configuration ("Police/Fire Mobile Configuration Follow-Up Period 1"). At the conclusion of the Police/Fire Mobile Configuration Follow-Up Period 1, Hexagon will perform a final review with the Customer and provide feedback in a consultation lasting no more than one (1) Business Day ("Police/Fire Mobile Configuration Follow-Up Consultation 1").

The Customer is responsible for configuring the Mobile Unit subsystem. Upon completion of this Task, the Customer will have one (1) mobile configuration of Mobile Unit for testing.

Task Deliverables

- Police/Fire Mobile Configuration Session 1
- Police/Fire Mobile Configuration Consultation 1

- Police/Fire Mobile Configuration Follow-Up Consultation 1

Task Prerequisites

- OnCall Dispatch Configuration Consulting 3 Task is complete.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- Attendance by the Customer's personnel will be limited to no more than twelve (12) people and must consist of field users and stakeholders capable of making final decisions about product behavior and functionality.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct one (1) instance of Police/Fire Mobile Configuration Session 1, Police/Fire Mobile Configuration Consultation 1, and Police/Fire Mobile Configuration Follow-Up Consultation 1.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Provide mobile SME to support Hexagon as needed;
- Provide a Dispatcher SME to give feedback on how Mobile Unit will affect dispatchers and to assist with various dispatching Activities;
- Participate fully and collaboratively in the Police/Fire Mobile Configuration Session 1 with the understanding that Mobile Unit client configuration decisions must be documented and agreed upon at the conclusion of these sessions;
- Configure Mobile Unit during the Police/Fire Mobile Configuration Period 1; and
- Begin the Police/Fire Mobile Unit Configuration Document.

Task Acceptance Criteria

The Task is complete when Hexagon has conducted the Police/Fire Mobile Configuration Session 1, Police/Fire Mobile Configuration Consultation 1, and Police/Fire Mobile Configuration Follow-Up Consultation 1.

26. OnCall Dispatch | Mobile Unit Configuration Consulting Session 2 – Police/Fire

Task Description

Hexagon will conduct one (1) consulting session with the Customer lasting no more than three (3) Business Days as part of the Project ("Police/Fire Mobile Configuration Session 2"). During the Police/Fire Mobile Configuration Session 2, Hexagon will provide additional information regarding configuration options for Mobile Unit workflows as they pertain to the mobile environment based on the results of Police/Fire Mobile Configuration Follow-Up Consultation 1. The Police/Fire Mobile Configuration Session 2 will include:

- Review of the Police/Fire Mobile Configuration Follow-Up Consultation 1
- Continuation of configuration consulting identified from review of Police/Fire Mobile Configuration Follow-Up Consultation 1

Police/Fire Mobile Configuration Session 2 will continue configuration consulting on the following areas:

- Sign on/Sign off
- Brief Overview of Application
- Screen Layout
- Navigation Buttons
- Alerts
- Toolbars
- Event Search
- Menus and Submenus
- Map
- Messaging
- Unit Board
- Event Board
- The included Dispatch Report

The Customer will need to make available one dispatcher familiar with OnCall Dispatch to perform dispatching and other related tasks as necessary during the Police/Fire Mobile Consulting Session 2.

Following the Police/Fire Mobile Configuration Session 2, the Customer will configure Mobile Unit during the next ten (10) Business Days ("Police/Fire Mobile Configuration Period 2"). After the first five (5) Business Days of this period, Hexagon will review the Customer's configuration and provide feedback in a consultation session lasting no longer than one (1) Business Day ("Police/Fire Mobile Configuration Consultation 2"). The Customer will then have the remaining five (5) Business Days to continue or revise configuration ("Police/Fire Mobile Configuration Follow-Up Period 2"). At the conclusion of the Police/Fire Mobile Configuration Follow-Up Period 2, Hexagon will perform a final review with the Customer and provide feedback in a consultation lasting no more than one (1) Business Day ("Police/Fire Mobile Configuration Follow-Up Consultation 2").

The Customer is responsible for configuring the Mobile Unit subsystem. Upon completion of this Task, the Customer will have one (1) mobile configuration of Mobile Unit for testing.

Task Deliverables

- Police/Fire Mobile Configuration Session 2
- Police/Fire Mobile Configuration Consultation 2
- Police/Fire Mobile Configuration Follow-Up Consultation 2

Task Prerequisites

- OnCall Dispatch | Mobile Unit Configuration Consulting Session 1 – Police/Fire – Task is complete.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- Attendance by the Customer's personnel will be limited to no more than twelve (12) people and must consist of field users and stakeholders capable of making final decisions about product behavior and functionality.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct one (1) instance of Police/Fire Mobile Configuration Session 2, Police/Fire Mobile Configuration Consultation 2, and Police/Fire Mobile Configuration Follow-Up Consultation 2.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Provide mobile SME to support Hexagon as needed;
- Provide a Dispatcher SME to give feedback on how Mobile Unit will affect dispatchers and to assist with various dispatching Activities;
- Participate fully and collaboratively in the Police Mobile Configuration Session 2 with the understanding that Mobile Unit client configuration decisions must be documented and agreed upon at the conclusion of these sessions;
- Configure Mobile Unit during the Police Mobile Configuration Period 2; and
- Continue the Police Mobile Unit Configuration Document.

Task Acceptance Criteria

The Task is complete when Hexagon has conducted the Police/Fire Mobile Configuration Session 2, Police/Fire Mobile Configuration Consultation 2, and Police/Fire Mobile Configuration Follow-Up Consultation 2.

27. OnCall Dispatch | Mobile Responder Configuration – Police

Task Description

During the COTS Interface Questionnaire Task, the Customer will have selected configuration options for OnCall Dispatch | Mobile Responder. During this Task, Hexagon will configure Mobile Responder based on the configuration changes documented in the COTS Interface Questionnaire.

Task Deliverables

- One (1) Police Mobile Responder Configuration

Task Prerequisites

- COTS Interface Questionnaire Completion Task is complete.

Task Assumptions

- N/A

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Configure Mobile Responder based on the corresponding COTS Interface Questionnaire.

Customer Team Participation and Responsibilities

Customer shall:

- Provide mobile SME to Hexagon as needed; and
- Provide a Dispatcher SME to give feedback on how OnCall Dispatch Mobile Responder will affect dispatchers and assist with various dispatching tasks.

Task Acceptance Criteria

The Task is complete when Hexagon has configured Mobile Responder based on the corresponding COTS Interface Questionnaire.

28. OnCall Dispatch | Mobile Responder Configuration – Fire

Task Description

During the COTS Interface Questionnaire Task, the Customer will have selected configuration options for OnCall Dispatch | Mobile Responder. During this Task, Hexagon will configure Mobile Responder based on the configuration changes documented in the COTS Interface Questionnaire.

Task Deliverables

- One (1) Fire Mobile Responder Configuration

Task Prerequisites

- COTS Interface Questionnaire Completion Task is complete.

Task Assumptions

- N/A

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Configure Mobile Responder based on the corresponding COTS Interface Questionnaire.

Customer Team Participation and Responsibilities

Customer shall:

- Provide mobile SME to Hexagon as needed; and
- Provide a Dispatcher SME to give feedback on how OnCall Dispatch Mobile Responder will affect dispatchers and assist with various dispatching tasks.

Task Acceptance Criteria

The Task is complete when Hexagon has configured Mobile Responder based on the corresponding COTS Interface Questionnaire.

29. OnCall Records Fundamentals for Core Team

Task Description

The purpose of this Task is to provide participants from the Records Core Team base level knowledge of the Subsystem to allow the attendees to properly configure the Subsystem. During this Task, Hexagon will conduct one (1) OnCall Records Fundamentals class for system administrators and Users who are part of the Records Core Team ("Core Team Training"). The Core Team Training shall last no more than four (4) Business Days. The Core Team Training will include the following topics for the COTS version of OnCall Records:

Core Team Training

- OnCall Records Solution overview and global features
- Modules overview
- Overview of configuration options
- Overview of NIBRS validations and reporting
- Overview of output reporting and customizations
- Discussion on best practices to follow during configuration workshops
- Adaptation of business processes into OnCall Records and planning for upcoming workshops

The personnel attending Core Team Training shall have completed MS Windows training or have comparable education, training, and experience with MS Windows and its user interface. The personnel designated by the Customer to attend this training shall be the primary participants in Functional Testing for OnCall Records.

Task Deliverables

- Records Core Team Training session

Task Prerequisites

- Business Process Analysis Workshop Task is complete.
- Completion of an introductory Microsoft Windows course or equivalent knowledge and familiarity with the Microsoft Windows user interface.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- The training course shall last no longer than four (4) Business Days.
- Session is a formal training presentation based on the COTS version of OnCall Records.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide OnCall Records training for the Records Core Team Members on the installed COTS OnCall Records Software.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Designate the Records Core Team for attendance and ensure those same participants participate in subsequent Records configuration and testing Tasks;
- Provide sufficient copies of the training materials supplied by Hexagon to support all students in the Core Team Training;
- Ensure that attendees have attended an introductory MS Windows course, or have comparable education, training, or experience, are available to actively participate in the scheduled training program and attendees attend scheduled training class in their entirety;
- Ensure that all training workstations and servers are operational prior to the agreed start of training classes; and
- Provide internal training to users that are unable to attend the Hexagon-provided training.

Task Acceptance Criteria

This Task is complete when the OnCall Records Fundamentals for Core Team training has been provided.

30. OnCall Records System Configuration Workshop 1

Task Description

During this Task, Hexagon will provide the first System Configuration Workshop ("Configuration Workshop 1"). This Task includes a System/training review for the setups that will be covered. This will provide the Customer Records Core Team assistance as they configure and setup the OnCall Records system. Customer will be responsible for the overall configuration of the OnCall Records Subsystem. This is a hands-on workshop, and Customer's staff will have ongoing configuration and other assignments resulting from this Task. The Configuration Workshop 1 shall last no more than four (4) Business Days. Following completion of the Configuration Workshop 1, Customer will complete its setup of the assigned configuration topics below prior to the scheduled System Configuration Workshop 2 ("Configuration 1 Period").

Configuration Workshop 1 Topics

- OnCall Records Regional Configuration Overview
- OnCall Records Agency Configuration Overview
- Access configuration for Groups and Users
- Code Maintenance & Administration Overview
- Address Server – Overview
- Adaptation of Business Processes into OnCall Records

Task Deliverables

- Configuration Workshop 1 for the Customer OnCall Records Core Team
- Customized documentation on expectations for completion before Configuration Workshop 2.

Task Prerequisites

- OnCall Records Fundamentals for Core Team Task is complete.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- The Configuration Workshop 1 shall last no more than four (4) Business Days of the given week.
- The workshop provides for a maximum of twelve (12) Core Team Members.
- This workshop is a formal presentation based on the COTS version of OnCall Records.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide OnCall Records Configuration Workshop 1.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;

- Provide a Project Workstation for each attendee;
- Ensure, at minimum, the same Records Core Team members who attended OnCall Records Fundamentals for Core Team attend Configuration Workshop 1;
- Ensure that appropriate personnel and system administrator are available to actively participate in the scheduled training program and attendees attend scheduled training class in their entirety;
- Ensure that all workshop workstations and servers are operational prior to the agreed start of training classes; and
- As it pertains to the topics listed for Configuration Workshop 1 above, configure OnCall Records based upon the information provided in OnCall Records System Configuration Workshop 1 during the Configuration 1 Period.

Task Acceptance Criteria

This Task is complete when Hexagon has delivered the Configuration Workshop 1.

31. OnCall Records System Configuration Workshop 1 Follow-up Session

Task Description

Hexagon will provide a Configuration Workshop 1 Follow-up no earlier than one (1) week after completion of the Configuration Workshop 1. This discussion will be provided to offer assistance and answer questions that may arise after the Configuration Workshop 1 and after the Customer has started configuring OnCall Records, so the Customer's Records Core Team can continue to complete their system setup. This Task occurs during the Configuration 1 Period.

Task Deliverables

- Configuration Workshop 1 Follow-up Session

Task Prerequisites

- OnCall Records System Configuration Workshop 1 Task is complete.
- Customer has commenced configuring OnCall Records reflective of the information provided in OnCall Records System Configuration Workshop 1.

Task Assumptions

- The session will last for a maximum of three (3) Business Days consisting of a four (4) hour session each day.
- The session is provided for a maximum of twelve (12) Core Team Members with a maximum of one (1) student per Project Workstation, unless otherwise agreed to by Hexagon.
- This session is a formal presentation based on the version of OnCall Records covered in the Configuration Workshop 1.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide OnCall Records Configuration Workshop 1 Follow-up for the Core Team Members.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Project Workstation for each attendee;
- Designate the Customer OnCall Records Core Team members for attendance, which at minimum, shall include the Records Core Team members who attended the Configuration Workshop 1;
- Provide the facilities, supplies, and equipment necessary to support a session conference call. A single room with a projector or LCD screen is recommended; and
- Ensure that appropriate personnel and system administrator are available to actively participate in the scheduled conference and attendees attend in their entirety.

Task Acceptance Criteria

This Task is complete when Hexagon has completed the Configuration Workshop 1 Follow-up Session.

32. OnCall Records System Configuration Workshop 2

Task Description

During this Task, Hexagon will provide the second System Configuration Workshop ("Configuration Workshop 2"). This Task includes a System/training review on the topics specified below. The Configuration Workshop 2 will provide instruction to facilitate the Customer continuing to configure OnCall Records This is a hands-on workshop. Customer's staff will have ongoing configuration and other assignments resulting from this Task. The Configuration Workshop 2 shall last no more than four (4) Business Days. Following completion of the Configuration Workshop 2, Customer will complete its setup of the assigned configuration topics below prior to the scheduled System Configuration Workshop 3 ("Configuration 2 Period").

Configuration Workshop 2 Topics

- Base UI Configuration Adaptations
- Alert and Notification Configuration
- Workflow Approval process
- Continued Adaptation of Business Processes into OnCall Records

Task Deliverables

- OnCall Records Configuration Workshop 2
- Customized documentation on expectations for completion before the end of the Configuration 2 Period

Task Prerequisites

- OnCall Records System Configuration Workshop 1 Follow-up Session Task is complete.
- Customer has completed configuration activities from OnCall Records Configuration Workshop 1.
- Customer has configured the items identified in Configuration Workshop 1 within OnCall Records.
- The address server will be operational and turned on. Customer will verify that the address verification is working properly.
- Hexagon has installed the Clevest software.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- The Configuration Workshop 2 shall last no more than four (4) Business Days.
- The workshop provides for a maximum of twelve (12) Core Team Members.
- This is a formal workshop presentation based on the COTS version of OnCall Records.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide OnCall Records Configuration Workshop 2 in the installed OnCall Records Software.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;
- Designate the Customer OnCall Records Core Team members for attendance, which shall, at a minimum, include past participants from Configuration Workshop 1;
- Ensure that appropriate personnel and system administrator are available to actively participate in the scheduled training program and attendees attend scheduled training class in their entirety;
- Ensure that all workshop workstations and servers are operational prior to the agreed start of training classes; and
- As it pertains to the topics listed for Configuration Workshop 2 above, configure OnCall Records based upon the information provided in OnCall Records System Configuration Workshop 2 during the Configuration 2 Period.

Task Acceptance Criteria

This Task is complete when Hexagon has delivered the Configuration Workshop 2.

33. OnCall Records System Configuration Workshop 2 Follow-up Session

Task Description

Hexagon will provide a Configuration Workshop 2 Follow-up session no earlier than one (1) week after completion of the Configuration Workshop 2. This session will be provided to offer assistance and answer questions that may arise from the Configuration Workshop 2 and Customer configuration of OnCall Records based upon the information provided in OnCall Records Configuration Workshop 2, so that the Records Core Team can continue to complete configuration of the Subsystem. This Task occurs during the Configuration 2 Period.

Task Deliverables

- Configuration Workshop 2 Follow-up Session

Task Prerequisites

- OnCall Records System Configuration Workshop 2 Task is complete.
- Customer has commenced configuring OnCall Records reflective of the information provided in OnCall Records System Configuration Workshop 2.

Task Assumptions

- The session will last for a maximum of three (3) Business Days consisting of a four (4) hour session each day.
- The session is provided for a maximum of twelve (12) Core Team Members with a maximum of one (1) student per Project Workstation, unless otherwise agreed to by Hexagon;
- Session is a formal presentation based on the COTS version of OnCall Records covered in the Configuration Workshop 2.

Task Deliverables

- Configuration Workshop 2 Follow-up Session for the Customer OnCall Records Core Team

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide a OnCall Records Configuration Workshop 2 Follow-up session for the Core Team Members.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a facility according to the requirements provided in Task Assumptions;
- Provide a Project Workstation for each attendee;
- Designate the Customer OnCall Records Core Team members for attendance, which at minimum, shall include the Records Core Team members who attended the Configuration Workshop 2;
- Ensure that appropriate personnel and system administrator are available to actively participate in the scheduled session and attendees attend in their entirety.

Task Acceptance Criteria

This Task is complete when Hexagon has delivered the Configuration Workshop 2 Follow-Up Session.

34. OnCall Records System Configuration Workshop 3

Task Description

During this Task, Hexagon will provide the third System Configuration Workshop ("Configuration Workshop 3"). This Task includes the topics specified below. The Configuration Workshop 3 will provide instruction to facilitate the Customer continuing to configure OnCall Records. This is a hands-on workshop. Customer's staff will have ongoing configuration and other assignments resulting from this Task. The Configuration Workshop 3 shall last no more than four (4) Business Days. Following completion of the Configuration Workshop 3, Customer will complete its setup of the assigned configuration topics below ("Configuration 3 Period") prior to Customer Functional Testing – OnCall Records.

Configuration Workshop 3 Topics

- Advanced UI Configuration Adaptations
- NIBRS review and configuration Continued Adaptation of Business Processes into OnCall Records
- Planning for Testing and Training

Task Deliverables

- OnCall Records Configuration Workshop 3
- Customized documentation on expectations for completion

Task Prerequisites

- OnCall Records System Configuration Workshop 2 Follow-up Session Task is complete.
- Customer has configured the items identified in Configuration Workshop 2 within OnCall Records.
- The Customer has completed all configuration activities arising from OnCall Records System Configuration Workshop 2.

Task Assumptions

- Hexagon responsibilities will be executed on site at a Facility.
- The Configuration Workshop 3 duration shall not exceed four (4) Business Days.
- Configuration Workshop 3 provides for a maximum of twelve (12) Core Team Members.
- This is a formal workshop presentation based on the COTS version of OnCall Records.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide OnCall Records Configuration Workshop 3 in the installed OnCall Records Software.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a Facility;
- Provide a Project Workstation for each attendee;

- Designate the Customer OnCall Records Core Team members for attendance, which at a minimum, shall include Customer' participants from Configuration Workshops 1 and 2;
- Ensure that appropriate personnel and system administrator are available to actively participate in the scheduled training program and attendees attend scheduled training class in their entirety;
- Ensure that all workshop workstations and servers are operational prior to the agreed start of training classes; and
- As it pertains to the topics listed for Configuration Workshop 3 above, configure OnCall Records based upon the information provided in OnCall Records System Configuration Workshop 3 during the Configuration 3 Period.

Task Acceptance Criteria

This Task is complete when Hexagon has delivered the Configuration Workshop 3.

35. OnCall Records System Configuration Workshop 3 Follow-up Session

Task Description

Hexagon will provide a Configuration Workshop 3 Follow-up no earlier than one (1) week after completion of the Configuration Workshop 3. This session will be provided to offer assistance and answer questions that may arise from the Configuration Workshop 3 so that the Customer's Records Core Team can continue to complete the system setup. This Task occurs during the Configuration 3 Period.

Task Deliverables

OnCall Records Configuration Workshop 3 Follow-up session Task Prerequisites

- OnCall Records System Configuration Workshop 3 Task is complete.
- Customer has commenced configuring OnCall Records reflective of the information provided in OnCall Records System Configuration Workshop 3.

Task Assumptions

- The session will last for a maximum of three (3) Business Days consisting of a four (4) hour session each day.
- The session is provided for a maximum of eight (8) Core Team Members with a maximum of one (1) student per Project Workstation, unless otherwise agreed to by Hexagon;
- Session is a formal workshop presentation based on the version of OnCall Records covered in the Configuration Workshop 3.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide a OnCall Records Configuration Workshop 3 follow-up session for the Core Team Members.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a facility according to the requirements provided in Task Assumptions;
- Provide a Project Workstation for each attendee;
- Designate the Customer OnCall Records Core Team members for attendance, which at a minimum, shall include the Customer's participants from Configuration Workshop 3;
- Ensure that appropriate personnel and system administrator are available to actively participate in the scheduled session and attendees attend in their entirety.

Task Completion Criteria

This Task is complete when Hexagon has completed the Configuration Workshop 3 Follow-up Session.

36. OnCall Analytics Cloud Environment Creation

Task Description:

The objective of this Task is to create and “spin-up” the Customer’s Development Environment for the Analytics Cloud Program.

The Development Environment will be used by Customer during the Project and serve as the basis for the Development Cloud Environment upon Cloud Cutover. Hexagon will inform the Customer once the applicable Development Environment for Customer has been created.

Task Prerequisites

- OnCall Dispatch Configuration Consulting 3 Task is complete.
- OnCall Records System Configuration Workshop 3 is complete.

Task Assumptions

- None

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Create the Cloud Environment (only Development Environment at this Task) with the Analytics Cloud Program identified in the Cloud Program Order, which will be used for subsequent Tasks.

Customer Team Participation and Responsibilities

- None.

Task Acceptance Criteria

This Task shall be complete upon creation of the Customer’s Development Environment for the Analytics Cloud Program.

37. OnCall Records State NIBRS Validation Installation

Task Description

During this Task, Hexagon resources will upgrade the NIBRS validation changes to reflect state validations.

Task Deliverables

- Hexagon installation of the state-specific NIBRS validations and reporting

Task Prerequisites

- The Customer has completed all configuration activities arising from OnCall Records System Configuration Workshop 3.
- OnCall Records System Configuration Workshop 3 Follow-up Session Task is complete.
- Hexagon has completed any state-mandated changes on validations to core Federal IBRS product.

Task Assumptions

- N/A

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Install and test State NIBRS validations;
- Provide COTS documentation on the NIBRS submission tool; and
- Support Customer testing and provide resolution of Blocker Errors.

Customer Team Participation and Responsibilities

Customer shall:

- Conduct testing and report any Blocker Errors back to each parties' representative via Hexagon's Customer Resource Management (CRM) issue tracking system within ten (10) Business Days of receiving notification from Hexagon that the software is ready for testing.

Task Acceptance Criteria

This Task is complete when the current version of State NIBRS has been installed and tested to validate its conformance with State requirements and when State NIBRS has been updated to provide monthly output of OnCall Records data.

38. OnCall Records State NIBRS Validation Review

Task Description

During this Task, Hexagon resources will conduct a NIBRS validation review workshop (the “NIBRS Validation Review”) to illustrate to the Customer how NIBRS Validation works with changes incorporated for the State. The NIBRS Validation Review shall last no more than one (1) Business Day. Major topics covered include the following:

- State NIBRS Requirements
- Fields in OnCall Records that are used for NIBRS reporting
- Validation process

Task Prerequisites

- State NIBRS Validation Installation Task is complete.
- Statute table and picklist code tables are mapped with the correct NIBRS values.

Task Assumptions

- The NIBRS Validation Review shall last no longer than one (1) Business Day.
- The workshop provides for a maximum of eight (8) Core Team Members with a maximum of one (1) student per Project Workstation, unless otherwise agreed to by Hexagon.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide the NIBRS Validation Review.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a facility according to the requirements provided in Task Assumptions; and
- Provide a Project Workstation for each attendee.

Task Acceptance Criteria

This Task is complete when the NIBRS Validation Review has been completed.

39. OnCall Records State NIBRS Reporting Installation

Task Description

During this Task, Hexagon resources will upgrade the IBRS reporting client to reflect state-specific product changes to support state reporting.

Task Deliverables

- Hexagon installation of the state-specific NIBRS reporting.

Task Prerequisites

- State NIBRS Validation Installation Task is complete.

Task Assumptions

- OnCall Records will use existing State NIBRS software. No new development or additional customizations are included.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide COTS documentation on the NIBRS submission tool; and
- Support Customer testing and provide resolution of Blocker Errors.

Customer Team Participation and Responsibilities

Customer shall:

- Conduct testing and report any Blocker Errors back to each parties' representative via Hexagon's Customer Resource Management (CRM) issue tracking system within ten (10) Business Days of receiving notification from Hexagon that the software is ready for testing; and
- Prepare and submit a NIBRS test submission to the State.

Task Acceptance Criteria

This Task is complete when the current version of State NIBRS has been installed and tested to validate its conformance with State requirements

40. OnCall Records State NIBRS Report Generation Training

Task Description

During this Task, Hexagon resources will train key personnel on the utilization of the Hexagon NIBRS Reporting Client.

Task Deliverables

- Training on the NIBRS Reporting Client

Task Prerequisites

- State NIBRS Reporting Installation Task is complete.

Task Assumptions

- OnCall Records will use existing State NIBRS software. No new development or additional customizations are included.
- The session is provided for a maximum of twelve (12) trainees with a maximum of one (1) student per Project Workstation, unless otherwise agreed to by Hexagon;

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide a two (2)-day training session for twelve (12) students.

Customer Team Participation and Responsibilities

Customer shall:

- Provide a facility according to the requirements provided in Task Assumptions; and
- Provide a Project Workstation for each attendee.

Task Acceptance Criteria

This Task is complete when the two (2)-day training session has been provided.

41. OnCall Records COTS Reports Review

Task Description

This Task is a Hexagon-led class on how to create and edit SSRS reports within the OnCall Records System (the “Records Reports Review”). As part of the Records Reports Review, new report creation will be shown and discussed to allow for adaptation of existing SSRS report knowledge to the new system. The Records Reports Review shall last no longer than two (2) Business Days. For clarity, the Records Reports Review is not intended to provide instruction on how to load and edit reports within OnCall Records or SSRS report training, which the participants should already know prior to their attendance.

Task Prerequisites

- OnCall Records System Configuration Workshop 3 Task is complete.

Task Assumptions

- Customer attendees have appropriate education, training, and experience with SQL and SSRS knowledge.
- The Records Reports Review is provided for up to twelve (12) people with a maximum of one (1) student per Project Workstation, unless otherwise agreed to by Hexagon.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide the Records Reports Review

Customer Team Participation and Responsibilities

Customer shall:

- Provide a facility according to the requirements provided in Task Assumptions;
- Provide a Project Workstation for each attendee; and
- Ensure appropriate personnel, with the requisite knowledge attend the Records Reports Review.

Task Acceptance Criteria

This Task is complete when the Records Report Review is completed.

42. Custom Interface Product Installation and Configuration

Task Description

During this Task, Hexagon will install, configure, and test the Custom Interfaces. Although the Customer is expected to participate in Hexagon's internal testing of the Custom Interfaces, the Customer will formally test the Custom Interfaces' functionality during Functional Testing.

Task Deliverables

- Documentation of Custom Interfaces installation/testing

Task Prerequisites

- Operation or availability of the external system or Third-Party Software.
- Custom Interface Development Task is complete.
- OnCall Dispatch Configuration Consulting 1 Task is complete.
- OnCall Records System Configuration Workshop 1 Task is complete.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Install Custom Interfaces; and
- Test Custom Interfaces in accordance with the approved ICDs.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure SMEs are available to support Hexagon Activities as needed;
- Verify that physical connectivity has been achieved from Customer's communication server to OnCall Dispatch/OnCall Records;
- Provide availability and confirm operation of external systems or third-party software;
- Provide the following information to Hexagon:
    - IP address for remote databases
    - Socket value for remote systems
    - Operator IDs (ORIs), terminal mnemonics, etc., as needed by remote systems
- Ensure the system and network administrators are available to work closely with the Hexagon team for the duration of the Task; and
- Ensure third-party cooperation with Hexagon's reasonable requests.

Task Acceptance Criteria

This Task is complete when each Custom Interface is installed and configured in accordance with the applicable ICD.

43. Standard Interface Product Installation and Configuration

Task Description

During this Task, Hexagon will install and configure the Standard Interfaces. The Customer will formally test the interface functionality and reliability during Functional Testing.

The following are regarded as “Standard Interfaces” as the term is defined in Attachment H of this SOW:

- External Alarms OnCall Dispatch Interface to ASAP
- Fire Station Alerting OnCall Dispatch Interface to Purvis
- CAD-to-CAD OnCall Dispatch Interface to Zoll, Roswell, ChattComm, and ONESolution
- RapidSOS OnCall Call-Taker Interface

Task Deliverables

- Documentation of Standard Interfaces installation

Task Prerequisites

- Operation or availability of the external system or Third-Party Software
- OnCall Dispatch Configuration Consulting 3 Task is complete.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Install Standard Interfaces.

Customer Team Participation and Responsibilities

- Ensure SMEs are available to support Hexagon Activities as needed;
- Verify that physical connectivity has been achieved from Customer’s communication server to OnCall Dispatch;
- Provide availability and confirm operation of external systems or third-party software;
- Provide the following information to Hexagon:
    - IP address for remote databases
    - Socket value for remote systems
    - Operator IDs (ORIs), terminal mnemonics, etc., as needed by remote systems
- Ensure the system and network administrators are available to work closely with the Hexagon team for the duration of the Task; and
- Ensure third-party cooperation with Hexagon’s reasonable requests.

Task Acceptance Criteria

This Task is complete when each Standard Interface is installed and configured.

44. Sustaining Coordination Services for the CommSys ConnectCIC ASAP Interface

Task Description

During this Task, up to 60 hours of consulting and sustaining coordination services ("Sustaining Coordination Services") will be provided by CommSys for the ConnectCIC ASAP implementation.

- CommSys will provide the Customer with professional services for the following aspects of the project:
    - Coordinate efforts with the agency's executive stakeholders, Hexagon, state message switch/control point officials, The Monitoring Association (TMA), and the alarm monitoring companies;
    - Coordinate with Hexagon for the installation of updates to Hexagon's External Alarms OnCall Dispatch Interface in both a test environment and a production environment as applicable;
        - These may be done at separate times
        - A test plan as appropriate will be used
    - Work with agency officials to identify connectivity issues to The State and The National Law Enforcement Teletype Service (NLETS) network via the state CJIS Message Switch or other transport method if available;
    - Coordinate with new alarm companies that begin operating in production with the ASAP project and with agency officials through introductions, testing, and cutover to production activities;
    - Execute testing to ensure that the end product continues to conform to the APCO/CSAA ANS 2.101.2-2014 standard; and
    - Coordinate troubleshooting efforts with all appropriate agencies and staff as necessary when problems arise.

Task Deliverables

- Sustaining Coordination Services provided by CommSys

Task Prerequisites

- Installation of External Alarms OnCall Dispatch Interface (reference Standard Interface Product Installation and Configuration task above)
- Installation of CommSys ConnectCIC
- CommSys ConnectCIC ASAP Option purchased
- Connectivity between CommSys ConnectCIC and the State CJIS Message Switch to receive NLETS transactions

Task Assumptions

- The Sustaining Coordination Services are not to exceed sixty (60) hours.
- Any hours for Sustaining Coordination Services not utilized by the end of the Task are not transferrable outside of this Project or to other Tasks and are not refundable.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Coordinate with CommSys for the installation of the External Alarms OnCall Dispatch Interface;
- Coordinate with CommSys and “The Monitoring Association (TMA) for the installation of the ConnectCIC Product for APCO ASAP Alarm Product; and
- Coordinate with CommSys and TMA to arrange testing and validation of the interface.

Customer Team Participation and Responsibilities

Customer shall:

- Provide the appropriate team to complete the Sustaining Coordination Services.

Task Acceptance Criteria

This Task is considered complete upon the earlier of: (I) when the allotted Sustaining Coordination Services hours have been consumed, or (ii) when the ConnectCIC ASAP Interface has been implemented, whichever comes first.

45. Test Plan and Test Cases Development – OnCall Dispatch

Task Description

During this Task, the Customer will create a test plan ("CAD Test Plan") with Test Cases for OnCall Dispatch. The CAD Test Plan and Test Cases are essential for the Customer to be able to validate and prove the functionality of the Dispatch Subsystem. Every Benchmark Criteria corresponding to OnCall Dispatch should have at least one Test Case; some Benchmark Criteria may have multiple associated Test Cases. The Customer will identify the Benchmark Criteria that correspond to the applicable Test Cases. A clear pass/fail criterion must be defined for each Test Case. The Test Plan and Test Cases will be agency-specific, and work-process driven with clearly documented Pass/Fail criteria. Only the elements of the Test Plan and Test Cases conforming with the Benchmark Criteria shall be used in evaluating and testing the Subsystem. The Test Plan is the set of Test Cases that will serve as the basis of testing the fully configured Subsystem, including interfaces.

The Customer will not need a fully configured Subsystem to create the Test Plan and Test Cases. The Test Case creation should be accomplished using a workflow-based Test Case.

Task Deliverables

- Customer's CAD Test Plan and Test Cases

Task Prerequisites

- OnCall Dispatch Fundamentals for Core Team Task is complete.

Task Assumptions

- N/A

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Consult with the Customer during the Test Plan and Test Cases creation Task to validate the Test Cases correspond to the Benchmark Criteria (applicable to Dispatch).

Customer Team Participation and Responsibilities

Customer shall:

- Create the CAD Test Plan and Test Cases consistent with the Benchmark Criteria; and
- Provide CAD Test Plan and Test Cases to Hexagon.

Task Acceptance Criteria

This Task is complete when the Customer has created the CAD Test Plan and Test Cases and Hexagon has validated the same in accordance with the Benchmark Criteria.

46. Test Plan and Test Cases Development – OnCall Records

Task Description

During this Task, the Customer will create a test plan ("RMS Test Plan") with Test Cases for OnCall Records. The RMS Test Plan and Test Cases are essential for the Customer to be able to validate and prove the functionality of the Records Subsystem. Every Benchmark Criteria corresponding to OnCall Records should have at least one Test Case; some Benchmark Criteria may have multiple associated Test Cases. The Customer will identify the Benchmark Criteria that correspond to the applicable Test Cases. A clear pass/fail criterion must be defined for each Test Case. The Test Plan and Test Cases will be agency-specific, and work-process driven with clearly documented Pass/Fail criteria. Only the elements of the Test Plan and Test Cases conforming with the Benchmark Criteria shall be used in evaluating and testing the System. The Test Plan is the set of Test Cases that will serve as the basis of testing the fully configured Subsystem, including interfaces.

The Customer will not need a fully configured Subsystem to create the Test Plan and Test Cases. The Test Case creation should be accomplished using a workflow-based Test Case.

Task Deliverables

- Customer's RMS Test Plan and Test Cases

Task Prerequisites

- OnCall Records Fundamentals for Core Team Task is complete.

Task Assumptions

- N/A

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Consult with the Customer during the RMS Test Plan and Test Cases creation task to validate the Test Cases correspond to the Benchmark Criteria.

Customer Team Participation and Responsibilities

Customer shall:

- Create the RMS Test Plan and Test Cases consistent with the Benchmark Criteria; and
- Provide RMS Test Plan and Test Cases to Hexagon.

Task Acceptance Criteria

This Task is complete when the Customer has created the RMS Test Plan and Test Cases and Hexagon has validated the same in accordance with the Benchmark Criteria.

47. Customer Functional Testing – OnCall Dispatch

Task Description

The Customer, with support from Hexagon, will test OnCall Dispatch's conformance with the Benchmark Criteria. The Customer will conduct Functional Testing over the course of ten (10) Business Days ("Dispatch Testing Period"). During the Dispatch Testing Period, the Customer shall execute the CAD Test Plan and corresponding Test Cases. Except as expressly provided, no other testing or evaluation pertaining to OnCall Dispatch is contemplated in this Project. Customer will document and track the results of each Test Case as either pass or fail and may request Hexagon consultation as necessary during its testing Activity up to twenty-four (24) Business Hours.

Within five (5) Business Days of the end of the CAD Testing Period ("CAD Reporting Period"), the Customer shall file any Blocker Errors and Permissive Errors encountered during Functional Testing – Dispatch through Hexagon's Customer Resource Management (CRM) system. For any Blocker Error identified, the Customer shall provide, at minimum, the following information: a description of the Error and the steps used to reproduce it, the functionality tested when the Blocker Error was encountered, the manner in which the functionality was tested, and the outcome when the functionality was tested. If the Blocker Errors are not filed within the CAD Reporting Period, it is presumed Functional Testing was completed without any Blocker Error, and this Task is complete. Only Blocker Errors reported by the conclusion of the Reporting Period will be resolved as part of this Task. The existence of Permissive Error(s) shall not preclude or be a condition of completion of any subsequent Tasks or implementation of a new Release.

To the extent requested, Customer agrees to promptly respond to requests for additional information regarding the Blocker Error requested by Hexagon. Upon diagnosing the Blocker Error and validating the Error encountered meets the attributes of a Blocker Error, Hexagon resources shall proceed to resolve the Blocker Error accordingly. If the investigation determines the reported Blocker Error did not meet the attributes of a Blocker Error then the reported Error will be reclassified in accordance with the levels provided in the Master Terms Glossary. Alternatively, if the investigation shows the reported Blocker Error was caused by Customer hardware, Network Infrastructure, or Third-Party Software not provided by Hexagon, or non-conformance with Attachments E-1 and F, then Hexagon will provide such information to the Customer for the Customer to resolve and the Blocker Error will be closed and regarded as complete.

As part of its resolution efforts, Hexagon may at its discretion provide a procedural or programmatic work around, a configuration change, or provide an Update. Once the Blocker Error(s) is addressed, Hexagon will report to Customer the Blocker Error has been addressed and the Customer will have five (5) Business Days to execute its Test Plan ("CAD Resolution Testing Period").

After the Functional Testing, Hexagon will enforce a Code Freeze. No configurations or modifications will be allowed to the Subsystem by Hexagon or Customer, except those required to resolve any Blocker Error. Upon addressing Blocker Errors, the Subsystem is a "Production Ready System." A Production Ready System signifies completion of all configuration and joint testing tasks. At this point, Hexagon will enforce a Subsystem-wide Code Freeze. Any System/Subsystem modifications will be handled via Change Order.

Task Deliverables

- OnCall Dispatch Functional Testing
- System Code Freeze

Task Prerequisites

- Customer and Hexagon mutually confirm that OnCall Dispatch and Mobile Unit are ready for testing.
- Test Plan and Test Cases Development – OnCall Dispatch Task is complete.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Verify all applicable software, systems and ancillary systems, including the redundancy of Production system (if applicable), are ready for Functional Testing;
- Provide support during Functional Testing;
- Review Errors filed by the Customer; and
- Resolve Blocker Errors filed by the Customer.

Customer Team Participation and Responsibilities

Customer shall:

- Verify all applicable software, systems and ancillary systems, including the redundancy of Production system (if applicable), are ready for Functional Testing;
- Execute the CAD Test Plan; and
- Track and document results from executed Test Cases and file any Blocker Errors in the CRM system by the end of the CAD Reporting Period.

Task Acceptance Criteria

This Task is complete upon expiration of the CAD Testing Period and resolution of all Blocker Errors reported by the end of the CAD Reporting Period.

48. Customer Functional Testing – OnCall Records

Task Description

The Customer, with support from Hexagon, will test OnCall Records Subsystem's conformance with the Benchmark Criteria. The Customer will conduct Functional Testing over the course of ten (10) consecutive Business Days ("Records Testing Period"). During the Records Testing Period, the Customer shall execute the RMS Test Plan and corresponding Test Cases. Except as expressly provided, no other testing or evaluation for OnCall Records is contemplated in this Project. Hexagon and the Customer will jointly document and track the results of each Test Case as either pass or fail.

Within five (5) Business Days of the end of the RMS Testing Period ("RMS Reporting Period"), the Customer shall file any Blocker Errors and Permissive Errors encountered during Functional Testing – Records through Hexagon's Customer Resource Management (CRM) system. For any Blocker Error identified, the Customer shall provide, at minimum, the following information: a description of the Error and the steps used to reproduce it, the functionality tested when the Blocker Error was encountered, the manner in which the functionality was tested, and the outcome when the functionality was tested. If the Blocker Errors are not filed within the RMS Reporting Period, it is presumed Functional Testing was completed without any Blocker Error, and this Task is complete. Only Blocker Errors reported by the conclusion of the Reporting Period will be resolved as part of this Task. The existence of Permissive Error(s) shall not preclude or be a condition of completion of any subsequent Tasks or implementation of a new Release.

To the extent requested, Customer agrees to promptly respond to requests for additional information regarding the Blocker Error requested by Hexagon. Upon diagnosing the Blocker Error and validating the Error encountered meets the attributes of a Blocker Error, Hexagon resources shall proceed to resolve the Blocker Error accordingly. If the investigation determines the reported Blocker Error did not meet the attributes of a Blocker Error then the reported Error will be reclassified in accordance with the levels provided in the Master Terms Glossary. Alternatively, if the investigation shows the reported Blocker Error was caused by Customer hardware, Network Infrastructure, or Third-Party Software not provided by Hexagon, or non-conformance with Attachments E-2 and F, then Hexagon will provide such information to the Customer for the Customer to resolve, and the Blocker Error will be closed and regarded as complete.

As part of its resolution efforts, Hexagon may at its discretion provide a procedural or programmatic work around, a configuration change, or provide an Update. Once the Blocker Error(s) is addressed, Hexagon will report to Customer the Blocker Error has been addressed and the Customer will have five (5) Business Days to execute its Test Plan ("RMS Resolution Testing Period").

Task Deliverables

- OnCall Records Functional Testing
- System Code Freeze

Task Prerequisites

- Customer and Hexagon mutually confirm that OnCall Records is ready for testing.
- Test Plan and Test Cases Development – OnCall Records Task is complete.
- The Customer has installed and configured at least one (1) workstation per tester.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Verify OnCall Records is ready for Functional Testing.
- Provide support during Functional Testing.
- Review Errors identified in the Blocker Report by the Customer; and
- Resolve Blocker Errors identified in the Blocker Report.

Customer Team Participation and Responsibilities

Customer shall:

- Verify OnCall Records is ready for Functional Testing.
- Execute the RMS Test Plan;
- Track and document results from executed Test Cases and provide Hexagon a Blocker Report; and
- If applicable or desired, re-execute Test Cases during the Resolution Testing Period.

Task Acceptance Criteria

This Task is complete upon expiration of the RMS Testing Period and resolution of all Blocker Errors reported by the end of the RMS Reporting Period.

49. Hexagon-Led Training

Task Description

During the Training phase, Hexagon resources will conduct Administrative and Train-the-Trainer sessions for Customer-designated personnel.

The following formal training classes are included in the Project ("Hexagon Training Classes"):

- HxGN OnCall Dispatch System Administrator Training – Qty: 1
- HxGN OnCall Dispatch Train-the-Trainer – Qty: 1
- HxGN OnCall Dispatch | Mobile Unit Train-the-Trainer – Qty: 1
- HxGN OnCall Dispatch | Mobile Responder Train-the-Trainer – Qty: 1
- HxGN OnCall Records Train-the-Trainer – Qty: 1
- HxGN OnCall Analytics | Dispatch and Records User Training – Qty: 1
- HxGN OnCall Analytics | Dispatch and Records System Administrator Training – Qty: 1

It is recommended that Customer develop its own training program, including, but not limited to: creating a training plan suitable for its needs, identifying a training cadre for each Subsystem, and leveraging the Hexagon training materials and Documentation to ensure its Users have acquired the necessary knowledge and are in a position to use OnCall Dispatch and OnCall Records upon Cutover. The Customer is solely responsible for training its Users. The Customer shall complete its User Training no later than thirty (30) calendar days after Hexagon has completed the Hexagon Training Classes ("End User Training Period").

Task Deliverables

- Training course agendas
- Applicable COTS Documentation, in electronic format; for the Hexagon Training Classes

Task Prerequisites

- Customer has identified and secured an appropriate training room and set up with the workstations, at least one (1) LCD projector, display screen or other appropriate surface to display a projected image, and white-board space or other ability to take notes and record questions.
- The Customer has installed and configured at least one (1) workstation per student attending the session.
- Customer Functional Testing Tasks for each Subsystem are complete.

Task Assumptions

- The Customer will complete end user training within the End User Training Period.
- Both end-user training and train-the trainer training will be provided as specifically identified herein. Training will take place during normal Business Hours, which is typically from 8:00 am - 5:00 pm.
- Training documentation provided by Hexagon with this SOW will be standard COTS Documentation and help files and will not be customized to the Customer's site-specific configuration. All Documentation will be provided in electronic format. Should printed copies be required, the Customer is responsible for providing them.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct Hexagon Training Classes.

Customer Team Participation and Responsibilities

Customer shall:

- Provide appropriate facilities and install/configure workstations as indicated in the Task Assumptions;
- Provide a Project Workstation for each attendee of the Hexagon Training Classes;
- Ensure appropriate personnel participate in the Hexagon Training Courses; and
- Complete end user training within the End User Training Period.

Task Acceptance Criteria

This Task is complete once Hexagon has delivered the Hexagon Training Classes to the Customer.

50. Replicate Cloud Environments

Task Description

Up to this point, the Project has focused on creating the Cloud Development Environment and configuring and testing the Dispatch and Records Cloud Programs in the Development Environment, which was the only Cloud Environment available. Following achievement of a Production Ready System, Hexagon will replicate the Production Ready System in the newly created Staging Environment and Production Environment. This Task is intended to be completed within five (5) Business Days prior to scheduled Cloud Cutover.

Task Deliverables

- Replication of Production Ready System in a Staging Environment and Production Environment

Task Prerequisites

- Achievement of Production Ready System

Task Assumptions

- This Task is intended to be completed within five (5) Business Days prior to scheduled Cloud Cutover.
- Notwithstanding anything to the contrary in the Master Terms and in addition to the rights provided with a Cloud Staging Environment, the Customer shall also have the right to have its Users use the Cloud Staging Environment for training purposes in like manner as if the Cloud Staging Environment was also a Cloud Training Environment.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Replicate the Production Ready System in a Staging Environment and Production Environment.

Customer Team Participation and Responsibilities

- None

Task Acceptance Criteria

This Task is complete when Hexagon has replicated the Production Ready System into the Staging Environment and Production Environment.

51. Cloud Cutover Plan

Task Description

Hexagon and the Customer will jointly develop a Cloud Cutover Plan. The Cloud Cutover Plan will detail the steps necessary to cutover the Dispatch and Records Cloud Programs. The Cloud Cutover Plan will assign tasks and responsibilities to both Hexagon and Customer personnel in the month prior to Cloud Cutover. The Cloud Cutover Plan covers topics including Customer staffing, movement of equipment into final locations, final database cleanout of test events, procedures to report issues, and planned sequence of events for the Cutover day.

Hexagon will provide the initial draft of the Cloud Cutover Plan to the Customer for review. The Customer will review the draft and provide feedback to Hexagon within ten (10) Business Days, which will incorporate appropriate feedback into a final Cloud Cutover Plan.

Task Deliverables

- Cloud Cutover Plan

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Create a draft Cloud Cutover Plan (i.e., prepare a checklist of responsibilities and tasks to be completed during the Cutover Task prior to Cutover);
- Work with Customer personnel to refine the Cloud Cutover Plan; and
- Review and approve the final Cloud Cutover Plan.

Customer Team Participation and Responsibilities

Customer shall:

- Review and comment on the draft Cloud Cutover Plan within ten (10) Business Days of receipt;
- Work with Hexagon personnel to refine the Cloud Cutover Plan; and
- Review and approve the final Cloud Cutover Plan.

Task Acceptance Criteria

This Task is complete when the Customer has reviewed and approved the final Cloud Cutover Plan.

52. Cloud Program Readiness Review

Task Description

During this Task Hexagon technical resources, the Hexagon Project Manager, and the Customer team will meet and determine if the Dispatch and Records Cloud Programs are ready for Cloud Cutover.

In addition, the Cloud Readiness Review verifies that the following has occurred:

- A document titled, “Cloud Cutover Plan” has been developed and approved by both Hexagon and the Customer;
- Establishment and approval of a schedule for Cloud Cutover Activities; and
- Identification and scheduling of Hexagon and Customer resources required for Cloud Cutover Activities.

Task Deliverables

- Cloud Readiness Review meeting minutes
- Discussion notes on the results from Hexagon’s final review of the Cloud Programs

Task Prerequisites

- Cloud Cutover Plan Task is complete.

Task Assumptions

- The Customer certifies it has trained all personnel who will be utilizing the Cloud Programs.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Conduct a conference call to discuss if the system is ready to perform Cloud Cutover;
- Provide Cloud Cutover notification to appropriate internal and external interface stakeholders supplying systems integral to Cutover operations;
- Review and provide timely feedback/approval of Cloud Cutover Plan; and
- Work with Customer to determine suitable Cutover schedule.

Customer Team Participation and Responsibilities

Customer shall:

- Participate in the conference call;
- Notify internal and external interface stakeholders about pending Cloud Cutover;
- Review and provide timely feedback/approval of Cloud Cutover Plan; and
- Work with Hexagon to determine suitable Cutover schedule.

Task Acceptance Criteria

This Task is complete when the Cloud Readiness Review has been conducted.

53. Cloud Cutover to Production Use

Task Description

Cloud Cutover reflects the culmination of all the Tasks in this SOW. It reflects the point at which the Customer first uses the Cloud Programs in a live environment for its intended purpose. Before Cloud Cutover, the Customer shall have completed the preceding Tasks. Although the Customer may use the Cloud Program at any time after IOC, Cloud Cutover reflects the point at which the Cloud Program has been configured, had Interfaces installed, completed Functional Testing, and the Customer has trained all of its end users.

The Parties shall execute the Cloud Cutover Plan, as practical, as part of Cloud Cutover. Beginning on Monday of the week of Cloud Cutover, Hexagon resources and the Project Manager will support the Customer's Activities leading to Cloud Cutover, during Cloud Cutover, and post- Cloud Cutover. Except for the day of Cloud Cutover where the resource may be on site at alternate hours, the Hexagon resource will be available Monday to Friday of the week of Cloud Cutover. Upon Cloud Cutover, the Customer's System Administrator will assume primary responsibility of the management and administration of the System, and the Hexagon resources will provide support as needed by the Customer System Administrator. At times where the Hexagon resources are not otherwise available after the Project is complete, the Customer shall contact Hexagon's HelpDesk in accordance with the Maintenance Terms within the Agreement.

Task Deliverables

- Cutover of Dispatch and Records Cloud Programs (simultaneously)

Task Prerequisites

- All prior Tasks are complete.
- The End User Training Period is complete.

Task Assumptions

- The Parties have agreed Cloud Cutover can proceed.
- Cutover will take place on the day and time specified in the Cloud Cutover Plan.
- Both Dispatch and Records Cloud Programs will cutover on the same day.
- Hexagon will provide resources on site.
- First year maintenance of Hexagon Local Software and CommSys software will begin upon Cloud Cutover/Cutover.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Hexagon shall provide technical resource(s) to support Cutover during the week of Cloud Cutover.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure availability of trained Users;

- Ensure availability of Core Team during Cloud Cutover Activities;
- Assume System Administration and management for the System upon Cutover;
- Ensure availability of all third-party vendors impacted by the Cloud Cutover;
- Ensure availability of all IT disciplines necessary to immediately address issues as necessary; and
- Ensure availability of member(s) of the training cadre during all shifts.

Task Acceptance Criteria

This Task is complete upon Cloud Cutover of the Dispatch and Records Cloud Programs.

54. OnCall Records NIBRS Certification

Task Description

This Task defines the services required for NIBRS Validation and Reporting Qualification via OnCall Records.

Task Prerequisites

- Cloud Cutover to Production Use Task is complete.

Task Assumptions

- NIBRS validation will utilize production data.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Assist Customer with the NIBRS certification process; and
- After certification is achieved, install NIBRS in the Production Environment.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure System Administrator is available to support all tasks.

Task Acceptance Criteria

This Task is complete when NIBRS certification has been achieved.

55. Post-Cutover Support

Task Description

During this Task, Hexagon resources will provide Post-Cutover support to Customer. The “Post-Cutover Support Period” is the ten (10) Business Days beginning the Monday following Cutover. It is designed to provide the Customer with dedicated, quickly accessible support for questions and Defects encountered in the ten (10) Business Days following the Cutover to Production use of the new System.

During this Task, Hexagon resources will be assigned Defects that are filed by the Customer against the new System. Hexagon resources will work to identify and address the Defects reported, understanding the Defects will be triaged based upon their severity during the Post Cutover Support Period. Defects remaining after the Post Cutover Support Period will be addressed by the Help Desk. Defects reported outside of Business Hours will be addressed in accordance with the maintenance provisions of the Agreement.

The Post-Cutover Support Period is not a configuration period. Requests for new configurations that are not related to addressing a Defect will not be supported during this time frame. This is done to ensure the stability of the System delivered and that focus remains on Defects and to minimize the introduction of new opportunities for errors or problems.

Task Deliverables

- Task Completion Form confirming that Post-Cutover Support has been provided in accordance with SOW Post-Cutover Support task description

Task Prerequisites

- System Cutover to Production Use Task is complete.

Task Assumptions

- Post-Cutover Support is provided Monday-Friday during normal Business Hours. Standard after-hours emergency support procedures, defined in the Cutover Plan, remain the same for the duration of this Task.
- Defects will be reported via Hexagon’s designated CRM tool.
- The Customer System Administrator remains the primary point of contact and initial troubleshooting point of contact for all issues during this Task.
- The Customer System Administrator maintains responsibility for core system administration tasks.

Hexagon Team Participation and Responsibilities

Hexagon shall:

- Provide ten (10) Business Days of Post-Cutover support in accordance with this SOW; and
- Address Defects within the Post Cutover Support Period.

Customer Team Participation and Responsibilities

Customer shall:

- Ensure Defects are recorded in Hexagon's CRM tool in a timely manner and in accordance to the mutually agreed upon Project Schedule.

Task Acceptance Criteria

This Task is complete when the Post-Cutover Support Period has expired.

Approval Signatures

Signature by all parties listed below constitutes acceptance of and notice to proceed with this Cloud Consulting Services Order and the Cloud Program Sales Order (reflected in the Quote (Attachment A)).

This SOW may be executed in one or more counterparts, each of which shall be deemed to be original, and all of which together shall constitute one and the same agreement. A signature delivered by facsimile shall be deemed to be an original signature and shall be effective upon receipt thereof by the other party.

This document is approved by:

AUTHORIZED HEXAGON SIGNATURE		
Name:	Tiffany Taylor, North America Finance Director	
Signature:		**Date:**

AUTHORIZED CUSTOMER SIGNATURE		
Name:		
Signature:		**Date:**

Attachment A – Pricing Summary

HxGN OnCall Dispatch & OnCall Records	TOTAL
Licensing (Includes Implementation Cloud Fee, Year 1 Cloud Fee and third-party software with applicable first year maintenance)	$855,667
Professional Services	$1,623,623
Total Implementation Cost	**$2,479,290**

Recurring Fees	TOTAL
Recurring Fee Year 2	$646,601
Recurring Fee Year 3	$665,999
Recurring Fee Year 4	$685,979
Recurring Fee Year 5	$706,558
Recurring Fee Year 6	$727,755
Recurring Fee Year 7	$749,588
Recurring Fee Year 8	$772,075
Recurring Fee Year 9	$795,237
Recurring Fee Year 10	$819,095
Total Recurring Fees for Years 2-10	**$6,568,887**

Pricing Assumptions:

- Maintenance and Support Year 1 begins at subsystem cutover. HxGN has included Maintenance and Support Year 1 costs in the Total Implementation Costs.
- Professional Services costs included in this response are inclusive of project management, implementation, integration, training, and related travel.
- Hexagon has bid a cloud-based system. Hexagon assumes any additional hardware needed will be procured by the customer.
- Third parties and interfaces included in the Total Implementation Cost include support/maintenance; some start at cutover and others upon shipment. All have been included in the pricing appropriately.

- Alpharetta is responsible for the connection between the cloud environment and the on-premise server.
- This pricing assumes production and a non-production environment. Users can train on the non-production environment unless an upgrade is being performed in that particular environment.
- Any commercial-off-the-shelf (COTS) product information provided by Hexagon in this document is intended to provide an understanding of Hexagon's current expected direction, roadmap or vision and is subject to change at any time at Hexagon's sole discretion. Except as set forth in a resulting contract, Hexagon does not commit to develop the future features, functions, and products discussed in this material. Alpharetta should not factor any future features, functions, or products into its current buying decision since there is no assurance that such future features, functions, or products will be developed unless specified in the resulting contract.
- The Implementation Cloud Environment Fee is for the Cloud Program Fees from the commencement of the Cloud Term up to 18 months thereafter. If for any reason Alpharetta has not cutover by the expiration of the initial 18-month implementation period, then Alpharetta is required to pay for additional Implementation Cloud Environment Fees and Managed Services Fee beyond the initial 18-month period through cutover. The additional Implementation Cloud Environment and Managed Services Fee will be due and payable in accordance with the Master Terms.
- The Cloud Program Fees are subject to capacity limitations as provided in the Cloud Service Schedules to be provided with the resulting contract.
- The pricing in the above tables is exclusive of any applicable sales/use tax. Any applicable tax will be added to the pricing above at time of invoicing.
- Base System Pricing is valid until February 24, 2023.

Bill of Materials:

Product	Qty
Third Party	
Clevest Enterprise Mobility Platform - Platinum	1
Trancite Easy Street Draw Software	1
CommSys Software (ConnectCIC, ASAP & ASINC)	1
OnCall Subscription Software - CAD	
HxGN OnCall Dispatch - Advantage - Cloud	8
HxGN OnCall Dispatch - Viewer - Cloud	7
HxGN OnCall Dispatch - ProQA Interface - Subscription	8
HxGN OnCall Dispatch - ProQA Interface - Subscription-BCK	8
HxGN OnCall Dispatch - ProQA Interface - Subscription - TST	8
HxGN OnCall Dispatch - ProQA Interface - Subscription - TRN	8
HxGN OnCall Dispatch - Mobile Unit - Cloud	25
HxGN OnCall Dispatch - Mobile Responder Client - Cloud	20
HxGN OnCall Dispatch - RestAPI - Cloud	1
HxGN OnCall Dispatch - Informer - Cloud	1
HxGN OnCall Dispatch - Notifications - Cloud	1

HxGN OnCall Dispatch - Fire Link Interface - Cloud	1
HxGN OnCall Dispatch - Call-Taker Interface - Cloud	1
HxGN OnCall Integration Engine	1
Xalt - Integration Runtime Engine NL - Subscription	1
Xalt - Integration Runtime Engine NL - Subscription - BCK	1
Xalt - Integration Runtime Engine NL - Subscription - TST	1
HxGN OnCall Analytics - Dispatch Data Models & Reports - Cloud	1
HxGN OnCall Analytics - Records Data Models & Reports - Cloud	1
HxGN OnCall Analytics - Viewer - Cloud	10
HxGN OnCall Analytics - Author - Cloud	2
OnCall Subscription Software - RMS	
HxGN OnCall Records - Concurrent User License - Cloud	45
HxGN OnCall Records - NIBRS Report & Validate - Cloud	1
Interfaces	
RMS Interface to DataWorks LiveScan	1
RMS Interface to E-Citations	1
RMS Interface to GEARS	1
RMS Interface to NCIC	1
CAD to CAD OnCall Dispatch Interface - Cloud (Zoll)	1
CAD to CAD OnCall Dispatch Interface - Cloud (ONESolution)	1
CAD to CAD OnCall Dispatch Interface - Cloud (ChatComm)	1
CAD to CAD OnCall Dispatch Interface - Cloud (Roswell)	1
External Alarms OnCall Dispatch Interface - Cloud (ASAP)	1
RapidSOS OnCall Call-Taker Interface - Cloud	1
Fire Station Alerting OnCall Dispatch Interface (Purvis)	1

Attachment B – Payment Schedule

On or after the completion of the Tasks identified below, Hexagon shall invoice the Customer the corresponding amounts set forth below for Services and Local Software, which Customer shall pay in accordance with the Agreement:

TASK	AMOUNT
Upon Completion of Project Kickoff Meeting	$379,645
Upon Completion of Hexagon Transition of Credentials and Licenses	$189,823
Upon Completion of OnCall Dispatch System Build 1	$284,734
Upon Completion of OnCall Records System Configuration Workshop 3	$284,734
Upon Completion of OnCall Dispatch Configuration Consulting Session 3	$189,823
Upon Completion of Customer Functional Testing - OnCall Dispatch	$189,823
Upon Completion of OnCall Dispatch TTT	$284,734
Upon Completion of Cutover to Production Use	$94,911
Total	**$1,898,227**

For purposes of clarity, and in addition to the Project Total shown above, the subscription fee amount for the first year of the Cloud Program is $581,064 and is due in accordance with the Master Terms.

Attachment C – Initial Project Schedule

Task Name	Duration	Business Days Since Start
Alpharetta GA MPP OnCall Dispatch and OnCall Records (Hosted) Project	**347.56 days**	**0 days**
Initial Operation Capability (IOC) Phase	**24.89 days**	**20 days**
Project Kickoff Meeting	**12.5 days**	**20 days**
COTS Interface Questionnaire Completion	**10 days**	**30.5 days**
Customer completes COTS Interface Questionnaires	5 days	35.5 days
OnCall Dispatch & Mobile Unit Launch	**4.25 days**	**32.5 days**
OnCall Dispatch GIS Requirements Review	**1.13 days**	**31.5 days**
OnCall Records Business Process Analysis (BPA) Workshop	**6 days**	**32.5 days**
OnCall Cloud Environment Creation - Dispatch	**2 days**	**30.5 days**
OnCall Cloud Environment Creation - Records	**14.39 days**	**30.5 days**
IOC Phase Completion	**0.88 days**	**32.5 days**
Final Operation Capability (FOC) Phase	**347.56 days**	**0 days**
OnCall Dispatch System Build 1	**16.25 days**	**47.76 days**
OnCall Dispatch System Build 1	3 days	51.01 days
Customer Builds Out Remaining Data	10 days	54.01 days
OnCall Dispatch Deployment and Response Planning Workshop	**14.25 days**	**69.01 days**
OnCall Dispatch Deployment and Response Planning Workshop	3 days	70.26 days
Customer Builds Out Remaining Data	10 days	73.26 days
OnCall Dispatch System Build 2	**14.25 days**	**88.26 days**
OnCall Dispatch System Build 2	3 days	89.51 days
Customer Builds Out Remaining Data	10 days	92.51 days
Connectivity to Cloud Program	**2.25 days**	**33.38 days**
Active Directory Integration	**5.76 days**	**33.38 days**
Custom Interface Requirements Gathering	**75.89 days**	**0 days**
Custom Interfaces Requirements Gathering (ICDs)	**56.89 days**	**0 days**
Interface to DataWorks LiveScan	**20.13 days**	**31 days**
ICD Development	5.5 days	31 days
ICD Delivered to Customer	0.13 days	36.5 days
Customer Reviews ICD	10 days	36.63 days
ICD Updated based off Customer Review	1.5 days	46.63 days
Customer Approves ICD	3 days	48.13 days
Interface to E-Citations	**18.13 days**	**36.63 days**
ICD Development	4 days	36.63 days
ICD Delivered to Customer	0.13 days	40.63 days
Customer Reviews ICD	10 days	40.76 days
ICD Updated based off Customer Review	1 day	50.76 days
Customer Approves ICD	3 days	51.76 days
Interface to GEARS	**16.13 days**	**40.76 days**
ICD Development	2.5 days	40.76 days

ICD Delivered to Customer	0.13 days	43.26 days
Customer Reviews ICD	10 days	43.39 days
ICD Updated based off Customer Review	0.5 days	53.39 days
Customer Approves ICD	3 days	53.89 days
Interface to NCIC	**14.13 days**	**0 days**
ICD Development	0.75 days	0 days
ICD Delivered to Customer	0.13 days	0.75 days
Customer Reviews ICD	10 days	0.88 days
ICD Updated based off Customer Review	0.25 days	10.88 days
Customer Approves ICD	3 days	11.13 days
Custom Interface Development	**61.76 days**	**14.13 days**
On Premise Local Software Server Installation and Configuration	**2 days**	**33.88 days**
OnCall Records Link to OnCall Dispatch	**2.5 days**	**33.38 days**
OnCall Analytics Cloud Environment Creation	**5.5 days**	**30.5 days**
OnCall Dispatch GIS Consulting	**15.13 days**	**32.63 days**
OnCall Records Address Server Mapping Workshop	**8.5 days**	**32.5 days**
OnCall Dispatch Fundamentals for Core Team	**4.5 days**	**102.51 days**
COTS Interface Product Installation and Configuration	**15.63 days**	**33.88 days**
CommSys Connect CIC Installation	**5.25 days**	**49.5 days**
OnCall Dispatch Configuration Consulting Session 1	**14.25 days**	**112.01 days**
OnCall Dispatch Configuration Consulting	3 days	113.26 days
Configuration Period 1	3 days	116.26 days
Customer Configuration Time	7 days	119.26 days
OnCall Dispatch Configuration Consulting Session 2	**14.25 days**	**131.26 days**
OnCall Dispatch Configuration Consulting	3 days	132.51 days
Configuration Period 2	3 days	135.51 days
Customer Configuration Time	7 days	138.51 days
OnCall Dispatch Configuration Consulting Session 3	**7.25 days**	**150.51 days**
OnCall Dispatch Configuration Consulting	3 days	151.76 days
Configuration Period 3	3 days	154.76 days
Customer Configuration Time	1.5 days	154.76 days
OnCall Dispatch | Mobile Unit Configuration Consulting Session 1 - Police/Fire	**14.25 days**	**162.76 days**
OnCall Dispatch Police Mobile Unit Configuration 1	3 days	164.01 days
Customer Configures OnCall Dispatch Mobile Unit	10 days	167.01 days
OnCall Dispatch | Mobile Unit Configuration Consulting Session 2 - Police/Fire	**14.25 days**	**182.01 days**
OnCall Dispatch Police Mobile Unit Configuration 2	3 days	183.26 days
Customer Configures OnCall Dispatch Mobile Unit	10 days	186.26 days
OnCall Dispatch Mobile Responder Police Consulting Session	**4 days**	**40.5 days**
OnCall Dispatch Mobile Responder Fire Consulting Session	**4 days**	**40.5 days**
OnCall Records Fundamentals for Core Team	**6 days**	**38.5 days**
OnCall Records System Configuration Workshop 1	**11 days**	**49.5 days**
OnCall Records Configuration Workshop 1	4 days	51.5 days
Customer Configures OnCall Records	5 days	55.5 days
OnCall Records system Configuration Workshop 1 Follow-up Session	**5 days**	**60.5 days**

OnCall Records System Configuration Workshop 2	**11 days**	**70.5 days**
OnCall Records system Configuration Workshop 2 Follow-up Session	**5 days**	**81.5 days**
OnCall Records System Configuration Workshop 3	**11 days**	**91.5 days**
OnCall Records system Configuration Workshop 3 Follow-up Session	**5 days**	**107.5 days**
OnCall Records State NIBRS Validation Installation	**2 days**	**112.5 days**
OnCall Records State NIBRS Validation Review	**1 day**	**114.5 days**
OnCall Records State NIBRS Reporting Installation	**2 days**	**115.5 days**
State NIBRS Report Generation Training	**2 days**	**115.5 days**
OnCall Records COTS Reports Review	**3 days**	**112.5 days**
Custom Interface Product Installation and Configuration	**54.76 days**	**25.13 days**
Custom Interface Installation	**54.76 days**	**25.13 days**
OnCall Custom Interfaces	**54.76 days**	**25.13 days**
OnCall Interface to DataWorks LiveScan	**3 days**	**61.13 days**
OnCall Interface to E-Citation	**2 days**	**64.76 days**
OnCall Interface to GEARS	**4 days**	**75.89 days**
OnCall Interface to NCIC	**10 days**	**25.13 days**
Standard Interface Product Installation and Configuration	**125.63 days**	**35.13 days**
CAD to CAD OnCall Dispatch Interface	**30.5 days**	**35.13 days**
CAD to CAD Interface to ONESolution	**7.5 days**	**35.13 days**
CAD to CAD Interface to ChatComm	**7.5 days**	**42.63 days**
CAD to CAD Interface to Zoll	**8 days**	**50.13 days**
CAD to CAD Interface to Roswell	**7.5 days**	**58.13 days**
Fire Station Alerting OnCall Dispatch Interface to Purvis	**1 day**	**65.63 days**
External Alarms OnCall Dispatch Interface to ASAP	**3 days**	**157.76 days**
RapidSOS Call-Taker Interface	**1 day**	**157.76 days**
Test Plan and Test Cases Development - OnCall Dispatch	**0 days**	**226.26 days**
Test Plan and Test Cases Development - OnCall Records	**0 days**	**226.26 days**
Customer Functional Testing - OnCall Dispatch	**37 days**	**226.26 days**
Customer Functional Testing	10 days	226.26 days
Customer Provides Blocker Error Report	5 days	231.26 days
Hexagon Addresses Blocker Errors	20 days	238.26 days
Customer Executes Test Plan Post-Blocker Error Resolution	5 days	258.26 days
Customer Functional Testing - OnCall Records	**35 days**	**236.26 days**
Customer Functional Testing	10 days	236.26 days
Customer Provides Blocker Error Report	5 days	241.26 days
Hexagon Addresses Blocker Errors	20 days	246.26 days
Customer Executes Test Plan Post-Blocker Error Resolution	5 days	266.26 days
Hexagon-Led Training	**18.5 days**	**272.26 days**
HxGN OnCall Dispatch System Administrator Training	**5.5 days**	**272.26 days**
HxGN OnCall Dispatch | Train the Trainer	**6 days**	**277.76 days**
OnCall Dispatch | Mobile Unit Train-the-Trainer	**4 days**	**283.76 days**
OnCall Dispatch | Mobile Responder Train-the-Trainer	**3 days**	**287.76 days**
OnCall Records Train-the-Trainer	**6 days**	**272.26 days**
OnCall Analytics | Records Training	**11 days**	**278.26 days**
Customer-Led End User Training (30 calendar days)	**21 days**	**290.76 days**

Replicate Cloud Environments	**7 days**	**272.26 days**
Cloud Cutover Plan	**12.63 days**	**311.76 days**
Cloud Program Readiness Review	**2 days**	**324.39 days**
Cloud Cutover to Production Use	**6 days**	**326.39 days**
OnCall Records NIBRS Certification	**7.5 days**	**327.39 days**
Post Cutover Support Week 1	**5 days**	**334.89 days**
Post Cutover Support Week 2	**5 days**	**339.89 days**

Attachment D – Training Curriculum

HxGN OnCall Dispatch | Advantage System Administrator Training (Qty: 1)	
The HxGN OnCall Dispatch | Advantage System Administrator course is a four-day, hands-on training class on how to configure and manage the OnCall system. During this course, the students will learn how to access the Dispatch Cloud Program and use available tools to administer and configure the system.	
MAJOR TOPICS	
• Understanding the Environment • Map Legend Management • UI Editor • Localized Strings • Layout Manager • Notification Configuration • Custom Fields • Parameter Management	• Deployment Configuration • Response Plans Configuration • Role Management • Type Codes Management • Agency Management • Geographic • Resources • Change Management
PREREQUISITES	
• Customer Cloud Environment fully staged and available • HxGN OnCall Dispatch | Advantage fully licensed, staged, and available • Credentials available • Hexagon user account provisioned with local administrator rights on all appropriate workstations	
TRAINING DETAILS	
Method	Conducted on site by Hexagon Personnel
Target Audience	Personnel responsible for administering and supporting the system
Duration	Four (4) days
Student Capacity	Six (6)

HxGN OnCall Dispatch | Advantage Train-the-Trainer (Qty: 1)

HxGN OnCall Dispatch | Advantage Train-the-Trainer is a four-day comprehensive course to familiarize communications personnel with the use of OnCall. Students will learn all of the essential functions of OnCall including navigating the application, entering and updating events, performing inquiries, handling units including updates and status changes, and communicating with other users. An introduction to the use of interfaces to such things as NCIC, state crime databases, and mobile units is also presented, if the interfaces are available. Students completing the course should have a good working knowledge of using HxGN OnCall Dispatch | Advantage.

MAJOR TOPICS

- Events – Creation, Updates, and Status Changes
- Mapping – Commands, Controls, and Views
- Units – Status Changes and Properties Updates
- Inquiries – Events, Units, and Employees
- Messaging – Send, Receive, and Attachments
- Using training guidelines and techniques for HxGN OnCall Dispatch | Advantage

PREREQUISITES

- Customer Cloud Environment fully staged and available
- HxGN OnCall Dispatch | Advantage fully licensed, staged, and available
- Credentials available
- Hexagon user account provisioned with local administrator rights on all appropriate workstations

TRAINING DETAILS

Method	Conducted on site by Hexagon Personnel
Target Audience	Personnel responsible for training call-taking and dispatching staff
Duration	Four (4) days
Student Capacity	Twelve (12)

HxGN OnCall Dispatch | Mobile Unit Train-the-Trainer (Qty: 1)

COURSE OVERVIEW

HxGN OnCall Dispatch | Mobile Unit Train-the-Trainer is a two-day comprehensive course to familiarize trainers with the operation and use of the HxGN OnCall Dispatch | Mobile Unit software. Trainers will learn all of the essential functions of HxGN OnCall Dispatch | Mobile Unit including navigating the application, creating, receiving and updating events, utilizing the map, performing inquiries, handling units including updates and status changes, and communicating with other users. Trainers completing the course should have a good working knowledge of HxGN OnCall Dispatch | Mobile Unit.

MAJOR TOPICS

- Create, receive and update active events
- Update active unit status and properties
- Submitting inquires for events and units
- Submitting and receiving messages
- Create and receive HxGN OnCall Dispatch | Informer queries from HxGN OnCall Dispatch | Mobile Unit
- Using training guidelines and techniques for HxGN OnCall Dispatch | Mobile Unit

PREREQUISITES

- Customer mobile hardware fully staged and available
- HxGN OnCall Dispatch | Advantage and HxGN OnCall Dispatch | Mobile Unit fully licensed, staged, and available
- Credentials available
- Hexagon user account provisioned with local administrator rights on all workstations
- Customer Data collection spreadsheets completed
- HxGN OnCall Dispatch | Advantage and HxGN OnCall Dispatch | Mobile Unit fully staged and available on the trainer's workstation

COURSE DETAILS

Method	Conducted on site by Hexagon Personnel
Target Audience	Personnel responsible for training the field personnel that respond to CAD events
Duration	Two (2) days
Student Capacity	Twelve (12)

Mobile Responder Train-the-Trainer (Qty: 1)

Mobile Responder training is a Train-the-Trainer course designed to train Agency trainers in the use of the Mobile Responder product.

MAJOR TOPICS

- Using Mobile Responder on Smartphone or tablet
- Changing unit status
- Submitting inquiries
- Sending and receiving messages
- Updating unit properties
- Updating events
- Informer queries

PREREQUISITES

- Responsibility for mobile computing operations
- Assignment of at least one person who has been through OnCall Dispatch training to perform necessary dispatching and other CAD functions
- Availability of customer-specific Mobile Responder configuration
- Availability of test or training Mobile Responder smartphone or tablet for use in class

TRAINING DETAILS

Method	Conducted on site by Hexagon Personnel
Target Audience	Designed for Mobile Responder Trainers
Duration	One (1) day, but can be changed depending on Customer needs
Student Capacity	Twelve (12)

HxGN OnCall Records Train-the-Trainer Training (Qty: 1)

This course provides training for the agency-designated trainers. All modules will be reviewed and related to each department in the agency such as Records, Patrol, Investigations, Evidence, and other departments. The users review the modules, searching capabilities, reporting, and other features in OnCall Records.

MAJOR TOPICS

- Navigating in OnCall Records
- Understanding the OnCall Records tabs: Hone, Reports, Search, Master Indices, Investigations, Court, Jail Management, Traffic, Evidence Management, Department, and Other Info
- Understanding the Master Indices (Master Name, Master Vehicle, Master Location)
- Reviewing the OnCall Records Modules
- Using the Record Properties menu
- Using the Records Linked menu
- Linking data
- Configuring alerts
- Exporting search results
- Setting alerts
- Understanding workflow
- Combining Master Index records
- Using canned and Report Server reports

PREREQUISITES

- Introduction to Windows course or equivalent knowledge and familiarity with the Windows user interface
- Understanding of basic Public Safety terminology
- Knowledge of agency business processes
- Agency modules to be used have been identified
- OnCall Records configuration complete
- OnCall Records Customer Functional Testing complete

TRAINING DETAILS

Method	Conducted on site by Hexagon Personnel
Target Audience	Agency trainers or end users
Duration	4 Days
Student Capacity	12, with a maximum of one student per workstation

HxGN OnCall Analytics | Dispatch and Records User Training (Qty: 1)

COURSE OVERVIEW

HxGN OnCall Analytics | Dispatch and HxGN OnCall Analytics | Records offer the ability to perform reporting and analysis from a data warehouse containing data from databases, as well as provide capabilities for the user to view and modify reports and conduct ad-hoc queries from the data warehouse.

This course is designed to familiarize the end user with HxGN OnCall Analytics | Dispatch and HxGN OnCall Analytics | Records. It will provide instruction on accessing, viewing, and creating reports from the OnCall Analytics Report portal.

It will also provide an overview of the delivered reports and data models. The delivered report provides out-of-the box access to key performance metrics while the data models provide an easy and powerful way for users to ask their own questions of the data and create new reports.

TARGET AUDIENCE

Personnel responsible for reporting and analysis (Report Builders, Report Consumers, and System Admins)

MAJOR TOPICS

OnCall Analytics Report Portal

- Introduction
- Overview and Navigation

Delivered Reports and Data Models

- Overview of delivered reports
- Overview of analytical data models
- Overview of live data models

Creating and Modifying Reports:

- Add Visualizations
- Filtering Visualizations
- Formatting Visualizations
- Pages – Size and Alignment
- Interacting and Sharing

Power Visuals

- Creating pin, cluster and heatmaps
- Playback data over time

PREREQUISITES

- Familiarity with Windows-based applications
- Familiarity with agency workflows

COURSE DETAILS

Course Duration	Two (2) days
Course Type	Conducted on site by Hexagon Personnel
Student Capacity	Ten (10)

HxGN OnCall Analytics | Dispatch and Records System Administrator Training (Qty: 1)

COURSE OVERVIEW

This System Administrator Training course is designed for System Administrators, to provide instructions on the setup, site-specific configurations, and administrative tasks needed to maintain the HxGN OnCall Analytics | Dispatch and HxGN OnCall Analytics | Records Solutions.

TARGET AUDIENCE

System Administrators

MAJOR TOPICS

- Introduction
- Site specific Configuration
- User and Group Management
- Data Security

PREREQUISITES

- Familiarity with Microsoft Windows-based applications, administrative tasks, and agency workflows
- Familiarity with CAD and RMS configuration

COURSE DETAILS

Course Duration	One (1) Day
Course Type	Conducted on site by Hexagon Personnel
Student Capacity	Four (4)

Attachment E – OnCall Cloud Specifications

Attachment E - OnCall Cloud Specif

Attachment F – System Configuration Diagram

Attachment F -
System Configuration

Attachment G – RFP 22-115 CAD RMS Functional Requirements

Change Log

The following table below serves to replace in its entirety the functionality requirement identified from what is provided in the original Functional Requirements Matrix submitted with Hexagon's RFP response and provided in this Attachment G.

3.1.002	Interface with ESO or current Fire reporting system; including occupancy and call information. Two way communications.	A	~~Hexagon has proposed our HxGN OnCall Dispatch | Fire Link Interface to Firehouse to meet this requirement. Hexagon's proposed COTS interface is only a one-way export interface. Hexagon has optioned a query interface to Firehouse to support the two-way portion of this requirement. Refer to Attachment E in the Technical Proposal for details and assumptions.~~ Hexagon has proposed our HxGN OnCall Dispatch | Fire Link Interface to First Due to meet this requirement. After further discussion with the City, the query portion of this requirement has been removed. Refer to Attachment H – Interface Descriptions for details and assumptions.
3.1.003	Interface for DataWorks Livescan data import and image transfer for arrest	~~N~~ Y	~~Hexagon has provided interface costs for all Required/Mandatory interfaces. Hexagon has experience interfacing to these types of systems, but would like to have an in-depth discussion regarding interface requirements including workflow/data expectations in order to price Desired interfaces.~~ Hexagon has proposed a custom interface to DataWorks LiveScan to meet this requirement. Refer to Attachment H – Interface Descriptions for details and assumptions.
3.1.012	Should support interfaces with GCIC/NCIC	Y	This is met with OnCall Dispatch | Informer in conjunction with third-party CommSys. ~~Refer to Attachment E in the Technical Proposal for additional details and assumptions.~~ Refer to Attachment H – Interface Descriptions for details and assumptions.*

			*Hexagon applies this change throughout the matrix.
3.1.013	Should support interfaces with Evidence.com	~~Y~~ N	~~Hexagon has proposed an RMS Interface to Evidence.com to meet this requirement. Refer to Attachment E in the Technical Proposal for additional details and assumptions.~~ After further discussion with the City, this interface has been removed from the bid.
4.1.012	Ability to export false alarm information in XML format	~~Y~~ N	~~Hexagon has proposed a CAD interface to CryWolf to meet this requirement. Refer to Attachment E in the Technical Proposal for additional details and assumptions.~~ After further discussion with the City, this interface has been removed from the bid.
4.2.021	Ability to mark street segments as closed, thus reflected in unit recommend	~~Y~~ N	
5.1.014	Should support a public information option to display agency selected information such as incident reports, crash reports, including incident and crash locations on a map, and of wanted subjects.	~~A~~ N	~~Only incident and crash data will be able to be queried through the public facing portal. The query will provide a list of incidents or accidents within a requested time frame. The actual incident or accident report will not be provided as part of this function. There will be the ability to map the data returned as part of the query.~~ After further discussion with the City, Citizen Portal has been removed from the bid.
5.2.1.013	Should capture vacation house check and extra patrol request information from public	~~Y~~ N	~~This will be done in the incident entry form of the citizen portal as an offense type.~~ After further discussion with the City, Citizen Portal has been removed from the bid.

5.2.1.014	Should provide a public facing portal similar to P2C. Describe this feature and associated process.	~~Y~~ N	~~The ability to enter Incident related reports through the portal will be provided. The agency can configure the type of offense allowed for things such as housing checks.~~ After further discussion with the City, Citizen Portal has been removed from the bid.
5.2.1.016	Vacation House checks form public portal online form, records approves, put into RMS.	~~Y~~ N	~~This will be done in the incident entry form of the citizen portal as an offense type.~~ After further discussion with the City, Citizen Portal has been removed from the bid.
5.2.1.022	List of specific crimes to make sure certain records don't go on public portal	~~Y~~ N	~~The Citizen Portal query capabilities will query a data repository that the agency can configure what data elements they allow to be accessible within the main incident table itself.~~ After further discussion with the City, Citizen Portal has been removed from the bid.
5.2.4.006	Provide the capability to record Citizen Complaints	~~Y~~ N	~~The citizen complaint will be done in the incident entry form and import into the incident module using a complaint offense type.~~ After further discussion with the City, Citizen Portal has been removed from the bid.
5.3.3.016	API to evidence.com	~~Y~~ N	~~Hexagon has proposed an RMS Interface to Evidence.com to meet this requirement. Refer to attachment E in the Technical Proposal for details and assumptions.~~ After further discussion with the City, this interface has been removed from the bid.
5.3.4.002	Single pain of glass concept.	~~Y~~ N	~~Hexagon has included HxGN Connect in its proposal to meet this requirement. For more information, please refer to Attachment H - Additional Information in the Technical Proposal.~~ After further discussion with the City, HxGN Connect has been removed from the bid.

5.3.4.003	CAD agnostic	~~Y~~ N	~~Hexagon has included one connection to OnCall Dispatch in its proposal for HxGN Connect. Additional CAD connections will be at an additional cost.~~ After further discussion with the City, HxGN Connect has been removed from the bid.
5.3.4.005	Integrates with social media feeds	~~Y~~ N	~~Hexagon has included HxGN Connect in its proposal to meet this requirement. For more information, please refer to Attachment H - Additional Information in the Technical Proposal.~~ After further discussion with the City, HxGN Connect has been removed from the bid.
5.3.4.006	Integrates with weather feeds and maps can provide weather overlay.	~~Y~~ N	~~Hexagon has included HxGN Connect in its proposal to meet this requirement. For more information, please refer to Attachment H - Additional Information in the Technical Proposal.~~ After further discussion with the City, HxGN Connect has been removed from the bid.
5.3.4.007	Allows for multi organization data sharing.	~~Y~~ N	~~Hexagon has included HxGN Connect in its proposal to meet this requirement. For more information, please refer to Attachment H - Additional Information in the Technical Proposal.~~ After further discussion with the City, HxGN Connect has been removed from the bid.
5.3.4.008	AVL integration	~~Y~~ N	~~Hexagon has included HxGN Connect in its proposal to meet this requirement. For more information, please refer to Attachment H - Additional Information in the Technical Proposal.~~ After further discussion with the City, HxGN Connect has been removed from the bid.
5.3.4.009	Multiple monitor view	~~Y~~ N	~~Hexagon has included HxGN Connect in its proposal to meet this requirement. For more information, please refer to Attachment H - Additional Information in the Technical Proposal.~~ After further discussion with the City, HxGN Connect has been removed from the bid.

5.3.4.010	Multiple location can be logged in.	~~Y~~ N	~~Hexagon has included HxGN Connect in its proposal to meet this requirement. For more information, please refer to Attachment H - Additional Information in the Technical Proposal.~~ After further discussion with the City, HxGN Connect has been removed from the bid.

Attachment H – Interface Descriptions

COTS Interfaces

OnCall Dispatch | Informer

To NCIC

Direction of data exchange: bidirectional query

Development language/tool: C++ and Visual Studio

Information data being exchanged: TCP/IP, MQ Series, ODBC, ADO and RS232

The Informer interface automatically routes queries and responses between clients and the external systems, and if the external database supports unique routing codes for each query and response, Informer may be implemented to automatically initiate queries in response to actions executed within the OnCall Dispatch system. For example, defining an event as a vehicle stop and entering the license tag number within OnCall Dispatch may automatically initiate the “Vehicle Query by License Number.” The product can be further configured to automatically enter all query results in a centralized server log, as well as to automatically attach query results to the event. Using the OnCall Dispatch messaging capability, responses may also be forwarded. Informer can be configured to use and display HTML forms on its front-end client application. Informer can display HTML, XML/XSL or plain ASCII text responses on that same client.

Informer is comprised of user dialogs and service components. The service components are:

- A module that runs in the OnCall environment,
- A provider that directly interfaces to external systems, and
- A bridge that handles communication between the two.

These services are orchestrated to route requests and responses between OnCall and the external systems.

The services are architected so the module, bridge and provider can be configured to run in the cloud or on-premise. For example, OnCall and the module could be configured to run in the cloud with the bridge and provider configured to run on-premise to facilitate communications with the external systems.

The user dialogs are a standard feature that work within OnCall Dispatch | Essentials and OnCall Dispatch | Advantage. When configured, these dialogs present the OnCall user with an Informer Message view that will allow them to submit requests and view responses. The dialogs component also supports a command line interface from within the OnCall Dispatch products. A set of configurable OnCall dialogs are provided which are used to collect request data and submit it to external systems.

Hexagon has included the NCIC transactions as listed above in Task 22.

Informer includes three providers that can be configured to communicate with external systems. These are:

1 Open Database Connectivity (ODBC)

2 CommSys

3 OnCall Records

In addition, Informer provides:

- Explicit sign on and sign off using authorizations defined in the OnCall database
- Transaction level security, which verifies user authorization for each query type
- Hit detection that allows responses to be searched for specific text. If found, notifications can be automatically distributed based on configurable designations

Informer currently supports XML responses in TCP/IP packets.

Assumptions:

- Implementation of the CommSys provider requires at a minimum the purchase of the CommSys ConnectCIC module and CommSys' Real Time Data Mining (RTDM) feature. Additional CommSys features like secondary queries and parsing of surrounding states are available for an additional charge.
- XML parsing of messages is for in-state responses. XML parsing of other states' responses is available for an additional charge.
- Additional provider implementations can be developed through extra services.
- The connection to a state or national database may require additional hardware and software. Connection through TCP/IP or Web Site is highly preferred.
- Each distinct provider requires OnCall Dispatch | Informer implementation installation and configuration services.
- A single license supports a given site. However, each distinct database connection requires custom OnCall Dispatch | Informer implementation development services.

OnCall Dispatch | Notifications

To email

Direction of data exchange: 1-way

Development language/tool: C++ and Visual Studio

Information data being exchanged: TCP/IP

Description:

OnCall Dispatch | Notifications provides connectivity between the dispatching environment and multiple internal and external communication endpoints. It allows for the definition of customer-specific rules for notifying interested parties based on activities in the CAD system. These include a third-party paging controller, email application, and SMS text. Dependent on the protocol supported by the system, OnCall Dispatch | Notifications uses either SNPP level 1 (Simple Network Paging Protocol), SMPP (Short Message Peer to Peer), SMTP (Simple Mail Transfer Protocol), or WCTP (Wireless Communication Transfer Protocol).

This product serves as an extension to the OnCall Dispatch functionality. Alphanumeric messages and/or tone pages can be transmitted from the dispatch environment over the third-party paging terminal to the

destination paging unit. OnCall Dispatch | Notifications must be customized to adapt to the third-party paging terminal available.

Notifications may be sent through the OnCall messaging system, which supports group messaging and logs messages sent, or may be sent automatically when a unit is dispatched to an event. The OnCall Dispatch | Notifications interface provides the ability to send information or general tone alerting from the OnCall Dispatch system to pagers and units equipped with pagers as well as email. The system can send general text and dispatch/event information to alphanumeric pagers and units equipped with alphanumeric pagers. Tone-only pagers can also be used for 'tone out' type pages.

Because most paging systems only support one-way communications, OnCall Dispatch | Notifications cannot confirm receipt of a message but can confirm that the paging controller acknowledged the message.

The SMTP software driver module (SDM) provides the ability to send email messages. The SMTP SDM will distribute paging messages as directed by the paging system interface (PSI) application. The PSI application is designed to listen for Send Message packets from Hexagon's CAD software application (OnCall Dispatch). Once the PSI application captures a Send Message packet, it forwards the message and its contents to the SDM of interest. The SMTP SDM is an integral part of the complete PSI application and its inclusion helps to complete the functionality for a working paging system interface to the OnCall Dispatch application.

The OnCall Dispatch | Notifications interface consists of three parts:

- The User Interface portion (client)
- Communication server paging process (server)
- Controller/hardware specific driver software (SDM) necessary to control communication to a particular paging system controller

All run time input to the paging system will come from the OnCall Dispatch system. Automatic dispatch paging is only by unit within the OnCall Dispatch system. Pagers may be associated with:

- Units
- Personnel
- Stations

Functionality includes three (3) basic functions:

1 **Automatic Dispatch Pages** – Automatic sending of dispatch messages or tone alerts to appropriate pagers associated with units during a normal dispatch. Dispatch messages sent by OnCall Dispatch workstations will be analyzed and processed for paging units equipped with pagers. This is an automatic feature. Once a dispatch packet is received, the paging server will use the unit ID in the packet to look up the pager ID from the OnCall Dispatch Database. Therefore, only logged-on units can be sent dispatch pages automatically. This pager ID will be used to match records in other page-related tables to locate the actual device specific code to be sent to the proper paging controller. Additionally, dispatch related conditions can be placed against these pages for conditional paging.

4 **Entering Messages through Send Message** – Manually sending user-entered text or pre-formatted text messages to alphanumeric pagers. Through the Send Message dialog box in OnCall Dispatch, users may manually enter or use pre-entered, pre-formatted messages to be

sent to alphanumeric pagers. A pick list of pre-formatted messages can be configured. As these messages are manually entered and not the result of a dispatch operation, these type pages do not have conditional capabilities. For example, all pager IDs entered or resolved from a unit ID will be paged.

5 **Manually Sending Dispatch or Event Info** – Manually sending dispatch or event information to alphanumeric pagers. The paging interface can also re-send dispatch type pages to alphanumeric pagers via the Send Message dialog box in OnCall Dispatch. By selecting or entering an event number, the software will build a dispatch page just as it does for the actual dispatch. This text message can then be modified or amended prior to sending the message. Because this is a manual page and not the result of a dispatch, no conditions capabilities can be evaluated for the individual page IDs.

Assumptions:

- Hexagon assumes that the paging system uses one of the supported protocols. Each license of OnCall Dispatch | Notifications allows any number of potential pagers. The connection of the Paging Controller is assumed to be RS-232 or Network based (TCP/IP). Connection may be made through a dedicated or dial up line.
- Hexagon assumes use of a single paging controller type. If additional controller types are used, Hexagon's bid must be re-evaluated.
- OnCall Dispatch | Notifications currently does not support voice paging; it only supports alphanumeric text.
- Hexagon assumes the Customer is responsible for providing any phone lines, modems, internet connections, etc. required to establish the connection with the paging terminal(s).
- Notifications does not currently support notifications by unit type.

Constraints:

- Each distinct paging controller type requires a separate license of OnCall Dispatch | Notifications. However, the Customer may implement multiple paging providers using the same protocol, and these would be considered a single paging controller for licensing purposes.
- SMTP provides the ability to send email messages and is the link between the Microsoft® Windows® Exchange server and the OnCall Dispatch | Notifications system.
- OnCall Dispatch | Notifications does not support bidirectional communications.
- The Customer is responsible for providing complete and accurate documentation for the paging system interface.
- Hexagon cannot be held accountable for incompatibilities that occur in this interface as the result of changes to input/output formats or data requirements associated with the third-party vendor's product.

OnCall Dispatch | Fire Link

To First Due

Direction of data exchange: 1-way

Development language/tool: C++ and Visual Studio

Information data being exchanged: TCP/IP

Description:

Hexagon's Fire Link product interfaces to various Fire RMS applications facilitating the automatic transfer of event and unit data from OnCall Dispatch generated during a Call for Service. The designated third-party RMS vendor (or the Customer) is then responsible for importing the information into the relevant fields/tables of the target database.

Fire Link automates data transfers to the external system at periodic intervals as follows:

- Event information is generated when the first unit's status changes to that specified by the user. Valid status changes include Dispatch, Enroute, OnScene, Transport, Transport Arrive and Clear.
- Unit information is generated for each unit whose status changes to that specified by the user. More than one status can be specified for sending unit information.
- Event information that includes event closing data, is generated when the event is closed.

The Fire Link Interface is available in standard XML output for First Due.

Assumptions:

- The transmission protocol between Fire Link and the remote FireRMS is TCP/IP.
- Fire Link interfaces to a single database.

Constraints:

- The Customer is responsible for providing complete and accurate documentation on the systems to be interfaced.
- The Customer is responsible for acquiring and installing a data import capability into their current Fire RMS(s).
- Hexagon cannot be held accountable for incompatibilities in its interface which are due to changes in input/output formats or data requirements of the vendor's product.

OnCall Dispatch | ProQA Interface

Direction of data exchange: 1-way import

Development language/tool: C++

Information data being exchanged: TCP/IP

Description:

The OnCall Dispatch | ProQA Interface for Paramount application is a protocol-based product that provides a standard certified set of determination questions and answers that Police, Fire and EMS can use to identify the necessary resources required when responding to an event. OnCall Dispatch | ProQA Interface for Paramount is an add-in to the OnCall Dispatch | Call-Taker application (included with OnCall Dispatch Advantage).

Key Features:

- Multi-discipline launching
- Pre-alerts
- Transfer of location information to OnCall Dispatch | Call-Taker

- Configured to spill key questions into the Event information remarks field.

We also provide a Pre-Alert capability, if ProQA is configured to send the chief complaint code and the answers to the initial questions to CAD before the user starts answering the Key Questions. CAD can then create the event or create and automatically accept the event dependent on the configuration.

Per the Priority Dispatch Paramount website, Hexagon (as Intergraph Corporation) is listed at the platinum level.

Upon determination by the operator that Paramount medical is needed, the operator clicks the Medical button, or issues the medical command. The interface brings the Paramount Medical application to the foreground and places focus in first editable control. The operator then progresses through the paramount application as normal. Upon reaching a determinant code, the operator clicks the flashing alert symbol in Paramount causing the data to be sent to OnCall Dispatch | Advantage. The Paramount application will populate location, caller information, an event-type and sub-type, and the key questions as configured by the Paramount medical admin utility, will spill into the event remarks. OnCall Dispatch | Advantage can optionally automatically accept the event or allow the operator to make further edits and then accept the event.

The operator then places the event into update to allow Paramount to make any further changes as the operator completes the case in Paramount. Upon completion of the Paramount case, the operator would accept any changes into the OnCall Dispatch event.

OnCall Dispatch records the Paramount case number as part of the event record so that the case is permanently linked to the event. If the Paramount button (or command) is clicked for an event that already had Paramount run against it, the case summary is displayed in Paramount.

A single agency event can only have one Paramount case number associated with it.

Assumptions:

- The OnCall Dispatch system supports ProQA version 13.0.
- SMS Texting is not currently supported for Paramount 5.1.

ANI/ALI Interface

Direction of data exchange: 1-way

Development language/tool: C++ and Visual Studio

Information data being exchanged: TCP/IP or an RS-232 connection

Description:

The ANI/ALI interface works with the Call-taker component of OnCall Dispatch Advantage to provide Next Generation support for solicited multimedia data associated with a call. Call-Taker is designed to support new modes of communication, such as SMS and MMS text (photos and video) and allows the addition of new call types going forward. It provides global support for handling Next Generation data processed by the PSAP.

OnCall Dispatch supports FCC Phase II requirements for cellular 911 calls and supports the creation of events based on a geographic coordinate location. The ANI/ALI packets for Phase II Wireless 911 calls include the coordinates (in lat/long or other standard coordinate system, as dictated by the NENA standard or FCC requirements), and uses this information to show the caller's geographic coordinate location on the map. The nearest civic address can also be estimated and displayed. The exact format of

this data in the ANI/ALI packet must be supplied by the Customer (in conjunction with their phone system supplier).

Assumptions:

- Hexagon assumes that the Customer's ANI/ALI controller supports NENA Format Versions 1 and 2 (Fixed Length ASCII), NENA version 3 (Tagged Delimited), and NENA version 4 (XML). These formats are documented in NENA documents NENA 02—010 v9 now “Legacy Data formats for ALI, MSAG &GIS” and NENA 04-001 v2 now “E9-1-1 PSAP Equipment”.
- The ANI/ALI interface component of the OnCall Dispatch System will provide the interface to an ANI/ALI controller, and will accept ANI/ALI packets containing ASCII, tagged delimited, or XML data via an Ethernet Network (TCP/IP) or an RS-232 connection
- Hexagon assumes that the ANI/ALI protocol packet provides the number, address and answering position of the call when answered.
- The FCC order released June 3, 2005 requires that all VoIP vendors, serving U.S. customers, must offer service to route 911 VoIP calls through the current E-911 infrastructure. This means that all VoIP 911 calls from registered subscribers will be received through the PSAP’s 911 trunks and handled by their ANI/ALI Controller. The PSAP is responsible for ensuring that their ANI/ALI Controller is capable of handling the ALI Database lookup for these calls. ANI/ALI packets for VoIP calls will be received by the CAD system, over the same CAD link, from the ANI/ALI Controller, as the landline and cellular calls. VoIP calls with a caller’s address will be handled like landline calls and VoIP calls with a location specified by coordinates will be handled like Phase II cellular calls.
- If the center requires an interface to a method of receiving ANI/ALI or other Data for VoIP calls other than the traditional ANI/ALI Controller, this interface will have to be rescoped as a custom interface. The Customer must provide complete specifications of the device or service providing the data.
- Given the current uncertainty in the telephony provider market on how SMS/MMS information will be transmitted, Hexagon assumes that the SMS/MMS information is being provided through the external SMS provider.

Constraints:

- The Customer is also responsible for the maintenance and support of any hardware, software, or cabling required to provide the physical interface between the ANI/ALI Communications Server and the ANI/ALI Controller. Hexagon’s demarcation point, for responsibility for the ANI/ALI stream, is at the port or socket on the communications server.
- The Customer must supply a complete and accurate description of the ANI/ALI controller interface and data it provides for CAD field mapping.

Standard Interfaces

External Alarms OnCall Dispatch Interface

To ASAP

Description:

The APCO ASAP Standard is supported using the External Alarms OnCall Dispatch Interface. It allows OnCall to interface with the APCO International Automated Secure Alarm Protocol (ASAP) Alarm System (also called “ASAP to PSAP”).

The Automated Secure Alarm Protocol (ASAP) program is a computer-aided dispatch system designed by the Central Station Alarm Association (CSAA) and the Association of Public Safety Communications Officials (APCO Int'l).

Because ASAP Alarm system operates on the National Law Enforcement Teletype System (NLETS) backbone – state specific development services may be required for each implementation to convert the APCO standard NLETS message into the State CJIS Message Switch format. Hexagon partner vendor CommSys licenses an ASAP optional add-on to their ConnectCIC product that communicates with OnCall Dispatch | Informer out of the box.

Assumptions:

- The Customer is responsible for coordinating deployment with the Monitoring Association directly.
- The XML format required by the external systems must be provided to Hexagon.

Constraints:

- The Customer is responsible for providing complete and accurate description of the API needed to interface, and for any software/hardware/data required to implement communications with the external systems.

Fire Station Alerting OnCall Dispatch Interface

To Purvis

Description:

The Fire Station Alerting OnCall Dispatch Interface provides support for third-party Fire Station Alerting Solutions.

The Interface sends unit and event information to the Fire Station Alerting solution to trigger station alarms, unit dispatch, and other services provided by the vendor as defined by their API.

Where appropriate, this interface can be configured to be bi-directional to record alert acknowledgements either by message to the dispatcher or logged to the event remarks.

Vendors supported in this product include:

- US Digital Design’s Phoenix G2 (Version 2.5)
- Purvis (Version 2.1)
- Westnet FIRST-IN (API Version 1.0.6. 1.0.7, 1.0.7a and 1.0.8)

Assumptions:

- The Fire Station Alerting software will support sending a notification of alert failure to the event remarks.

Constraints:

- The Customer is responsible for providing complete and accurate description of the API needed to interface, and for any software/hardware/data required to implement communications with the external systems.

CAD-to-CAD OnCall Dispatch Interface

To Zoll, Roswell, ChattComm, and ONESolution

Direction of data exchange: bidirectional

Development language/tool: XML

Information data being exchanged: TCP or webservice

Description:

The CAD-to-CAD OnCall Dispatch Interface is a point-to-point, real time, rules driven exchange of unit and event information with a third-party CAD system or Regional Exchange Hub. The purpose is to share unit and event activity with other third-party CAD systems to support mutual aid and resource sharing initiatives.

Transactions supported with this interface include:

- Send or Receive Event Message (New Events or Updates to Event)
- Send or Receive Unit Status Messages
- Request for Resource (Unit) Message
- Refresh Unit/Event statuses
- Heartbeat
- AVL Message

Assumptions:

- The native message format for this interface is XML using an HTTP/RestAPI.
- If the third-party CAD vendor requires alternate means for communication using on-premise methods (such as TCP), additional development time will be required.

Constraints:

- The Customer is responsible for any software/hardware/data required to implement communications with the external systems.
- Customer is responsible for coordinating with the third-party CAD vendor and other PSAPs.

RapidSOS OnCall Call-Taker Interface

Description:

The RapidSOS OnCall Call-Taker Interface is an OnCall Call-Taker direct link based interface, for the purpose of receiving location accuracy information from the caller's device about the caller and offer updates on demand via the RapidSOS Web Portal. The interface will also support launching the RapidSOS portal using the phone number as a parameter to obtain additional information about the caller if desired. Importing supplemental data is not supported at this time.

Assumptions:

- Call-taker interface requires OnCall Dispatch | Call-Taker (included as a component of Dispatch Advantage) as a prerequisite.
- Hexagon has also included pricing for the “connector” between RapidSOS and the Call-Taker Interface API (HxGN OnCall Dispatch | Call-Taker Interface)

Custom Interfaces

RMS Interface to GEARS

Direction: 1-Way Export from OnCall Records

Module: Accident

Format: XML

Exchange: web services, FTP, API, File Drop

Description:

Hexagon will provide an interface that will export new and/or modified accident information from the OnCall Records system. Alert triggers will be setup to fire upon the addition or modification of accident records in the OnCall Records environment. The data will be formatted and exported to GEARS via either (1) a web service or API provided by GEARS, (2) a FTP site provided by GEARS, or (3) a file drop to a shared directory where GEARS can then pick the XML files up and process. An ICD will be created for this interface and reviewed and agreed to by the customer before any development work can begin.

Hexagon will provide the ability in OnCall Records to capture the necessary data elements for the Georgia Accident Report version "GDOT-523 (07/17)" and "GDOT-523 SUPP (07/17)". Custom fields and controls will be added in OnCall Records Accident module if they aren't included in the COTS OnCall Records installation. Hexagon will also provide the ability to create the PDF of the crash report when the accident record reaches final approval in OnCall Records. The PDF of the report will automatically be attached to the accident record upon approval. Hexagon will also provide the ability to manually generate and print a copy of the accident report by providing a SSRS report that can be accessed from within OnCall Records. Third-party accident diagram software is assumed. It is expected that the third-party diagram software will generate diagram files that will manually be added to the accident records, as attachments, in OnCall Records.

Hexagon has proposed third-party Trancite’s Easy Street Draw product for accident diagramming, to be used in conjunction with the proposed GEARS interface and OnCall Records. For more information, please refer to Attachment N – Trancite Easy Street Draw SOW.

RMS Interface to E-Citations

Hexagon will provide the ability to generate and print the Georgia Uniform Traffic Citation from OnCall Records. This effort is for the version that is available when the project begins and assumes that a Violator, Court, and Officer copy will be needed.

RMS Interface to DataWorks LiveScan

Direction: Bi-Directional

Module(s): Arrest or Booking

Format: XML or NIST

Exchange: shared directory

Description: Hexagon will provide an interface that will (1) export Arrest/Booking/Name Demographic information and send to a shared directory on the customer's network that is accessible by the LiveScan devices and (2) import and update name ID information returned by the LiveScan as well as import and attach mugshot images returned by the LiveScan. It is assumed that the data will need to be provided in XML or NIST format. Alert triggers will need to be setup in the OnCall Records environment that defines when the data is exported to the LiveScan devices (i.e. on record add/modify, picklist set to configurable value). An ICD will be provided for this interface that describes the interface and data elements exchanged and will need to be approved and signed by the customer before any development can begin.

RMS Interface to NCIC

Hexagon will provide an interface from OnCall Records to NCIC. The following transactions are included:

- Enter, Modify, Locate, Cancel, Clear
    - Person
    - Vehicle
    - Gun
    - Article

Assumptions:

- A test state server must be available that can be used unaccompanied by vendor personnel.
- This interface includes the queries included above in the CAD Informer to NCIC Interface.
- Not all transactions are available in all modules. Each query will be in one module.
- Hexagon assumes the data returned is displayable JSON or txt files; no custom return displays are included.
- The following are not included:
    - Boat entry, modify, etc. (EB, MB, LB, XB, CB)
    - Aircraft query (GQ)
    - Sex Offender – all available transactions (QWS in SuperSearch,QWS, EXS, MXS, XXS, CXS, EXSN).
    - Gang Member – all available transactions
    - Person/Court Document Modules – Civil (Protective/Restraining Orders)

Attachment J – Glossary of Terms

Capitalized terms that are not defined below or within the body of the SOW, shall have the same meaning as set forth in the Master Terms Glossary.

"Acceptance" to mean acceptance of a Task in accordance with Task Acceptance Process.

"Analytics Cloud Program" means a certain Cloud Program that pertains only to OnCall Analytics.

"Benchmark Criteria" means the objective criteria which identifies an intended outcome as reflected in, as applicable, an ICD, a Design Document, Specifications, or Software Requirements (whichever document having last addressed the functionality in question being dispositive)

"Blocker Error" means a Level One Error.

"CJIS" means the Criminal Justice Information Services Security Policy version number 5.8 formally published by the Federal Bureau of Investigation, Criminal Justice Information Services Division.

"Cloud Consulting Services Order" means this Order for Cloud Consulting Services related to the Cloud Applications identified in the Cloud Program Order

"Cloud Program Order" means that certain Order, which identifies the Cloud Applications and Cloud Term, executed simultaneously with this Order. For purposes of clarity, the Cloud Program Order is separate and distinct from the Cloud Consulting Services Order.

"COTS Interfaces" means those Interfaces specifically identified in in the COTS Interface Questionnaire Completion task

"Customer Responsibilities" means (1) those specific tasks and obligations identified in the SOW as being the responsibility of the Customer and (2) those obligations, not stated in the SOW, but which would otherwise be reasonably considered as being Customer obligations and responsibilities.

"Custom Interfaces" means those Interface(s) specifically identified in the Custom Interface Requirements Gathering task

"Customization" means a modification of the source code of Software.

"Cutover Plan" means a document reflecting the Activities and actions necessary to complete Cloud Cutover

"Day" means a calendar day.

"Design Document" means a document articulating the design and intended output of a Customization.

"Dispatch Cloud Program" means a certain Cloud Program, or as applicable, collection Cloud Applications, that pertains only to OnCall Dispatch, including but not limited to, OnCall Dispatcher, OnCall Calltaker, OnCall Viewer, OnCall Mobile Unit, and OnCall Mobile Responder

"Documentation" means, whether in printed or electronic format, all documents (digital or hardcopy) delivered by Hexagon as part of the Project. Unless otherwise specified, it shall mean COTS Documentation.

“Facility” means a Customer provided facility/building/room that: (i) Can accommodate up to twelve (12) Customer participants; (ii) Has a projector and screen for displaying the content being presented, (iii) has Project Workstations for each participant; and a Customer workstation available for Hexagon’s use while in the Facility.

“FIPS” means Federal information processing standards, which describe document processing, encryption, and other information technology standards for government contractors.

“Fire/EMS” means the agency(ies) of Customer that are primarily oriented towards firefighting and emergency medical response.

“GIS” means geographic information system

“Initial Project Schedule” means the initial iteration of the Project Schedule, which is contained in Attachment A of the SOW.

“Interface Control Document” or **“ICD”** means a document reflecting the design and requirements of a Custom Interface or certain Informer Interfaces based upon the requirements set forth in the Custom Interface Requirements Gathering task.

“Help Desk Portal” the electronic portal through which Customer may access the Help Desk to among other actions, log Services Requests, review the Knowledge Base

“Hexagon Project Manager” means the person authorized by Hexagon to coordinate and manage the providing of Hexagon Services and Deliverables for the Project on behalf of Hexagon, in addition to being responsible for other duties specified in the Agreement and SOW.

“Law” means the agency(ies) of Customer that are primarily oriented towards statutory and regulatory code enforcement and service.

“Master Terms Glossary” means that certain Common Terms Glossary contained in the Agreement.

“NCIC” means the National Crime Information Center.

“Network Infrastructure” means the provision of adequate network and internet connectivity to provide sufficient operational bandwidth for the operation of the Cloud Program in a manner consistent with the Product System Specifications together with all industry-standard network security, monitoring, and protection.

“**Permissive Errors**” means a substantially failed Test Case that would correspond to a Level Two, Level Three, or Level Four Error (as defined in the HelpDesk website) if the Error occurred in a live environment.

“Production Ready System” means the earlier of: the point at which the Customer is either satisfied with the testing results for the Cloud Program or the resolution of all Blocker Errors reporting during Functional Testing.

“Project Assumptions” means assumptions regarding the Project, which are listed in the SOW. Changes in any of the assumptions will affect the scope, schedule, and/or cost of the Project.

“Project Start” means the date following mutual acceptance of the Cloud Consulting Services Order on which Hexagon communicates to the Customer the Project shall commence.

"Project Team" means the applicable Core Team and other resources assigned to provide information or services in connection with the Project, or applicable part thereof.

"Project Workstation" means a computer workstation (expressly excludes tablets or other smart devices) that has: (i) Google Chrome installed and ready for use; (ii) Internet access; (iii) at least one (1) external monitor with a resolution no smaller than 1920x1080 (understanding two (2) external monitors are recommended); (iv) the ability to connect to the web conference audio; and (v) a headset.

"PSAP" means a public service answering point.

"Records Cloud Program" means a certain Cloud Program, or as applicable, collection Cloud Applications, that pertains only to OnCall Records.

"Server Setup Worksheet" means a document reflecting, among other details, the identification of servers, IP addresses, and node names for the System.

"Site Configuration Document" means a document reflecting the configurations made to the System.

"Software Requirements" means the functionality and capabilities affirmatively included in the OnCall Software as expressly specified in OnCall Functional Matrix.

"Specifications" means those certain capabilities and functionalities as explicitly expressed in the User Guide for OnCall Dispatch. To the extent there is any ambiguity as to the interpretation or meaning of a Specification, the actual functionality exhibited in the COTS Software shall control.

"SR" or **"Service Request"** a request logged into Hexagon's Help Desk Portal identifying a request for Hexagon to address a Error, question, provide an Update, or provide an enhancement request, among other requests.

"Subject Matter Expert" or "SME" means a person(s) who has particular knowledge about a specific topic(s).

"System Administrator(s)" means a person or persons having the appropriate education, training, and/or experience in information technology to provide first tier support of the System.

"Task Prerequisites" means those events, Deliverables, or accomplishments that are required to occur prior to the commencement of the applicable Task, except as may otherwise be agreed by Hexagon.

"Test Case" means a set of conditions and parameters agreed to by the Parties which the Parties shall use to test whether the intended functionality identified in the Benchmark Criteria is reflected in the System.

"Test Case Failure" means a situation in which an executed Test Case has substantially failed in meeting the passage criteria set forth in the applicable portion of the Benchmark Criteria.

"Updated Initial Project Schedule" means the Initial Project Schedule updated by the Parties' Project Managers during Project Initiation Task and reflecting the actual Project Start.

"VPN" means virtual private network.

Attachment K – GIS Requirements for the HxGN OnCall Dispatch System

The Customer is responsible for the following:

- Maintaining Customer's GIS Data, including updating, editing, and correcting GIS data as needed in its on-premise ESRI system;
- Maintaining and backing up the GIS server and its on-premise ESRI environment and application;
- Publishing its GIS data to Hexagon in acceptable format compliant with ESRI protocols and requirements;
- Providing Hexagon with necessary ESRI GIS Server licenses;
- Resolving or addressing mapping issues;
- Consolidating GIS data among agencies, and providing a single map source for the OnCall solution; and
- Complying with its ESRI license agreement and having rights to future updates and patches to its ESRI software.

Subject to the above, Hexagon is responsible for the following:

- Supporting and hosting ESRI GIS services in Azure;
- Updating, patching, and maintaining ESRI hosted services in Azure, provided ESRI agrees to allow Hexagon to provide such update or release to the Customer, and providing access to such updates and releases; and
- Providing high availability and resiliency for the ESRI GIS Services in Azure up to the parameters provided in the Cloud Services Schedule.

Map Service

The map contains the area of responsibility for the dispatch system and is accessed by HxGN OnCall Dispatch through published map web services. Many maps may be accessible and configured as base maps and/or translucent overlays to the base maps. The Customer shall utilize a single instance of a cloud hosted mapping service that provides webservice endpoints that support visualization, routing, and address verification.

Geocoding/Address Locator Service

A Web geocoding service resolves address strings and street names to longitude/latitude coordinates (geocoding) and returns an address string for a point selected from the map or precision coordinate key-in (reverse-geocoding). The Customer and/or its mapping services provider will be responsible for providing geocoding services. The Customer shall utilize a single instance of a cloud hosted mapping services that provides webservice endpoints that supports visualization, routing, and address verification.

Routing Service

A routing service is used to determine the best route between two (2) or more points on the map based on time and distance. The routing service can also return driving directions for the calculated route. Some services have the capability to react to real-time traffic conditions, thereby increasing the accuracy of route results and providing more efficient workflows which strive to mimic real world conditions. The

Customer and/or its mapping services provider will be responsible for providing routing services. Customer shall utilize a single instance of a cloud hosted mapping service that provides webservice endpoints that supports visualization, routing, and address verification.

Attachment L – Cloud Service Schedules

CLOUD PLATFORM PROVIDER:

Azure

REDUNDANCY:

Azure/SQL Active Geo-replication

SERVICE LEVEL:

99.5% Availability

SERVICE CREDIT:

10% of the monthly fee for this Cloud Application

CLOUD SERVICES SUPPORT AVAILABILITY HOURS:

For Level One Error (P1) telephone support is available 24x7x365; for all other errors telephone support is available between 07:00 – 19:00 CT US.

PRODUCTS: The products listed below are subject to this Schedule.

Part Number	Part Description
HCL0140	HxGN OnCall Records - Concurrent User License - Cloud
HCL0144-GA	HxGN OnCall Records - NIBRS (Reporting &Validation) FED&GA
HCL1101	External Alarms OnCall Dispatch Interface - Cloud
HCL1104	CAD to CAD OnCall Dispatch Interface - Cloud
HCL1106	RapidSOS OnCall Call-Taker Interface - Cloud
HCL1122	HxGN OnCall Dispatch - Advantage - Cloud
HCL1166	HxGN OnCall Dispatch - Viewer - Cloud
HCL1195	HxGN OnCall Dispatch - RestAPI - Cloud
HCL1196	HxGN OnCall Dispatch - Informer - Cloud
HCL1199	HxGN OnCall Dispatch - Notifications - Cloud
HCL1202	HxGN OnCall Dispatch - Mobile Unit - Cloud
HCL1205	HxGN OnCall Dispatch - Fire Link Interface - Cloud

HCL1227	HxGN OnCall Dispatch - Call-Taker Interface - CLD
HCL1230	HxGN OnCall Dispatch | Customer Rules Engine Editor
HCL1231	HxGN OnCall Dispatch | Customer Rules Engine Client
HCL1232	HxGN OnCall Dispatch | Customer Rules Engine Server
HCL2310	HxGN OnCall Analytics - Viewer - Cloud
HCL2311	HxGN OnCall Analytics - Author - Cloud
HCL2312	HxGN OnCall Analytics - Dispatch Data Models & Reports - CLD
HCL2313	HxGN OnCall Analytics - Records Data Models & Reports - CLD
HCL3209	HxGN OnCall Dispatch - Mobile Responder - Cloud
HCL3213	HxGN OnCall Integration Engine

Cloud Application Capacity Limitations

The limitations below reflect the Cloud capacity limits for the entire Cloud Program. Usage beyond the Cloud capacity limitations will necessitate an adjustment of the Cloud Program Fees to correspond to the excess usage.

The Azure environment sized for Customer includes three environments and shared components across all of a customer's environments:

- Shared Environment resources – used throughout the OnCall environment includes:
  - Customer storage – 50 GB
  - AKS Control Plane – 3 Linux nodes 2 core
  - Message Bus – 3 Linux nodes 2 core
  - 1 VPN Gateways
  - 1 application Gateway
    - 10 Units
  - Interface Platform
  - ESRI environment 2 servers deployed to Primary and Secondary Availability Zones
    - 2 16 core with SSD
  - Azure Defender
    - Servers
    - SQL Database
- Dev and Stage Environment – Dev is used most often at the beginning of the project phase and then use intermittently throughout the lifecycle of the solution. Whereas Staging is used when there is an upgrade or for Training. The combined Dev/Stage includes:

- 2 Standard sku databases with 100 GB
- 12 Windows nodes 4 core
- 6 Linux nodes 4 core

- Production (1) – includes:
  - 4 2 core Business Critical sku databases with .5 TB storage Z-RS
  - 7 Windows nodes 4 core
  - 9 Linux nodes mix of 4 core and 2 core
  - 150 GB egress data (monthly)
  - 100 GB intra-regional (monthly)

Attachment M – Regional Provisions

The following terms, including any sub-attachments to this Attachment M, modify provisions set forth above to accommodate regional requirements. To the extent there is any conflict between the terms specified below and the terms set forth in the remainder of the SOW, the following shall control.

1. A Business Day includes up to eight (8) Business Hours, including breaks, during a twenty-four (24) hour period.

2. Upon Customer request, Hexagon personnel may undergo a criminal background check consisting of biographical information necessary to initiate an NCIC query and fingerprinting. To the extent the Customer requires Hexagon personnel to undergo such criminal background check, the Customer shall arrange for such criminal background check and fingerprinting and be responsible for all costs associated with the criminal background check and fingerprinting. Any remote personnel shall only be required to provide biographical information necessary to initiate a NCIC query and a fingerprint card completed by any law enforcement agency.
3. The Cloud Program shall store data (in either transit or at rest) in the Cloud Environment, which is within Microsoft Azure Government Cloud. Customer is solely responsible for (i) assuring it is permitted by appropriate State agencies to transmit CJI and store data (in either transit or at rest) in the Cloud Environment and (ii) otherwise complying with and ensuring this Project and the Cloud Program to be provided does not violate applicable State CJIS policies.
4. Per CJIS security policy, customers who wish to access U.S. national databases using mobile devices must use data encryption that is FIPS 140-2 certified and meets other CJIS requirements. The Customer is responsible for ensuring that their data communications infrastructure and devices comply with CJIS and applicable State requirements.

Attachment M-1 – CJIS Security Addendum

FEDERAL BUREAU OF INVESTIGATION

CRIMINAL JUSTICE INFORMATION SERVICES

SECURITY ADDENDUM

The goal of this document is to augment the CJIS Security Policy to ensure adequate security is provided for criminal justice systems while (1) under the control or management of a private entity or (2) connectivity to FBI CJIS Systems has been provided to a private entity (contractor). Adequate security is defined in Office of Management and Budget Circular A-130 as “security commensurate with the risk and magnitude of harm resulting from the loss, misuse, or unauthorized access to or modification of information.”

The intent of this Security Addendum is to require that the Contractor maintain a security program consistent with federal and state laws, regulations, and standards (including the CJIS Security Policy in effect when the contract is executed), as well as with policies and standards established by the Criminal Justice Information Services (CJIS) Advisory Policy Board (APB).

This Security Addendum identifies the duties and responsibilities with respect to the installation and maintenance of adequate internal controls within the contractual relationship so that the security and integrity of the FBI's information resources are not compromised. The security program shall include consideration of personnel security, site security, system security, and data security, and technical security.

The provisions of this Security Addendum apply to all personnel, systems, networks and support facilities supporting and/or acting on behalf of the government agency.

1.00 Definitions

1.01 Contracting Government Agency (CGA) - the government agency, whether a Criminal Justice Agency or a Noncriminal Justice Agency, which enters into an agreement with a private contractor subject to this Security Addendum.

1.02 Contractor - a private business, organization or individual which has entered into an agreement for the administration of criminal justice with a Criminal Justice Agency or a Noncriminal Justice Agency.

2.00 Responsibilities of the Contracting Government Agency.

2.01 The CGA will ensure that each Contractor employee receives a copy of the Security Addendum and the CJIS Security Policy and executes an acknowledgment of such receipt and the contents of the Security Addendum. The signed acknowledgments shall remain in the possession of the CGA and available for audit purposes. The acknowledgement may be signed by hand or via digital signature (see glossary for definition of digital signature).

3.00 Responsibilities of the Contractor.

3.01 The Contractor will maintain a security program consistent with federal and state laws, regulations, and standards (including the CJIS Security Policy in effect when the contract is executed and all

subsequent versions), as well as with policies and standards established by the Criminal Justice Information Services (CJIS) Advisory Policy Board (APB).

4.00 Security Violations.

4.01 The CGA must report security violations to the CJIS Systems Officer (CSO) and the Director, FBI, along with indications of actions taken by the CGA and Contractor.

4.02 Security violations can justify termination of the appended agreement.

4.03 Upon notification, the FBI reserves the right to:

a. Investigate or decline to investigate any report of unauthorized use;

b. Suspend or terminate access and services, including telecommunications links. The FBI will provide the CSO with timely written notice of the suspension. Access and services will be reinstated only after satisfactory assurances have been provided to the FBI by the CGA and Contractor. Upon termination, the Contractor's records containing CHRI must be deleted or returned to the CGA.

5.00 Audit

5.01 The FBI is authorized to perform a final audit of the Contractor's systems after termination of the Security Addendum.

6.00 Scope and Authority

6.01 This Security Addendum does not confer, grant, or authorize any rights, privileges, or obligations on any persons other than the Contractor, CGA, CJA (where applicable), CSA, and FBI.

6.02 The following documents are incorporated by reference and made part of this agreement: (1) the Security Addendum; (2) the NCIC 2000 Operating Manual; (3) the CJIS Security Policy; and (4) Title 28, Code of Federal Regulations, Part 20. The parties are also subject to applicable federal and state laws and regulations.

6.03 The terms set forth in this document do not constitute the sole understanding by and between the parties hereto; rather they augment the provisions of the CJIS Security Policy to provide a minimum basis for the security of the system and contained information and it is understood that there may be terms and conditions of the appended Agreement which impose more stringent requirements upon the Contractor.

6.04 This Security Addendum may only be modified by the FBI, and may not be modified by the parties to the appended Agreement without the consent of the FBI.

6.05 All notices and correspondence shall be forwarded by First Class mail to:

Information Security Officer

Criminal Justice Information Services Division, FBI

1000 Custer Hollow Road

Clarksburg, West Virginia 26306

Attachment N – Trancite EasyStreetDraw SOW

Attachment N -
Trancite EasyStreetD

Hexagon
305 Intergraph Way
Madison, AL 35758

p: 1.256.730.2000
hexagon.com

March 15, 2023

Debora Westbrook
City of Alpharetta
2 Park Plaza
Alpharetta, GA 30009

Re: Request to Extend Pricing Validity

Ms. Westbrook,

Hexagon extends the validity of its pricing provided in Attachment A – Pricing Summary to April 3, 2023.

Sincerely,

Trent Lowe
Regional Sales Manager
Hexagon Safety, Infrastructure, & Geospatial division

CITY OF ALPHARETTA REQUEST FOR PROPOSALS (RFP)

RFP Number: 22-115

RFP Title: Public Safety Computer Aided Dispatch and Records Management System

RFP SCOPE OF WORK & PROPOSAL SUBMISSION

1. RFP Period of No Communication

The no communication period starts on the issue date of this RFP February 23, 2022 and lasts until the City Council meeting for contract award recommendation (or until contract award if this isn't required to go before council for approval).

Any person or company, their employees, representatives, agents, attorneys, etc. must not contact the City's elected officials or any City staff concerning this RFP.

Contacting anyone other than the Procurement Agent named below for this RFP during this time will be reason to remove a proposal from review.

2. Procurement Agent, Single Point of Contact

Debora Westbrook is the Procurement Agent and Single Point of Contact for this RFP and is the only contact representing the City for this RFP.

Enter all questions or comments using Opportunity Q&A tab at the Bonfire project web page. Debora can be reached at 678-297-6052 or purchasing@alpharetta.ga.us.

City of Alpharetta
2 Park Plaza
Alpharetta, GA 30009
Attn: Debora Westbrook, Procurement Agent

3. RFP Schedule of Events

1. **Proposal Close Date, Deadline for Submissions: March 23, 2022; 10:00 AM.** We may change this date during the RFP process. We will post any change in an addendum. Review web page for addenda.
2. Link to Bonfire Project Web Page: https://cityofalpharetta.bonfirehub.com/
3. This project web page has the important dates and all project documents for this RFP.
4. Enter all questions, comments, requests for information before the Questions Due Date using ✉ **Message – Opportunity Q&A** at the project web page.
5. In each question, clearly tell the RFP document and section that is in question.
6. We will share any changes or added information from the City by a written addendum. We will make the information available to the public on the project web page.
7. It is your responsibility to check the project web page for any addenda, other information, or other messages before finally uploading a proposal. You must respond using any updated information.

4. Our Review of Proposals and Review Criteria:

1. The City will make investigations as we feel necessary to make sure of the Offeror's ability to provide the supplies or perform the work or services detailed in this RFP.
2. We will first review all proposals to be sure that proposal have basic requirements and information.
3. Some scoring may simply be Pass/Fail. Any proposal that Fails any part or section that is needed will be removed from further review and scoring.
4. The Review Team will only get correct and complete proposals for review and scoring. Proposals will be scored based on the evaluation criteria below. We may consider accepted industry standards. We may compare all proposals to each other for price, quality, quantity, contract terms, etc. We will use this review and scoring to decide the top-scoring proposal[s] and the best value for our City.
5. The Review Team will be narrow down to no more than 4 top Offerors.
6. Shortlisted firms will be allowed one day each to shadow our operations and gather process information.
7. Shortlisted firms will be invited to a presentation / interview. We will allow up to two days for each firm to present a solution to our team.
8. We may ask for discussion, negotiation, or a "best and final offer" to finally decide the highest-scoring proposal.
9. We will review and score each proposal using the criteria and percentage weights below:
    a. Cover letter, business profile, and business information is required but not scored.
    b. Required Forms are Pass/Fail.
    c. Contact information and Contact for Legal Notices/Contract are required but are not scored.
    d. DUNS number is not scored.
    e. Questionnaire is required information or acknowledgements. Scoring will be pass fail only.

Phase 1 Proposal Evaluation Criteria	Maximum Points
Quality of Proposal including, but not limited to, (1) compatibility with the City's desired functional and technical requirements and (2) compatibility with current and future technological infrastructure	50
Proposed implementation and training plan, maintenance, and support program, etc.	25
Company background, client references, and public sector experience and qualifications of proposed staff	25
Total Maximum point score	***100***

10. Shortlisted Firms and Phase 2 Scheduling.
    a. The City intends to notify all offers of selected shortlisted firms by Monday, April 4, 2022.
    b. Up to four shortlisted firms will each be invited to one-day observation visits. This will be a time for shortlisted firms to gather an understanding of our current operations and needs. These visits will be scheduled for April 11-27, 2022. One-day visits will take place at our Public Safety Headquarters.
    c. The City will then schedule each shortlisted firm for a two-day Vendor Demonstration / Presentation / Interview. The scheduling will be at the City's discretion. All responding firms are advised to keep these dates marked as tentative. These are the only dates for the two-day demonstrations that the City will schedule. There are no alternates. Two-day demonstration meetings will take place at Alpharetta City Hall, 2 Park Plaza, Alpharetta, GA 30009.

       May 16 - 17 Vendor Demo (1)

       May18 - 19 Vendor Demo (2)

       May 31 - June 1 Vendor Demo (3)

       June 2 - 3 Vendor Demo (4)
    d. All scheduling for shortlisted firms will be in-person and will require attendance by the proposed primary individuals who will be involved in the project [detailed in this document at page 7, Project team], including the project manager and any other key personnel assigned to this project.

Phase 2 Interview/Presentation Evaluation of Shortlisted Firms	Maximum Points
Interview/Presentation	60
Cost (Required Modules)	35
Cost (Desired/Optional Modules)	5
Total Maximum point score	***100***

WHAT WE WANT TO DO

1. General Description

The City of Alpharetta (the "City") is requesting proposals for a Public Safety COMPUTER AIDED DISPATCH ("CAD") and RECORDS MANAGEMENT SYSTEM ("RMS") from qualified firms for software and implementation services to be provided in accordance with terms, conditions and specifications contained within this solicitation document. The general scope for this project includes Work Order Management, Compliance and GIS functionality.

About Us

Located approximately 25 miles north of the City of Atlanta, the City of Alpharetta is a destination location that occupies a land area of about 27 square miles and serves between 150,000 (daytime) and 75,000 (nighttime) estimated live/work/play population.

The Department of Public Safety provides 911, fire, police, emergency medical, and emergency management services. The department has about 245 employees including 108 sworn police officers, 106 sworn firefighters, and 28 sworn 911 dispatchers.

Where We Are

The department is currently using a Central Square ONESolution product for its CAD and RMS. The system was purchased in 2008 and has run its useful life. Fire is currently using an ESO solution, and the department has numerous software solutions running independently throughout its operation.

Where We Want to Be

The Department of Public Safety seeks a cloud-based CAD/RMS system that simply makes life better for the end user. As demonstrated by the requirements set forth in this RFP we are looking to the future for a fully integrated, flexible, customizable, and easy to use system that will grow and change as future needs arise. More importantly we seek a partner in a company that will work with us for many years to come.

2. Offeror Requirements

Above and beyond any requirements spelled out by our City for a company to do business with the City of Alpharetta. The following will be added/incorporated.

A. We will entertain proposals from companies outside of the United States.

B. Data storage must be inside the United States.

C. The awarded company must be CJIS complaint before the initiation of the contract. All cost associated with compliance will be the responsibility of the Offeror. Throughout the length of a contract with the City of Alpharetta CJIS compliance will be maintained and any documents or assistance needed by the City in reference this compliance will be provided in a timely manner. The details of CJIS compliance can be found here. https://gbi.georgia.gov/services/cjis-vendor-compliance-program

3. Scope of Work and Offeror Proposal

Technical Proposal Document Sections: Include in one document Chapters in the following order:

Chapter	Description
1	Executive Summary/Table of Contents
2	Offeror's Background and Experience
3	Offeror's Financial Qualifications
4	Offeror's References

5	System Architecture
6	Functional Requirements
7	System Testing and Acceptance
8	Project Management
9	Training
10	Support

Chapter 1 – Executive Summary/Table of Contents.

This Chapter shall discuss the highlights, key features, and distinguishing points of the Proposal.

Chapter 2 – Offeror's Background and Experience

Provide background information about:

1. The proposer's experience in the market for public safety information systems
2. The company's history
3. Changes in ownership and acquisitions, including reasons for ownership changes and acquisitions as well as the impact on products offered
4. Strategic alliances with other third parties and/or national organizations
5. The company's approach to incorporating new technology into its solutions over time; Include a brief product roadmap for each application

Chapter 3 – Offeror's Financial Qualifications

Offeror Financial Stability: Offerors shall demonstrate their financial stability to supply, install and support the services specified by:

1. Providing financial statements, preferably audited, for the two (2) consecutive years immediately preceding the issuance of this RFP, and
2. Providing copies of any quarterly financial statements that have been prepared since the end of the period reported by your most recent annual report.

Chapter 4 – Offeror's References.

Provide at least six (6) but nor more than twelve (12) references meeting the following criteria:

1. At least three (3) references should be for systems installed within the last three (3) years
2. At least three (3) references should be for systems installed more than three (3) years ago
3. At least three (3) references should include installations for the same configuration proposed for the City of Alpharetta

4. At least three (3) references should reflect the City's population and call for service levels

Chapter 5 – System Architecture

Provide a detailed response that describes the system's architecture.

1. Include all hardware requirements that the City would need.
2. Keeping in mind this is a cloud-based system. Describe how the system is connected, backed up, and offline capabilities.
3. What impacts require system shutdowns and/or re-boots?
4. How will Offeror ensure concurrent operation of all System components without any System degradation?
5. How is archived or backed-up data accessed?

Chapter 6 – Functional Requirements

Complete Functional Requirements Spreadsheet provided in Excel format. Supply in this chapter in PDF format and also provide completed Excel spreadsheet as a separate document.

Chapter 7 – System Testing and Acceptance

1. Describe the proposed approach to confirming requirements, determining modifications necessary to meet the City's specifications and then addressing those modifications.
2. Provide a comprehensive Acceptance Test Plan, or at a minimum, a sample of the plan that illustrates the process and parameters underlying its test approach, including, but not limited to:
    - How each of the functional specifications in the RFP will be tracked, documented, and tested prior to System Application Component Acceptance and Final Acceptance.
    - How interfaces will be tested.
    - How System reliability will be tested.
    - How System performance and speed will be tested.
    - How the integration of System and System Components will be verified.
    - Remediation procedures for failed tests and found errors.
    - The delineation of testing tasks between the City and Offeror personnel.

Chapter 8 – Project Management.

A. Project Management

1. Describe the Offeror's approach to managing an implementation of this magnitude. Address at a minimum the following components of project management:

a. Project communications
b. Project planning
c. Schedule management
d. Issue management
e. Scope management
f. Risk management

2. Include a Statement of Work that breaks down the System implementation by tasks and delineates Offeror's and the City's responsibilities within each task. Tasks should include configuration, testing and interface development and deployment. Address project management services including creating and maintaining a detailed deployment plan, along with a detailed task list.
3. Include an implementation project schedule that starts at contract signing. The schedule should describe tasks to be performed by the City as well as by the Offeror. The activity-level project plan should be submitted and should detail how the proposed solution is to be implemented.
4. The implementation of a CAD/RMS system is likely to greatly alter the City's business practices, particularly as field-based personnel gain access to enhanced functionality. Describe the process by which the Offeror will work with the City to review current business processes and provide recommendations to improve overall officer efficiency by leveraging the functionality of the System.
5. Describe the transitional phases of the project implementation and how knowledge is transferred from one of the Offeror's departments to another. Specifically, from Sales to Implementation and from Implementation to Support.
6. Describe the process for institutionalizing City-specific knowledge to minimize the effects of Offeror employee turnover, particularly as pertains to support staff.

B. Project Team

1. Identify the primary individuals who will be involved in the project and include the resumes of proposed personnel.
2. Identify a project manager who will be the primary point of contact for the duration of the project through formal project acceptance.
3. Any personnel working on the project may be subject to a background investigation before being allowed to work with the City on the proposed system. Is there any reason that Proposer would object to this condition of the Contract?
4. Describe the process and actions available to the City should the assigned personnel not meet its performance expectations.
5. Provide a description of the City personnel required to implement the proposed system.

Chapter 9 – Training

Provide a training plan that describes the process of initial training, train-the-trainer, and ongoing training.

Chapter 10 – Support

1. Describe in detail the customer service philosophy of the Offeror.
2. Describe the maintenance and support process.
3. Does the Offeror support User Groups? Training Conferences? If so Include the cost associated with membership and/or annual conference fees for the recommended number of system administrators and/or "super users" in the cost proposal.

FOLLOW THIS OUTLINE

How We Want You to Construct Your Proposal

1. Using Bonfire to Submit Proposal

1.1. This is the link to Bonfire Project Web Page to get our documents and to upload your proposal: https://cityofalpharetta.bonfirehub.com/

1.2. We are accepting all proposals by online response only. You must upload completed proposals online before the closing date and time found in Project Details of the project web page for this RFP.

1.3. Don't send proposals by mail, fax, or email. We will not accept paper copy proposals. We will not accept any proposals after the closing time deadline has passed.

1.4. You have not completed your response simply by uploading proposal documents and information. You must successfully upload all the required documents, including filling out any questionnaires, price sheets, or data requests, and then you must click the submit button before the closing time.

1.5. You will receive an email confirmation receipt with a unique confirmation number shortly after you complete your proposal upload. This confirms that you have successfully turned in your proposal with all required information.

1.6. You can update your proposal at any time until the closing time.

1.7. All uploaded items and responses are Sealed and will only be visible by the City after the closing time has passed.

1.8. If the file is 'mandatory' or 'required', you won't be able to complete your proposal until you have met all requirements.

1.9. Uploading large documents may take more time, depending on the size of the file(s) and your Internet connection speed.

1.10. Pay attention to the type and number of files we have asked you to upload.

1.11. The largest upload file size is 1000 MB.

1.12. Don't embed any documents within your uploaded files. They won't be accessible or evaluated.

1.13. Minimum system requirements: Internet Explorer 11, Microsoft Edge, Google Chrome, or Mozilla Firefox. Java Script must be enabled.

2. Required Proposal Document Formats

❖ Each proposal must follow these document formats.

- Failure to follow these formats will reduce our review team's ability to evaluate and will result in a lower proposal score or in complete removal of a proposal from scoring.
- Format your documents using this outline:
  - ☐ formatted to single space lines,
  - ☐ 10 to 12-point font size,
  - ☐ black font color, [Text only. Color allowed for title pages, headers, logos, and photographs.] and
  - ☐ upload proposal in PDF format.

DOCUMENT 1 Title: **Company Information** ***Required but not scored***

- This document must be no more than two (2) pages,
- Each section below will make up the Company Information document. This document must be in the following order:

A. **Cover Letter with Brief Business Profile**, length of time in business, and a summary describing company strong points and why your experience with similar projects will benefit the City.

B. **Business information**, including name and home office address. If another office address oversees work of this project, add that address information too.

C. **Contact,** one person to be the single point of contact for this proposal. All communication with the City will be with this person. Supply the following contact information in the proposal:

- Name, including business title and preferred personal/honorific title (Mr. Ms. Dr. etc.)
- mailing address,
- telephone number, cell phone number, and
- e-mail address.

DOCUMENT 2 Title: **Technical Proposal** Phase 1, ***Total Scoring 100 Points***

Includes:

1) Compatibility with the City's desired functional and technical requirements and Compatibility with current and future technological infrastructure Scoring 50 Points

2) Implementation and Training Plan; Maintenance; and Support Program Scoring 25 Points

3) Company background, client references, and public sector experience and qualifications of proposed staff Scoring 25 Points

- This document page count is not limited, but unnecessary long or irrelevant information may be cause for reduced scoring by evaluators.

Follow the outline established on Pages 4 - 7, Section #3. Include requested response to all chapters/sections.

Cost Proposal ***Phase 2, Total Scoring 40 Points***

- **NOTE:** Cost proposals are required with each RFP response. Cost proposals will remain sealed and only opened and reviewed for shortlisted firms.

1) Cost (Required Modules and including software support & maintenance service costs) Scoring 35 Points

2) Cost (Desired/Optional Modules) Scoring 5 Points

Required Forms:

- We have provided a document file with three required forms. You must complete these forms and return to us with every proposal.
- We prefer all three completed forms returned as one PDF file. However, we won't lower your scoring if you return the forms separately.
- Below are the required forms for all proposals:

A. **IRS Form W-9**

B. **Bidder's Disclosures and Certifications**

C. **E-Verify** (Affidavit Verifying Contractor Participation in Federal Work Authorization Program)

- ***E-Verify side note*:** Companies return this form to us incorrectly more often than anything else we request in our RFPs.
- Top mistakes include wrong number or missing information.
- State of Georgia law requires that we have this completed form before we can review a bid or proposal.
- A form with errors doesn't fulfill this requirement.

All the following must be on the E-verify affidavit.

- Federal Work Authorization User Identification Number – this is only five to eight numbers.
  - ⊗ No A,B,Cs.

- ⊗ It's different from your Tax ID, Employer Identification, or Social Security Number.
- ⊗ It won't have a combination of letters and numbers.

- Date of Authorization – this is when you first signed up and got the E-verify number.
- Name of Contractor – your company
- Name of Project – Same as RFP title
- Date, City, and State – when and where this form was signed
- Signature of Authorized Officer or Agent – to be signed
- Printed Name and Title of Authorized Officer or Agent – the person that signed the form.
- Notarized with seal

3. Other Required Information

Questionnaire

We use a questionnaire to gather important information needed for legal requirements, your acknowledgements, our proposal review, or information needed for writing a contract.

Some questions may require your answers about the work we have described in this RFP.

You will fill out the questionnaire provided. There is no other form or document to upload.

Information requests and response types are as follows:

- Authorized signer for contract execution in DocuSign: Name, business title, email address, Response Type: Response Type: text entry.
- Contact for legal notices-needed for contracting: Business name and mailing address, contact name, Response Type: text entry.
- DUNS Number, Response Type: number entry.
- Acknowledgement of Contract and T&C review, Response Type: Yes, No entry.
- Insurance Requirement Acknowledgement, Response Type: Yes, No entry.
- Addenda Acknowledgement, enter the number of addenda received: Response Type: 0, 1, 2, etc.
- Note any Exceptions to Contract T&Cs, Response Type: text entry.

INFORMATION AND CONTRACT TERMS & CONDITIONS

RFP Information

1. Offeror Acknowledgement

By submitting a Proposal for this request, the authorized signer and represented firm have read, understand, and agree to information within this RFP's documents including all required and informational documents, files, and forms posted to the Bonfire project webpage for this RFP. These documents make up the RFP. They will become part of any contract that may be awarded because of responses to this RFP.

By sending a Proposal, the Offeror acknowledges and agrees that:

a. The Offeror has carefully examined and fully understands the conditions and requirements of any proposed Work within this RFP.
b. The Offeror acknowledges that they completed a personal examination of the site of the proposed work (if applicable).
c. The Offeror is satisfied with the actual conditions and requirements of the proposed Work.

Acknowledging these statements, the Offeror proposes and agrees that if the Offeror's proposal is accepted, the Offeror will contract with the City in full agreement with the Contract Documents.

2. City's Authority and Right to Investigate

This procurement is issued under the authority of the City of Alpharetta's Procurement Policy, also following State of Georgia and Federal applicable laws. The City has the right to reject all bids or proposals, to reject any bid or proposal that has not followed or met the City's scope of work or specifications (non-responsive), or reject any bid or proposal that shows that a bidder cannot meet one or more of the requirements (non-responsibility). The City has the right to ignore unimportant mistakes that do not affect the work or service to be provided, the purchase of requested item(s), or proposal pricing in order to award a contract that is in the best interest of the City.

The City may make such investigations as considered necessary to determine the ability of the Offeror to provide the supplies and/or perform the services specified.

General Terms and Conditions

We will incorporate the City's standard terms and conditions into the Contract with the successful Offeror. Those terms and conditions are set forth below in this document. We ask that Offerors notify the City of any Terms and Conditions that either prevent them from responding to this procurement or add unnecessary cost. The Offeror must make this notification in writing either as a written question sent before the question deadline or with the Offeror's response.

It is the intent of the City to negotiate and execute a contract with the successful Offeror for the Public Safety Computer Aided Dispatch and Records Management System. By replying to this RFP, Offerors

confirm review and agreement with the following contract terms and conditions language and with contractual references in the other publicly posted RFP 22-115 documents.

If an Offeror has any exceptions to the contract provisions, please include your requested revisions in the Requested Information section or Questionnaire for the RFP.

1. Disclosure

Any Consultant as defined in O.C.G.A. §36-80-28 that is engaged to develop or draft specifications/requirements or serve in a consultative role during the procurement process for any City procurement method, by entering into such an arrangement or executing a contract that the consultant agrees to: (1) Avoid any appearance of impropriety and must follow all policies and procedures of the City; (2) disclose to the City any material transaction or relationship pursuant to §36-80-28, considered a conflict of interest, any involvement in litigation or other dispute, relationship or financial interest not disclosed in the Disclosure form; and (3) Acknowledge that any violation or threatened violation of the agreement may cause irreparable injury to the City, entitling the City, to seek injunctive relief in addition to all other legal remedies. This requirement does not apply to confidential economic development activities pursuant to §50-18-72 or to any development authority for the purpose of promoting the development of trade, commerce, industry, and employment opportunities or for other purposes and, without limiting the generality of the foregoing, must specifically include all authorities created pursuant to Title 36 Chapter 62; However, per provisions of subparagraph (e)(1)(B)of Code Section 36-62-5 reporting of potential conflicts of interest by development authority board members is required.

2. Compliance with Title VI of the Civil Rights Act of 1964

The City of Alpharetta, as a federal grant recipient, conforms to Title VI of the Civil Rights Act of 1964 and its amendments. Title VI of the Civil Rights Act of 1964 requires that no person in the United States will, on the grounds of race, color or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance. Presidential Executive Order 12898 addresses environmental justice in minority and low-income populations. Presidential Executive Order 13166 addresses services to those individuals with limited English ability.

The City is committed to enforcing the provisions of Title VI and to taking positive and realistic affirmative steps to ensure the protection of rights and opportunities for all persons affected by its programs.

Any person who believes they have been subjected to unlawful discriminatory practice under Title VI has a right to file a formal complaint. Any such complaint must be filed in writing or in person with the City of Alpharetta's, Title VI Compliance Officer, within one hundred-eighty (180) days following the date of the alleged discriminatory action. For more information or Title VI Discrimination Complaint Forms contact the Title VI Compliance Officer at the following:

Human Resources: Title VI Compliance
City of Alpharetta
2 Park Plaza
Alpharetta, GA 30009
Tel: 678-297-6014

3. Substitutions and Change Orders

NO substitutions of material, schedule cancellations, or Change Orders are allowed after Contract award without written approval by the Director of the contracting City Department or his authorized representative. Cumulative Change Orders more than $50,000.00 or 10% of the original contract will require the approval of the City Council.

Where specific employees are proposed by the Contractor for the work, those employees must perform the work as long as those employees work for the Contractor, either as employees or subcontractors, unless the City agrees to a replacement or requests same based on an objective standard of review of past performance. We will review requests for any substitution and may be approved by the City at its sole discretion. We will not recognize any verbal agreements to the contrary. In the event a substitution of a Contractor employee is required due to termination of employment by Contractor, Contractor must provide the City with prompt written notice of the need for such substitution and must cooperate with the City in providing a replacement.

4. General Insurance Requirements

Upon Council approval, the awarded Contractor shall provide the City with a Certificate of Insurance (COI) to the procurement agent listed on the cover page for this RFP. The COI shall indicate the existence of the policies prior to the beginning of the contract work or term. Thereafter, a renewal certificate shall be delivered to the City at least thirty (30) days prior to the expiration date of each expiring policy. If at any time, any of the policies shall be or become unsatisfactory to the City as to form or substance, or any of the carries issuing such policies shall be or become unsatisfactory to the City, the Contractor shall deliver to the City representative upon demand a certified copy of any policy required herein for review. The Certificates of Insurance shall state that the City of Alpharetta is additionally insured.

- **Workers Compensation:** Workers Compensation $500,000 per accident per employee with waiver of subrogation. Required documentation includes certificate from insurance company showing issuance of workmen's compensation coverage for the State of Georgia.
- **Comprehensive General Liability Insurance:**

  Commercial General Liability $1,000,000 each occurrence
  $1,000,000 aggregate
- **Comprehensive Auto Liability Insurance:**

  Bodily Injury Liability $1,000,000 each occurrence
  Property Damage Liability $ 100,000 each occurrence
- **Excess Umbrella Liability:**

  Combined Single Limit Bodily Injury
  and / or Property Damage $1,000,000 each occurrence
  $1,000,000 aggregate
- **Errors & Omissions Professional Liability Insurance:**

  Professional Liability (Errors & Omissions) insurance with minimum combined single limits of One Million Dollars ($1,000,000) per occurrence and Two Million Dollars ($2,000,000) in the aggregate, covering professional services rendered by the Contractor to the City, including, but not limited to, design, engineering, consulting, and construction management services. Such coverage shall be kept and remain in force for the term of this Contract and for a period of two (2) years following completion of the Work. The policy shall have a retroactive date that precedes the effective date of this Contract or the commencement of services under this Contract, whichever is earlier, and such retroactive date shall not be advanced when the policy renews. If the policy is cancelled or non-renewed for any reason and not replaced with a policy supplying coverage for prior acts, which include Contractor's performance of the professional services under this Contract, Contractor shall purchase extended reporting period or tail coverage to cover claims reported for no less than two (2) years after completion of the Work. The policy shall include such other coverage as reasonably required by the City.

Insurance; Indemnification. The awarded Consultant must keep the types and amounts of insurance set forth as from time to time will be requested by the City. The awarded Consultant must supply

proof of such insurance to the City at the same time as the execution of any resulting Contract and/or purchase order, and as and when requested by the City during the term hereof. Acceptance of a certificate or proof of insurance does not constitute approval or agreement by the City that the insurance requirements have been satisfied. The awarded Consultant will indemnify and hold the City harmless from all claims, demands, losses, attorneys' fees and liabilities of any type or nature arising out of or related to the Consultant's, or Consultant's agents', employees' or subconsultants', negligent performance or non-performance of any resulting Contract and/or purchase order, including, but not limited to, claims for injury to person or property; provided, however, that this indemnification obligation will not apply to claims arising from the sole negligence of the City or its employees. Nothing in this paragraph or any resulting Contract and/or purchase order will be considered to constitute a waiver of the City's sovereign immunity, create rights in any third party, or create any third-party beneficiaries.

5. Invoicing, Payment Processing, ePayables

Replying to this RFP confirms Bidder's agreement to accept electronic payments (*ePayables*) of invoices if awarded the contract.

6. Term.

The City intends to execute an agreement with the successful contractor for software and implementation, including, but not limited to project management, testing, training, support, and all other necessary components for Computer Aided Dispatch and Records Management System

For any automatic renewal of the contract required pursuant to O.C.G.A. § 36-60-13, notice of intent to not renew will be given to the Contractor in writing by the City, no less than thirty (30) days before the expiration date of the initial term of the contract.

7. Additional Contract Provisions and Terms

The procurement, including all documents and appendices attached hereto, referenced here and/or incorporated here, and any addenda hereto, and the response of the awarded Consultant, including any amendments thereto, will be incorporated into the Contract (as previously set forth, all such documents are collectively referred to as the "Contract Documents").

The Terms and Conditions set forth here do not define the total extent of the contract language. In the event of a conflict or dispute as to the duties and responsibilities of the City and Consultant under any resulting Contract Documents, the Contract, will govern in accordance with the order of precedence set forth therein.

8. Performance Prior to Contract Execution

The successful Consultant will not begin performance of the Project prior to the execution of a formal written contract by the City and the successful Consultant. Any Consultant beginning performance prior to the execution of the Contract will be proceeding at the Consultant's risk and will not be entitled to any compensation for such performance. Under such circumstances, the City reserves the right to withdraw or cancel the award of the procurement.

9. Subconsultants

The highest-scoring responsive and responsible Consultant will be the prime consultant if a contract is awarded and executed and will be responsible, in total, for all work of any subconsultants. All subconsultants, if any, must be listed in the Consultant's response to this procurement. The City reserves the right to approve all subconsultants. The Consultant will be responsible to the City for the negligent acts and negligent omissions of all subconsultants or agents and of persons directly or indirectly employed by such subconsultants, and for the acts and omissions of persons employed

directly by the Consultant. Further, nothing contained within the procurement, or otherwise in the Contract Documents created because of any contract award derived from the procurement, will create any contractual relationships between any subconsultant of the Consultant and the City.

10. Independent Consultant

The Consultant will always be acting as an independent consultant and not be considered or deemed to be an agent, employee, joint venture, or partner of the City. The Consultant will have no authority to contract for or bind City in any manner. Neither the Consultant nor its employees are employees of the City. The Consultant will have and maintain the responsibility for and control of the rendition of the Work (including, the services performed) under the Contract, the discipline of its employees, and other matters incident to the performance of the Work (services, duties, and responsibilities as described and contemplated in the Contract). The Consultant must supply the City with proof of compliance with the Workers' Compensation Act while performing work for the City. Proof of compliance must be received with the Consultant's response to the procurement at the address listed on the Cover Page of the procurement.

11. Compliance with Illegal Immigration Reform and Enforcement Act

E-Verify Program:

The City of Alpharetta is committed to compliance with Federal and State laws requiring the verification of newly hired employees to ensure they are lawfully entitled to work in the United States. As such, the City will not enter into a contract for the physical performance of services unless the Consultant registers and takes part in a federal work authorization program (E-Verify). Further, Consultants submitting a Proposal for the physical performance of service must include a fully executed E-Verify affidavit as part of their Response to the procurement.

Requirement to Participate in a Federal Work Authorization Program (E-Verify):

No Consultant will give a response for the physical performance of service unless the Consultant takes part in a Federal Work Authorization Program and follows the requirements of O.C.G.A. § 13-10-91.

1) Per O.C.G.A. § 13-10-91, the Consultant represents, warrants, acknowledges, and/or agrees that:
    a) The Consultant has registered and participates in a federal work authorization program to verify the employment eligibility of all newly hired employees;
    b) Subconsultants will not enter into any contract with the Consultant for the physical performance of services within the State of Georgia unless such subconsultant registers and takes part in a federal work authorization program to verify the employment eligibility of all newly hired employees; and
    c) Sub-subconsultants will not enter into any contract with a subconsultant or sub-subconsultant for the physical performance of services within the State of Georgia unless such sub-subconsultant registers and takes part in a federal work authorization program to verify the employment eligibility of all newly hired employees.
2) As of the date of enactment of O.C.G.A. § 13-10-91, the applicable federal work authorization program is "E-Verify" (https://e-verify.uscis.gov/enroll/StartPage.aspx?JS=YES), operated by the United States Citizenship and Immigration Services Bureau of the United States Department of Homeland Security. Information and instructions about E-Verify program registration, corporate administrator registration, and designated agent registration can be found at such website address.

Consultant, Subconsultant, and Sub-subconsultant Evidence of Compliance:

1) The Consultant, if entering a contract with the City supplying the physical performance of services, will follow the requirements of O.C.G.A. § 13-10-91.

2) Per O.C.G.A. §13-10-91, in the event the Consultant employs or contracts with a subconsultant in connection with a covered contract, Consultant will secure from such subconsultant attestation of the subconsultant's compliance with O.C.G.A. § 13-10-91 by the subconsultant's execution of the subconsultant affidavit, the form of which is provided in Appendix B hereof and keep records of such attestation for inspection by the City at any time. Such subconsultant affidavit will become a part of the consultant/subconsultant agreement.
3) Pursuant to O.C.G.A. §13-10-91, in the event the Consultant employs or contracts with a subconsultant that employs or contracts with any sub-subconsultant, the subconsultant will secure from such sub-subconsultant attestation of the sub-subconsultant's compliance with O.C.G.A. § 13-10-91 by the sub-subconsultant's execution of the sub-subconsultant affidavit, the form of which is also provided in Appendix A hereof, and maintain records of such attestation for inspection by the City at any time. Such sub-subconsultant affidavit will become a part of the subconsultant/sub-subconsultant agreement.
4) The Consultant must follow all other applicable requirements and provisions of O.C.G.A. § 13-10-91 and other applicable rules and regulations issued in relation thereto.
5) All portions of contracts about compliance with O.C.G.A. § 13-10-91 and all other applicable rules and regulations issued in relation thereto, and any affidavit related hereto, will be open for public inspection in this State at reasonable times during normal business hours.
6) Forms necessary to ensure compliance with this section are included in Required Forms and must be received at the address listed on the procurement's Cover Page prior to review of Consultant's response.

12. Compliance with Laws

The Consultant will, in performance of work under the Contract, fully follow all applicable federal, state, or local laws, rules, and regulations, including, but not limited to, Title VI of the Civil Rights Act of 1964 and its amendments, the Age Discrimination Act of 1975, the Americans with Disabilities Act of 1990, and Section 504 of the Rehabilitation Act of 1973. Any subletting or subcontracting by the Consultant subjects subconsultants to the same provision. The Consultant agrees that the hiring of persons to perform the contract will be made based on merit and qualifications and there will be no discrimination based upon race, color, religion, gender, national origin or ancestry, age, creed, marital status, physical or mental disability, or political ideas by the persons performing the contract.

13. Termination

This Contract may be ended prior to the term ending by either party in case of substantial failure or default of the other party to fulfill its obligations under this Contract. Prior to such termination, the non-defaulting party will give notice to the defaulting party of the failure or default. Such party will have fifteen (15) days from the date of the notice to cure the default or failure if such default or failure is capable of being cured. Upon failure to cure the default or failure within fifteen (15) days, or if such failure or default is not capable of being cured, the non-defaulting party may terminate the Contract effective at once upon the provision of written notice as provided in Section 15 (Notices). The Contract may also be ended prior to expiration of the term by the City for City's convenience upon the provision of not less than fourteen (14) days written notice to the Consultant. In case of such termination, the Consultant will be compensated for services performed prior to termination. Such amount will be paid by the City upon the Consultant's delivering or otherwise making available to the City, all data, drawings, specifications, reports, estimates, summaries and other information and materials as may have been accumulated by the Consultant in performing the services included in this Contract, whether completed or in progress. All unperformed obligations incurred by Consultant prior to such date will survive termination of this Contract.

14. Annual Appropriation and Renewal

Notwithstanding any other provision or provisions of this Contract, per O.C.G.A. § 36-60-13, this Contract will end at once and absolutely if the City finds that adequate funds are not appropriated or granted or funds are de-appropriated such that the City cannot fulfill its obligations under the Contract, which determination is at the City's sole discretion and will be conclusive.

15. Ownership of Work Product

In the event Consultant prepares, pursuant to the performance of this Contract, any drawings, plans, studies, reports, specifications, other documents (the "Work Product"), the City will be deemed the owner of the original of all such Work Product, and all statutory and common law rights with respect to such Work Product will accrue to the City, provided the City has paid for the services in full.

Appendix A: City Truck Route Allowed Truck Routes and Map

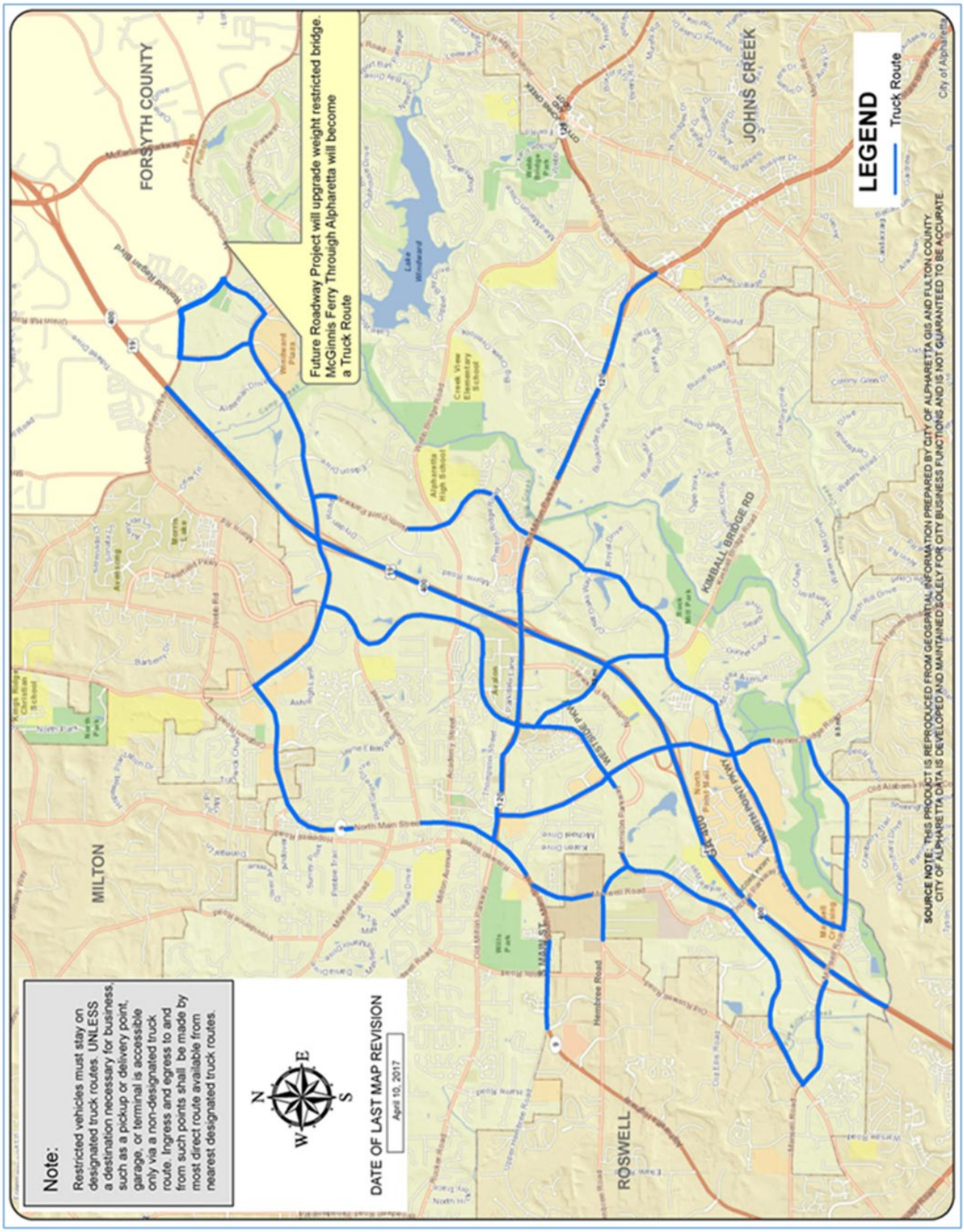
Certain trucks may travel in and through the City of Alpharetta using only those streets and roads highlighted in the Truck Route Map provided in Appendix A of this document and available for review online at:

http://www.alpharetta.ga.us/government/departments/public-works/alpharetta-truck-routes.

As noted in Chapter 18 (Traffic) of the Code of the City of Alpharetta, Georgia, except as specifically set out herein, trucks (defined as motor vehicle having a gross vehicular weight rating (G.V.W.R.) in excess of thirty-six thousand pounds (36,000 lbs.) or having an overall length in excess of thirty feet (30′), except vehicles designed to carry passengers) are prohibited from using any street within the City except those designated below:

1) SR 9 (North Main Street – South Main Street)
2) SR 120
3) Haynes Bridge Road (SR 120 to City Limits)
4) Hembree Road (Westside Parkway to Roswell City Limits continuing on Roswell Truck Route)
5) Mansell Road
6) Maxwell Road (SR 9 to Hembree Road)
7) McGinnis Ferry Road
8) North Point Parkway
9) Union Hill Road
10) Westside Parkway
11) Windward Concourse
12) Windward Parkway (SR 9 to Union Hill Road)

Exceptions to the above schedule are when the terminal, parking lot, repair garage, headquarters, place of pickup or delivery of the restricted motor vehicle is not on a designated truck route, ingress to and egress from such places will be made by the most direct route available between the terminal, parking lot, repair garage, headquarters, place of pickup or delivery and the nearest designated truck route.


LEGEND
Truck Route
Future Roadway Project will upgrade weight restricted bridge. McGinnis Ferry Through Alpharetta will become a Truck Route
Note:
Restricted vehicles must stay on designated truck routes. UNLESS a destination necessary for business, such as a pickup or delivery point, garage, or terminal is accessible only via a non-designated truck route. Ingress and egress to and from such points shall be made by most direct route available from nearest designated truck routes.
DATE OF LAST MAP REVISION
April 10, 2017
N
E
S
W
FORSYTH COUNTY
JOHNS CREEK
MILTON
ROSWELL
KIMBALL BRIDGE RD
GEORGE BUSBEE PKWY
NORTH POINT PKWY
SOURCE NOTE: THIS PRODUCT IS REPRODUCED FROM GEOSPATIAL INFORMATION PREPARED BY CITY OF ALPHARETTA GIS AND FULTON COUNTY. CITY OF ALPHARETTA DATA IS DEVELOPED AND MAINTAINED SOLELY FOR CITY BUSINESS FUNCTIONS AND IS NOT GUARANTEED TO BE ACCURATE.

Appendix B: Informational Forms

Do not return these forms to the City, unless requested directly by City contact. Contractor / Consultant is to keep on file for each sub-contractor or sub-subcontractor.

1. Subcontractor E-verify Affidavit
2. Sub-subcontractor E-verify Affidavit

Subcontractor E-verify Affidavit

AFFIDAVIT VERIFYING SUBCONTRACTOR PARTICIPATION IN FEDERAL WORK AUTHORIZATION PROGRAM

By executing this affidavit, the undersigned subcontractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services under a contract with _____ (contractor) on behalf of the **City of Alpharetta (GA)** has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned subcontractor will continue to use the federal work authorization program throughout the contract period and the undersigned subcontractor will contract for the physical performance of services in satisfaction of such contract only with sub-subcontractors who present an affidavit to the subcontractor with the information required by O.C.G.A. § 13-10-91(b). Additionally, the undersigned subcontractor will forward notice of the receipt of an affidavit from a sub-subcontractor to the contractor within five business days of receipt. If the undersigned subcontractor receives notice that a sub-subcontractor has received an affidavit from any other contracted sub-subcontractor, the undersigned subcontractor must forward, within five (5) business days of receipt, a copy of the notice to the contractor.

Subcontractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

_____
Federal Work Authorization (E-Verify) User Identification Number

_____
Date of Authorization

_____
Name of Subcontractor

_____
Name of Project

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, ____, 201__ in _____ (city), _____ (state).

_____
Signature of Authorized Officer or Agent

_____
Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE ____ DAY OF _____, 201__.

_____ _____
NOTARY PUBLIC My Commission Expires

Sub-subcontractor E-verify Affidavit

THE CITY OF ALPHARETTA GEORGIA

AFFIDAVIT VERIFYING SUB-SUBCONTRACTOR PARTICIPATION IN FEDERAL WORK AUTHORIZATION PROGRAM

By executing this affidavit, the undersigned sub-subcontractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services under a contract for _____ (name of subcontractor or sub-subcontractor with whom such sub-subcontractor has privity of contract) and _____ (contractor) on behalf of the **City of Alpharetta (GA)** has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned sub-subcontractor will continue to use the federal work authorization program throughout the contract period and the undersigned sub-subcontractor will contract for the physical performance of services in satisfaction of such contract only with sub-subcontractors who present an affidavit to the sub-subcontractor with the information required by O.C.G.A. § 13-10-91(b). The undersigned sub-subcontractor shall submit, at the time of such contract, this affidavit to _____ (name of subcontractor or sub-subcontractor with whom such sub-subcontractor has privity of contract). Additionally, the undersigned sub-subcontractor will forward notice of receipt of any affidavit from a sub-subcontractor to _____ (name of subcontractor or sub-subcontractor with whom such sub-subcontractor has privity of contract.

Sub-subcontractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

_____
Federal Work Authorization (E-Verify) User Identification Number

_____
Date of Authorization

_____
Name of Sub-subcontractor

_____
Name of Project

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, ____, 201__ in _____ (city), _____ (state).

_____
Signature of Authorized Officer or Agent

_____
Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME ON THIS THE ____ DAY OF _____, 201__.

_____ _____
NOTARY PUBLIC My Commission Expires

CITY OF ALPHARETTA REQUEST FOR PROPOSALS (RFP)

RFP Number: **22-115**

RFP Title: **Public Safety Computer Aided Dispatch and Records Management System**

RFP Addendum Posting Date: **March 1, 2022: REVISED March 8, 2022**

ADDENDUM #1 REVISED

TO ALL OFFERORS:

1. The information included in this addendum is made part of the RFP noted above and part of any contract that may be awarded because of response to this RFP.
2. The purpose of this addendum is to supply other information or documents, or revised information or documents.
3. If a conflict between any previously supplied information and the information contained in this addendum, the information contained in this addendum will prevail.
4. Offerors must acknowledge receipt of this addendum when submitting bid.

BEGIN ADDENDUM

The City of Alpharetta (City) is changing request for proposal documents in the following respects:

Previously posted RFP timeline dates at the project website and within the RFP 22-115 Scope of Work document have been changed.

The City has made the following changes to the RFP 22-115 milestone dates:

Question Due Date and Time:	March 28, 2022, 2:00 PM
Proposals Due Date and Time:	April 6, 2022, 10:00 AM
Notify Shortlisted Firms:	April 25, 2022
One—day Observation Visits, Shortlisted Firms:	May 2 – May 20, 2022

Dates for two-day demonstrations from shortlisted firms will be scheduled at follows:

Vendor Demo (1)	June 6 – 7, 2022
Vendor Demo (2)	June 8 – 9, 2022
Vendor Demo (3)	June 13 – 14, 2022
Vendor Demo (4)	June 15 – 16, 2022

END ADDENDUM

BEGIN QUESTIONS, ANSWERS, & CLARIFICATIONS

Q1 How many calls for service does the City have annually?

a. 35,689 calls for service

Q2 What is the normal number of dispatchers/call-takers per shift?

a. Seven 911 Dispatchers per shift

Q3 What is the normal and maximum number of records personnel per shift?

a. Normally six and maximum six Records Personnel on duty M-F Daytime

Q4 How many fire apparatuses does Alpharetta have?

a. Nine Fire Apparatus

Q5 How many stations?

a. Six fire stations

Q6 We would like to request a 2 week extension to respond to your upcoming CAD/RMS RFP. Please advise if this is agreeable to you.

a. See addendum section of this document for revised RFP timeline.

Q7 In order to ensure the best quality response and allow ample time for answers to questions, will the City allow for a 4 week extension to the current RFP due date?

a. No, however the City has consented to adding a two-week extension. See addendum section of this document for revised RFP timeline.

Q8 In order to allow the City to receive compliant solutions that achieve the desired outcomes for a proven and robust system, would the City consider proposals which provide a mix of cloud-like management benefits with some on-premise components?

~~a. A Cloud based hosted solution is mandatory per our Functional Requirements document.~~

b. The RFP clearly states our expectation of a hosted, cloud-based, SaaS solution. With that understanding, if a vendor wishes to propose an alternate solution, the vendor needs to clearly state the reason for the alternate solution along with a justification for choosing it. The justification should be clearly stated in the RFP response as there may not a be verbal opportunity to state it.

Q9 Is the City considering replacing the current Fire RMS as part of this proposal?

a. Though it is not the original intent of this RFP, the City would be additionally interested in exploring the procurement of an integrated Fire Records Management System.

b. If a Fire RMS is proposed, all costs associated with this application (e.g., software, hardware, training) should be separately line-itemed and included in Section 6, Travel and Other of the Cost Proposal.

c. The description and notes in the Cost Proposal should be detailed and notated as a Fire RMS option.

END QUESTIONS, ANSWERS, & CLARIFICATIONS

CITY OF ALPHARETTA REQUEST FOR PROPOSALS (RFP)

RFP Number: 22-115

RFP Title: Public Safety Computer Aided Dispatch and Records Management System

RFP Q&A Posting Date: March 16, 2022

QUESTIONS & ANSWERS, CLARIFICATIONS

TO ALL OFFERORS:

1. We have included in this document the questions that we received from interested consultants, along with our answers to these questions.
2. This is NOT an Addendum. We have not made any changes to the RFP. It is simply for clarification purposes.
3. We will add this to the RFP documents as record of our Q&A.

Q1 What is the normal/average number of officers per shift?

a. Average 25

Q2 How is the City evaluating a Mandatory requirement? Does the failure to meet a mandatory requirement result in a vendor being deemed Non-compliant?

a. Mandatory Items are items the City has deemed mission-critical. To the best of our knowledge, we do not see the proposed system being acceptable without these items. With that being said we recognize that technology is dynamic and there may be an alternate way to reach a requirement. Mandatory items will be evaluated with close scrutiny but do not automatically make the proposal non-compliant.

   Required items are items the City has deemed as functions that meet the needs of the project. These areas must be addressed but we are well aware that different approaches may exist and leave it to the vendor to express their method in meeting these needs.

Q3 Could you also explain the difference between something being required and mandatory?

a. See Above

Q4 User Counts, Mobile: How many mobile units are utilized by the police department?

a. About 130

Q5 User Counts, Citations: How many officers will require eCitation functionality?

a. 130

Q6 User Counts, Field Reporting: How many officers will require field reporting functionality?

a. 130

Q7 Does the City have any interest in converting legacy data into the new system? If so, how many sources of data (databases) will require conversion?

a. We would like to start fresh with this system except where situations are found to not be possible.

Q8 As regards RFP 22-115 CAD RMS Functional Requirements item #5.1.038, can the City please elaborate on the requested functionality for Emergency Management reporting, time, type, etc.?

a. During times of declared disasters and other similar situations, FEMA post-incident reporting requires unit tracking by time, type (classification), and personnel assigned for all units that are operational during the declared incident. We are looking for a solution that gives us the flexibility to pre-build this capability into the system. Today, this is typically done by hand after an incident is over.

Q9 As regards RFP 22-115 CAD RMS Functional Requirements item #3.1.014, can the City please elaborate on the functionality desired from an interface with Georgia POST? Will this interface be used to send information and/or to receive information? What information will be sent and/or received?

a. We currently transmit training records for Ga POST-certified members. We are looking for a solution that would allow the system to report that information.

Q10 As regards RFP 22-115 CAD RMS Functional Requirements item #3.1.016, can the City please elaborate on the functionality desired from an interface with JustFOIA? Will this interface be used to send information and/or to receive information? What information will be sent and/or received?

a. We use a system called JustFOIA for our open records requests. We are looking for a solution that would allow required documents and/or information to communicate from the system to JustFOIA.

Q11 As regards RFP 22-115 CAD RMS Functional Requirements item #3.1.017, can the City please elaborate on the functionality desired from an interface with PowerDMS? Will this interface be used to send information and/or to receive information? What information will be sent and/or received?

a. PowerDMS is a system that is utilized for our policies and procedures and tracks compliance by individuals. We are looking for a solution that would allow information to be pulled from the system to PowerDMS and PowerDMS information to the system. An example if a police officer signs a new policy in PowerDMS, can it be attached to their individual record in the system? Or does the solution completely replace PowerDMS?

END

CITY OF ALPHARETTA REQUEST FOR PROPOSALS (RFP)

RFP Number: 22-115

RFP Title: Public Safety Computer Aided Dispatch and Records Management System

RFP Q&A Posting Date: March 28, 2022

QUESTIONS & ANSWERS, CLARIFICATIONS

TO ALL OFFERORS:

1. We have included in this document the questions that we received from interested consultants, along with our answers to these questions.
2. This is NOT an Addendum. We have not made any changes to the RFP. It is simply for clarification purposes.
3. We will add this to the RFP documents as record of our Q&A.

Q1 **Functional Requirement 3.1.011:** As regards RFP 22-115 CAD RMS Functional Requirements item #3.1.011, can the City please elaborate on the functionality desired from an interface with FUSUS? Will this interface be used to send information and/or to receive information? What information will be sent and/or received?

a. Currently our FUSUS dashboard shows all CAD calls and unit locations. Any other information that can be shared to provide us with a single dashboard style operation when available.

Q2 **Functional Requirement 3.1.021:** As regards RFP 22-115 CAD RMS Functional Requirements item #3.1.021, can the City please elaborate on the functionality desired from an interface with RING - LE? Will this interface be used to send information and/or to receive information? What information will be sent and/or received?

a. Camera location and registry as given by owner permission. Any other information that can be shared to provide us with a single dashboard style operation when available.

Q3 How many sworn officers will utilize the proposed Records Management System?

a. About 130

Q4 Would the City please provide the number of mobile units to be deployed in the proposed solution with a breakdown between Law Enforcement, Fire, and EMS?

a. 130 Law Enforcement, 20 Fire

Q5 Would the City please provide the current number of CAD workstations used for dispatching? Please do not include workstations that are strictly used for training or disaster recovery.

a. 7

Q6 Requirements 3.1.009 and 3.1.010 of the City of Alpharetta CAD RMS Functional Requirements mention interfaces with Fulton County court and jail systems. Would the City provide the name of the current vendor of these systems and the desired interaction and workflow with the offeror's products?

a. Fulton County uses a Tyler Odyssey system. Arrest, case, and any other information needed by the jail or courts would be our desired interaction.

Q7 How many workstations are used to make entries into state CIC/NCIC, if applicable?

a. 9

Q8 How many users will need to make NCIC basic inquiries in the CAD? a) Basic inquiries = persons, vehicles, guns, boats, articles

a. 30

Q9 How many sworn personnel have mobile phones or tablets that would make use of an evidence collection/RMS/CAD mobile app?

a. As of today, 30, but that could grow to all sworn personnel.

Q10 What is the number of users that will need 'view only' access to analytics/statistical reports and/or bulletins? These are users that would require view access within the application.

a. 150

Q11 What is the number of users that will need to create analytical/statistical reports and/or bulletins?

a. 20

Q12 Will statistical reports be used for ETLs (Extract, Transfer, Loads)? If so, what is the cadence?

a. Yes. Twice a day at a minimum.

Q13 In regards RFP 22-115 CAD RMS Functional Requirements item #4.1.003, can the City please elaborate on the functionality desired from an interface with call taking partner's (CentralSquare ONESolution, Zoll) CAD systems to provide call processing/transfers and unit status updates? Is the city asking for a one-way CAD-to-CAD interface?

a. The City is requesting a two-functional interface to send dispatch instructions as well as verification of notes and additional information. This will also include system/unit information.

END

RFP 22-115, Public Safety Computer Aided Dispatch and Records Management System

Submissions

Supplier	Date Submitted
CentralSquare Technologies	Apr 05, 2022 11:32 PM EDT
Motorola Solutions Inc	Apr 05, 2022 5:37 PM EDT
Mark43	Apr 05, 2022 9:24 PM EDT
Pulsiam	Apr 06, 2022 9:49 AM EDT
Tyler Technologies	Apr 05, 2022 12:30 PM EDT
365Labs	Apr 06, 2022 8:03 AM EDT
Hexagon	Apr 05, 2022 4:32 PM EDT

CITY OF ALPHARETTA

Finance Department
2 Park Plaza
Alpharetta, GA 30009
P: (678) 297-6052
F: (678) 297-6093
purchasing@alpharetta.ga.us

NOTICE OF SHORTLISTED VENDORS

NOTICE POSTING DATE:	**APRIL 26, 2022**
RFP TITLE:	**PUBLIC SAFETY COMPUTER AIDED DISPATCH AND RECORDS MANAGEMENT SYSTEM**
RFP #:	**22-115**
RESPONSE DUE DATE/TIME:	**APRIL 6, 2022, 2:00 PM**
RFP ISSUE DATE:	**FEBRUARY 23, 2022**
PROCUREMENT AGENT:	**DEBORA WESTBROOK**

The City of Alpharetta has selected a shortlist of three successful vendors to proceed to Phase 2 of this RFP process. If requested, in accordance with Georgia law, the City will provide the reason(s) a vendor was not successful.

All publicly available information has been posted to the Bonfire web page for this RFP.

https://cityofalpharetta.bonfirehub.com/

The information within this notice is made part of the RFP and resulting contract.

Inquiries should be addressed to the Procurement Agent named above.

Shortlisted Vendors
365 Labs, LLC
CentralSquare Technologies, LLC
Intergraph Corporation through its Hexagon Safety, Infrastructure & Geospatial Division

CITY OF ALPHARETTA

Finance Department
2 Park Plaza
Alpharetta, GA 30009
P: (678) 297-6052
F: (678) 297-6093
purchasing@alpharetta.ga.us

NOTICE OF INTENT TO AWARD

NOTICE POSTING DATE:	**DECEMBER 16, 2022**
RFP TITLE:	**PUBLIC SAFETY COMPUTER AIDED DISPATCH AND RECORDS MANAGEMENT SYSTEM**
RFP #:	**22-115**
RESPONSE DUE DATE/TIME:	**APRIL 6, 2022; 10:00 AM**
RFP ISSUE DATE:	**FEBRUARY 23, 2022**
PROCUREMENT AGENT:	**DEBORA WESTBROOK**

The information within this notice of intent to award is made part of the RFP. The City of Alpharetta intends to recommend to City Council to award a contract to the apparent successful Offeror. This Notice of Intent to Award should not be considered as a binding commitment by the City.

Inquiries should be addressed to the Procurement Agent named above. If requested, the City will provide the reason(s) an Offeror was not successful in accordance with Georgia law.

Please note that no other information will be disclosed nor shall the proposals be considered open record until after contract award by City Council.

APPARENT SUCCESSFUL OFFEROR

Intergraph Corporation through its Hexagon Safety, Infrastructure & Geospatial Division

22-115 - Public Safety Computer Aided Dispatch and Records Management System

Project Overview

Project Details	
Reference ID	22-115
Project Name	Public Safety Computer Aided Dispatch and Records Management System
Project Owner	Debora Westbrook
Project Type	RFP
Department	Public Safety
Budget	$0.00 - $0.00
Project Description	The City of Alpharetta (the “City”) is requesting proposals for a Public Safety COMPUTER AIDED DISPATCH (“CAD”) and RECORDS MANAGEMENT SYSTEM (“RMS”) from qualified firms for software and implementation services to be provided in accordance with terms, conditions and specifications contained within this solicitation document. The general scope for this project includes Work Order Management, Compliance and GIS functionality.
Open Date	Feb 23, 2022 8:00 AM EST
Close Date	Apr 06, 2022 10:00 AM EDT

Submissions

Supplier	Date Submitted	Name	Confirmation Code
CentralSquare Technologies	Apr 05, 2022 11:32 PM EDT	Jennifer Whitcomb	MjAyNDEz
Hexagon	Apr 05, 2022 4:32 PM EDT	Caleb Neiman	MjAyMzQ1
Motorola Solutions Inc	Apr 05, 2022 5:37 PM EDT	Jason Kahane	MjAyMzYw
Mark43	Apr 05, 2022 9:24 PM EDT	Mike DeSeve	MjAyNDAw
Pulsiam	Apr 06, 2022 9:49 AM EDT	Breck Gibson	MjAyNDUw
Tyler Technologies	Apr 05, 2022 12:30 PM EDT	Scott Bitoff	MjAyMjQ5
365Labs	Apr 06, 2022 8:03 AM EDT	Michael George	MjAyNDI2

22-115 - Public Safety Computer Aided Dispatch and Records Management System

Scoring Summary - Initial Proposal Scoring

Active Submissions (Shortlist)

	B - Phase 1: Technical	B-1 - Quality of Proposal	B-2 - Proposed implementation and training plan, maintenance, and support program, etc.	B-3 - Company background
Supplier	/ 100 pts	/ 50 pts	/ 25 pts	/ 25 pts
Hexagon	78.25	39	19.5	19.75
CentralSquare Technologies	66.25	33	17	16.25
365Labs	70.75	35.5	18.5	16.75

Eliminated Submissions

	B - Phase 1: Technical	B-1 - Quality of Proposal	B-2 - Proposed implementation and training plan, maintenance, and support program, etc.	B-3 - Company background
Supplier	/ 100 pts	/ 50 pts	/ 25 pts	/ 25 pts
Tyler Technologies	52	19	16.25	16.75
Motorola Solutions Inc	46.75	15.5	15.25	16
Pulsiam	43	18	12.5	12.5
Mark43	40.5	13	15.5	12

22-115 - Public Safety Computer Aided Dispatch and Records Management System
Scoring Summary

Active Submissions - Shortlisted

Supplier	Total / 200 pts	B - Phase 1: Technical / 100 pts	B-1 - Quality of Proposal / 50 pts	B-2 - Proposed implementation and training plan, maintenance, and support program, etc. / 25 pts	B-3 - Company background / 25 pts	D - Interview/Presentation / 60 pts
Hexagon	123.58	78.25	39	19.5	19.75	45.33
CentralSquare Technologies	115.58	66.25	33	17	16.25	49.33
365Labs *	0	70.75	35.5	18.5	16.75	-

* 365Labs eliminated and was not scored further after 2-day in person demonstration. The Evaluation Team unanimously decided and stated that it was evident that all the modules we need are not currently ready for use. No scoring for background/references or for interview/presentation.

RFP 22-115 Negotiations: Cost Proposals

		Required Modules			Desired Modules			
		Total Cost of Ownership for 10 years	Total Implementation Cost	Total Maint & Support years 1-10	Total Cost of Ownership for 10 years	Total Implementation Cost	Total Maint & Support years 1-10	
4/6/2022	Central Square	$ 5,225,073.51	$ 1,269,813.00	$ 3,955,260.51	$ 1,622,624.98	$ 331,433.87	$ 1,291,191.11	
9/19/2022	Central Square	$ 6,233,189.30	$ 1,178,521.75	$ 5,054,667.55	$ 133,613.38	$ 13,785.00	$ 119,828.38	BAFO

		Required Modules			Desired Modules			
		Total Cost of Ownership for 10 years	Total Implementation Cost	Total Maint & Support years 1-10	Total Cost of Ownership for 10 years	Total Implementation Cost	Total Maint & Support years 1-10	
10/25/2023	Hexagon	$ 7,904,266.00	$ 2,574,904.00	$ 5,332,362.00	$ -	$ -	$ -	
11/16/2022	Hexagon	$ 9,148,360.00	$ 2,579,478.00	$ 6,568,882.00	$ -	$ -	$ -	
**	Hexagon	$ 9,048,177.00	$ 2,479,290.00	$ 6,568,887.00	$ -	$ -	$ -	BAFO

** *Finally negotiated pricing included in SOW received 2-27-23.*

City of Alpharetta RFP 22-115 Cost Proposal
Best and Final Offer Comparison

	Central Square	Hexagon	Difference
Total Implementation	$1,178,521.75	$2,479,290.00	**$1,300,768.25**
Recurring Fees Year 2	$515,681.75	$646,601.00	**$130,919.25**
Recurring Fees Year 3	$515,681.75	$665,999.00	**$150,317.25**
Recurring Fees Year 4	$515,681.75	$685,979.00	**$170,297.25**
Recurring Fees Year 5	$515,681.75	$706,558.00	**$190,876.25**
Recurring Fees Year 6	$541,465.84	$727,755.00	**$186,289.16**
Recurring Fees Year 7	$568,539.13	$749,588.00	**$181,048.87**
Recurring Fees Year 8	$596,966.09	$772,075.00	**$175,108.91**
Recurring Fees Year 9	$626,814.39	$795,237.00	**$168,422.61**
Recurring Fees Year 10	$658,155.11	$819,095.00	**$160,939.89**

STAFF REPORT

Department: Information Technology
Submitted By: Adam Montgomery
Meeting Date: March 27, 2023

AGENDA ITEM:

Replacement of Council Chambers Video Wall Displays
Presentation and discussion of the options for replacing the Council Chambers Video Wall Displays.

STAFF RECOMMENDATION:

Staff is requesting that Mayor and Council provide direction regarding their preferred option and authorize staff to proceed with procurement and installation, accordingly.

BUDGET & PROCUREMENT:

BUDGETED ITEM: YES

FISCAL IMPACT: NO

INCLUDED IN CURRENT FY CPTL BUDGET: YES

INCLUDED IN CURRENT FY OPRT. BUDGET: NO

TOTAL PROJECT COST: THE TOTAL COST OF THE FIRST OPTION DISCUSSED IS $66,908.93, BUT A CHANGE ORDER TO THE EXISTING CONTRACT WITH ONEDIVERSIFIED, LLC IN WHICH FIVE YEARS OF MAINTENANCE COVERAGE IS SWAPPED FOR THE DISPLAYS, WOULD MEAN THIS OPTION COULD BE ACQUIRED FOR AN ADDITIONAL INVESTMENT OF $6,446.93 ABOVE THE CURRENT CONTRACT. THE TOTAL ESTIMATED COST OF OPTION 2 IS $52,017.98.

APPROPRIATIONS:

ACCOUNT TITLE/NUMBER	DOLLAR AMOUNT
CITY COUNCIL A/V REPLACEMENT/30117400-542400-C2201	$6,446.93

EXTERNAL FUNDING SOURCES:

ACCOUNT TITLE/NUMBER	DOLLAR AMOUNT

ITEM DESCRIPTION:

The displays in the chambers are due for replacement. One of the displays has failed, and the other has reached the end-of-life. Our goal is to replace the current displays with aesthetically and functionally appropriate displays to enhance the audience's experience in the room. This item will be a discussion of two options. Should the Council choose the change order from OneDiversified, a consideration for award approval to OneDiversified, LLC in the amount not exceeding $6,446.93, and authorize the Mayor to execute all necessary documents. Should Council choose another option, funding and vendors would need to be identified for later procurement and approval.

BACKGROUND:
The original displays were installed as part of the building construction in Fall 2014. In April of 2021, the City issued an RFP to replace the entire chamber audio\video system. OneDiversified won the contract with a bid that included replacing the displays at a cost of approximately $120,000. To reduce the total project cost, the decision was made to remove the displays in favor of a phased approach, with Phase 2 being replacement of the displays in two years or failure of the current displays. In October of 2022, the left display failed and is not fixable or replaceable with the

same display model. In December, a change order was requested to add the displays into Phase 1 because of the failure. This was discussed at an early January Council meeting. Staff was asked to research alternatives. Four options were suggested and researched.

1. First is the current change order from OneDiversified. The LG commercial display is designed for our space, fits aesthetically with the room, and provides the brightness, manageability, and reliability needed. It can be incorporated into the new A/V system for control and monitoring by the vendor. Commercial displays are built for static content, burn-in protections, and brighter rooms. These displays are expected to arrive in late April if ordered now.
2. The second option is to purchase a similar consumer television, outside of our contract with OneDiversified. Currently, there is no 110" television on the market, so staff researched a 100" television. The Sony Bravia was located and researched. This television is available from several sources and each with a similar price. We would need to locate a company to install the television, which could be OneDiversified. At nearly 200 lbs., this would require finding a company to reconstruct the wall box, install the new mount, and lift the television. It is believed that the system can control this television, but further discussion is needed with OneDiversified. Support will be difficult because the 1-year manufacturing warranty would be void in a commercial space. This would likely also require material and labor to mask the wall box to accommodate a smaller television.
3. The third option was to install a laser projector. This option did not fulfill our goal. A front projection would be aesthetically inappropriate as a pole would hang over the audience, the unit would be heard by the audience, and significant work to the wall would be required due to the current setup. Rear projection was considered but would require significant reconstruction of the wall.
4. Finally, we considered installing a 2x2, or "quad", commercial display setup similar to the current setup. The Sharp/NEC UN552-TMX4P was researched. This option did not fulfill our goal or provide value. The current setup presents difficulties for the audience to see static images or text clearly because of the bezels around the displays. The cost of the 2x2 is $39,298 for the displays only, which in the staff's opinion, does not provide value when compared to single-screen options.

   More detailed information on options 1 and 2 above is provided in the attached report. These options have both been determined to be viable, and Staff is prepared to move forward with either option based on direction from Mayor and Council.

ALTERNATIVES:

The available alternatives are detailed in the attached report.

ATTACHMENTS:

1. Staff Report

REPLACEMENT OF CHAMBERS A/V SYSTEM: DISPLAYS

GOAL

Replace the current displays with aesthetically and functionally appropriate displays to enhance the audience's experience in the room.

BRIEF HISTORY

The original displays were installed as part of the building construction in Fall 2014. In April of 2021, the City issued an RFP to replace the entire chamber audio\video system. OneDiversified won the contract with a bid that included replacing the displays at a cost of approximately $120,000. To reduce the total project cost, the decision was made to remove the displays in favor of a phased approach, with Phase 2 being replacement of the displays in two years or failure of the current displays. In October of 2022, the left display failed and is not fixable or replaceable with the same display model. In December, a change order was requested to add the displays into Phase 1 because of the failure. This was discussed at an early January Council meeting. Staff was asked to research alternatives. Four options were suggested and researched.

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3. The third option was to install a laser projector. This option did not fulfill our goal. A front projection would be aesthetically inappropriate as a pole would hang over the audience, the unit would be heard by the audience, and significant work to the wall would be required due to the current setup. Rear projection was considered but would require significant reconstruction of the wall.

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SPECIFICATIONS OF THE OPTIONS (CURRENT DISPLAY FOR REFERENCE)

	NEC X55UN Current Display	Option 1 LG 110UM5J-B OneDiversified	Option 2 Sony BRAVIA XR-100X92 Best Buy
Dimensions	95.6 x 54 x 3.9" (4)	97.4 x 55.4 x 3.9 "	89 x 51.2 x 3.9"
Panel Type	SPVA	IPS	VA
Backlight	Direct LED	Direct	Direct LED
Brightness	500 nits	500 nits, 400 min	Unlisted, but typically max out at 350 nits
Viewing Angle	178° Vert, 178° Hor	178° Vert, 178° Hor	178° Vert, 178° Hor
Contrast	3,500:1	1,200:1	Unlisted
Typical Hours	Unlisted	50,000	Unlisted
Bit Depth	Unlisted	8 bits + FRC	10 bits
Weight	258.56 lbs (4)	176.4 lbs.	195.9 lbs
Warranty		1 year, renewable by OneDiversified	1 year, voided in commercial space

PRICE COMPARISON OF THE OPTIONS:

	Option 1 LG 110UM5J-B OneDiversified	Option 2 Sony BRAVIA XR-100X92 Best Buy
Display	$47,190	$29,999.98
Mount (KITXWXSM1U)	$2,018	$2,018
Materials	$1,429	$10,000
Installation/Bonding	$10,339.93	$10,000
Support	$4,784	$0
Freight	$1,148	$0
Total:	$66,908.93	$52,017.98

DIFFERENCES BETWEEN COMMERCIAL DISPLAYS AND CONSUMER TELEVISIONS

- TelemetryTV: https://www.telemetrytv.com/posts/commercial-digital-signage-displays/
- CIE Group: https://cie-group.com/how-to-av/videos-and-blogs/difference-tv-and-screen
- Sharp: https://business.sharpusa.com/simply-smarter-blog/top-5-differences-between-commercial-and-consumer-tvs

CHANGE ORDER PROPOSAL

March 16, 2023

City of Alpharetta

2 Park Plaza

Alpharetta, Georgia

QUO-66335-S2M3H3 / AV3ATLAN-0007240 – Change Order – 002 Revision 2.0

Proposal Valid for 30 Days

SCOPE OF SERVICES – CHANGE ORDER 002 – Display Replacement

Diversified is submitting the following Change Order to the City of Alpharetta. This Change Order has be requested for the replacement of the older, failing 110” video displays for gallery viewing.

VIDEO DISPLAY SYSTEM

Diversified will provide a video display system based on two wall-mounted, 110" LED LCD monitors. The monitors will be capable of displaying content at a native resolution of 3840x2160 (UHD/4K). Power and wall reinforcement for the monitor and mount will be required and will be the responsibility of the Owner or General Contractor.

EXISTING EQUIPMENT DECOMMISSIONING

Prior to decommissioning any of the current audiovisual system, the existing equipment noted to be re-used (video switcher, amps, speakers, etc.) will be tested to make sure it is still in working order. Existing displays will be removed and delivered to the Owner.

EXISTING EQUIPMENT TESTING

Diversified will re-use existing equipment that has been installed previously as a part of the Council Chamber AV Upgrade project. Diversified assumes that all existing equipment is in working order. Upon award, Diversified will verify status of the existing equipment and notify the Customer if anything will need to be replaced. If existing equipment is non-operational and/or fails during the system upgrades, the Customer will be responsible for replacement costs.

Diversified will reuse existing equipment as-is and will not change configuration or functionality of previous system.

EXISTING SOURCE CODE

Diversified will reuse all existing audio-visual systems source code and graphical user interface (GUI) files in order to fast track the GUI review process and programming effort. Diversified will update the programming code to provide control for the new displays. The entire system will be recommissioned to confirm changes made have not affected desired functionality.

Customer Support Agreeement

Diversified will provide a 1-year Commercial Assurance plan for the new displays. This will include the standard CSA services as defined in the RFP response.

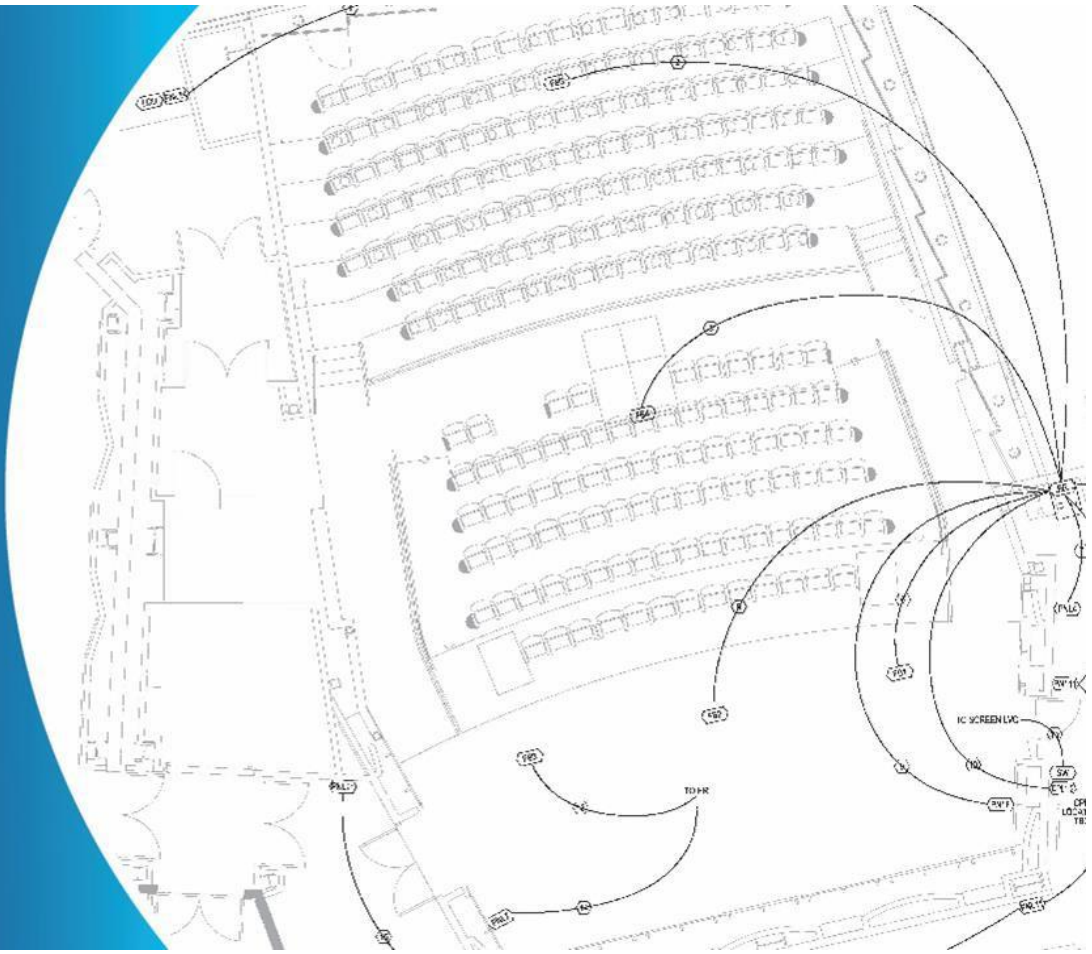
At the City of Alpharetta's request Diversified will reduce the 5-year CSA on all other components included in the original RFP response and subsequent Change Orders to a 1-year CSA and provide a deductive Change Order to reflect this change.

SCHEDULE OF VALUES

Quote Number- QUO-66335-S2M3H3

Rev No- 2

Qty	Mfr	Model	Description	Unit Price	Ext Price
			Council Chamber - Replacement Displays		
			Equipment		
2.00	LG	110UM5J-B	110" UHD LED Backlit LCD Large Format Monitor, 500nit, HDMI(3),RJ45(LAN),USB(2),Audio Out	$23,595.00	$47,190.00
2.00	Chief	KITXWXSM1U	Micro-Adjust Wall Mount Kit, XX-Large	$1,009.00	$2,018.00
1.00	Diversified	MscMaterials	Miscellaneous Materials	$1,429.00	$1,429.00
			Items Subtotal		**$50,637.00**
			Professional Services		
1.00	Diversified	Professional Services	Engineering, Integration, Project Management, Programming, Installation and System Commissioning	$9,776.00	$9,776.00
1.00	Diversified	Bonding	Bond Cost	$563.93	$563.93
1.00	Diversified	Support Contract	Commercial Assurance – 1-year	$4,784.00	$4,784.00
			Services Subtotal		**$15,123.93**
			General & Administrative		
1.00	Diversified	Freight	Freight	$1,148.00	$1,148.00
			G&A Subtotal		**$1,148.00**
			Room/Task Total		**$66,908.93**
			Council Chamber – CSA DCO		
			Professional Services		
1.00	Diversified	Support Contract	Commercial Assurance – DCO from 5-year CSA to 1-year CSA	($60,462.00)	($60,462.00)
			Services Subtotal		**($60,462.00)**
			Room/Task Total		**($60,462.00)**
			Estimated Taxes		**$0.00**
			GRAND TOTAL		**$6,446.93**



One Diversified, LLC
2975 Northwoods Parkway
Norcross, Georgia 30071
www.diversifiedus.com

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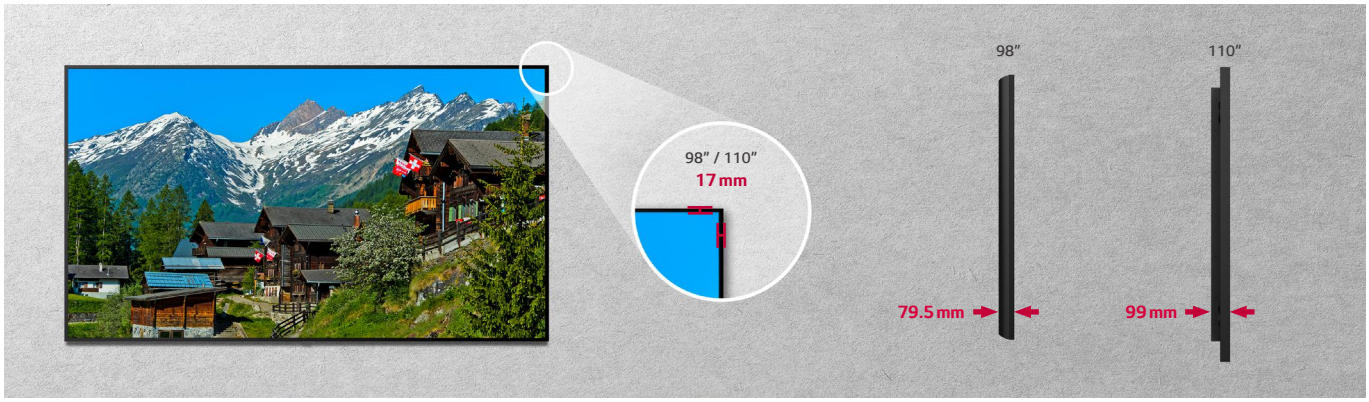
* All images in this datasheet are for illustrative purposes only.

UHD Signage UM5J

UHD Large Screen Signage Display

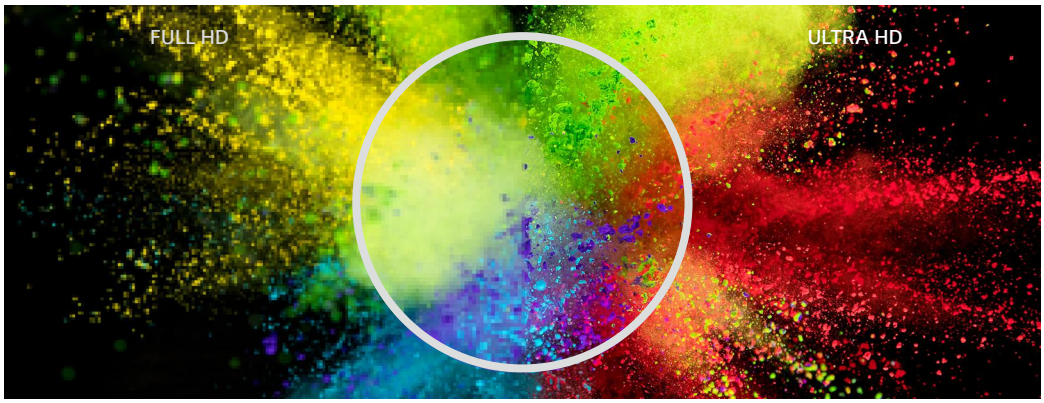
- Slim Design
- Super High Resolution
- Built-in Speaker
- High Brightness

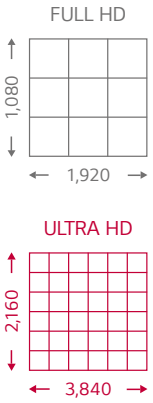
UM5J	
Inch	110" / 98"
Screen Resolution	3,840 × 2,160 (UHD)
Operation Time	16 Hours / 7 Day
Brightness	500 nit (Typ.)
Bluetooth	Built-in Bluetooth
Wi-Fi	Built-in Wi-Fi (FW Update Only)
Speaker	10 W + 10 W



Slim Design

Being slim, a closer installation to the wall is advised. Additionally, this increases the screen's immersive experience and provides a sophisticated design, improving the installed-space's décor.





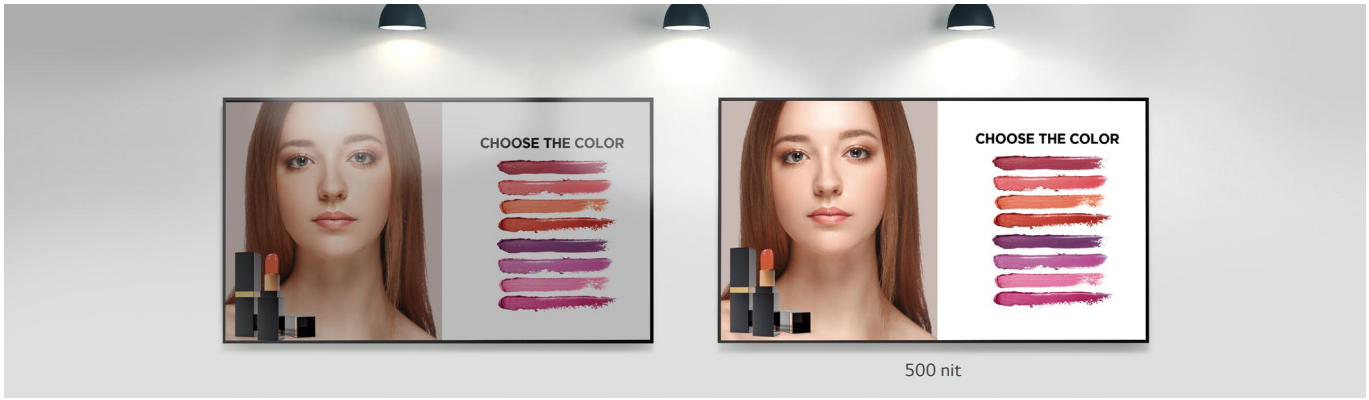
Super High Resolution

Delivering immersive viewing experience by 4 times higher definition picture quality than FHD.

Built-in Speaker

Contents will be enriched with sound effects from built-in speakers, without the need for purchasing or installing external speakers.

* Internal Built-in Speaker Support (L/R max 10 W)



High Brightness

With a great brightness of 500 cd/m², UM5J series clearly deliver content and attract public attention, which is the ultimate display for market of retail, cooperate etc.

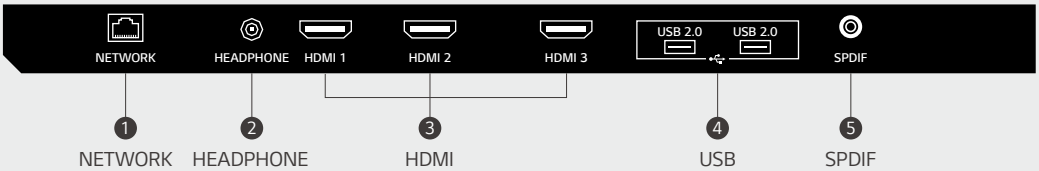
Compatible with webOS Box (WP402)

UM5J has compatibility with webOS Box WP402 and it will support LG SuperSign Solutions if UM5J is used together with the box, making content creation and distribution easier. Additionally, thanks to its WP402 compatibility, UM5J supports display power on/off control using an HDMI-OUT port when connected to WP402.

* Some of WP402 features may not be available with UM5J products.
  e.g.) Product monitoring-related functions such as DPM, SuperSign Control+, and Control manager

CONNECTIVITY

110" / 98"



* Jack Panels may differ from the above image, so please contact LG sales team to verify before ordering.

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LG Business Solutions

1/12

BRAVIA XR 100" Class X92 4K HDR Full Array LED with Google TV (2021)

Model: XR-100X92

100''
$14,999.99

$14,999.99

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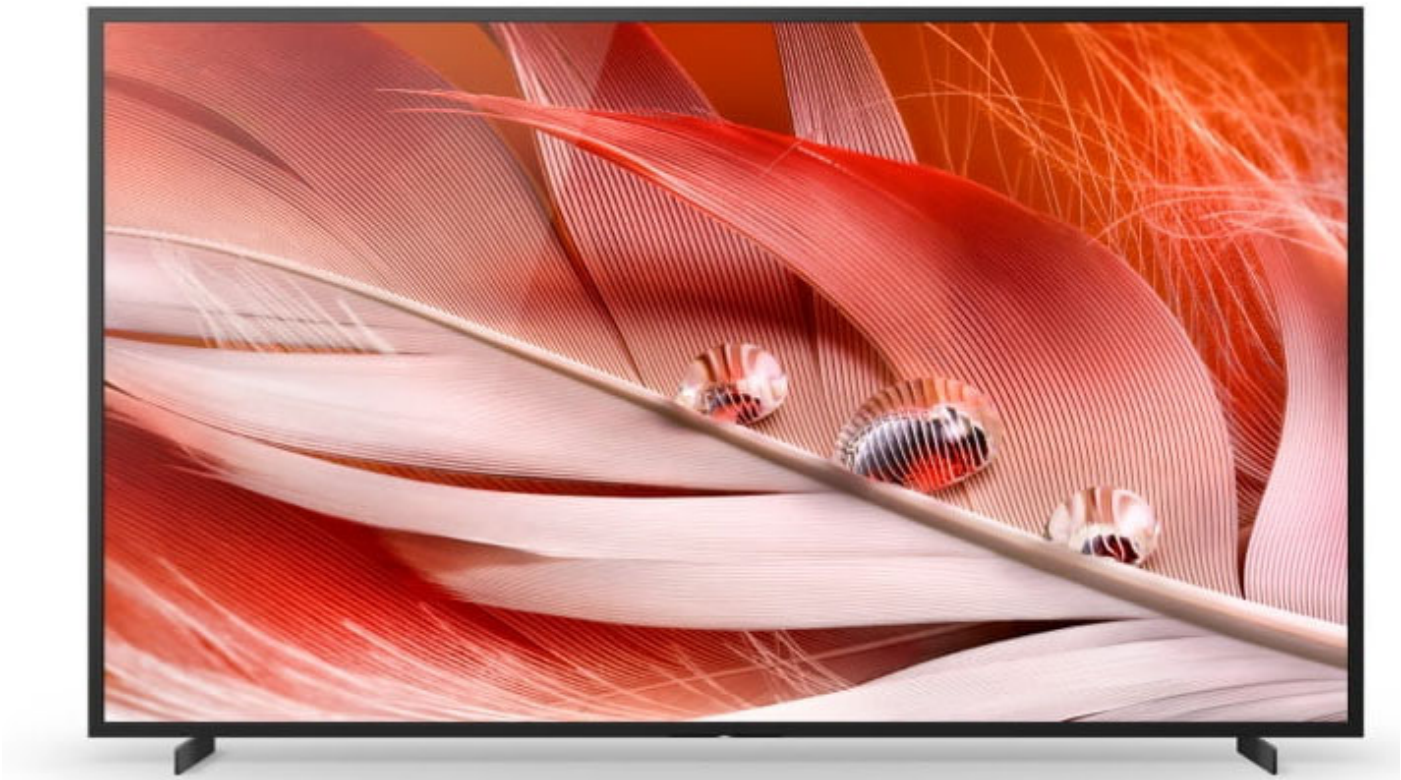
About This Item

Beautiful minimalist design that maximizes entertainment

Our minimalist design maximizes the screen and minimizes the bezel so you stay focused on what's important—the picture. It's a TV designed for immersive sound too, whether positioned on a stand or mounted on a wall.