**Hutchinson/Reno County Emergency Communications****Michele A. Abbott****Rice County Emergency Communications****Josh Michaelis****Ima Lawyer, City Attorney****Ima Commissioner, County Commission ChairmanMEMORANDUM OF AGREEMENT**

BY AND BETWEEN

|  |
| --- |
| **Hutchinson/Reno County Emergency Communications** |

AND

|  |
| --- |
| **Rice County Emergency Communications** |

This Memorandum of Agreement (hereinafter “Agreement”) is made and entered into on April 20, 2018, by and between **Hutchinson/Reno County Emergency Communications** (PSAP 1) and **Rice County Emergency Communications** (PSAP 2).

WHEREAS, the parties to this Agreement are participants in the Statewide NG9-1-1 System, and;

WHEREAS, the parties to this Agreement desire to provide contingency and/or overflow support to one another, and;

WHEREAS, the parties desire to formalize their decisions regarding said contingency and/or overflow support;

THEREFORE, the parties agree as follows:

**Rice County Emergency Communications** will accept reroute of 9-1-1 calls from **Hutchinson/Reno County Emergency Communications** due to PSAP evacuation, network or customer premise equipment failure, no workstation logged on, or other condition.

PSAP 2 will deliver any answered calls under this provision back to PSAP 1 jurisdiction by

|  |
| --- |
| Radio transmission on KSICS SC9-PSAP talkgroup |

**Rice County Emergency Communications** will accept overflow calls from **Hutchinson/Reno County Emergency Communications** when all 911 talk paths at PSAP 1 are busy.

PSAP 2 will deliver any answered calls under this provision back to PSAP 1 jurisdiction by

|  |
| --- |
| Smoke signal |

**Rice County Emergency Communications** will accept overflow calls from **Hutchinson/Reno County Emergency Communications** when a call goes unanswered for a period of thirty (30) seconds. PSAP 1 and PSAP 2 agree to place a Vesta®overflow queue for PSAP 1 on their call handling screens.

PSAP 2 will deliver any answered calls under this provision back to PSAP 1 jurisdiction by

|  |
| --- |
| Facebook Post |

**Hutchinson/Reno County Emergency Communications** and **Rice County Emergency Communications** agree to abide by the following procedures in regard to the above provisions:

|  |  |
| --- | --- |
| HRCECC acknowledges that Rice County will answer all calls presented to the extent that staffing and call volume allows. Rice County does not represent that every call will be answered due to these limitations and HRCECC acknowledges understanding that Rice Co. overflow planning may be enacted and hereby agrees that HRCECC calls may be overflowed according to those plans.  HRCECC hereby authorizes Rice Co. to handle non-emergency calls received, where no response is necessary, pursuant to Rice Co. policy and procedure and not deliver these types of calls back to HRCECC.  Any other conditions, policy or procedures that the parties wish to include in this agreement goes in this box. You can just keep typing and the box will continue to grow. | |
|  |  |

This agreement may be terminated at any time by either party by written notice to the second party and shall remain in force until such time as it is so terminated.

IN WITNESS WHEREOF, the parties hereto agree to the terms of the Memorandum of Agreement.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
| Michele A. Abbott | Date |  | Josh Michaelis | Date |
| Hutchinson/Reno County Emergency Communications | |  | Rice County Emergency Communications | |

Approved on behalf of Hutchinson/Reno County Emergency Communications on 4/27/2018 by Ima Lawyer, City Attorney and on behalf of Rice County Emergency Communications on 4/30/2018 by Ima Commissioner, County Commission Chairman.

This agreement shall not be binding until received and countersigned by the Kansas 911 Coordinating Council. Upon receipt and countersignature, contingency and overflow policy will be created in the system consistent with the terms of this agreement.

|  |  |
| --- | --- |
|  |  |
| Kansas NG911 Administrator | Date Countersigned |