



November 9, 2010

Chief Michael Schirling  
Burlington, VT Police Department  
1 North Avenue  
Burlington, VT 05401

Re: AGREEMENT FOR CONTRACTED SERVICES – DEVELOPMENT OF  
CUSTOM COMPUTER AIDED DISPATCH & RECORDS MANAGEMENT SYSTEM  
(CAD/RMS)

Dear Chief Schirling:

Enclosed please find two copies of the AGREEMENT FOR CONTRACTED SERVICES – DEVELOPMENT OF CUSTOM COMPUTER AIDED DISPATCH & RECORDS MANAGEMENT SYSTEM (CAD/RMS) executed by CrossWind. Also enclosed is a shipping envelope you may use to send us a copy of the fully executed agreement.

Thank you for selecting CrossWind Technologies for this project. We are looking forward to working with you.

Best Regards,

A handwritten signature in black ink, appearing to read "Chris Knudsen", written over the printed name.

Chris Knudsen  
Vice President Marketing  
CrossWind Technologies, Inc.

**AGREEMENT FOR CONTRACTED SERVICES – DEVELOPMENT OF CUSTOM COMPUTER  
AIDED DISPATCH & RECORDS MANAGEMENT SYSTEM (CAD/RMS)**

This Agreement made this \_\_\_ day of November 2010, between the Burlington Police Department ("BPD"), a department of the City of Burlington ("City"), and CrossWind Technologies, Inc. ("CrossWind"), for the collaborative development of a Computer Aided Dispatch and Records Management System ("System") for use by the Burlington Police Department and law enforcement agencies physically located and operating within the State of Vermont. This contract covers development of "Phase 1" of the System.

In consideration of the mutual covenants and promises herein contained, BPD and CrossWind hereby covenant and agree as follows:

**I. Background Needs**

Given the rapidly evolving public safety needs of BPD, primarily in the area of putting computing power in the officer's hands while in the car and on the street, BPD sees the need for full Computer Aided Dispatch & Records Management System (CAD/RMS) outside of the station house using thin-client technology. Additionally, BPD needs to add, change, and remove functions in the CAD/RMS in rapid fashion. The Chittenden County Law Enforcement Executives (CEOs of 13 local and county law enforcement agencies) have been consulted in this effort and is interested in a single, multi-jurisdictional, system. The system will be scalable to achieve this goal and to expand to all other law enforcement agencies in Vermont as well.

**II. Source Code Rights**

The City and CrossWind shall each retain rights to the source code developed pursuant to this Agreement, subject to the terms and conditions described below.

- A. BPD retains a perpetual, non-exclusive right to use and modify the source code, database design, related system design and other documentation, and maintains possession of said objects. Display or distribution of source code or binaries derived from the source code by the City to any third party, entity or agency outside of BPD is expressly forbidden. Source code will only be kept by the City at BPD's secure facilities where BPD has taken reasonable steps necessary to protect the security and confidentiality of the Source Code. BPD will not, under any circumstances, allow the source code or any portion thereof to be removed from the BPD facility, except for secure storage of a backup copy solely under BPD's control. During the period BPD maintains a support agreement with CrossWind, any modification of source software must be performed only by CrossWind during the support contract period to maintain supportability by CrossWind.
- B. As the developer of the software, CrossWind retains all rights to use, modify, transfer ownership of and market and sell the System, source code, database design, related system design and other documentation.
- C. Upon delivery of each Phase of the System and with significant changes or upgrades to those Phases, CrossWind will simultaneously deliver a copy of the System Source Code to BPD to be kept in a secure archive. Significant changes and upgrades to releases will be indicated by an increment in the number to the right of the decimal point. Additionally, as long as the support and maintenance contract between BPD and CrossWind remains current, CrossWind will deliver a copy of the System Source Code when it delivers major upgrade and bug-fix releases for the System.

### III. Scope of Work / System Specifications / Deliverables

CrossWind shall develop a Phase I CAD/RMS System ("System") consistent with the specifications and scope of work as defined by Appendix A, which contains a non-exhaustive list of the key features to be implemented by CrossWind, a set of prototype screens, notes from a conference call that occurred on October 1, 2010, and an attached ZIP file containing a working copy of the prototype screens. The SHA-1 digest of that ZIP file is e8affe091eea6ec4d0578f8aa4f52a41cb8408e4, which shall be used to verify the authenticity of the ZIP file. For information on how to generate a SHA-1 digest of a file on a MacOS/X computer, please reference <http://support.apple.com/kb/ht1652>. Appendix A is a living document that will become a more structured PRD over the course of the development and acceptance efforts. Appendix A and the prototype are hereinafter incorporated by reference as the primary scope of work.

### IV. Development Strategy

A. BPD and CrossWind may choose to use Sharepoint and MS Project for distributed, high level project planning. It is anticipated that such high-level project management will be performed jointly by BPD and CrossWind, with the amount of BPD participation at BPD's discretion. BPD and CrossWind will also use a web-based Kanban solution for low-level task planning/management.

B. New releases will be pushed weekly (at a minimum) to a public facing web site so that all parties can evaluate, test, provide feedback on and accept features as they are developed.

### V. Subcontracting Work

No work for system development will be subcontracted by CrossWind without the express written consent of BPD. BPD reserves the right to approve or disapprove of any subcontractors at it's sole discretion based on factors including but not limited to skills, experience, and security considerations.

### VI. Implementation Schedule, Compensation, and Change Orders

A. CrossWind shall complete and deliver the Phase 1 System as described herein within 90 days after contract execution. BPD and CrossWind agree to the following payment schedule:

1. Due to CrossWind within five (15) business days of contract execution	\$25,000
2. Due to CrossWind within five (15) business days of delivery of the Phase 1 System	\$30,000
3. Due to CrossWind within five (15) business days of acceptance of system by BPD	\$30,000
4. <i>TOTAL Contracted Amount</i>	<i>\$85,000</i>

B. Any changes to the contracted scope of work will be processed through a written change order request. Once a change request is initiated, CrossWind will provide BPD with an estimate of cost for the change as well as an estimate of delivery schedule. Any change order must be approved in writing by both CrossWind and BPD.

C. Any expenses for travel undertaken by CrossWind personnel to Burlington for the implementation of the System will be borne and must be approved in advance by BPD. CrossWind will bill these expenses to BPD at cost.

### VII. Acceptance

Within 60 days of delivery of the Phase 1 System, BPD will fully test the System to determine acceptance. Acceptance means BPD acknowledging, at its sole discretion, satisfactory completion of testing of each component of the System and its ability to perform as described in the Scope of Work in accordance with the terms of the Agreement. If the system is not accepted by BPD at the end of the testing, then modification/re-testing would continue for a reasonable period of time.

### **VIII. Cancellation / Termination**

A. If CrossWind fails to fulfill any of the terms of this Agreement, BPD shall have the right to terminate the agreement and award a new contract to another vendor. BPD shall retain all rights to use and modify the source code as described in Section II. These rights shall include the right to continue the project with another vendor for use **exclusively** by Vermont law enforcement agencies. In the event that termination occurs, BPD agrees to allow CrossWind to also retain all its rights with respect to the source code as described in Section II to use at their discretion. Notice of cancellation shall be provided to CrossWind in writing at least 30 days in advance. In the event that cancellation occurs CrossWind will be compensated on a prorated basis for work completed. In the event of cancellation at any time, CrossWind will transmit a copy of the System and its source code to BPD within 10 days.

B. Once the system has been accepted, either party may choose at its discretion to cancel the agreement for ongoing support and/or ongoing development. In the event that occurs the canceling party will provide at least 90 days advance notice. Any payments for annual system maintenance will be paid on a prorated basis (monthly) for services rendered and through the 90 day cancellation period as provided below.

### **IX. Dispute Resolution & Force Majeure**

A. If a dispute arises between the BPD and CrossWind relating to this Agreement, the parties shall agree to use the following procedures.

1. A meeting shall be held forthwith between the parties attended by individuals with decision-making authority regarding the dispute, to attempt in good faith to negotiate a resolution of the dispute.
2. If within five (5) days after such meeting the parties have not succeeded in negotiating a resolution of the dispute, they agree to submit the dispute to non-binding mediation (not binding arbitration) in accordance with the commercial mediation rules of the American Arbitration Association ("AAA") and to bear equally the cost of the mediation.
3. The parties will jointly appoint a mutually acceptable mediator. If they are unable to agree upon such an appointment within five (5) days of the conclusion of the negotiation, the parties will obtain a mediator with the assistance of the AAA. The parties agree to participate in good faith in the mediation and negotiations related thereto for a period of ten (10) days or any extension of said time as may be approved by both parties. If the parties are not successful in resolving the dispute through mediation, then the parties agree that either party may pursue any other available legal remedy. Notwithstanding the foregoing, BPD reserves the right, in the event of emergent conditions, to proceed directly to litigation without compliance with the above procedures or written notice to the other party, other than that required by the laws of the State of Vermont or the federal laws of the United States. Emergent conditions, for the purpose of this paragraph, shall mean any conditions that have a critical, time-sensitive effect on the operation or support of the System, e.g., BPD's ability to utilize the system necessary for communication functions by public safety employees.
4. The parties irrevocably submit to the exclusive jurisdiction of the State or federal courts sitting in the State of Vermont.

B. Neither CrossWind nor BPD shall be liable, nor may either cancel this Agreement, when delays arise out of causes beyond the control and without the fault or negligence of CrossWind or BPD. Such causes may include but are not limited to acts of God or the public enemy, acts of the BPD in its sovereign capacity in performance of its governmental duties, fires, floods, lightning strikes, epidemics, quarantine restrictions, strikes, freight embargoes, wars, civil disturbances, work stoppage, power failures, laws, regulations, ordinances, acts or orders of any governmental agency or official thereof, and unusually

severe weather. In every case, the delay must be beyond the control and without the fault or negligence of either party.

C. If CrossWind is delayed in its performance as a result of the above causes, the BPD may either: (1) extend the time for completion of such responsibilities for a period equivalent to the time lost for completion of such responsibilities by reason of any or all of the aforesaid causes; (2) secure substitute performance at its own cost and expense during the duration of the excusable delay and reduce performance and payment under this Agreement accordingly; or (3), notwithstanding the above, terminate all or a portion of this Agreement when the delay, in the sole opinion of BPD, totally precludes CrossWind's performance or materially affects it and the delay continues for a total of thirty (30) days. The BPD agrees that within ten (10) business days after commencement of the delay, it shall give CrossWind written notice of its election as to options 1,2 or 3.

#### **X. Additional Agencies and Users within the State of Vermont – Licensing Fees, Ongoing Maintenance, and Minor Upgrades**

A. The following license pricing is applicable to all agencies in Vermont exclusive of BPD. The fees paid for Phase I, Phase II and Phase III product development by BPD covers all licensing costs for BPD for the software provided by those phases. Specific fees for Phase II and III of the project will be negotiated between BPD and CrossWind consistent with the parameters described below.

B. CrossWind agrees to license use of this product for a Phase I one-time licensing fee of \$125 per user for all additional users or agencies located in the State of Vermont. This pricing shall be good for a period of twenty-four (24) months from the date of acceptance by BPD. Twenty-four (24) months after initial acceptance by BPD the price per user for new agencies purchasing licenses will increase to a reasonable amount, not to exceed \$150 per user. This price will remain fixed for at least 12 months from that rate increase.

C. CrossWind agrees to license use of this product for a maximum Phase II one-time licensing fee of \$175 per user for all additional users or agencies located in the State of Vermont who are licensing the software for the first time. BPD and CrossWind shall negotiate the increase in functionality to be effected in Phase II. The actual licensing fee and its increase over the licensing fee for Phase I (The Phase II License Fee Increase) shall be negotiated by BPD and CrossWind. The negotiated fee shall reflect the additional functionality provided in Phase II over that provided by Phase I. The licensing fee for agencies who have previously licensed Phase I of the software shall be 50% of The Phase II License Fee Increase.

D. This pricing shall be good for a period of twenty-four (24) months from the date of acceptance of Phase II by BPD. Twenty-four (24) months after initial acceptance by BPD for Phase II, the price per user for new agencies purchasing licenses will increase to a reasonable amount, not to exceed \$200 per user. This price will remain fixed for at least 12 months from that rate increase.

E. CrossWind agrees to license use of this product for a maximum Phase III one-time licensing fee of \$225 per user for all additional users or agencies located in the State of Vermont who are licensing the

software for the first time. BPD and CrossWind shall negotiate the increase in functionality to be effected in Phase III. The actual licensing fee and its increase over the licensing fee for Phase II (The Phase III License Fee Increase) shall be negotiated by BPD and CrossWind. The negotiated fee shall reflect the additional functionality provided in Phase III over that provided by Phase II. The licensing fee for agencies that have previously licensed Phase II of the software shall be 50% of The Phase III License Fee Increase

F. This pricing shall be good for a period of twenty-four 24 months from the date of acceptance of Phase III by BPD. Twenty-four (24) months after initial acceptance by BPD for Phase III, the price per user for new agencies purchasing licenses will increase to a maximum of \$250 per user. This price will remain fixed for at least 12 months from that rate increase.

G. Any future price increases beyond those described herein will be negotiated between BPD and CrossWind.

H. If BPD and other user agencies choose to purchase support & maintenance services from CrossWind, they agree to pay CrossWind for annual support of the system – details are outlined below.

I. Annual Support & Maintenance costs (for any and all phases of system deployment) will be charged as follows:

1. Initial Support Period: Beginning upon Acceptance of the Phase I System by BPD and continuing for six (6) months, BPD will receive, at no additional charge, operational support during normal business hours and all maintenance upgrades.

2. Ongoing Support: Ongoing Annual Support & Maintenance will be 15% of their license cost per user (e.g. the cost that agency has paid for their users as prescribed by this agreement) to a maximum/not to exceed \$32.00 per user per year. BPD cost for Ongoing Annual Support & Maintenance will be 15% of the base-licensing fee – e.g. 15% of \$125 per user for Phase I and 15% of an amount not to exceed \$175 for Phase II, etc. not to exceed \$32 per user per year.

3. Using this support methodology and pricing scheme, BPD acknowledges that no more than four (4) technical points of contact at data centers/server locations within Vermont will be communicating directly with CrossWind and that all users will be at the same release level.

4. BPD recognizes that this project involves the development of custom software, not the purchase of a commercial off the shelf product. As such, the support methodology differs and is outlined as follows:

A. Operational Support. CrossWind will provide BPD with technical support, including technical information, and responses to inquiries concerning the use and installation of the System. CrossWind will also provide all release upgrades and revisions made commercially available during any period for which BPD is entitled to receive maintenance and support through the initial support period or through payment in good standing for ongoing support. CrossWind will provide such technical support during its

normal business hours of 8:00 AM to 5:00 PM, Pacific Time, Monday through Friday, Federally recognized holidays excepted. CrossWind will acknowledge support requests made via telephone or email by the end of the business day following the date of receipt of such request. If Operational Support should be required after normal business hours, a rate of \$125.00/hr will be charged. CrossWind will provide BPD with updated contact information for such emergency support.

B. Error Corrections. If required during the initial support period or upon payment for support services, CrossWind will provide technical support for any reported Errors in the Software in accordance with the process set forth below.

1. A designated technical contact from BPD will communicate with CrossWind Technical Support by telephone or e-mail.
2. CrossWind Technical Support will acknowledge telephone and email support requests within the time frames provided below, based on the Contact's perceived Error Classification. Support requests for which an Error Level (see below) is not indicated will be acknowledged by the end of the business day following the date of receipt of such request.
3. CrossWind will evaluate the Error and, in consultation with the BPD technical contact, make a reasonable determination as to the severity level of the Error.
4. CrossWind will communicate the Solution Plan to BPD within the time frames provided below.

C. Error Classification & Handling. Once an Error has been demonstrated to be a product defect it will be classified as follows:

Level 1: defined as a Critical Software Error, which prevents access to data, making the Software, or portions thereof, unusable; creates a situation where data is showing errors; or the system "crashes" or limits access to users or data to an extent where twenty percent (20%) of the user population is unable to use the product.

Handling:	Acknowledgement of Call	2 business hours
Solution	Plan	1 business day
Resolution:	ASAP	not to exceed 3 business days

Level 2: defined as all other material Software Errors that do not prevent access to or display of data but prevent the Original Software from performing substantially in accordance with the specifications of this contract, as it functioned at date of acceptance, and/or specifications outlined in the product manual.

Handling:	Acknowledgement of Call	4 business hours
Solution	Plan	3 business days
Resolution:	ASAP - not to exceed 30 days or in next system release if agreed upon by BPD	

**XI. Major Upgrades & Additional Phases of Deployment**

Major upgrades and additional phases of deployment include alterations to the system that substantially change the functionality of the system such as adding functions, adding interoperability with other systems, and substantial alterations to workflow such as adding an interface with Courts or Corrections agencies.

Upgrades and future phases of deployment after Phase III will be available without additional cost to all agencies in Vermont, including BPD, who have a current support and maintenance contract. Agencies who have let such a contract lapse will be required to pay the full licensing costs for the product.

**XII. Additional Contract Language**

**A. Livable Wage**

CrossWind agrees to comply with the provisions of the Livable Wage Ordinance, BCO Section 21 – 80 through 21 - 87, synopsized below.

The City of Burlington livable wage ordinance is applicable to service contracts with the City of Burlington where the amount of the contract or contracts with the same person or entity exceeds \$15,000 for any twelve-month period. As of March 1, 2009, the livable wage for employees who receive health care benefits is \$14.21 per hour. The livable wage for employees who do not receive health care benefits is \$15.83 per hour. An employee of a covered contractor must be paid the livable wage during the period of time he or she expends on furnishing services funded by the City.

**B. Non-Discrimination**

1. CrossWind shall not discriminate against any qualified employee or applicant for employment because of race, color, national origin, ancestry, age, sex, sexual orientation, religion, and place of birth, or against a qualified individual with a disability. CrossWind agrees to comply with all applicable Federal and State statutes, rules and regulations prohibiting discrimination in employment including, but not limited to: Title VII of the Civil Rights Acts of 1964; the Age Discrimination in Employment Act of 1973; the Americans With Disabilities Act; Title 21. CrossWind shall be responsible for preparing all periodic reports related to these purposes and required by law or regulation. CrossWind agrees to cooperate fully in the investigation and disposition of such complaint or claim with any governmental agency initiating such an investigation

2. CrossWind shall indemnify, defend and save the City and its authorized agents, officers, representatives and employees harmless from and against any and all actions, penalties, liabilities, claims, demands, damages or losses, including reasonable attorneys' fees resulting from any claims asserting any form of discrimination or harassment as defined by state and/or federal law and by City Policy based on acts by CrossWind, its agents, officers, representatives, employees or contractors.

**C. Certificate of Insurance & Indemnification**

1. CrossWind will provide to the City proof of applicable insurance, with the City named as an additional insured for general liability prior to commencement of work under this Agreement



2. CrossWind agrees, to the fullest extent permitted by the law, that it shall indemnify and hold harmless the City, its officers, agents and employees from liability for damages to third parties, together with costs, including attorney's fees, incurred in defending such claims by third parties, to the extent such liability is caused by the negligent or intentional acts, errors, or omissions of CrossWind, its agents or employees, committed in the performance of professional services to be provided by CrossWind under this Agreement.

3. The City is responsible for its own actions. CrossWind is not obligated to indemnify the City or its officers, agents and employees for any liability of the City, its officers, agents and employees attributable to its, or their own, negligent acts, errors or omissions.

4. In the event the City, its officers, agents or employees are notified of claims asserted against it or them to which this Indemnification clause may apply, City or its officers, agents and employees shall immediately thereafter notify CrossWind in writing that a claim to which the Indemnification Agreement may apply has been filed.

**D. American Recovery & Reinvestment Act (ARRA) Funding Requirements**

CrossWind acknowledges that some or all of the phase 1 development of this project may be funded by BPD utilizing ARRA funds. During phase 1 of the development and deployment of the system CrossWind agrees to comply with any additional requirement or requests made by the U.S. Department of Justice pursuant to the ARRA funding regulations.

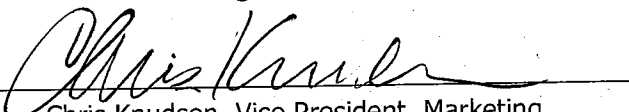
**XIII. Attachments**

The following attachments are incorporated into this contract by reference:

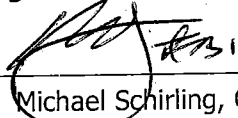
- A. CAD/RMS Prototype, including 4 screen designs and basic functions, updated immediately following a conference call on October 1, 2010.
- B. A ZIP file of working prototype screens, with a SHA-1 digest of e8affe091eea6ec4d0578f8aa4f52a41cb8408e4.

IN WITNESS WHEREOF, the Parties executed this Agreement the day and year first above written.

**CrossWind Technologies, Inc.**

By:   
Chris Knudsen, Vice President, Marketing

**Burlington Police Department**

By:   
Michael Schirling, Chief

**Appendix A**  
**BPD CAD/RMS - Phase I**  
Product Requirements

**1. Scope Of Work**

- A. The System will be public safety mission critical and provide almost 100% "up time."
- B. The CAD/RMS will include SQL database architecture that is scalable.
- C. The System will have the ability to be multi-jurisdictional – to allow multiple agencies to enter information into the system and both segregate and combine their data at will.
- D. The user interface will be web based. It will be accessed from desktop and laptop computers in Local and Wide Area Networks as well as laptop computers via broadband wireless or radio-based systems that provide network connectivity to a central server using the TCP/IP and HTTP network protocols.
- E. The System will be designed to submit information about events/incidents to the FBI using the National Incident Based Reporting System standards. See [www.fbi.gov/ucr/nibrs/manuals/v2all.pdf](http://www.fbi.gov/ucr/nibrs/manuals/v2all.pdf) and <http://www.icpsr.umich.edu/NACJD/NIBRS/>
- F. The System will have the ability to segregate records involving juvenile offenders in compliance with Federal and State standards and must have the ability to expunge or seal records (juvenile or other) upon an order of the Court.
- G. The System will handle individual events as one event or incident but be scalable to enter differing amounts of data depending on the event type. For example, an event could be a low level complaint of a suspicious vehicle that requires only a small amount of data be entered. Alternatively, the event could be a complex criminal investigation in which multiple offenses, charges, and arrests occur and a far more robust set of data is to be collected.
- H. The System will, at a minimum, be able to enter, track, and fully report on incidents (times, locations etc.), persons, vehicles, tickets, officers and other personnel, and property within each event. This reporting includes reports, statistics, and analytics across any and all data entered into the system. This will be accomplished through a combination of pre-programmed reports, charts, and graphs and the ability to use Crystal Reports for custom reporting. CrossWind will make the database schema accessible to BPD so that external queries against the database can be written for external tools. Part of the system training will include a presentation on the database schema.
- I. It will allow the attachment and view/retrieval of a variety of files, including photos, video, and audio, among others.
- J. The System will require only a single point of entry for each piece of data – no duplicate entries of any information will be required.
- K. The System will have the ability to geo-verify incident locations and map those locations utilizing contemporary mapping systems with a strong preference for use of Google maps/Earth or similar platform. BPD will provide the geo files and licensing to incorporate ESRI mapping software into the system.
- L. The System will have the ability to generate alerts on locations and persons.
- M. The System will provide for a single point of review and approval of events by supervisors and allow for events to be sent back to employees for additional work.
- N. It will allow for instant creation of "hot sheets" of information about recent events, key people, vehicles, or locations of interest, AND a "roll call report" that indicates recent key calls for service.

- O. The System will allow for the creation of a distinct "dashboard" views specific to differing groups of users including but not limited to: dispatchers, officers, supervisors, property and evidence control staff, and administrative staff.
- P. The System will allow the creation of customized forms or reports to be printed based on any portion of or all data the systems collects and stores.
- Q. The System will allow for the creation and use of templates to complete narrative documents entered into it.
- R. The System will provide for robust, contemporary security that complies with the standards necessary to meet current FBI law enforcement audit requirements.
- S. The System will have the capability to send data to prosecutors, for prosecutors to log in remotely, and to enter identified fields of data.
- T. The System will create, maintain, and allow access to audit trails for fields of data and data transactions specified by BPD. A filterable view of this log table (filterable by officer, incident, etc) will be provided as part of the Phase I release, accessible only by users with appropriate credentials.
- U. The System will display 4 to 6 standard views/graphs/charts of activity within an ORI such as: violent crime pie chart and comparison year to date from prior year; property crime pie chart and comparison chart to prior year; and others as defined during the development process.
- V. CrossWind CAD/RMS for Burlington PD, Phase I Description of Deliverables
  - 1. The core requirements for the CAD/RMS System for BPD are defined by the attached prototype screen shots. The four screens in the prototype (ref. file: *RMSPrototype-prototype* developed by Chief Schirling and a transcript of a conference call between BPD and CrossWind, both dated 10/01/10 and incorporated herein by reference) will comprise all of the functionality of Phase I of the system.
  - 2. The user interface for the System will be presented in a browser, with the following browsers supported: IE7 and higher, Firefox 3.0 and higher, and Google Chrome 6.0 and higher, running on Windows XP, Vista or Windows 7, or MacOS 10 or higher. Both cookie and javascript functionality must be enabled in a supported browser for the CAD/RMS system to be functional. Displays with a minimum resolution of 1024x786 will be supported by the system.
  - 3. The System will be implemented using the Ruby on Rails web framework and will be run on a Windows server with a minimum of 8 GB of memory. A Microsoft SQL Server instance will be used for data storage and will be provided by BPD.
  - 4. Phase I of the CAD/RMS System will support only one external data interface, that of the ESRI V9 mapping system provided by the City of Burlington. That interface will be used only for address verification, but the system will provide a link to the mapping system that can be opened in a new browser tab or window.

## 2. Notes from Teleconference of 10/1/2010

Schirling: So, let's just make sure we're clear on where we're going in terms of a goal, for the next little while. We're going to basically go through this, essentially field by field. And talk about the functionality that we're envisioning. And I was actually thinking I'd give it sort of a phase one. And if there's a phase two, uh, descriptor on that function, I'd put that in, too. And Greta's her taking notes on each field.

Wellington: Okay, great.

Schirling: We don't need minutes; I just need the descriptions of the fields.

Greta: Okay.

Schirling: WE can start at either this screen or it might actually make sense to start with the regular work flow. So Unit Status and Call Control Monitor. Um, can-, which is, so, this is starting in dispatch...

Wellington: Right.

Schirling: ...and then flowing out from there.

Wellington: Okay.

Schirling: So, the thought is that the unit status and call control panel is one integrated thing. Rather than having it split up by different types of calls and unit availability, that all the units and all the calls are in one display. And you can add filters to that display as you wish. Or you can reorder either the fields so, if you wanted to order it by, date and time of call, you could do it that way. Or by incident or by assignment. You click on that and it would reorder it ascending or descending...

Wellington: Right.

Schirling: The unit information would be driven by another screen, which I'm going to show you in a minute, which is a set-up screen. And in that set-up screen, there's the unit. There's the personnel, which in our case is a one to one relationship.

Wellington: Yes.

Schirling: But in building this for other agencies eventually, it's potentially a one too many relationship. So a unit could be populated by different personnel at different times. So, we don't want build it...

Wellington: Wouldn't you guys have applications when you have to have multiple officers per unit, too? I mean, say Obama comes to town, or whatever.

Schirling: We assign multiple people to a unit. However, it's always using a primary unit number.

Schirling: So, if somebody was riding with me, for example...

Schirling: ...the unit number would still be my badge number which is 131.

Wellington: Okay.

Schirling: all this is is a display of active calls. A call comes on to this display when it's dispatched. And it's removed from the display when the officer's clear the call either by pushing the clear call button themselves, which is illustrated below there. Because they'll have the same view in the car that they can look at.

Wellington: Right.

Schirling: Or by dispatch clearing them, um, using one of the responding units and time sections below there. That's one of the things I redesigned in the last, uh, day or so

based on feedback received.

Wellington:

Okay.

Schirling:

The timer just runs from the time that the last update is made. So if their unit status changes to at scene, then, um, the, the timer starts running again. And it's just a running timer. And we'd like to set it or have it, have the capability of being set by each individual. It could turn red at a particular interval. So, we might decide five minutes is the interval it turns red. That's not a critical piece of functionality at this stage but that would be nice to have. But just having a running timer sitting there so you know how long they've been there is helpful.

Wellington:

Yes. Okay. Turning red is, is pretty easy to do using javascript.

Schirling:

Those last two fields, car and radio number are just static fields that you can assign to the unit...and actually, that needs to go, I need to make some changes for car and radio number. In the unit set-up screen, I don't have those two fields. But that would be driven by the unit set-up screen, which I'll show you in a second.

Wellington:

Okay.

Schirling:

When the officers push their radio buttons, it transmits a digital signal and tells you which unit just transmitted. So if they're unable to speak, you can see who's transmitting and that's just a corresponding number. The section below that is identical to the section that appears in the primary call. It just the dispatch portion of that. It's got a line through some things which isn't supposed to be there, but that's how it goes.

Schirling:

The ORI is just there, it, it would be static, but it's there as a place holder so that we know that we're always going to display the ORI of the active department. And each unit would be assigned to an ORI. And each person would be assigned to an ORI. So, if you log in, you're active in your ORI.

Wellington:

Okay.

Schirling:

That reminds me I need to make some log-in and personnel maintenance fields, like log-in and plus password.

Wellington:

So I have a question about the turning red, um, aspect of the timer. Is the trigger for it to turn red, is that based on the last contact time?

Schirling:

Yes. Last status change.

Wellington:

Okay. And, and this is contact by the unit, obviously, not by anybody else.

Schirling:

Correct.

Wellington:

Okay. And, uh, this is actually a detail that we can figure out later. Will there be different timing intervals depending on what the contact was? For example, when the unit arrives on scene, you might want the trigger time to be shorter than when they're on route or whatever, right?

Schirling:

Uh, possibly.

Schirling:

For us, that's not a big deal. For other departments, they may want it..., if you want to sell it to somebody in New York, they may say, "Yes, we'd like to be able to program different intervals."

Schirling:

I don't think that's going to be a big deal in Vermont.

Schirling:

I could be wrong. Somebody could ask for it. But it, but make no mistake, we're as busy as it gets in Vermont. If we're saying we don't need it, the reality is, there isn't anybody else who needs it. They may want it, but it's not a critical thing.

Wellington:

All right.

Schirling:

So, I put a box next to ORI. It's called field contact. And that's just there as a placeholder right now that an officer

may want to populate a call from the field where they're just stopping and talking with somebody. And if they check that button, it would pull down out of the type, field contact and, auto populate the date and time, auto populate that it was the officer in person and put an incident number on it. And the officer would essentially be the one to put in the dispatch narrative at that point. And that's it. That's the only thing that would be required for that particular thing. If they started it, it would automatically put them on the scene, on route/on the scene at the same time. Because they're the ones who are starting that call. I guess they could use that for a motor vehicle stop. Or we could put a second button on there for motor vehicle stop that would auto populate, a call type of traffic in our case.

Wellington:

Right.

Schirling:

In this case, we auto-populate the officer number, the date and time and put them on the scene, put in an incident number; change their status up here in the call control panel. And then all they have to do is type in the narrative.

Wellington:

Okay.

Schirling:

...I'm on that middle section in unit status and call control bill. And so, as you go through here now, assuming that dispatch is the one that is using the system; they populate the call type, the call origin, the default is phone because most of our calls come in that way but they can change it. As soon as they put in a call type, the date and time of the call should auto-populate. So, they started a new call. The date and time of the call is created. The incident number auto populates. And now the next field that they start typing, assuming they don't have to pull down the call origin, is the location of the call.

Wellington:

Okay.

Schirling:

So they type in a location. And if that location, which is cross-verified against our GEO database, has prior calls, we'd like a little pop-up window to come up that says, "Here's a list of the callers that have called from that



address before. Is your caller one of those people?" And if so, just click on it and it automatically populates the caller's last name, first name, the phone number and the caller's address. And then all they have to do is ask, "Has anything changed from your last call? We have the following phone number and address. Is that correct?"

Wellington:

Okay. Makes sense.

Schirling:

If there's a second caller, right now there's no way for us to put in a secondary caller. They can do that by clicking the button next to it that says, "Add another caller." And just another one of those lines pops up right below it.

Wellington:

Right. And...

Schirling:

This knocks everything down a line and they can put in that information. So then they type in their narrative. Um, JOHN SMITH reporting that his former tenant just kicked down the door or whatever. And then they pull down from the available units. They can type in the unit numbers right here. Or they can pull down and it gives you a list of all the units that are currently flagged as available. And they can dispatch as many as they want. As soon as they pull down that unit, the system puts in the time dispatched. And the, so if they, they pull down the first one and then it take two seconds and it happens to change from, whatever time it is now, 11:23 to 11:24, you may see a minute difference, but it's pulling the times off the same computer for the dispatch times. As soon as that happens, those units now see a new call arrive in their cruiser. Which could take one of two forms. Either they're looking at this unit status and call control panel, in which case it appears in this window that dispatch is punching in already. Or it appears as a new call, um, in the primary call window.

Wellington:

That makes sense, too. This is an implementation detail, but let's say the way that we would have it work is, you'd have this Javascript program running every 10 seconds or so in the, in the browser in the cruiser. And every 10 seconds, it would poll the server to see if there's anything new. And if there is something new, it would then go ahead and populate the appropriate window. Now, is 10 seconds soon enough? Do you guys want more often than

