

AGENDA OF THE REGULAR SESSION
Cass County Emergency Services Board
May 20, 2026, at 8:00 A.M.

801 S. Commercial St Harrisonville Missouri

Public may attend in person as there is limited space for attendees.

- I. Call to Order
- II. Roll Call (Quorum)
- III. Pledge of Allegiance
- IV. Public Participation
- V. Old Business
- VI. Consent Agenda
 - A. Approval of April 15, 2026, Meeting Minutes
 - B. Approval of current Account Statements
 - C. Approval of Payables
- VII. Reports
 - A. Chair
 - B. Treasurer
 - C. Board Members
 - D. Executive Director
- VIII. New Business
 - A. CCESB Resolution 26-003, accepting a quote with Equature for master service agreement and 911 Recording Smart PSAP Suite.
- IX. Next Meeting Date – June 17, 2026, 8:00 a.m.
Adjourn from Regular Session
- X. Closed session – The Cass County Emergency Services Board may enter into a closed session pursuant to Sections 610.021.1 and 610.021.3 (personnel RSMo).

Posted on this 15th day of May by 8:00 a.m.

The Cass County Emergency Services Board meeting is an open meeting but is not a meeting of the public. There is a place on the agenda for comments of citizens under PUBLIC PARTICIPATION. Our rule is that comments by any individual or group shall not exceed five (5) minutes.

Cass County Emergency Services Board Meeting

Wednesday April 15, 2026

Meeting Minutes

1. Call to Order – The meeting was called to order at 8:00 a.m. by Kris Turnbow.

2. Roll Call:

Tom Engert	Present
Chris Kurzweil	Present
Mark Lopez	Present
Eric Smith	Present
Kris Turnbow	Present
Jimmy Odom	Present
Jeff Weber	Present

Quorum was present.

Others in attendance:

Jimmy Wilson, Mary Osterberg, Carla Wills, Chris Langsdale, John Sapp, Scott Lyons, Jeff Allen, Aly Abdelgawad, Darla Harris, Courtney Harrison, Tailer Baumgarten, Connie Valentich, Chad Wright, and Jeremy Smith.

3. Public Participation

4. Old Business

Approval of the Consent Agenda includes March 11, 2026, meeting minutes, March 2026 and current Account Statements, and approval of Payables.

Jimmy Odom, Sr. motioned to approve the consent agenda. Tom Engert seconded the motion. A roll-call vote was conducted, and the motion was carried with 7 affirmative votes.

5. Reports

i. Chair – New Business, Item D, resolution recognizing Cass County Commission in its support of 911 services.

ii. Treasurer – MOSIP and MOCAT – potential to diversify funds MOCAT Angela Hughes - Director.

iii. Board Members – Jeff Weber – BDA Fire Codes. Testing Portable WIFI, programming to access WIFI and Public Safety Roaming at no cost for ESB.

iv. Executive Director –

A. CentralSquare

- ii. New Project Manager – Lyssa Rasmusson
- iii. Brian Nelson with 911Nurd and Garrett Rinehart with CentralSquare and ESB Director met on March 26, 2026, to discuss Cass County API (1 for many) and transitioning to the Cloud in the future.
- iv. Updated quote for APCO EMD API of \$14,264.70 Not included in the 1 for many API solutions.
- v. Brian Nelson with 911Nurd discussed the CAD API and Cloud with Cass County CS ProSuite agencies on April 9, 2026. Further discussion will occur on May 6, 2026, at the PSAP/Users/Technical committee. Brian Nelson plans to be on site.
- vi. CentralSquare hosted an online event on April 9, 2026, for Multi-Factor Authentication (MFA) for the Cloud. Cass County with Brian Nelson reviewed the MFA information for how to make it work with our ProSuite on April 13, 2026.
- vii. Discussion on moving to the cloud in the future and API future purchase.
- viii. CDP/Crimemapping have outstanding items we are working through with CS and agencies both with CDP and Crimemapping.
- ix. Cass County Sheriff's Office and Belton Police are live with CDP and Crimemapping. Raymore, and Harrisonville must complete Crimemapping updated deadline by end of April. Pleasant Hill to complete CDP and Crimemapping by end of April.

B. APCO Intellicomm EMD

- a. APCO Intellicomm EMD quote for 5 PSAPs is \$140,462.11 as of March 6, 2026
- b. APCO Intellicomm EMD End User Service Agreement was sent to each PSAP for review and signature. This step is required by APCO prior to official price quote and contract will be made available.

C. RapidSOS

- a. Lunch & Learn Series was set up throughout MARRS, KCMO South Patrol, CCSO, and Johnson County KS.
- b. Cass County Sheriff's Office hosted one event on March 25, 2026.
- c. Agenda included account setup, implementation roadmap, and Q&A.

D. TUSA P25 Consultant

- a. MARRS owners met with TUSA to review what we can expect from TUSA and the timeframe of their contract exists. Beginning January 8, 2026, meetings are scheduled every 2nd Thursday.
- b. TUSA will review all Motorola proposals regarding the ASTRO NEXT Upgrades.
- c. Completed
 - i. Kansas City sites
 - ii. Kansas City PSAPS (KCPD, KCFD, South Patrol Backup)
 - iii. VA Hospital
 - iv. Other PSAPS - (Clay County/Gladstone/Liberty, Riverside)
 - v. Cass County PSAPS (Cass County Sheriff, Belton, Raymore, Harrisonville, Pleasant Hill)
 - vi. Johnson County, KS sites
 - vii. Johnson County, KS PSAPS (JCKS Sheriff, Overland Park, Leawood, Prairie Village, Shawnee,

- viii. Lenexa, Johnson County Courthouse)
 - ix. Wyandotte County, KS sites
 - x. Wyandotte County, KS PSAPS (Combined Law & Fire 911 Center, EOC)
 - xi. Excelsior Springs PSAP & Site
 - d. Planned
 - i. KCI Airport Dispatch - being scheduled.
 - e. Future Schedule TBD
 - i. Pleasant Valley PSAP
 - ii. NKC PSAP
 - iii. Independence sites and PSAPS (Independence, Blue Springs) - being scheduled.
 - iv. Platte County sites and PSAPS (Platte County Sheriff, EOC)
 - v. Jackson County sites and PSAPS (Jackson County Sheriff, Raytown, Grandview)
 - vi. Lee's Summit sites and PSAP (Joint Operations Center)
 - vii. Johnson County, MO sites and PSAP (JCCD)
 - viii. RAMBIS
- E. Radio Programming
 - a. ESB, Jeff Allen with CCSO, Commenco, and Motorola met on March 13 at 11:30am to discuss Cass County radio programming event.
 - i. Radio alignment report sent to agencies to review and contact Commenco.
 - ii. Radio Alias' sent to agencies for review.
 - iii. Revisit Codeplugs and make changes, review agreements, and MOUs.
 - iv. Add new system Key to KVLs.
 - v. Cass County Fire Chiefs met on April 10, 2026, and will be moving Fire Channels to Encryption in the next radio programming event.
 - vi. Schedule programming event for Cass County.
 - b. Site Owners March 26 at 11:00am and made the determination to move to a new system Key following World Cup.
- F. FEMA/IPAWS FIFA World Cup
 - a. ESB Director participated in a FEMA IPAWS FIFA WC Readiness Planning event on March 26, 2026.
 - b. ESB Director participated in a FEMA Facilitator led Instruction for the FIFA WC Workshop on April 7, 2026.
 - c. ESB Director will be participating in the Kansas City FIFA Readiness Workshop with FEMA IPAWS on April 16, 2026. Emergency Management invites were sent.
- G. Director Conference
 - a. Missouri Public Safety Communications Conference was held March 15 - March 18, 2026, at Margaritaville.
 - b. 911 Advocacy Day at the Jefferson City Capitol on April 14, 2026. Prepaid fees increase from 3-4% in Senate Bill (SB) 1481 and House Bill (HB) 2767
 - c. 911 Calls During the World Cup, NENA released an issue briefing to help educate members on international wireless 911 calls.

- d. Missouri 988/911 Toolkit resources are available through the Missouri 911 Service Board. 988 funding bills in the Senate and House, SB 1562, HB 2763, and HB 3098.

6. New Business

- i. CCESB Resolution NO. 26-002, approving and accepting a service quote from Motorola for Quarry Tower site DC Power Plant \$130,350.00, Eltek Trilogy DC Power System & 1 Year Warranty at \$64,140.00 and MSI & Power Guys UPS Removal and Integration to all equipment with DC Power at \$66,210.00. ESB would like timeline of installation.

Motion made by Jeff Weber, to approve CCESB Resolution No. 26-002. Chris Kurzweil seconded the motion. Motion carried with 7 votes.

- a. CCESB Resolution NO. 26-003, approving and accepting a quote with Equature to include 911 Recording SmartPSAP Suite and locked in maintenance and hardware replacement costs for a total cost of \$349,811.86 over 10 years. Credit of \$64,460.97 for annual maintenance for 2026. Year 1 and 6 cost 91,289.13 for hardware replacement and maintenance costs years 2-5 and years 7-10 at \$20,904.20.

CCESB Resolution No. 26-003, request by ESB to move to May for New Business and get 5-year term only.

- b. CCESB Resolution NO. 26-004, approving and accepting a service quote for KC Web RF Site (Harrisonville) from Motorola for New Generac SG050A 50kw LP Generator, alarm and transfer panel, project management, removal of existing generator and installation of new generator for total cost of \$93,222.00.

Motion made by Jimmy Odom Sr., to approve CCESB Resolution No. 26-004. Eric Smith seconded the motion. Motion carried with 7 votes.

- c. CCESB Resolution NO. 26-005, approving a resolution recognizing the Cass County Commission for its support of 911 services by providing Pass-Through funding of use tax revenues.

Motion made by Chris Kurzweil, to approve CCESB Resolution No. 26-005. Jeff Weber seconded the motion. Motion carried with 7 votes.

- d. CCESB Resolution NO. 26-006, adopting a policy relating to personal financial disclosure reports.

Motion made by Mark Lopez, to approve CCESB Resolution No. 26-006. Jeff Weber seconded the motion. Motion carried with 7 votes.

7. Next Meeting The next regular session is June 17, 2026, at 8:00 a.m.

8. Adjournment

With no further business or discussion Jimmy Odom, Sr. motioned to adjourn. Chris Kurzweil seconded the motion. Motion was carried out at 8:55 a.m.

Respectfully submitted,
Marie Beauchamp
Executive Director
Cass County Emergency Services Board

RAYMORE PECULIAR HARRISONVILLE
 801 W Foxwood Dr 300 S State Route C 1503 S State Route 291 Hwy
 Raymore, MO 64083 Peculiar, MO 64078 Harrisonville, MO 64701
(816) 322-2100 • www.cbonline.net

CASS COUNTY EMERGENCY SERVICES BOARD
 801 S COMMERCIAL ST
 HARRISONVILLE MO 64701-1603

Managing Your Accounts

-  Support Number (816) 322-2100
-  Telephone Banking (866) 322-7030
-  Online Access www.cbonline.net
-  Mailing P O Box 200
Raymore, MO 64083

Summary of Accounts		
Account Type	Account Number	Ending Balance
Business Int Checking	XXXXXXXX1776	\$2,090,485.81

Business Int Checking - XXXXXXXX1776

Account Summary

Date	Description	Amount
04/01/2026	Beginning Balance	\$1,981,026.16
	5 Credit(s) This Period	\$256,180.13
	32 Debit(s) This Period	\$146,720.48
04/30/2026	Ending Balance	\$2,090,485.81
	Service Charges	\$1.28

Interest Summary

Description	Amount
Annual Percentage Yield Earned	0.05%
Interest Days	30
Interest Earned Not Paid	\$0.00
Interest Paid This Period	\$86.92
Interest Paid Year-to-Date	\$302.56
Average Ledger Balance	\$2,115,056.57
Average Available Balance	\$0.00

Account Activity

Post Date	Description	Debits	Credits	Balance
04/01/2026	Beginning Balance			\$1,981,026.16
04/01/2026	DB RCR Payment GOOGLE * Workspac CC@GOOGLE.COM CA #6578	\$33.60		\$1,980,992.56
04/01/2026	ACH Payment ATT XXXXXXXXXEPAYV PAYMENT	\$82.50		\$1,980,910.06
04/01/2026	ACH Payment Brightspeed19069 XXXXXXXXX Payment	\$580.55		\$1,980,329.51
04/01/2026	ACH Payment 911NURD, LLC SALE	\$2,520.00		\$1,977,809.51
04/02/2026	ACH Payment INTUIT PAYROLL S XXXXXXXXX QUICKBOOKS	\$1.75		\$1,977,807.76
04/02/2026	ACH Payment INTUIT PAYROLL S XXXXXXXXX QUICKBOOKS	\$1,100.00		\$1,976,707.76
04/03/2026	DB RCR Payment Auctane, Inc. St EL SEGUNDO CA #6578	\$20.99		\$1,976,686.77
04/03/2026	ACH Payment ALLEGIANTECHNOL WEBPAYMENT	\$6,897.85		\$1,969,788.92





RAYMORE PECULIAR HARRISONVILLE
 801 W Foxwood Dr 300 S State Route C 1503 S State Route 291 Hwy
 Raymore, MO 64083 Peculiar, MO 64078 Harrisonville, MO 64701
 (816) 322-2100 • www.cbronline.net

Statement Ending 04/30/2026

Business Int Checking - XXXXXXXX1776 (continued)

Account Activity (continued)

Post Date	Description	Debits	Credits	Balance
04/06/2026	ACH Payment MO EB CONT 2532 M388 APR 26 EB	\$2,352.00		\$1,967,436.92
04/07/2026	ACH Deposit MO DEPT REVENUE 260402007411478 MO SU TAX		\$200,354.51	\$2,167,791.43
04/07/2026	Check 4582	\$2,638.90		\$2,165,152.53
04/08/2026	ACH Payment OSAGE VALLEY ELE 0002267100 ELECTRIC	\$566.00		\$2,164,586.53
04/09/2026	Deposit		\$1,500.00	\$2,166,086.53
04/09/2026	ACH Deposit CASS CO TREAS 5302 PURCHASE		\$53,201.28	\$2,219,287.81
04/09/2026	Check 4583	\$4,800.00		\$2,214,487.81
04/10/2026	ACH Payment INTUIT PAYROLL S XXXXXXXXXX QUICKBOOKS	\$3,703.74		\$2,210,784.07
04/13/2026	ACH Payment SPECTRUM 5121297 SPECTRUM	\$170.00		\$2,210,614.07
04/13/2026	Check 4580	\$43,802.70		\$2,166,811.37
04/15/2026	ACH Payment EVERGY MO WEST 585637132256 AUTOPAY	\$1,881.81		\$2,164,929.56
04/15/2026	Check 4585	\$3,224.31		\$2,161,705.25
04/16/2026	Check 4590	\$158.56		\$2,161,546.69
04/16/2026	Check 4584	\$650.00		\$2,160,896.69
04/17/2026	ACH Payment VERIZON WIRELESS 044210750100001 PAYMENTS	\$37.66		\$2,160,859.03
04/17/2026	Check 4581	\$14,465.01		\$2,146,394.02
04/20/2026	Check 4587	\$136.50		\$2,146,257.52
04/21/2026	Check 4593	\$1,551.31		\$2,144,706.21
04/21/2026	Check 4594	\$1,551.32		\$2,143,154.89
04/21/2026	Check 4591	\$1,551.32		\$2,141,603.57
04/21/2026	Check 4592	\$1,551.32		\$2,140,052.25
04/24/2026	Check 4586	\$2,520.00		\$2,137,532.25
04/27/2026	Check 4600	\$43,802.70		\$2,093,729.55
04/28/2026	ACH Deposit MO DEPT REVENUE 260427008156134 MO SU TAX		\$1,037.42	\$2,094,766.97
04/29/2026	ACH Payment Brightspeed20094 XXXXXXXXXX Payment	\$580.55		\$2,094,186.42
04/29/2026	ACH Payment INTUIT PAYROLL S XXXXXXXXXX QUICKBOOKS	\$3,703.75		\$2,090,482.67
04/30/2026	ACH Payment ATT XXXXXXXXXXEPAYY PAYMENT	\$82.50		\$2,090,400.17
04/30/2026	Interest Credit Added to Account		\$86.92	\$2,090,487.09
04/30/2026	Service Charge	\$1.28		\$2,090,485.81
04/30/2026	Ending Balance			\$2,090,485.81

Business Int Checking - XXXXXXXX1776 (continued)

Checks Cleared

Check Nbr	Date	Amount	Check Nbr	Date	Amount	Check Nbr	Date	Amount
4580	04/13/2026	\$43,802.70	4585	04/15/2026	\$3,224.31	4592	04/21/2026	\$1,551.32
4581	04/17/2026	\$14,465.01	4586	04/24/2026	\$2,520.00	4593	04/21/2026	\$1,551.31
4582	04/07/2026	\$2,638.90	4587	04/20/2026	\$136.50	4594	04/21/2026	\$1,551.32
4583	04/09/2026	\$4,800.00	4590*	04/16/2026	\$158.56	4600*	04/27/2026	\$43,802.70
4584	04/16/2026	\$650.00	4591	04/21/2026	\$1,551.32			

* Indicates skipped check number

Overdraft and Returned Item Fees

	Total for this period	Total year-to-date
Total Overdraft Fees	\$0.00	\$0.00
Total Returned Item Fees	\$0.00	\$0.00

Service Charge Summary

Description	Amount
Total Items	\$1.28
Total Service Charge	\$1.28



Customer Service
PO Box 11760
Harrisburg, PA 17108-11760



ACCOUNT STATEMENT
For the Month Ending
April 30, 2026

Cass County Emergency Services Board

Client Management Team

Nick Kenny
Institutional Sales and Relationship Manager
213 Market Street
Harrisburg, PA 17101
573-234-0814
kennyn@pfmam.com

MOSIP Client Services Group

213 Market Street
Harrisburg PA 17101
1-877-696-6747
csgmwww@pfmam.com

Contents

Cover/Disclosures
Summary Statement
Individual Accounts

Accounts included in Statement

8500189 Reserve Fund

Important Messages

MOSIP will be closed on 05/25/2026 for Memorial Day.

CASS COUNTY EMERGENCY SERVICES BOARD
MRS. MARIE BEAUCHAMP
801 S. COMMERCIAL ST.
HARRISONVILLE, MO 64701

Online Access

www.mosip.org

Customer Service 1-877-MY-MOSIP



Important Disclosures

This statement is for general information purposes only and is not intended to provide specific advice or recommendations. PFM Asset Management ("PFMAM") is a division of U.S. Bancorp Asset Management, Inc. ("USBAM"), a SEC-registered investment adviser. USBAM is direct subsidiary of U.S. Bank National Association ("U.S. Bank") and an indirect subsidiary of U.S. Bancorp. U.S. Bank is not responsible for, and does not guarantee the products, services or performance of PFMAM. PFMAM maintains a written disclosure statement of our background and business experience. If you would like to receive a copy of our current disclosure statement, please contact Service Operations at the address below.

Proxy Voting PFMAM does not normally receive proxies to vote on behalf of its clients. However, it does on occasion receive consent requests. In the event a consent request is received the portfolio manager contacts the client and then proceeds according to their instructions. PFMAM's Proxy Voting Policy is available upon request by contacting Service Operations at the address below.

Questions About an Account PFMAM's monthly statement is intended to detail our investment advisory activity as well as the activity of any accounts held by clients in pools that are managed by PFMAM. The custodian bank maintains the control of assets and executes (i.e., settles) all investment transactions. The custodian statement is the official record of security and cash holdings and transactions. PFMAM recognizes that clients may use these reports to facilitate record keeping and that the custodian bank statement and the PFMAM statement should be reconciled and differences resolved. Many custodians use a settlement date basis which may result in the need to reconcile due to a timing difference.

Account Control PFMAM does not have the authority to withdraw funds from or deposit funds to the custodian outside the scope of services provided by PFMAM. Our clients retain responsibility for their internal accounting policies; implementing and enforcing internal controls and generating ledger entries or otherwise recording transactions.

Market Value Generally, PFMAM's market prices are derived from closing bid prices as of the last business day of the month as supplied by ICE Data Services. There may be differences in the values shown for investments due to accrued but uncollected income and the use of differing valuation sources and methods. Non-negotiable FDIC-insured bank certificates of deposit are priced at par. Although PFMAM believes the prices to be reliable, the values of the securities may not represent the prices at which the securities could have been bought or sold. Explanation of the valuation methods for a registered investment company or local government investment program is contained in the appropriate fund offering documentation or information statement.

Amortized Cost The original cost of the principal of the security is adjusted for the amount of the periodic reduction of any discount or premium from the purchase date until the date of the report. Discount or premium with respect to short term securities (those with less than one year to maturity at time of issuance) is amortized on a straightline basis. Such discount or premium with respect to longer term securities is amortized using the constant yield basis.

Important Disclosures

Tax Reporting Cost data and realized gains / losses are provided for informational purposes only. Please review for accuracy and consult your tax advisor to determine the tax consequences of your security transactions. PFMAM does not report such information to the IRS or other taxing authorities and is not responsible for the accuracy of such information that may be required to be reported to federal, state or other taxing authorities.

Financial Situation In order to better serve you, PFMAM should be promptly notified of any material change in your investment objective or financial situation.

Callable Securities Securities subject to redemption prior to maturity may be redeemed in whole or in part before maturity, which could affect the yield represented. **Portfolio** The securities in this portfolio, including shares of mutual funds, are not guaranteed or otherwise protected by PFMAM, the FDIC (except for certain non-negotiable certificates of deposit) or any government agency. Investment in securities involves risks, including the possible loss of the amount invested. Actual settlement values, accrued interest, and amortized cost amounts may vary for securities subject to an adjustable interest rate or subject to principal paydowns. Any changes to the values shown may be reflected within the next monthly statement's beginning values.

Rating Information provided for ratings is based upon a good faith inquiry of selected sources, but its accuracy and completeness cannot be guaranteed. Shares of some local government investment programs and TERM funds are distributed by representatives of USBAM's affiliate, U.S. Bancorp Investments, Inc. which is registered with the SEC as a broker/dealer and is a member of the Financial Industry Regulatory Authority ("FINRA") and the Municipal Securities Rulemaking Board ("MSRB"). You may reach the FINRA by calling the FINRA Hotline at 1-800-289-9999 or at the FINRA website address <https://www.finra.org/investors/investor-contacts>. A brochure describing the FINRA Regulation Public Disclosure Program is also available from FINRA upon request.

Key Terms and Definitions
Dividends on local government investment program funds consist of interest earned, plus any discount ratably amortized to the date of maturity, plus all realized gains and losses on the sale of securities prior to maturity, less ratably amortization of any premium and all accrued expenses to the fund. Dividends are accrued daily and may be paid either monthly or quarterly. The monthly earnings on this statement represent the estimated dividend accrued for the month for any program that distributes earnings on a quarterly basis. There is no guarantee that the estimated amount will be paid on the actual distribution date.
Current Yield is the net change, exclusive of capital changes and income other than investment income, in the value of a hypothetical fund account with a balance of one share over the seven-day base period including the statement date, expressed as a percentage of the value of one share (normally \$1.00 per share) at the beginning of the seven-day period. This resulting net change in account value is then annualized by multiplying it by

100.

365 and dividing the result by 7. The yields quoted should not be considered a representation of the yield of the fund in the future, since the yield is not fixed. **Average maturity** represents the average maturity of all securities and investments of a portfolio, determined by multiplying the par or principal value of each security or investment by its maturity (days or years), summing the products, and dividing the sum by the total principal value of the portfolio. The stated maturity date of mortgage backed or callable securities are used in this statement. However the actual maturity of these securities could vary depending on the level or prepayments on the underlying mortgages or whether a callable security has or is still able to be called.

Monthly distribution yield represents the net change in the value of one share (normally \$1.00 per share) resulting from all dividends declared during the month by a fund expressed as a percentage of the value of one share at the beginning of the month. This resulting net change is then annualized by multiplying it by 365 and dividing it by the number of calendar days in the month. **YTM at Cost** The yield to maturity at cost is the expected rate of return, based on the original cost, the annual interest receipts, maturity value and the time period from purchase date to maturity, stated as a percentage, on an annualized basis.

YTM at Market The yield to maturity at market is the rate of return, based on the current market value, the annual interest receipts, maturity value and the time period remaining until maturity, stated as a percentage, on an annualized basis. **Managed Account** A portfolio of investments managed discretely by PFMAM according to the client's specific investment policy and requirements. The investments are directly owned by the client and held by the client's custodian. **Unsettled Trade** A trade which has been executed however the final consummation of the security transaction and payment has not yet taken place.

Please review the detail pages of this statement carefully. If you think your statement is wrong, missing account information, or if you need more information about a transaction, please contact PFMAM within 60 days of receipt. If you have other concerns or questions regarding your account, or to request an updated copy of PFMAM's current disclosure statement, please contact a member of your client management team at PFMAM Service Operations at the address below.

PFM Asset Management
 Attn: Service Operations
 213 Market Street
 Harrisburg, PA 17101

NOT FDIC INSURED NO BANK GUARANTEE MAY LOSE VALUE



Account Statement - Transaction Summary

For the Month Ending **April 30, 2026**

Cass County Emergency Services Board - Reserve Fund - 8500189

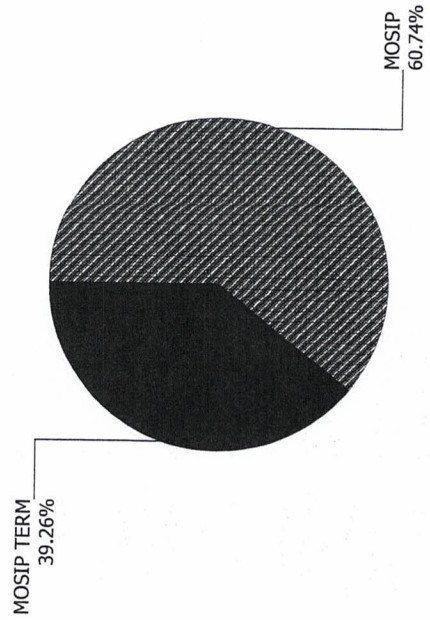
MOSIP	
Opening Market Value	5,958,374.18
Purchases	17,808.89
Redemptions	0.00
Unsettled Trades	0.00
Change in Value	0.00

Closing Market Value	\$5,976,183.07
Cash Dividends and Income	17,808.89

MOSIP TERM	
Opening Market Value	3,862,532.17
Purchases	0.00
Redemptions	0.00
Unsettled Trades	0.00
Change in Value	0.00

Closing Market Value	\$3,862,532.17
Cash Dividends and Income	0.00

Asset Summary			
	April 30, 2026	March 31, 2026	
MOSIP	5,976,183.07	5,958,374.18	
MOSIP TERM	3,862,532.17	3,862,532.17	
Total	\$9,838,715.24	\$9,820,906.35	
Asset Allocation			





Investment Holdings

For the Month Ending April 30, 2026

Cass County Emergency Services Board - Reserve Fund - 8500189

Trade Date	Settlement Date	Security Description	Maturity Date	Rate	Investment Amount	Estimated Earnings	Est. Value at Maturity
11/24/25	11/25/25	TERM - MOSIP TERM Dec 26	11/16/26	3.5000	3,862,532.17	58,149.63	3,994,387.38
Total					\$3,862,532.17	\$58,149.63	\$3,994,387.38



Account Statement

For the Month Ending April 30, 2026

Cass County Emergency Services Board - Reserve Fund - 8500189

Trade Date	Settlement Date	Transaction Description	Share or Unit Price	Dollar Amount of Transaction	Total Shares Owned
Opening Balance					
04/30/26	05/01/26	Accrual Income Div Reinvestment - Distributions	1.00	17,808.89	5,958,374.18
Closing Balance					
5,976,183.07					
Opening Balance					
5,958,374.18					
Purchases					
17,808.89					
Redemptions (Excl. Checks)					
0.00					
Check Disbursements					
0.00					
Closing Balance					
5,976,183.07					
Cash Dividends and Income					
17,808.89					

Closing Balance 5,976,183.07
 Average Monthly Balance 5,958,967.81
 Monthly Distribution Yield 3.64%



...

...

...

...

...

...

...

...

...

...

...

...



MISSOURI DEPARTMENT OF REVENUE
 TAXATION DIVISION
 PO BOX 3380
 JEFFERSON CITY, MO 65105-3380

Date: May 07, 2026

SALES TAX DISTRIBUTION DEPOSIT NOTICE

0005-003



CASS COUNTY
 9-1-1 BOARD DIRECTOR
 801 S COMMERCIAL ST
 HARRISONVILLE MO 64701-1603

POLITICAL SUBDIVISION ID: 00000037

Notice Number: 2065851576

Distribution Month: April 2026

Telephone: 573-751-4876
 Fax: 573-522-1160
 Email: localgov@dor.mo.gov

The Missouri Department of Revenue distributed your local sales tax by electronic funds transfer (ACH) for your credit and use for the April 2026 collections as follows

Deposit Date	05/07/2026
Tax Type Code	330
TaxType Name	COUNTY EMERGENCY SERVICES
Bank Name	COMMUNITY BANK OF RAYMORE
Account Number (Last Four Digits)	1776
Tax Distribution	\$196,225.18
Interest Distribution	\$0.00
Amount Deposited	\$196,225.18

Below is your recent account history. You can compare this month's distribution with the same month in prior years for this account. You can also compare the year-to-date distribution with the same year-to-date in prior years.

Account History					
Period	2024	2025	2026	2025 Compared to 2024	2026 Compared to 2025
April 2026	\$189,585.55	\$182,282.30	\$196,225.18	\$(7,303.25)	\$13,942.88
Year-to-Date	\$750,439.37	\$799,346.13	\$816,217.62	\$48,906.76	\$16,871.49

You can access the Department's "Local Taxes Financial Statement" for this month at <http://dor.mo.gov/business/citycounty>.

If you do not receive your distribution or if you require additional information, contact the Taxation Division at the above address, telephone number, fax number, or e-mail.

A county must notify the Department if their boundaries change. Failure to notify the department can result in lost revenue.

The Department is authorized by Section 32.057 RSMo, to release local sales/use tax information to counties that have imposed a sales or use tax. The Department has made this information available in three reports: the Open Business Locations Report, the Financial Sales Tax Distribution Report, and the Financial Use Tax Distribution Report. A portal account must be created on the Department's portal at <https://mytax.mo.gov/rptp/portal/home/> and a Request for Information/Audit of Local Sales and Use Tax Records (Form 4379) may be completed to request access to these reports. This form is available on our web site at <http://dor.mo.gov/forms/>.



Cass County Emergency Services Board

5/15/2026 8:21 AM

Register: Community Bank - Interest Check

From 04/01/2026 through 04/30/2026

Sorted by: Date, Type, Number/Ref

Date	Number	Payee	Account	Memo	Payment	C	Deposit	Balance
04/01/2026	4582	EVERGY	TOWER LEASES		2,638.90			-4,578,410....
04/01/2026	4583	Motorola Solutions, I...	RADIO SYSTEM PR...		4,800.00			-4,583,210....
04/02/2026		QuickBooks Payroll ...	OFFICE RENT	Created by Dir...	1.75			-4,583,211....
04/03/2026	To Print	CAROL STAFFORD	OFFICE RENT	Direct Deposit	1,100.00			-4,584,311....
04/09/2026	4584	Jim Kuntz	-split-		650.00			-4,584,961....
04/09/2026	4585	CITY OF RAYMORE	-split-		3,224.31			-4,588,186....
04/10/2026		QuickBooks Payroll ...	-split-	Created by Pay...	3,703.74			-4,591,889....
04/13/2026	4586	CentralSquare Techn...	CAD/RMS/JMS Project		2,520.00			-4,594,409....
04/13/2026		Marie Beauchamp	-split-	Direct Deposit		X		-4,594,409....
04/15/2026	4587	Cunningham, Vogel ...	PROFESSIONAL SER...		136.50			-4,594,546....
04/15/2026	4588	Missouri Department...	Payroll Taxes		394.00			-4,594,940....
04/15/2026	4589	Odom's Bugs-B-Gon...	TOWER PROPERTY ...		250.00			-4,595,190....
04/15/2026	4590	Marie Beauchamp	DIRECTOR MILEAGE		158.56			-4,595,348....
04/15/2026	4591	United States Treasury	Payroll Taxes		1,551.32			-4,596,900....
04/15/2026	4592	United States Treasury	Payroll Taxes		1,551.32			-4,598,451....
04/15/2026	4593	United States Treasury	Payroll Taxes		1,551.31			-4,600,002....
04/15/2026	4594	United States Treasury	Payroll Taxes		1,551.32			-4,601,554....
04/15/2026	4595	United States Treasury	Payroll Taxes		1,551.32			-4,603,105....
04/15/2026	4596	United States Treasury	Payroll Taxes		1,551.31			-4,604,656....
04/15/2026	4597	Missouri Department...	Payroll Taxes		394.00			-4,605,050....
04/15/2026	4598	Missouri Department...	Payroll Taxes		394.00			-4,605,444....
04/15/2026	4599	KC Web	-split-		4,144.88			-4,609,589....
04/17/2026	4600	MID-AMERICA RE...	MARC COORDINATI...		43,802.70			-4,653,392....
04/29/2026		QuickBooks Payroll ...	-split-	Created by Pay...	3,703.75			-4,657,096....
04/30/2026		Marie Beauchamp	-split-	Direct Deposit		X		-4,657,096....

Executive Director Report
Cass County Emergency Services Board Meeting
May 20, 2026

1. CentralSquare

- a. Brian Nelson – Contract Renewal
- b. Brian Nelson with 911Nurd and Garrett Rinehart with CentralSquare and ESB Director met on March 26, 2026, to discuss Cass County API (1 for many) and transitioning to the Cloud in the future.
- c. Updated quote for APCO EMD API of \$14,264.70 Not included in the 1 for many API solutions.
- d. Brian Nelson with 911Nurd discussed the CAD API and Cloud with Cass County CS ProSuite agencies on April 9, 2026. Further discussion occurred on May 19, 2026, at the PSAP/Users/Technical committee with Brian Nelson on site.
- e. CentralSquare hosted an online event on April 9, 2026, for Multi-Factor Authentication (MFA) for the Cloud. Cass County with Brian Nelson reviewed the MFA information for how to make it work with our ProSuite on April 13, 2026. Follow up meeting on April 27, 2026, and MFA exception form submitted.
- f. Allegiant Maintenance was schedule for server updates on May 12, 2026, overnight. No reported issues or concerns.
- g. Cass County Sheriff's Office, Belton Police, Raymore Police, and Harrisonville Police are live with CDP and Crimemapping. Pleasant Hill has not completed CDP or Crimemapping.

2. APCO Intellicomm EMD

- a. APCO Intellicomm EMD quote for 5 PSAPs is \$140,462.11 as of March 6, 2026
- b. APCO Intellicomm EMD End User Service Agreement was sent to each PSAP for review and signature. This step is required by APCO prior to official price quote and contract will be made available. Cass County Sheriff's Office and Harrisonville Police have submitted their End User Service Agreements.

3. TUSA P25 Consultant

- a. MARRS owners met with TUSA to review what we can expect from TUSA and the timeframe of their contract exists. Beginning January 8, 2026, meetings are scheduled every 2nd Thursday.
- b. June 4, 2026, TUSA will review Cass County Motorola proposals regarding the ASTRO NEXT Upgrades. By the end of June, we should have a meeting with TUSA to discuss their findings on their site assessments as well as the Motorola proposals.

4. Motorola

- a. Spare Antenna received, storage location required. Temporarily housed with the City of Harrisonville. Two boxes, 227x15x20in and 30x30x23in, total weight 309 lbs.
- b. DC Power supply shipped 6 weeks to delivery, request to ship to CCSO and Power Guys will pick up from CCSO same day.

5. Radio Programming

- a. ESB, Jeff Allen with CCSO, Commenco, and Motorola met on March 13 at 11:30am to discuss Cass County radio programming event.
 - i. Radio alignment report sent to agencies to review and contact Commenco.
 - ii. Radio Alias' sent to agencies for review.
 - iii. Revisit Codeplugs and make changes, review agreements, and MOUs.
 - iv. Add new system Key to KVLs completed.
 - v. Cass County Fire Chiefs met on April 10, 2026, and will be moving Fire Channels to Encryption in the next radio programming event.
 - vi. Scheduled programming event for Cass County, July 20 through August 8.

6. FIFA World Cup
 - a. World Cup June 11, 2026, through July 19, 2026.
 - b. Emergency Management with CCSO and Belton participated in the Kansas City FIFA Readiness Workshop with FEMA IPAWS on April 16, 2026.
 - c. FIFA Tabletop Exercise was held on May 19, 2026. Cass Agencies were invited to the remote tabletop exercise. ESB hosted at Harrisonville Police.
 - d. If any Cass agencies or individuals, as Public Safety, are assisting with World Cup events, MOSWIN information and events channels must be programmed into radios.
7. PSAP/Users/Technical Meeting
 - a. The PSAP/Users/Technical Committee Meeting was held on May 19, 2026, at Harrisonville Police Department, following the FIFA World Cup Tabletop Exercise. Agenda attached for your review.
 - b. WIFI initiative brought forward by the CCSO was discussed.
 - c. API Recommendation
 - d. Cloud Recommendation
 - e. Noble RF – SHG Trial of PTT wireless base stations. JPL is not available until July 2026.
8. MARRS Technical & Users Committee Meeting
 - a. The MARRS Technical & Users Committee Meeting was held on May 13, 2026. Agenda attached for your review.
 - b. World Cup – MOSWIN has added KC Events to their channels for the events. If you are participating as Public Safety, contact Executive Director Beauchamp ASAP to have your radio's programmed. FCC will be on site at Arrowhead the week of May 18, 2026, for compliance.
 - c. Request to MARRS management council to update MARRS minimum radio specifications.
 - d. Request to MARRS management council on how to hold programming vendors accountable to stick to MOUs and not program without MOU documentation.
9. MARC Public Safety Communications Users Committee Meeting
 - a. The MARC Public Safety Communications Users Committee was held on April 15, 2026. Agenda attached for your review.
 - b. April 23, 2026, KCMO did a test shutting down their system to see the load on other system owners. Test was successful and should have a report generated on loading of other systems.
 - c. RapidSOS Implementation update – MARC is installing based on volume and working through the list of PSAPs.
10. MARC Public Safety Communications Board Meeting
 - a. The MARC Public Safety Communications Board Meeting was held on April 29, 2026. Agenda attached or your review.
 - b. World Cup – Comms Plan should be released following FIFA approval. Tabletop exercise scheduled May 19, 2026. RegCall and RegCom 3, and RegCom 27/28 will not be utilized for World Cup events.
 - c. MARC Office Move out scheduled June 30, 2026. They do not have a move in date at this time, so future MARC/MARRS meeting will be virtual until they have meeting rooms established.
11. Tornado Summary of Events for April 17, 2026
 - a. 5:13 PM CDT: Tornado Warning Issued
 - b. 5:18 PM CDT: Update: Tornado Warning Cancelled for Miami and Johnson Kansas - Tornado Warning Continues for Cass and Jackson
 - c. 5:23 PM CDT: Update: Tornado Warning Continues for Cass and Jackson
 - d. 5:26 PM CDT: Update: Tornado Warning Continues for Cass and Jackson
 - e. 5:31 PM CDT: Update: Tornado Warning Continues for Cass and Jackson
 - f. 5:35 PM CDT: Tornado Warning Expired

- g. ESB published press release into the investigation of the events on April 21, 2026. Attached for your review.
- h. ESB published updated press release into the findings of the events on April 29, 2026. Attached for your review.
- i. ESB, NWS, and Everbridge worked together over the course of April 17, 2026, through April 29, 2026, to determine the cause of the Tornado cancellations.
- j. Outcome, Tornado cancellations for Miami and Johnson County, pushed a cancel notification to Cass County due to all in the same polygon. Subsequent notifications were to provide continuations, however the programming for continuation vs cancelation, continued to push the cancelation due to the polygon including Miami and Johnson County KS. We have remedied with NWS and Everbridge to ensure that cancelation will not be sent when multiple areas are involved, only the expiration of the event.

12. Director Conference

- a. National Emergency Number Association, NENA, Columbus Ohio, June 27, 2026, through July 2, 2026.

Respectfully submitted, Marie Beauchamp

AGENDA

Cass County Emergency Services Board PSAP/Users/Technical Committee
May 19, 2026, at 1:00 P.M.

HARRISONVILLE POLICE DEPARTMENT
201 N Lexington, Harrisonville, MO 64701

- I. Call to Order
- II. Public Participation
- III. Approval of February 25, 2026, PSAP/Users/Technical Committee meeting minutes
- IV. CentralSquare
 - A. 911Nurd – Brian Nelson Contract Renewal – Motion from the PSAP Committee
 - B. Crimemapping Status – Belton, CCSO, Harrisonville, & Raymore all Live
 - C. Community Data Platform/Crimemapping – Pleasant Hill not completed
 - D. CentralSquare annual invoice renewal
 - E. MFA status
 - F. Cloud – Motion from the PSAP Committee
 - G. API – Motion from the PSAP Committee
- V. Emergency Medical Dispatch
 - A. APCO Intellicomm – End User Agreement Status – CCSO & Harrisonville complete
 - a. Belton
 - b. Raymore
 - c. Pleasant Hill
 - B. Medical Directors acknowledgments
- VI. MARRS/Motorola Updates
 - A. WIFI Initiative - Document
 - B. Radio Programming
 - a. July 20th through August 8th
 - C. World Cup
 - a. MOSWIN RID and channel programming required if assisting with events
- VII. Other Business
- VIII. Next scheduled meeting: August 5, 2026
- IX. Adjourn

Metropolitan Area Regional Radio System (MARRS)

Technical & Users Committee

Co-Chairs:

- Jeff Brame and Darrell Banner (Technical)
- Chief Chris Skinrod and Lt. David Ross (Users)

Meeting Agenda

- **Welcome & Call to order**
 - Approval of February, 11 2026, meeting summary
- **Users Committee**
 - MARRS Project Update - Tusa Consulting
 - System Request
- **Technical Committee**
- World Cup Update
- MARCER requested to add a Hospital Common talkgroup to allow hospitals to communicate with each other on a single talkgroup
 - Additional context: They currently have individual talkgroups assigned to each hospital, but they want a talkgroup giving them the ability to talk to other hospitals on a common talkgroup.
- MARRS Radio Specifications -Smart Connect
- Long Term Use of Regional Common Channels
- Vendors programming talkgroups without MOU in place
 - MARRS System Reports/Upgrades
 - Cass County
 - Excelsior Springs
 - Independence
 - Johnson County, KS
 - Johnson County, MO
 - Kansas City, Mo
 - Lee's Summit
 - Platte County
 - Wyandotte County
- **Open Discussion**

Public Safety Communications Board Meeting

Date: Wednesday, April 29, 2026

Time: 1:00 p.m.

Location: MARC Offices, 4th Floor Sunflower Room
Microsoft Teams Meeting (*Hybrid*)

Co-Chairs:

Deputy Chief Eric Houston, Overland Park Police Department

Mayor Kris Turnbow, City of Raymore, Missouri



AGENDA

1. Call to Order
2. Board Voting Member Roll Call
3. Action Item: Approval of January 28, 2026, meeting summary
4. Update Item: Regional 911 System Quarterly Financial Review
5. Update Item: 911 Legislation Update
 - Federal
 - State
 - (i) Missouri 911 Service Board Report
 - (ii) Kansas 911 Board
6. Update Items:
 - MARC Office Move
 - RapidSOS Implementation Update
 - World Cup Preparation
7. Public Safety Program Updates
 - Training
 - Technical Services
 - Database/Mapping
 - Operations
 - (i) TAC Update
8. Closed Session
The Public Safety Communications Board may go into closed session for any reason pursuant to 610.02 RSMo
9. Other Business
10. Adjournment

Remaining 2026 meeting dates: July 29; November 18

Online meeting (Microsoft Teams)



Cass County Emergency Services Board

801 S. Commercial St, Harrisonville MO 64701
816-887-1952 www.casscountyesb.com



Press release from the Cass County Emergency Services Board

April 21, 2026

On Friday, April 17, the Cass County Emergency Services Board identified and received complaints about false cancellation notifications of the tornado warning issued for Cass County and immediately began investigating the incident. The accuracy of severe weather notifications are of utmost importance to the CCESB and we want to assure our community that their safety is our highest priority.

Cass County Emergency Notification System is a free service provided by the Cass County Emergency Services Board through Everbridge, the company that provides the software enabling mass notifications through text messages, telephone calls, or emails. This service alerts our citizens to severe weather events and other major incidents in their immediate area, enabling direct messaging from the National Weather Service to Cass County residents who have opted to receive these messages. These NWS messages are automated to ensure they are communicated as quickly as possible.

The investigation continues into the timeline of the Tornado Warning, the subsequent updates the NWS provided, and how the Everbridge system communicated those updates to our community. The CCESB, Everbridge, and the National Weather Service are working together to review all information to determine what occurred and to ensure this does not happen again. We will keep the public updated to ensure they can have confidence in the accuracy of these emergency communications notifications.

Marie Beauchamp, Executive Director Cass County Emergency Services Board

Kristofer P. Turnbow, Chair, Member-At-Large
Mark Lopez Treasurer, District 1 South
James C. Kurzweil, District 1 South
Eric Smith, District 2 North

Jeff Weber, Vice Chair, District 1 South
James C. Kurzweil, Secretary, District 1 South
Tom Engert, District 2 North
Marie Beauchamp, Executive Director



Cass County Emergency Services Board

801 S. Commercial St, Harrisonville MO 64701
816-887-1952 www.casscountyesb.com



Cass County Emergency Services Board updated press release regarding the Tornado Events on Friday, April 17, 2026.

April 29, 2026

The Cass County Emergency Services Board understands that recent weather alerts have caused safety concerns for members of our community. We sincerely apologize for the confusion created by the timing and content of recent messages, particularly during a rapidly changing weather event. We have worked closely with our alerting partners and the National Weather Service to review how these updates were delivered and have already made immediate adjustments to improve clarity and coordination.

Following the Tornado Warning on April 17, 2026, CCEESB, Everbridge, and the National Weather Service conducted a joint review to determine what occurred with both the warning and the cancellation messages. As the storm evolved, some updates included two pieces of information at the same time: part of the original warning area had been canceled, while other areas remained under warning. This resulted in some residents receiving all-clear messages even as warnings remained active elsewhere.

As an immediate step, Everbridge worked with Cass County and the National Weather Service on additional improvements to how these updates are processed, so all-clear weather updates are no longer being sent automatically.

We recognize that trust in emergency communications is essential and we are committed to providing clear, accurate, and reliable alerts. We will continue working with our partners to improve the system to ensure it meets the needs of the community. Our goal is to provide timely, dependable information that helps protect people and keeps the community informed when it matters most.

Marie Beauchamp, Executive Director Cass County Emergency Services Board

Kristofer P. Turnbow, Chair, Member-At-Large
Mark Lopez Treasurer, District 1 South
Jimmy Odom, Sr., District 2 North
Eric Smith, District 2 North

Jeff Weber, Vice Chair, District 1 South
James C. Kurzweil, Secretary, District 1 South
Tom Engert, District 2 North
Marie Beauchamp, Executive Director



Invoice

Everbridge, Inc
 8300 Boone Blvd.
 Suite 800
 Vienna VA 22182
 United States
 818-230-9786

Acct. No.	Date	Invoice #
11474	09/18/2025	M90116

Bill To	Customer
Attn: Robin Tieman Cass County Emergency Services 801 S. Commercial St. Harrisonville MO 64701 United States	Attn: Robin Tieman Cass County Emergency Services 801 S. Commercial St. Harrisonville MO 64701 United States

PO #	Quote Number	Sales Rep
	Q-147919	

Payment Terms	Payment Notes	Due Date	Currency
Net 30		10/18/2025	USD

Billing Start Date	Billing End Date	Category
11/18/2025	11/17/2026	

Item	Description	Anvil Case No.	Quantity	Net Annual	Pro-Rate	One Time Cre...	Amount
101-00-11-1060-000	Smart Weather Alerting		100,641	0.00	0.00		0.00
101-01-11-1001-000	Mass Notification Additional Org		3	0.00	0.00		0.00
101-01-11-1087-000	Premium Audio Bulletin Board		1	0.00	0.00		0.00
101-11-11-0254-000	Mass Notification Base		100,641	51,192.42	0.00		51,192.42

Total		\$51,192.42
--------------	--	--------------------

Remittance Slip

Customer Number	Invoice #	Amount Due	Amount Paid
11474 Cass County Emergency Services	M90116	\$51,192.42	

Make Checks Payable To

Everbridge Inc.
 Attn: Accounts Receivable Dept.
 PO Box 92506
 Las Vegas, NV 89193-2506

FOR OVERNIGHT COURIER SERVICE:

Everbridge Inc.
 c/o WAB Lockbox Operations Box # 92506
 5976 Euclid St
 Las Vegas, NV 89120

WIRE / ACH PAYMENTS SHOULD BE SENT TO:
 Everbridge Bank, a division of Western Alliance Bank
 SWIFT Code: BBFXUS6S
 Account number: 0101355022
 or Credit to: Everbridge Inc

or Receiving International Wires in USD Only:
 SWIFT Code: BBFXUS6S
 or Canadian payments: HST#858007263

Please call or email Everbridge Accounts Receivable Department at (818) 230-9786
 Accounts.Receivable@everbridge.com for any questions and for any international
 payments other than USD to receive wire instructions.

CASS COUNTY EMERGENCY SERVICES BOARD

A RESOLUTION APPROVING A PROPOSAL WITH EQUATURE FOR ADVANCED EMERGENCY COMMUNICATIONS SYSTEMS FUNCTIONS THROUGH A MASTER SERVICES AGREEMENT FOR FIVE YEARS; AND PROVIDING FURTHER AUTHORITY.

WHEREAS, the Board of Directors for the Cass County Emergency Services Board (“CCESB”) was formed by the Cass County Commission pursuant to Section 190.335 RSMo. and is a body corporate and political subdivision of the State of Missouri pursuant to Section 190.339 RSMo., having the duty to provide for central dispatching of emergency services; and

WHEREAS, Equature (“Equature”) is an emergency communications technology company headquartered in Southfield, Michigan; and

WHEREAS, Equature has submitted a proposal to CCESB to provide advanced emergency communications systems functions with a master services agreement having a term of up to ten (10) years, subject to appropriations; and

WHEREAS, Section 70.220 RSMo. provides that any political subdivision of the State of Missouri may contract with other entities, including private corporations, for the planning, development, construction, acquisition or operation of any public improvement or facility, or for a common service, and in this case, the purposes of such contract include enhancing operations of 9-1-1 services through improved recording, retrieval, and analysis of 9-1-1 calls and other features.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS FOR THE CASS COUNTY EMERGENCY SERVICES BOARD, AS FOLLOWS:

Section 1. The CCESB approves the proposal set forth by Equature substantially in the form of **Exhibit A** hereto and incorporated herein, with such approval being specifically conditioned on annual appropriation of funding by the CCESB as recognized in such proposal; and the Board further authorizes the Chairman to execute the Agreement on behalf of the Board.

Section 2. This Resolution shall be in full force and effect from and after its adoption and approval as provided by law.

PASSED THIS 20TH DAY OF MAY, 2026 BY THE BOARD OF DIRECTORS OF THE CASS COUNTY EMERGENCY SERVICES BOARD.

Kristofer Turnbow
Chairman
Cass County Emergency Services Board

ATTEST:

Secretary



CASS COUNTY EMERGENCY SERVICES BOARD - 911 RECORDING SMARTPSAP SUITE

Prepared for

Cass County Emergency Services Board (Main Account)

801 S. Commercial Street
Harrisonville, MO 64701
United States

Equature

18311 W 10 Mile Road
Southfield, MI 48075

Zach Vogel
zvogel@equature.com

1

EXECUTIVE SUMMARY

Equature empowers organizations to enhance safety, performance, and operational intelligence through innovative communication and training technologies. Our solutions are designed to unify critical communication, streamline data management, and strengthen decision-making — all within a secure, scalable platform.

The Equature ecosystem includes advanced recording and incident replay, AI-driven analytics such as automated transcription, call summarization, tagging, and SmartScore AutoQA, and tools for interactive learning and workforce development like SmartSim and Apprentice. Equature also offers SmartAgent, an AI-powered voice assistant that helps organizations manage routine, non-emergency call volume by intelligently engaging callers, capturing relevant information, and delivering consistent, accurate responses — allowing staff to remain focused on higher-priority interactions.

Together, these capabilities provide a seamless environment for capturing, analyzing, automating, and improving every aspect of your team's communication and performance.

Each deployment is supported by Equature's 24x7x365 U.S.-based service team, ensuring reliability and success at every stage of the partnership. Whether implementing a new recording platform, expanding with communications intelligence, introducing AI-driven call handling with SmartAgent, or enhancing training and QA programs, Equature delivers proven technology and expert support focused on one mission — helping you perform at your best when it matters most.

SOLUTION & PARTNERSHIP OVERVIEW

Solution & Partnership Overview

Equature provides a comprehensive communications intelligence ecosystem designed to improve operational efficiency, enhance decision-making, and strengthen organizational performance. Our integrated suite of solutions includes recording, analytics, training, and field connectivity—each built to help teams capture, understand, and act on information in real time.

Unified Technology Platform

- **Recording & Replay:** Reliable capture of 911, radio, and administrative audio with secure, tamper-evident storage and intuitive retrieval tools.
- **AI-Driven Intelligence:** Automated transcription, call summarization, tagging, and SmartScore AutoQA deliver actionable insight without manual review. Equature also offers SmartAgent, an AI-powered voice assistant that helps manage routine, non-emergency call volume by intelligently engaging callers, capturing relevant information, and providing consistent, accurate responses—allowing call-takers and dispatchers to stay focused on higher-priority incidents.
- **Training & Simulation:** SmartSim and Apprentice platforms provide scenario-based learning and QA-driven improvement opportunities for dispatchers and supervisors.
- **Field Collaboration:** Equature Connect enables secure sharing of live audio, video, and GPS data between the field and command center.

Commitment to Partnership

Every deployment is backed by Equature's White Glove Service, ensuring a seamless experience from installation through ongoing system optimization. Our 24×7×365 U.S.-based support team provides continuous monitoring, proactive assistance, and regular software updates to maintain reliability and performance throughout the system's lifecycle.

Program Benefits

Choosing Equature delivers lasting operational and organizational value:

- **Efficiency:** Reduce time spent on manual reviews, improve quality assurance workflows, and alleviate routine call handling through AI-assisted automation.

- **Transparency:** Centralized, searchable data enhances accountability and reporting.
- **Future Readiness:** Scalable platform designed to support next-generation AI capabilities, including intelligent call handling, analytics, and integrations.
- **Cost Stability:** Multi-year partnership options lock in pricing and eliminate unplanned expenses.

Equature's goal is simple—to serve as a trusted technology partner, ensuring your agency or organization operates more efficiently, communicates more effectively, and performs at its highest level when it matters most.

3 PRICING

#20260305-123743087

Issued
March 5, 2026
Expires
May 29, 2026

Item ID	Products & Services	Billing Frequency	Term in Months	Quantity	Total
EQADVSRVR	Equature Advanced Server - Cass County Sheriff's Office		60	1	\$7,056.45 for 5 years
EQCORE	Equature Core License		60	1	\$8,400.54 for 5 years
EQLD2409-EH	24 Port Analog Card		60	1	\$8,047.72 for 5 years
EQA001	Analog Voice License		60	24	\$6,774.24 after 50% discount

Item ID	Products & Services	Billing Frequency	Term in Months	Quantity	Total
					for 5 years
EQV001	VoIP License		60	4	\$3,534.96 for 5 years
EQSCR001	Screen Capture License		60	4	\$1,693.56 for 5 years
EQANI	ANI/ALI Capture License		60	1	\$5,292.34 for 5 years
EQADVSRVR	Equature Advanced Server - Belton Police Department Communications Center		60	1	\$7,056.45 for 5 years
EQCORE	Equature Core License		60	1	\$8,400.54 for 5 years
EQLD1609-EH	16 Port Analog Card		60	1	\$6,266.80 for 5 years
EQA001	Analog Voice License		60	16	\$4,516.16 after 50% discount for 5 years
EQV001	VoIP License		60	3	\$2,651.22 for 5 years
EQSCR001	Screen Capture License		60	3	\$1,270.17 for 5 years
EQANI	ANI/ALI Capture License		60	1	\$2,646.17 after 50% discount for 5 years

Item ID	Products & Services	Billing Frequency	Term in Months	Quantity	Total
EQADVSRVR	Equature Advanced Server - Harrisonville Police Department Communications Center		60	1	\$7,056.45 for 5 years
EQCORE	Equature Core Licens		60	1	\$8,400.54 for 5 years
EQLD809-EH	8 Port Analog Card		60	1	\$3,729.84 for 5 years
EQA001	Analog Voice License		60	8	\$2,258.08 after 50% discount for 5 years
EQV001	VoIP License		60	2	\$1,767.48 for 5 years
EQSCR001	Screen Capture License		60	2	\$846.78 for 5 years
EQANI	ANI/ALI Capture License		60	1	\$2,646.17 after 50% discount for 5 years
EQADVSRVR	Equature Advanced Server - Pleasant Hills Police Department Communications Center		60	1	\$7,056.45 for 5 years

Item ID	Products & Services	Billing Frequency	Term in Months	Quantity	Total
EQCORE	Equature Core License		60	1	\$8,400.54 for 5 years
EQLD809-EH	8 Port Analog Card		60	1	\$3,729.84 for 5 years
EQA001	Analog Voice License		60	8	\$2,258.08 after 50% discount for 5 years
EQV001	VoIP License		60	2	\$1,767.48 for 5 years
EQSCR001	Screen Capture License		60	2	\$846.78 for 5 years
EQANI	ANI/ALI Capture License		60	1	\$5,292.34 for 5 years
EQADVSRVR	Equature Advanced Server - Raymore Police Department Communications Center		60	1	\$7,056.45 for 5 years
EQCORE	Equature Core License		60	1	\$8,400.54 for 5 years
EQLD1609-EH	16 Port Analog Card		60	1	\$6,266.80 for 5 years
EQA001	Analog Voice License		60	16	\$4,516.16 after 50% discount for 5 years

Item ID	Products & Services	Billing Frequency	Term in Months	Quantity	Total
EQV001	VoIP License		60	3	\$2,651.22 for 5 years
EQSCR001	Screen Capture License		60	3	\$1,270.17 for 5 years
EQANI	ANI/ALI Capture License		60	1	\$2,646.17 after 50% discount for 5 years
EQSIM	SmartSim 5000 Calls per year (Five Locations)		60	1	\$22,500.00 for 5 years
Unused PPP Credit					(\$16,793.67)
Platinum Partner Discount					(\$5,491.34)
Five Site Installation					\$12,500.00

Premier Partner Program Plan

Name	Due date	Amount
Payment 1	Upon receipt	\$91,569.87
Payment 2	April 15, 2027	\$20,904.20
Payment 3	April 15, 2028	\$20,904.20
Payment 4	April 15, 2029	\$20,904.20

Name	Due date	Amount
Payment 5	April 15, 2030	\$20,904.20

4 TERMS OF AGREEMENT

Over the full term of our contract with Cass County, in the event that Equature is acquired or purchased by another entity, the existing contract will remain in full force and effect. All terms, conditions, pricing, and service obligations outlined in the agreement will continue to be honored by the successor entity without interruption or modification. This assurance ensures continuity of service and protects the County's interests throughout the entire contract period.

MASTER SERVICES AGREEMENT

This Master Services Agreement ("Agreement") is entered into by and between Equature (hereinafter the "PROVIDER") and the above-designated entity (hereinafter the "CUSTOMER"). Upon acceptance of this Agreement by an authorized officer of the PROVIDER, this Agreement governs all products and services purchased by the CUSTOMER from the PROVIDER.

The pricing, term, and scope of products and services are set forth in QUOTE Reference No. 20260305-123743087 (hereinafter the "QUOTE"). The QUOTE, including all referenced exhibits, is incorporated herein by reference and, together with this Agreement, forms the entire agreement between the parties.

1. DEFINITIONS

For purposes of this Agreement:

- **Hardware:** Servers, components, appliances, recording interfaces, workstations, or other physical equipment furnished by the PROVIDER.
- **Installed Software:** Software installed on CUSTOMER-owned or PROVIDER-provided hardware, including Equature ViewPoint, media management tools, and other on-premises modules.
- **Cloud Services:** Hosted or cloud-delivered services operated and maintained by the PROVIDER, including web portals, cloud-hosted software instances, and the Nexus Cloud

platform where AI Services are performed and results are delivered to the CUSTOMER's environment.

- **AI Services:** Automated or machine-learning-based services that analyze or produce outputs such as transcription, summarization, classifications, call classifications, summaries, AutoQA evaluations, intent detection, automated call handling, and SmartSim.
- **Maintenance Services:** Services provided to ensure proper functioning of Hardware and Installed Software, including support, updates, and diagnosis, as defined in the QUOTE.
- **Professional Services:** Implementation, installation, training, configuration, integration, or consulting work performed by the PROVIDER.
- **Data:** Any CUSTOMER recordings, logs, transcripts, metadata, or other information generated or collected through the use of PROVIDER products or services.
- **Anonymized Data:** Data processed so that PII, PHI, and other sensitive information is removed or obscured in compliance with applicable laws such that no individual, entity, or CUSTOMER can reasonably be identified.
- **Permitted Purposes:** PROVIDER's internal business purposes, including product improvement, research, development, machine-learning training, statistical analysis, and aggregated reporting.

2. SCOPE AND TERM

The PROVIDER agrees to furnish to the CUSTOMER maintenance, service, and other products and services in accordance with the details outlined in the applicable QUOTE.

The PROVIDER agrees to provide turn-key services as outlined in the QUOTE, including all required hardware, software, maintenance, support, warranty, and monitoring, as applicable.

The term of this Agreement, including any renewal or extension provisions, shall be as stated in the applicable QUOTE and governed by the terms therein. In the event of conflict between the QUOTE and this Agreement, the QUOTE shall govern.

2.1 Trial Period

Where explicitly designated in the QUOTE, the PROVIDER may offer a trial period for Cloud Services or AI Services to allow the CUSTOMER to evaluate functionality prior to full commitment.

Trial Terms:

- The trial period duration, scope of services, data limits, and user access shall be specified in the QUOTE.
- Trial services are provided "as is" without warranty of any kind, express or implied.
- The PROVIDER may suspend or terminate trial access at any time without notice or liability.
- The CUSTOMER agrees not to use trial services for production, live emergency call handling, or mission-critical operations.

Data and Conversion:

- Data created during the trial may be retained for up to thirty (30) days following trial conclusion.
- If the CUSTOMER converts to a paid agreement within thirty (30) days of trial completion, trial data will be migrated to the production environment at no additional cost.
- If the CUSTOMER does not convert within thirty (30) days, all trial data will be permanently deleted unless otherwise agreed in writing.

No Payment Obligation:

- Unless otherwise stated in the QUOTE, trial services are provided at no charge.
- The CUSTOMER is not obligated to purchase services following trial completion.
- Standard payment terms apply upon conversion to a paid agreement as specified in the QUOTE.

Confidentiality:

- Trial services are considered Confidential Information of the PROVIDER.
- The CUSTOMER agrees not to disclose trial results, performance metrics, or service capabilities to third parties without the PROVIDER's prior written consent.

3. CUSTOMER RESPONSIBILITIES

The CUSTOMER agrees to:

- Provide required information, access credentials, network configuration details, and other dependencies identified by the PROVIDER.
- Coordinate required third-party vendors (telephony carriers, PBX vendors, CAD vendors, radio vendors, IT providers) to support installation and ongoing services.
- Maintain suitable network, power, and environmental conditions for proper operation of Hardware, Installed Software, Cloud Services, and AI Services.
- Not route live emergency or life-safety calls to AI Services for primary call handling unless explicitly stated in the QUOTE and approved in writing by the PROVIDER.
- Notify the PROVIDER of material changes to infrastructure, telephony routing, or workflows that may affect the services.

Failure to meet these responsibilities may result in delays or incomplete installation. The PROVIDER may charge additional fees for subsequent visits or rescheduling, communicated in advance and payable under the Payment Terms.

4. PAYMENT TERMS

4.1 Invoicing

The CUSTOMER shall make payments in accordance with the schedule and amounts specified in the QUOTE. Unless a written payment schedule is expressly attached to and incorporated into the QUOTE, all invoices are due within fifteen (15) days of receipt of the invoice (Net 15). Any

attached payment schedule shall govern solely with respect to the invoices covered by that schedule.

4.2 Cure Period and Suspension

If payment is not received by its due date, the PROVIDER will issue a written notice specifying the overdue amount. The CUSTOMER shall have a thirty (30) day cure period from the original due date to remit payment. If payment remains overdue beyond the cure period, the PROVIDER may suspend services until the balance is paid in full. Suspension does not relieve the CUSTOMER of obligations or limit the PROVIDER's other rights or remedies.

4.3 Expired Maintenance / Time-and-Materials

Failure to renew maintenance or this Agreement will result in the CUSTOMER forfeiting priority support status. All service and support will transition to a time-and-materials billing structure at the PROVIDER's prevailing hourly rates. Before initiating any analysis, troubleshooting, training, or other activities in this mode, the PROVIDER will provide an estimate and require a purchase order or written authorization from the CUSTOMER. Time-and-materials work will be handled on a first-come, first-served basis, with priority given to customers with active maintenance agreements. Renewal options may include multi-year or one-year agreements as stated in the QUOTE.

5. CLOUD SERVICES AND AI SERVICES

5.1 Cloud Services

The PROVIDER will use commercially reasonable efforts to maintain availability of Cloud Services. No specific uptime guarantee applies unless explicitly stated in the QUOTE. The CUSTOMER is responsible for internet access, carrier routing, network infrastructure, firewall rules, and any third-party systems required for Cloud Services. Temporary interruptions for maintenance, hosting provider outages, or network issues do not constitute a breach.

5.2 AI Services

AI Services use probabilistic models and may occasionally generate incorrect or incomplete outputs. The PROVIDER does not warrant the accuracy, completeness, or appropriateness of AI-generated results. AI Services are designed to support emergency services operations through post-call analysis, transcription, quality assurance, and operational insights. AI Services are not intended to handle live emergency or life-safety calls directly unless explicitly stated in the QUOTE and approved in writing by the PROVIDER. The CUSTOMER shall not route live emergency calls to AI Services for primary call handling without such written authorization. Subject to the Limitation of Liability section, the PROVIDER is not liable for decisions or actions taken in reliance on AI outputs except in cases of gross negligence or willful misconduct.

6. MAINTENANCE, SUPPORT, AND PROFESSIONAL SERVICES

6.1 Maintenance Agreement Charge / Coverage

Where maintenance is purchased, the annual payment includes labor, parts, and support services required for proper functioning of the hardware and software, and upgrades to the Equature software version. It does not include:

- Hardware upgrades
- Operating system upgrades or updates
- Consumable supplies or external factors outside the PROVIDER's control

The PROVIDER will furnish maintenance, technical support, and service for the recording system under this Agreement. Support includes hardware, software, interfaces, and custom integrations explicitly agreed to as part of the QUOTE. It does not extend to custom integrations developed separately from the original agreement.

6.2 Exclusions and Additional Charges

Maintenance Services do not include:

- Repairs necessitated by unauthorized modifications or misuse
- Onsite support for CUSTOMER-requested changes outside the QUOTE
- Third-party telephony, carrier, PBX, CAD, or radio issues
- Microsoft Windows hot fixes, updates, and service packs
- Anti-virus, anti-malware, and anti-spyware software (assistance may be offered at cost and at the PROVIDER's discretion)
- Hardware upgrades unless purchased separately

The PROVIDER is not responsible for any data loss, service interruption, or system malfunction caused by factors outside its control, including but not limited to:

- Acts of God (natural disasters, terrorist attacks, war)
- Malicious attacks (hacking, ransomware, data breaches)
- Customer infrastructure failures (network outages, switches, firewalls, servers not provided by the PROVIDER, telephony carrier or PBX issues, radio console failures, CAD/RMS system issues)
- Environmental conditions (power outages, electrical surges, insufficient HVAC, water damage, improper physical handling of equipment)
- Customer or third-party actions (unauthorized configuration changes, network modifications, software updates, equipment relocation, user error)
- Third-party software or operating system updates (Windows patches, antivirus quarantines, firmware updates, database utilities)
- Hardware failures not caused by PROVIDER negligence (normal component wear, drive failures, RAID failures)

The PROVIDER will provide support and assistance with troubleshooting these issues, but the PROVIDER is not liable for resulting data loss, delays, or damages. Related work may be billable if outside the QUOTE or maintenance coverage.

Additional charges apply only where explicitly excluded, and only after the PROVIDER issues a written estimate and receives prior written approval from the CUSTOMER. No billable work will

commence without such approval.

6.3 Technical Support, Monitoring, and Process

The PROVIDER provides 24/7/365 technical support by phone at 888-305-3428 and email at support@equature.com. Upon notification of a malfunction, the PROVIDER assigns a service technician. The CUSTOMER shall provide necessary access, including passwords used in normal operation. Remote troubleshooting is attempted first; if unsuccessful, onsite support may be dispatched and may be billable if due to CUSTOMER or third-party causes.

The PROVIDER monitors systems in real time and responds to alerts based on severity: critical failures are addressed immediately, high-priority failures by the next business day, and standard failures within two business days. Issues are reported by the CUSTOMER via phone or email, assigned a severity level, and escalated to engineering or vendors as needed. Status updates are provided, and onsite visits are scheduled if required. If support personnel cannot resolve an issue within a reasonable time, the PROVIDER will escalate to its Engineering Department or appropriate vendor.

6.4 Professional Services

Professional Services (implementation, installation, configuration, training, migration, consulting) are performed in accordance with the QUOTE. If a visit cannot be completed due to CUSTOMER readiness issues (including unavailable access, credentials, or vendors), the PROVIDER may charge additional fees for subsequent visits or rescheduling, communicated in advance and payable under the Payment Terms.

7. DATA RETENTION POLICY

The PROVIDER shall maintain CUSTOMER data stored on the Equature system for up to five (5) years, including recordings, logs, metadata, and related files retained on PROVIDER's servers or associated storage.

Upon implementation of new hardware or replacement systems, the PROVIDER will migrate up to five (5) years of existing data from the previous system to the new system at no additional cost.

If the CUSTOMER requires data retention beyond five (5) years, a separate Data Archive Plan must be established. This plan may include additional costs for long-term storage, retrieval, or restoration, as defined by the PROVIDER's options at the time of request.

The PROVIDER is not responsible for maintaining or restoring data beyond the defined five-year retention period unless covered under an active Data Archive Plan. The CUSTOMER is responsible for identifying data requiring extended retention or archival.

8. USE OF ANONYMIZED DATA

The CUSTOMER grants the PROVIDER a non-exclusive, royalty-free, worldwide, perpetual license to collect, process, anonymize, store, and use Anonymized Data for the Permitted Purposes, subject to the CUSTOMER's opt-out right.

The PROVIDER will handle Data and Anonymized Data in accordance with applicable laws, including HIPAA, GDPR, and relevant state privacy laws, and will use industry-standard techniques (redaction, aggregation, pseudonymization, de-identification) so Anonymized Data cannot reasonably be used to identify the CUSTOMER, its personnel, or individuals involved in recorded communications. The PROVIDER will not attempt to re-identify Anonymized Data or combine it with other data for that purpose.

The CUSTOMER may opt out at any time by written notice to info@equature.com or through any administrative interface provided. Upon receipt, the PROVIDER will cease further use of CUSTOMER Data for anonymization and Permitted Purposes on a going-forward basis. Anonymized Data created before opt-out may continue to be used only in aggregated and non-attributable form. Opting out does not affect the validity of this Agreement or the CUSTOMER's payment obligations, and does not entitle the CUSTOMER to any refund or fee reduction.

The CUSTOMER retains all ownership rights in original Data. The PROVIDER will treat Data, prior to anonymization, as Confidential Information and will not disclose it to third parties without the CUSTOMER's prior written consent, except as required by law. Ownership of Anonymized Data belongs to the PROVIDER, subject to the restrictions in this Agreement.

The PROVIDER will maintain records of anonymization processes and use of Anonymized Data for three (3) years following termination. Upon reasonable request and at the CUSTOMER's expense, the PROVIDER will permit the CUSTOMER or its designated auditor to review such records once per calendar year to verify compliance, in a manner that does not unduly interfere with the PROVIDER's operations. This section survives termination or expiration.

9. WARRANTY

The PROVIDER warrants that all hardware and installed software provided will be free from defects in materials and workmanship during the warranty period defined in the applicable QUOTE, provided that (a) the CUSTOMER maintains an active Maintenance Services plan, and (b) the hardware is within five (5) years of the system's original installation or initial acceptance date, whichever occurs first. During such warranty period, the PROVIDER will repair or replace defective components at no additional cost to the CUSTOMER.

Cloud Services and AI Services are provided using commercially reasonable efforts and otherwise on an "as is" basis, except as expressly stated in this Agreement or the QUOTE. The PROVIDER does not warrant that Cloud Services or AI Services will be error-free or uninterrupted, or that outputs will be accurate, complete, or suitable for any particular purpose.

Except as expressly set forth in this Agreement, the PROVIDER disclaims all other warranties, express, implied, statutory, or otherwise, including implied warranties of merchantability, fitness for a particular purpose, and non-infringement.

10. MATERIAL BREACH, TERMINATION, AND FORCE MAJEURE

In the event of a material breach, the non-breaching party shall provide written notice specifying the breach and a ninety (90) day cure period. If the breach is not remedied within that period, the non-breaching party may terminate this Agreement with immediate effect. Upon such termination, the non-breaching party is relieved of further obligations except for accrued rights and remedies.

Early termination by the CUSTOMER (where permitted) results in: (a) payment of all amounts accrued through the termination date; (b) a prorated penalty based on the remaining contract term and services rendered as specified in the QUOTE; and (c) an additional termination penalty equal to fifty percent (50%) of the total remaining contract value, except where termination is due to the PROVIDER's material breach.

Neither party is liable or deemed in default for delay or failure in performance or interruption of service resulting from events beyond its reasonable control, including acts of God, acts of government, war, national emergency, accidents, fires, riots, strikes, labor disputes, pandemics, damage to or delay of equipment in transit, or failures of carriers, hosting providers, or other third-party infrastructure.

11. CONFIDENTIALITY AND INTELLECTUAL PROPERTY

Each party will protect the other's Confidential Information with at least the same degree of care it uses for its own similar information, and not less than reasonable care. Confidential Information may be used only to perform this Agreement and disclosed only to personnel or contractors with a need to know and equivalent confidentiality obligations. These obligations do not apply to information that is public through no fault of the receiving party, received lawfully from a third party, independently developed, or required to be disclosed by law (with prompt notice where permitted).

As between the parties, the PROVIDER retains all right, title, and interest in and to Hardware designs, Installed Software, Cloud Services, AI Services, documentation, and related intellectual property, including enhancements developed while performing this Agreement. The CUSTOMER retains all right, title, and interest in and to its Data. No IP is assigned under this Agreement. The PROVIDER grants the CUSTOMER a non-exclusive, non-transferable (except as permitted under Assignment) license to use the products and services identified in the QUOTE for the CUSTOMER's internal business purposes during the applicable term, subject to this Agreement.

12. LIMITATION OF LIABILITY

To the maximum extent permitted by law:

- Neither party is liable for incidental, indirect, punitive, special, or consequential damages, including lost profits, lost data, or business interruption, even if advised of their possibility.
- The PROVIDER's total aggregate liability arising out of or related to this Agreement shall not exceed the fees paid by the CUSTOMER under the applicable QUOTE during the

twelve (12) months preceding the event giving rise to the claim.

- The PROVIDER is not liable for telephony carrier issues, network outages, improper routing, third-party system failures, or CUSTOMER misconfigurations.

These limitations apply to all theories of liability except for amounts that are required to be paid (e.g., unpaid fees) or where liability cannot be limited by law.

13. ASSIGNMENT, GOVERNING LAW, SURVIVAL, ENTIRE AGREEMENT

This Agreement may not be assigned, transferred, sublet, or pledged by either party without the other's written consent, except to an affiliate under common control or a successor by merger or acquisition that assumes all obligations.

This Agreement is governed by and construed in accordance with the laws of the State of Michigan, exclusive of its conflict of law rules.

All obligations accrued but unfulfilled prior to expiration or termination, and provisions relating to payment, data rights, anonymized data, confidentiality, limitation of liability, and dispute-related rights, shall survive expiration or termination.

This Agreement, together with any incorporated QUOTES and exhibits, constitutes the entire agreement between the CUSTOMER and the PROVIDER and supersedes all prior proposals, agreements, commitments, or representations, whether oral or written, with respect to the PROVIDER's services.

5
ACCEPTANCE

Signature

Signature _____

Date _____

Printed name _____

