DEAF LINK

Accessible Hazard Alert System AHAS™

agreement for

City of Lexington, KY

January 1, 2020

Description: Deaf Link offers to provide the Accessible Hazard Alert System (AHAS™) for the City of Lexington KY as part of the city's LexAlert program. The base AHAS program is designed to deliver emergency alerts in formats accessible by persons who are Deaf, HOH, Blind and Deaf Blind. AHAS alerts will be created in American Sign Language (ASL) video, English Voice, and Text. AHAS alerts are created in Broadcast quality formats and can be sent to Local TV stations if requested.

The AHAS program includes a subscriber based service allowing delivery of accessible alerts to internet connected computers, tablets, video capable phones, and web capable refresh braille readers. Subscribers will receive a text based message and a URL link that, when clicked will open the accessible alert. The alert is also sent as SMS text and includes a URL link. This service is free to the subscriber other than any carrier costs associated with their broadband (phone or internet) service provider. Deaf Link will create a registration portal where AHAS subscribers can enroll in the Lexington AHAS program. The subscriber database will be hosted and maintained by AHAS.

Basic Scope of work:

1. Deaf Link AHAS will provide Lexington OEM with 24/7 capability to send accessible alerts in response to all Emergency Alert System (EAS) event codes for Warnings, Watches, and Emergencies, Civil Emergency Messages (CEM), Terrorism events, Amber Alerts, and National Weather Service (NWS) watches and warnings as directed by the Lexington Office of Emergency Management.

2. If requested, Deaf Link can offer a standing protocol to monitor the National Weather Service for Lexington and Deaf Link staff will automatically produce and deliver AHAS alerts based on Watches and Warnings from NWS. The AHAS program is connected to the iNWS program and receives Watches and Warnings as issued.

3. The base AHAS program is a zip code based solution and can target alerts to individual users in a singular zip code or all zip codes within the City of Lexington. See list below.

City of Lexington, KY covers 39 Zip Codes				
40502 Zip Code	40514 Zip Code	40575 Zip Code	40517 Zip Code	40580 Zip Code
40503 Zip Code	40524 Zip Code	40576 Zip Code	40522 Zip Code	40581 Zip Code
40504 Zip Code	40526 Zip Code	40506 Zip Code	40523 Zip Code	40582 Zip Code
40505 Zip Code	40533 Zip Code	40507 Zip Code	40544 Zip Code	40583 Zip Code
40510 Zip Code	40536 Zip Code	40508 Zip Code	40546 Zip Code	40588 Zip Code
40511 Zip Code	40550 Zip Code	40509 Zip Code	40577 Zip Code	40591 Zip Code
40512 Zip Code	40555 Zip Code	40515 Zip Code	40578 Zip Code	40598 Zip Code
40513 Zip Code	40574 Zip Code	40516 Zip Code	40579 Zip Code	

4. Deaf Link recommends, when possible, that Alert length should be kept at 100 words or less to minimize turn-around times for delivery (turn-around goal is 15 minutes or less). Messages for AHAS conversion longer than 100 words may add additional turnaround time. Certain time critical messages such as Tornado Warnings can be pre-produced for immediate delivery. **Demo example of Lexington AHAS alert.**

5. Deaf Link will create a Lexington (LexAlert) <u>AHAS</u> website where information about the LexAlert program will be made accessible in ASL video, English Voice and Text. The Lexington AHAS website will include a registration portal, accessible Welcome video, Active Alerts page, and FAQ's. In addition, the Lexington site will have an accessible Preparedness page where related <u>accessible videos</u> can be hosted. This feature will provide Lexington with a single web location for accessible preparedness information for the community. Included in the AHAS program are (2) accessible (informational) videos (maximum 3 minutes long) scripted by Lexington OEM for <u>posting on the Lexington AHAS website</u> (Additional videos $500 each).

6. **<u>Community outreach program</u>**: Deaf Link can work with the City of Lexington in hosting town hall meetings to encourage personal preparedness and enrollment in the AHAS program. (Meeting locations are determined and paid for by the City, broadband access for demonstrating AHAS is recommended). Deaf Link will charge $1500 per day plus travel expenses. Deaf Link will provide ASL interpreters. Meetings should be scheduled at a maximum of 2 hours in length.

7. Deaf Link offers a suite of accessible communication solutions including the ShelterLink™ program. ShelterLink is a companion program to AHAS which offers Emergency Management real-time access to ASL interpreters through video remote interpreting during shelter activations providing communication access under AFN guidelines. The ShelterLink program is a contingency program and has no costs until activated. Phone based spoken language support is also available under the ShelterLink program.

8. **<u>Deaf Link is sole source</u>** for the **<u>Accessible Hazard Alert System AHAS™</u>** program.

9. **<u>BASE - AHAS PROGRAM COSTS:</u>**
   3-months service – January 2020 through March 2020.
   $2,895.83/mo x 3 months = $8,687.49

   Additional programing costs may apply if Lexington requests changes to the base AHAS program, API with Everbridge, or other platform and functionality changes. Costs for change will be quoted based on scope of work and costed at $150 p/hr.

This document constitutes an agreement between Deaf Link Inc. and the City of Lexington KY to provide the Accessible Hazard Alert System AHAS™ upon issuance of a PO from the City of Lexington.

Dan Heller
President
Deaf Link Inc.

Signature: _____
Date: _____
1/1/2020

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Patricia L. Dugger RS MPA
Director of Emergency Management
Lexington Fayette Urban County Government

Signature: _____
Date: _____

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