Appendix D: Plan Limits and Service Level Agreements

PART 1: Plan Limits

A. Recurring Charges

Product SKU	Product Description	Price

SOC-BSC-01000	Socrata Open Data Portal - **Basic Plan** (price is per Instance per month)
	Features:
	• DataSpace
	• Data & API Catalog (data-only catalog in this plan)
	• Branded Data Player
	• Data Federation
	• Mondara
	• DataSlate Page Designer
	• Site-wide Data Analytics
	• DataSync
	• Dataset Routing & Approval
	Plan Limits
	• Public Datasets - 15
	• Public Data Visualizations and Views - Unlimited
	• DataSlate Pages - 5
	• Standard APIs - 15
	• Enhanced APIs - Not available at this plan level
	• Storage - Unlimited
	• Bandwidth - 250 GB / month
	• Administrators - 2
	• Geocoding Requests - 10,000 / month
	• API Performance - 1,000,000 / month
	• Maximum Rows in a Dataset - 100,000 rows
	• Microsites - Not available at this plan level
	• Support:
	    • Web
	    • Critical Event, as defined in § 4, Definitions, of the Contract: respond within thirty minutes from the initiation of the request for Support Services.
	• System Incident, as defined in § 4, Definitions, of the Contract: respond within eight hours from the initiation of the request for Support Services
	• Service Request, as defined in §4, Definitions, of the Contract, respond within twenty-four hours from the initiation of the request for Support Services.
		$682.50

SOC-PLU-01000	Socrata Open Data Portal - **Plus Plan** (Price is per Instance per month.)
	Features:
	  • DataSpace
	  • Data & API Catalog
	  • Branded Data Player
	  • Data Federation
	  • Mondara
	  • DataSlate Page Designer
	  • Open Extensions for Esri ArcGIS – Available Option
	    (see SOC-EXT-00001 for pricing)
	  • Site-wide Data Analytics
	  • DataSync
	  • API Foundry
	  • Dataset Routing & Approval
	Plan Limits
	 - Public Datasets - 150
	 - Public Data Visualizations and Views - Unlimited
	 - DataSlate Pages - 30
	 - Standard APIs - 150
	 - Enhanced APIs - 5
	 - Storage - Unlimited
	 - Bandwidth - 1TB / month
	 - Administrators - 3
	 - Geocoding Requests - 50,000 / month
	 - API Performance - 5,000,000 / month
	 - Maximum Rows in a Dataset - 1,000,000 rows
		$3,780.00

| | - Microsites - Not available at this plan level
 - Support:
   • Web, email & phone
   • Business Days, as defined in § 4, Definitions, of the Contract
   • Critical Event, as defined in § 4, Definitions, of the Contract: respond within thirty minutes from the initiation of the request for Support Services.
• System Incident, as defined in § 4, Definitions, of the Contract: respond within four hours from the initiation of the request for Support Services
• Service Request, as defined in §4, Definitions, of the Contract, respond within twenty-four hours from the initiation of the request for Support Services. | |

| SOC-PRM-01000 | Socrata Open Data Portal - **Premium Plan** (Price is per Instance per month.)
Features:
  • DataSpace
  • Data & API Catalog
  • Branded Data Player
  • Data Federation
  • Mondara • DataSlate Page Designer
  • Open Extensions for Esri ArcGIS – Available Option (see SOC-EXT-00001 for pricing)
  • Site-wide Data Analytics
  • DataSync
  • API Foundry
  • Microsites – 5 (see SOC-AGE-00001 for pricing for additional microsites)
  • Dataset Routing & Approval
  • Extensible Metadata
Plan Limits
  • Public Datasets - 500
  • Public Data Visualizations and Views - Unlimited
  • DataSlate Pages - 100
  • Standard APIs - 500
  • Enhanced APIs - 25
  • Storage - Unlimited
  • Bandwidth - 2TB / month
  • Administrators - 5
  • Geocoding Requests - 250,000 / month
  • API Performance - 20,000,000 / month
  • Maximum Rows in a Dataset - 10,000,000 rows
  • Microsites - 10
  • Support:
    • Web, email & phone
    • Business Days, as defined in § 4, Definitions, of the Contract
    • Critical Event, as defined in § 4, Definitions, of the Contract: respond within thirty minutes from the initiation of the request for Support Services.
• System Incident, as defined in § 4, Definitions, of the Contract: respond within two hours from the initiation of the request for Support Services
• Service Request, as defined in §4, Definitions, of the Contract, respond within twenty-four hours from the initiation of the request for Support Services. | $8,400.00 |

SOC-ULT-01000	Socrata Open Data Portal - **Ultimate Plan** (Price is per Instance per month.)
	Features:
	  • DataSpace
	  • Data & API Catalog
	  • Branded Data Player
	  • Data Federation
	  • Mondara
	  • DataSlate Page Designer
	  • DataSlate App Developer
	  • Open Extensions for Esri ArcGIS – up to 500 datasets
	    (see SOC-EXT-00001 for pricing for additional licenses)
	  • Site-wide Data Analytics
	  • DataSync
	  • API Foundry
	  • Microsites – 20 (see SOC-AGE-00001 for pricing for additional microsites)
	  • Dataset Routing & Approval
	  • Extensible Metadata
	Plan Limits
	 - Public Datasets - 1500
	 - Public Data Visualizations and Views - Unlimited
	 - DataSlate Pages - 250
	 - Standard APIs - 1500
	 - Enhanced APIs - 100
	 - Storage - Unlimited
	 - Bandwidth - 5TB / month
	 - Administrators -10
	 - Geocoding Requests - 500,000 / month
	 - API Performance - 100,000,000 / month
	 - Maximum Rows in a Dataset - 100,000,000 rows
	 - Microsites - 50
	 - Open Extensions for Esri ArcGIS – up to 500 datasets
	 - Dataset Routing & Approval • Extensible Metadata
	Support:
	  • Web, email & phone
	  • 24x7x365
	  • Critical Event, as defined in § 4, Definitions, of the Contract: respond within thirty minutes from the initiation of the request for Support Services.
	  • System Incident, as defined in § 4, Definitions, of the Contract: respond within one hour from the initiation of the request for Support Services
	  • Service Request, as defined in §4, Definitions, of the
		$14,700.00

	Contract, respond within twenty-four hours from the initiation of the request for Support Services. • Dedicated support team	
SOC-GOV-01001	Socrata GovStat - A data warehouse for an Authorized User's performance data, automatically federated to the core data space (price is per Instance per month). **Premium Plan** • Authenticated publisher APIs for automating the collection and aggregation of performance data and public-facing consumer APIs for developers to integrate performance data into their applications. • Unlimited internal user access to their interactive reports. • Data Visualization and Analysis Suite for ad-hoc analysis 10 Administrators • 2 Performance Management Dashboards (one internally facing and one externally facing) to dynamically present performance data to their constituents • 20 GovStat Goal pages to describe organization's	$7,500.00

	• performance against strategic goals • 150 Datasets to support the goal pages • Ability to include unlimited visualizations built ontop of the datasets used within the goal pages • Geocoding Requests – 50,000/month • API Performance – 5 Million/month	

SOC-GOV-02001	**Ultimate Plan**
	• Authenticated publisher APIs for automating the collection and aggregation of performance data and public-facing consumer APIs for developers to integrate performance data into their applications.
	• Unlimited internal user access to their interactive reports.
	• Data Visualization and Analysis Suite for ad-hoc analysis 10 Administrators
	  * 5 Performance Management Dashboards to dynamically present performance data to their constituents for 5 program areas
	  * 100 GovStat Goal pages to describe Authorized User's performance against strategic goals
	  * 1000 Datasets to support the goal pages
	  * Ability to include unlimited visualizations built ontop of the datasets used within the goal pages
	  * Geocoding Requests – 250,000/month
	  * API Performance – 20 Million/month
		$15,000.00

SOC-GOV-03001	**Enterprise Plan**
	• Authenticated publisher APIs for automating the collection and aggregation of performance data and public-facing consumer APIs for developers to integrate performance data into their applications.
	• Unlimited internal user access to their interactive reports.
	• Data Visualization and Analysis Suite for ad-hoc analysis 10 Administrators
	   * 20 Performance Management Dashboards to dynamically present performance data to their constituents for 20 program areas
	   * 400 GovStat Goal pages to describe Authorized User's performance against strategic goals
	   * 2000 Datasets to support the goal pages
	   * Ability to include unlimited visualizations built ontop of the datasets used within the goal pages
	   * Geocoding Requests – 500,000/month
	   * API Performance – 100 Million/month
		$30,000.00

	Augmentation for GovStat Plans	
SOC-GOV-02001	10 Additional GovStat Page Resource Pack which adds 10 Goal Pages to the limits of Premium and Ultimate Plan levels and price is per Instance per month).	$1,995.00
	Augmentation for OpenData Portal Plans	
SOC-EXT-00001	Socrata Open Extensions for Esri ArcGIS- allows you to connect your existing Esri ArcGIS 10 environment to your Socrata Plan, thereby allowing the geospatial data assets and services offered by your Esri environment to be available in your Open Data environment. Limit of 500 geospatial data assets and services per license. Multiple licenses may be purchased to support more than 500 integrated geospatial data assets or services. Price is per Instance per month.	$1,000.00

Service SKU	Description	Price
SOC-ULT-02000	Socrata Open Data Portal - Extra Capacity Bundle Additional SLA Limits: • Public Datasets & Archived Snapshots – 750 • Public DataSlate Pages – 125 • DataSlate Templates – 7 • Standard APIs – 750 • Enhanced APIs (created by API Foundry) – 50 • DataSlate App Developers – 5 • Geocoding Requests per Month – 250,000 • Microsites – 10	$6,300.00
SOC-AGE-00001	Socrata Authorized User Microsites- adds the ability for Authorized Users to have a more branded, recognition-driven "subsite" within the shared resources of your Socrata Open Data Premium or Ultimate Plan. This SKU adds one (1) Authorized User Microsite. Aggregate limit 10 Authorized User Microsites per Premium Plan. Aggregate limit 50 Agency Microsites per Ultimate Plan. Price is per Authorized User Microsite per month.	$199.00
SOC-EXM-01000	Socrata Micro-explorer App Suite (Price is per Instance per month.) Includes all subject matter specific Socrata Apps of the Micro Explorer family: OpenCheckbook, OpenBudget, OpenPension, 311 Explorer, and others	$999.00
SOC-EXS-01000	Socrata Explorer App Suite (Price is per Instance per month.) Includes all subject matter specific Socrata Apps of the Explorer family: Health Measures Explorer, Transportation Explorer, Housing Explorer, etc	$8,395.00
SOC-SUP-PREM	Premium Support: 24x7x365 Support for packages where it is not included Price: 15% of the subscription Fee, in addition to the subscription fee. In addition to services provided in the standard support package provided as part of the Plan (standard support package is detailed in the pricing list by Plan): • Telephone support • 24x7x365 Support • A named support representative	15%

Service SKU	Socrata Professional Services Descriptions	Price

SOC-SRV-00100	Socrata Data Analyst - Socrata's Data Analysts will prepare and onboard Datasets. Price is per hour. (Travel and Expenses Additional)	$147.00
SOC-SRV-00100	Socrata Data Architect -The Socrata Data Architect will, when required by the project scope, design an enterprise-class IT data sharing solution using the full breadth of the Socrata platform. Price is per hour. (Travel and Expenses Additional)	$225.00
SOC-SRV-00200	Socrata Developer - will design and configure the look and feel of the basic Open Data Portal Homepage Price is per hour. (Travel and Expenses Additional)	$147.00
SOC-SRV-00201	Socrata Senior Developer - The Socrata Senior Developer will design the look and feel of the DataSlate Powered Socrata pages, ETL libraries, importing scripts (illustrative examples) included in the project deployment scope. Price is per hour. (Travel and Expenses Additional)	$185.00
SOC-SRV-00300	Socrata Program Manager - will (illustrative examples) develop the project plan, lead the project to implement and configure the project deployment; will ensure that the specific technical configuration and implementation tasks are performed as per the project plan. Price is per hour.(Travel and Expenses Additional)	$185.00
SOC-SRV-00400	Socrata Director - This is the director of GovStat or a Socrata Executive who acts as the executive sponsor, program advisor. Price is per hour. (Travel and Expenses Additional)	$225.00
SOC-OSA01	Outsourced Solution Administration -Data curation, data consultation, data cleansing, site design and branding, graphic design, and administrative training. - Up to 10 hours of dedicated service per month. Hours do not roll month to month. - Price is per month	$999.00
SOC-LA-001	**Standard Open Data Launch Package** - Administrative training - DNS and SSL setup - (1) Kickoff call and up to (4) weekly meetings through launch - Site skinning, styling, and CSS - Integration of "suggest a dataset" functionality - Custom header and footer - Training on the upload of your first dataset via Socrata University	$8,250.00

	- Enrollment in Socrata University 101, and API 101 classes - Total professional services hours not to exceed 50 hours in aggregate among Socrata staff.	
SOC-LA-002	**Premium Open Data Launch Package** - Administrative training - DNS and SSL setup - (1) Kickoff call and (6) weekly meetings through launch - Site skinning, styling, and CSS - Integration of "suggest a Dataset" functionality - Custom header and footer - Training on the upload of your first dataset via Socrata University - Enrollment in Socrata University 101, 201, and API 101 - Initial data upload of up to 5 Datasets - Data curation of up to 10 Datasets - Custom Social Data Player styling and configuration - Graphic Design and implementation for your home page stories - Graphic Design and implementation for your home featured Datasets - Total professional services hours not to exceed 75 hours in aggregate among Socrata staff. The Socrata team will also provide help generate public excitement around launch, including PR and Marketing support, press releases, and open data collateral to share with Authorized User internal staff	$12,375.00

| SOC-LA-003 | **Ultimate Open Data Launch Package**
 - Administrative training
 - DNS and SSL setup
 - (1)Kickoff call and (12) weekly meetings through launch
 - Site skinning, styling, and CSS
 - Integration of "suggest a dataset" functionality
 - Custom header and footer
 - Training on the upload of your first dataset via Socrata University
 - Enrollment in Socrata University 101, 201, and API 101
 - Initial data upload of up to 15 Datasets
 - Data curation of up to 20 Datasets
 - Custom Social Data Player styling and configuration
 - Graphic Design and implementation for your home page stories
 - Graphic Design and implementation for your home featured Datasets
 - API Foundry training and advanced API setup for up to

 3 Datasets
 - The Socrata team will also provide help generate public excitement around launch, including PR and Marketing support, press releases, and open data collateral to share with your internal staff.
 - Total professional services hours not to exceed 150 hours in aggregate among Socrata staff. | $24,750.00 |

	GovStat Launch Package - Standard includes a mix of technical consulting and advisory services over the expected 12-week period: - (1) Kickoff call and up to (12) weekly meetings through launch date - GovStat site setup including: DNS and SSL, site configuration and, styling, - 2 Site Administration training sessions - 2 Data Publishing and Visualization training sessions - 2 Goal-setting and Dashboard Creation training sessions - 2 Report creation and customizations training sessions - Socrata-led initial data upload and visualization of up to 5 datasets - Socrata-led initial setup of 1 dashboard with 1 complete goal - Client-led, Socrata-assisted, end-to-end configuration of 2 more strategic goals, visualized on the organization's dashboard - Enrollment in Socrata University 101 and 201 classes - Access to technical support and expert assistance throughout the project - 15 hours of Advisory Services that can be allocated towards Developing a project charter; Developing a data-driven goals framework; Successfully running a Stats Program and Stats Meetings; Reviewing internal communication; Best practices in engaging with citizens - This package also includes active assistance from our marketing and public relations team to help craft and launch a successful communication strategy, including a PR kit, support for a kickoff event, organizing a webinar, and collateral to share with internal staff - Socrata will deliver some of the services above onsite, for up to three days. The rest will be managed and delivered remotely using web and telephone conferencing	$12,375.00
SOC-PS-GS-S	- Total professional services hours not to exceed 60 hours in aggregate among Socrata staff.	

	GovStat Launch Package - Premium includes a mix of technical consulting and advisory services over the expected 12-week period: - (1) Kickoff call and up to (12) weekly meetings through launch date - GovStat site setup including: DNS and SSL, site configuration and, styling, - 3 Site Administration training sessions - 3 Data Publishing and Visualization training sessions - 3 Goal-setting and Dashboard Creation training sessions - 3 Report creation and customizations training sessions - Socrata-led initial data upload and visualization of up to 10 datasets - Socrata-led initial setup of 1 dashboard with 2 complete goals in 2 categories - Client-led, Socrata-assisted, end-to-end configuration of 4 more strategic goals, visualized on the organization's dashboard - Enrollment in Socrata University 101 and 201 classes - Access to technical support and expert assistance throughout the project - 25 hours of Advisory Services that can be allocated towards Developing a project charter; Developing a data-driven goals framework; Successfully running a Stats Program and Stats Meetings; Reviewing internal communication; Best practices in engaging with citizens - This package also includes active assistance from our marketing and public relations team to help craft and launch a successful communication strategy, including a PR kit, support for a kickoff event, organizing a webinar, and collateral to share with internal staff - Socrata will deliver some of the services above onsite, for up to five days. The rest will be managed and delivered remotely using web and telephone conferencing	$18,750.00
SOC-PS-GS-P	-Total professional services hours not to exceed 90 hours in aggregate among Socrata staff.	

	GovStat Launch Package- Ultimate includes a mix of technical consulting and advisory services over the expected 16-week period: - (1) Kickoff call and up to (16) weekly meetings through launch date - GovStat site setup including: DNS and SSL, site configuration and, styling, - 3 Site Administration training sessions - 3 Data Publishing and Visualization training sessions - 3 Goal-setting and Dashboard Creation training sessions - 3 Report creation and customizations training sessions - Socrata-led initial data upload and visualization of up to 15 datasets - Socrata-led initial setup of 2 dashboards with up to 2 complete goals each - Client-led, Socrata-assisted, end-to-end configuration of a complete dashboard with up to 10 visualized goals - Enrollment in Socrata University 101 and 201 classes - Access to technical support and expert assistance throughout the project - 40 hours of Advisory Services that can be allocated towards Developing a project charter; Developing a data-driven goals framework; Successfully running a Stats Program and Stats Meetings; Reviewing internal communication; Best practices in engaging with citizens - This package also includes active assistance from our marketing and public relations team to help craft and launch a successful communication strategy, including a PR kit, support for a kickoff event, organizing a webinar, and collateral to share with internal staff - Socrata will deliver some of the services above onsite, in two separate engagements of up to 4 days each. The rest will be managed and delivered remotely using web and telephone conferencing. - This package also includes 2 semi-annual health checks and best practices tune-up	$39,375.00
SOC-PS-GS-U	- Total professional services hours not to exceed 150 hours in aggregate among Socrata staff.	

PART 2: Service Level Agreements:

A. Subscription Services Uptime:

As a Software-as-a-Service provider, Socrata is committed to ensuring reliability and availability by delivering a world-class infrastructure as its foundation. To that effect,

Socrata maintains redundancy at the data center level as well as at the equipment level within each data center. A robust back-up infrastructure underpins the failover process between the critical operational components.

The Socrata Open Data Platform is hosted and located in the continental United States. The facilities are fully redundant, SAS 70 data centers owned and operated by Savvis, Inc. The facilities are located in Seattle, WA, and Chicago, IL.
- Two geo-redundant datacenters located in Seattle, WA, and Chicago, IL
- Two copies of all data in each datacenter
- 4x redundant User and Account information
- All data and related metadata is replicated to an off-site backup server, with comparable hardware configuration as the primary server and capable of becoming the primary server in the event of failure. The recovery point objective (RPO) is actively monitored and maintained below 20 minutes.
- All data and metadata is replicated to the secondary, geo-diverse data center in Chicago, IL. The secondary data center includes hardware for operating the service at full capacity, should the primary datacenter fail for a period of four hours or more.
- Automated testing and monitoring of system health via Nagios suite, with 2 engineers and 3rd tertiary agent on call 24/7/365 for core server maintenance should an incident arise
- Socrata staff periodically test and validate restoration, as well as simulating failure scenarios to validate and improve existing contingency plans.
- Availability: Quarterly uptime at least 99.9% not including published maintenance windows, averaged over a 3 month timeframe

B. Redundancy
The Socrata data and website hosting platform is a robust, secure, geo-redundant, fault-tolerant, Internet-scale operation that hosts all of our customer websites and the data they share with their widely varying audiences. Socrata operates two fully-redundant, symmetric, Tier I, SAS70 Type II data centers, located in Seattle, WA and Chicago, IL. All core services – server processes, web serving, networking and data storage – are load balanced locally within each data center.

C. Security
The Socrata data and website hosting platform, our operation, processes and personnel have successfully passed multiple Federal Information Security Management Act (FISMA) certifications as well as numerous third party information security audits and assessments. Socrata is proud of its industry leadership position in cloud computing data center operations: our 4-year track record of reliability, security, performance, accessibility and scalability is without equal.
Physical security: Single point of entry to hosting areas, Main access monitored 24x7x365, Surveillance cameras in facility, Access validation with identity check, Access only to persons on Socrata-approved access list or sub-contracted data center provider.

Electronic security: Login validation, Creation of system-level accounts only as verified by Socrata, Access to servers via encrypted means, Servers running behind secure redundant firewalls.

D. Third Party Security Audit

Contractor engaged IOActive to evaluate the security threats and risks associated with Contractor's external web application, and to perform a vulnerability assessment and penetration test. As a result, IOActive consultants performed an extensive security assessment of the identified application.

> *"The IOActive consultants found the assessed application to be in good security standing overall—it contained little in terms of critical vulnerabilities and the one high-risk item found that enabled session hijacking was remediated quickly by Socrata staff."*

About IOActive:

Established in 1998, IOActive is an industry leader that offers comprehensive computer security services with specializations in smart grid technologies, software assurance, and compliance. Boasting a well-rounded and diverse clientele, IOActive works with a majority of Global 500 companies including power and utility, game, hardware, retail, financial, media, travel, aerospace, healthcare, high-tech, social networking, and software development organizations.

E. Disaster Recovery Strategies

Incident Response Plan (IRP) establishes comprehensive procedures to handle information security incidents, from initial training and planning through remediation and follow-up documentation. While there has never been a need to institute such measures, Contractor also has comprehensive procedures in place designed to recover the Socrata Platform quickly and effectively should a major service disruption occur. Processes in place include:

- o On-call site reliability response team
- o Comprehensive Incident Response Plan (IRP)
- o Comprehensive Information System Continuity Plan (ISCP)
- o Regular backups
- o Off-site servers at remote recovery facility
- o Redundant hardware
- o Re-routable data transmissions
- o Outage assessment protocols
- o Data recovery protocols
- o Data Recovery Response Team directory
- o Uninterruptible Power Supply (UPS) systems
- o Multiple environment control systems (HVAC)

F. Maintenance

During the term of the Contract, Authorized User's Socrata solution will automatically and transparently receive the latest product and service updates.

Contractor strives to maintain the highest levels of reliability for customer sites which makes periodic maintenance necessary to perform upgrades or network changes. Contractor schedules time windows once per month where the entire platform may be inaccessible for a short period of time:

- On the third Saturday of January, February, April, May, July, August, October, and November, Socrata-powered data sites may be unavailable from 8:00 PM to 9:00 PM Eastern time
- On the third Saturday of March, June, September and December Socrata-powered data sites may be unavailable from 8:00 PM to Midnight Eastern time
- The Cumulative maintenance window for the platform is <24 hours in a year

On-site maintenance notification reminders are posted publicly on each Socrata-powered datasite at least 48 hours before the beginning of the maintenance window. An alternative status page will be displayed during scheduled maintenance windows. You can also go to status.socrata.com to view the status of all Socrata domains.

G. Socrata Support Services
Support Services shall be provided by Contractor as set forth in the respective Plan(s). Contractor offers a Customer Support Portal at (http://support.socrata.com/home). Authorized Users can search Contractor's Knowledgebase, open and manage support tickets, submit feature requests and participate in forums. After the initiation of a request for Support Services by an Authorized User Contractor shall update the Authorized User on the status of the request either by email or telephone.

For technical users that are building applications on the proposed solution or creating system integrations, Contractor provides a Developer Community Portal at (http://dev.socrata.com/).

Authorized Users can attend Socrata University's 'Socrata 101' class, a bimonthly training webinar. Access to Advanced classes at Socrata University, including training on data visualization and the Socrata Open Data API (SODA), can also be purchased as an ongoing subscription.

Support Escalation Procedures:
The site is down ("Site Currently Unavailable") or you receive a "Page Not Found" error.

1. Check if it is during one of our scheduled maintenance windows (on the weekend).
2. Check status.socrata.com. There will be a link to the status site in the error box. Check to see if we are currently experiencing any issues on our platform, as this is where engineers can provide updates on platform outages, particularly if it is in off-business hours.
3. Call the support line at (866) 570-9583.
4. Make note of the URL you are on when you receive the error.

An issue that severely affects the functionality of the site (i.e. prevents you and other users from using the site or parts of the site).

1. Call the support line (866) 570-9583.
2. Email support@socrata.com.

An issue on the site that does not disrupt the functionality or is a styling issue.
1. Call the support line (866) 570-9583.
2. Email support@socrata.com and cc clare.zimmerman@socrata.com

Questions about the site and Socrata functionality.
1. If it is about the Socrata functionality, first check if we already have information on support.socrata.com
2. Send an email to support@socrata.com.

H. Accessibility (Statement of Compliance with Section 508)

Team Socrata is committed to making Social Data Discovery as accessible as possible to all persons, including those with disabilities. To this end, the Socrata Social Data Platform™ and the Socrata Social Data Player™ have been developed and are maintained in accordance with Section 508 of the Rehabilitation Act as well as the World Wide Web Consortium (W3C) guidelines for accessibility.

The following features are provided to aid in making Socrata's products as accessible as possible to those using alternative technologies to access the Internet:

- All content images include descriptive "alt" attributes, and wherever possible, textual links are provided for navigation instead of image links.
- All form elements include associated "label" tags to help accessible technologies describe those forms to their users.
- Relative font sizes are utilized in the Website's design, in order to make it possible for accessible technologies to scale the content of the site to accommodate the visually impaired.
- "Skip links" are provided for keyboard navigation between different sections of the page.
- The semantic layout of the page is kept separate from its visual layout, and Cascading Style Sheets are used for visual formatting and layout, allowing the site to gracefully degrade when Cascading Style Sheets are disabled.
- For pages where the use of AJAX and JavaScript would interfere with the use of accessible technologies, alternate versions of those pages are provided that do not use AJAX or JavaScript. Those alternate versions are made available via keyboard navigation skip links.
- The use of plug-in technologies such as Adobe Flash and Microsoft Silverlight, which limit accessibility, is kept to an absolute minimum and is not used for critical features.
- All datasets are also available for download in alternative XLS, CSV, and TXT formats, which can be loaded into compatible desktop software for review via other methods.
- Browser Compatibility: 4 supported browsers (IE , Firefox, Chrome, Safari) current major version (N) and (N-1), Mobile browser and mobile-compatible API

The Socrata Social Data Platform™ and Socrata Social Data Player™ have undergone and passed a full Section 508 audit performed by an accessibility expert at the US Department of Health and Human Services, as well as VPAT and GPAT self-

assessments. Details of these assessments are available upon request. Socrata's Accessibility Statement can also be viewed online at
http://www.socrata.com/accessibility/