PROPOSAL SPECIFICATIONS

WILLIAMSON COUNTY PROPOSAL FORM

ELECTRONIC HOME MONITORING SERVICE
FOR WILLIAMSON COUNTY JUVENILE SERVICES

PROPOSAL NUMBER: 09WCPA113

NAME OF PROPOSER: Satellite Tracking of People LLC

Mailing Address: 1212 North Post Oak Road #100

City: Houston   State: Texas   Zip: 77055

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By signing this form:
- The bidder confirms that he/she has read the entire document and agrees to the terms herein.
- The bidder is acknowledging the Conflict of Interest Clause; pg3, paragraph 4 and agrees to follow necessary requirements

The undersigned, by his/her signature, represents that he/she is authorized to bind the proposer to fully comply with the terms and conditions of the attached Request for Proposal, Specifications, and Special Provisions for the amount(s) shown on the accompanying Proposal sheet(s).

_____   Date of Proposal: 22 September 2008
Signature of Person Authorized to Sign Proposal

Printed Name and Title of Signer: Greg Utterback, Chief Development Officer

DO NOT SIGN OR SUBMIT WITHOUT READING ENTIRE DOCUMENT

THIS FORM MUST BE COMPLETED, SIGNED, AND RETURNED WITH PROPOSAL

Satellite Tracking of People LLC

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Houston, Texas 77055
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Original

Williamson County, Texas
Purchasing Department

RFP #09WCPA113, Electronic Home Monitoring Service for Williamson County Juvenile Services

Due September 24, 2008 at 1:30 p.m.

Satellite Tracking of People LLC

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Original

Williamson County, Texas Purchasing Department

RFP #09WCPA113, Electronic Home Monitoring Service for Williamson County Juvenile Services

Due September 24, 2008 at 1:30 p.m.

Satellite Tracking of People LLC

22 September 2008

Mr. Barry Becker
Williamson County Purchasing Department
301 Southeast Inner Loop, Suite 106
Georgetown, Texas 78626

Re: RFP #09WCPA113, Electronic Home Monitoring Service for Williamson County Juvenile
       Services

Dear Mr. Becker:

Satellite Tracking of People LLC (STOP) is pleased to offer Williamson County Juvenile Services
(County) a participant monitoring system that will help increase public safety and better support
offender accountability and rehabilitation. Our program uses innovative, proven and reliable
technology and applies the industry's best practices for various types of services.

Our monitoring system includes equipment using Global Positioning System (GPS) technology
and an Internet-based tracking application. BluTag® and VeriTracks® are the foundation of our
system. BluTag®, our innovative one-piece GPS monitoring device, offers the County broad
flexibility since the same device can effectively monitor offenders in active, hybrid and passive
modes without changing equipment. BluTag® interfaces seamlessly with VeriTracks®, our
Internet-based tracking application that is accessible through any computer with a high-speed
Internet connection. It is also accessible to supervising officers using a BlackBerry® or Windows
Mobile® cellular telephones.

This proposal details our approach to monitoring services and GPS equipment and STOP's
qualifications. We look forward to having the opportunity to partner with the County and offer
them our proven and reliable participant monitoring system.

Sincerely,

Greg Utterback
Chief Development Officer

Satellite Tracking of People LLC

Introduction

Satellite Tracking of People LLC (STOP) presents an innovative and comprehensive monitoring system that can increase public safety and juvenile participant accountability for Williamson County Juvenile Services (County) through the use of Global Positioning System (GPS) technology. We are corrections professionals providing government agencies with a suite of products representing the most technologically-advanced and proven system for monitoring offenders with various classifications, such as probationer, parolee, pretrial defendant and juvenile. We pride ourselves on providing the equipment, services and support government agencies desire in their partners and that other vendors strive to emulate.
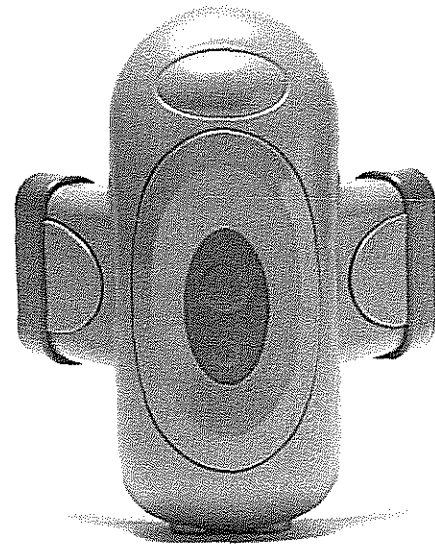
Since 2003 federal, state and county agencies across the nation have used our BluTag® device to monitor the movements of many different populations, including high-risk/high profile offenders, habitual offenders, sex offenders, gang members, juveniles and, more recently, domestic violence offenders. Our comprehensive system allows our customers to quickly and seamlessly increase or decrease the intensity of supervision for any given participant without switching equipment and/or software.

Our proposal describes the functionality of our GPS monitoring system's hardware and software. BluTag®, our patented one-piece GPS monitoring device, is the foundation of our system. It is the first and original commercially-proven GPS device that houses its receiver and transmitter into a single unit. BluTag® is never removed from a juvenile participant's ankle for any reason, which allows the County to know the location and movement of any given participant 24 hours a day, seven days a week.

VeriTracks® is our Internet-based participant tracking application. Supervising officers can access it 24 hours a day, seven days a week from any computer with a high speed Internet connection. There are no files to install or download onto the County's network or individual work stations. Supervising officers can also access VeriTracks® Mobile through Blackberry® and Windows Mobile® cellular telephones.

As the only leading Texas-based vendor and one of the few original equipment manufacturers (OEM), we can provide enhanced service to the County at no additional cost. Because we build our own equipment and develop and program our Internet-based tracking application we have additional flexibility to meet the evolving needs of our customers. With our company headquarters and equipment manufacturing facility located in Houston, we can provide the County stronger customer support and quicker response times than other vendors, which is a significant advantage. This even means that we can provide same day delivery for equipment in emergency situations.

BluTag® houses its receiver and transmitter in a single GPS monitoring device. It is the only piece of equipment required to monitor a participant. The device uses layered location technology as a secondary motion detection system.

BluTag® houses its receiver and transmitter in a single device that is not removed for any reason- not even to recharge the battery or transmit monitoring data. We believe the most effective and reliable monitoring occurs when the equipment remains securely attached to the participant's body at all times – free from the dependence of a participant remembering to hand-carry additional equipment components. Additionally, BluTag® can monitor participants in active, hybrid or passive modes without changing equipment.

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Reliable technologically-advanced GPS-based equipment can provide a tool that increases a supervising officer's ability to effectively manage his or her case load and maintain a high level of community safety. As an always-worn monitoring device, BluTag® enhances the safety of the public because it **tracks the body, not the box**™. This was the premise for the development of BluTag®. Traditional multi-piece devices rely on a juvenile participant remembering to hand-carry at least one additional equipment component for effective monitoring.

Following are a few distinct advantages BluTag® provides the County.

- Supportive of rehabilitation
  The lightweight (weighs six ounces) and inconspicuous (it is the size of a computer mouse) device allows juvenile participants a better opportunity to re-integrate themselves into the community with meaningful work and/or educational endeavors. Again, the one-piece design means participants need not remember to carry one or more obvious monitoring components, which can stigmatize them and compromise the rehabilitation process.

- Reduced equipment loss and streamlined inventory
  The one-piece design of BluTag® reduces the opportunity for participants to lose a monitoring component or have it stolen or vandalized by others. Supervising officers can focus their time on participants who are not compliant with the terms of their release and avoid chasing lost equipment on behalf of STOP. The one-piece design also streamlines the County's inventory process because only the BluTag® monitoring device and a supply of few non-durable items and/or optional accessories remain on-site.

- One participant-dependent task for proper operations
  BluTag® is the least participant-dependent monitoring unit available today. Regardless of monitoring mode, this device requires juvenile participants to complete only one task for successful monitoring: recharge the battery. BluTag® automatically vibrates when the battery begins to run low, reminding participants to charge the battery. Under most circumstances, within 30 minutes or less, BluTag's® battery is completely recharged.

- Mobile and flexible battery recharging
  BluTag's® charging coupler is similar to a cellular phone's and allows participants greater mobility when recharging the battery. Juvenile participants plug the small power transformer into any standard AC electrical outlet to recharge the battery. Traditional multi-piece GPS devices do not provide flexibility or options when recharging the battery. The device functions for 30+ hours on a single charge when collecting one set of GPS coordinates per minute.

- Increased public safety when charging the battery
  Whenever participants recharge BluTag's® battery, their movements are tracked because the device continues to receive GPS signals during the charging period. When monitored with BluTag®, participant movements are always known because the device remains securely attached to the body. Traditional multi-piece GPS devices require participants to remove the portable tracking unit, the component that actually tracks their movements, to recharge its battery. This component must remain on a stationary charging base up to eight continuous hours. This provides a window of opportunity for a participant to abscond and his or her whereabouts remain unknown because a simple radio frequency tether is all that links the ankle transmitter to the battery charger.

Equipment description

BluTag® monitors juvenile participants in three different modes: active, hybrid and passive. The same device can monitor participants in any mode. While the equipment is the same regardless of the mode, it

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is the frequency with which the device transmits monitoring data and some internal circuitry that differentiates each mode. Following is a brief description of the three types of BluTag® monitoring and the optional GPS accessories available to the County. There is also a brief description of VeriTracks®, our Internet-based tracking application, and our Solutions Center, which provides round-the-clock technical support to supervising officers.

BluTag® Active	STOP's patented active GPS one-piece monitoring device that houses its receiver and transmitter into a single unit. This device is the size of a computer mouse and weighs only six ounces. It receives GPS latitude and longitude coordinates once every minute and transmits monitoring data in near real-time, which is considered immediate, for agency-designated violations and device "pings." In this mode, it transmits data at least once every 10 minutes in the absence of participant violations using one of two cellular telephone networks.
BluTag® Hybrid	This monitoring mode provides near real-time notification of inclusion zone and strap violations and participant location device "pings." All other monitoring data transmits at intervals similar to traditional passive GPS monitoring. It can interface with BluHome®, a GPS accessory, although it is not required. The device can transmit data via one of two cellular networks like BluTag® Active.
BluTag® Passive	In passive GPS monitoring mode, the device interfaces with BluHome®, a GPS accessory, to transmit monitoring data via landline, digital or cellular telephone service. BluTag® Passive transmits data to BluHome® via a radio frequency (RF) tether while still attached to a participant's ankle.
VeriTracks®	STOP's patented Internet-based tracking application, which receives and stores all participant information and location and movement data. Supervising officers access the data by logging into VeriTracks® on any computer with a high speed Internet connection. The application includes our patented Automated Crime Scene Correlation tool, which helps law enforcement agencies develop more viable suspect lists in a much shorter period of time.
BluHome™	This patent-pending GPS accessory interfaces with BluTag® Hybrid and BluTag® Passive. It uses landline, digital or cellular telephone service to transmit monitoring data to VeriTracks®. Participants can easily connect the unit to a landline or digital telephone connection and power the unit by plugging it into a standard AC electrical outlet. BluHome™ is designed to minimize participant dependency. No docking or manual tethering is required to transmit data from BluTag® Passive or BluTag® Hybrid to BluHome™. The data automatically and wirelessly transmits when the participant enters the RF tethering range of BluHome™.
BluBox™	This is another patent-pending GPS accessory and it can interface with BluTag® Active and BluTag® Hybrid. It confirms the presence of one or more participants at a specific location through a RF tether. It does not communicate monitoring data. It is used frequently in group residential facilities where one or more participants live and high rise apartment buildings.
Solutions Center	STOP's help desk/technical support to supervising officers The Center is staffed 24/7 with skilled and highly trained technicians. Supervising officers access this resource using our toll-free telephone or fax numbers or email.

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Standards for Service

Participant enrollment

When a program first launches, STOP provides on-site assistance with assigning a monitoring device and enrolling a participant into VeriTracks®. Because our system is intuitive and 100 percent Internet based, the County need not maintain an inventory of or complete enrollment forms. Supervising officers can efficiently enroll participants from their work station computer. When officers need help with any aspect of enrollment, equipment operations or tools within VeriTracks®, our Solutions Center technicians are immediately available through a toll-free phone number or email. Our technicians can talk a supervising officer through an enrollment either as it is in progress or prior to starting.

Enrolling a participant and a BluTag® device into VeriTracks® is a simple three-step process. Supervising officer create the participant's record in the "Offender Enrollment" pages after logging into VeriTracks®. Then supervising officers retrieve a BluTag® device from the County's inventory and finds the device's serial number within VeriTracks®. He or she then assigns the device to the participant. Creation of inclusion and exclusion zones can occur at this point, or the supervising officer can remotely establish and revise the zones at a later date.

When a judge or other judicial representative deems a participant no longer requires GPS monitoring, supervising officers remove the actual monitoring device from the participant's ankle and un-enroll the participant from VeriTracks®.

Changing intensity of supervision

Supervising officers can increase or decrease the intensity of a participant's GPS supervision without changing equipment. BluTag® can effectively monitor participants in active, hybrid and passive modes. Supervising officers need not change out hardware or software. The primary difference between the modes is the frequency with which the device transmits monitoring data. Active mode transmits data approximately once every 10 minutes when participants are compliant with the terms of their supervision. When participants violate the terms of their supervision the BluTag® transmits data in near real-time. Hybrid mode transmits certain monitoring data and violations in near real-time, while all other data transmits on a schedule similar to passive. When monitoring participants in passive mode, all data transmits at least once a day when they enter the RF tether range of BluHome™.

To increase or decrease the intensity of supervision for any given participant, supervising officers need only call or email our Solutions Center. A technician will make the requested adjustment to the participant's BluTag® device.

Device "pings"

A supervising officer can "ping" a device to learn the immediate location of a participant, regardless of when the device received the latest set of GPS coordinates or the time of the last data transmission. The supervising officer logs into VeriTracks® and requests the location, which displays on the Offender Status page. The GPS coordinates display numerically with the date and time. A click of the button can quickly map the coordinates and uniquely identify the last position with a red "X." When the supervising officer mouses over the "X," it displays the date, time and nearest physical U.S. Postal Service address to the participant's location.

The supervising officer can also signal the device to vibrate or emit an audible tone. This is sent from the Offender Status page. When the participant receives the alert, a predetermined action is to be taken. For example, if the device vibrates and an audible tone is made, the participant is to immediately contact the supervising officer. Predetermined participant actions are explained to participants during the enrollment and orientation process.

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Receiving near real-time data from device "pings" is available when monitoring participants in active or hybrid modes only. Passive mode records the immediately location of the participant, but VeriTracks® does not display the data.

Replacement parts/consumables and spare equipment

No tools are required to attach the strap to BluTag®, nor are they needed to install the device on a participant. A cutting tool and an inventory of consumable materials are provided in the BluTag® installation kit. We provide one BluTag® installation kit for every 20 participants. A BluTag® installation kit contains strap cutter, straps, strap clips, bridge removal tool, bridge screws and "wing" collars.

STOP provides all consumable materials at no charge to the County. We provide an initial inventory of consumable materials in the installation kit. We will work with the County to determine the most appropriate storage arrangements for the on-site inventory. Should the County need such consumable materials quickly, we can overnight them for next day delivery. In emergency situations, we can even provide same day service since our manufacturing facility is in Houston, Texas.

Agencies that use our one-piece GPS monitoring system generally experience significantly lower rates of damaged or lost equipment compared to a multi-piece system. Our account management team will also help the County develop and implement best practices for inventory management. The best practices will help create an "on-demand" on-site inventory and avoid an unnecessarily large and unwieldy amount of equipment. This will also help the County maintain an accurate count of equipment for billing purposes. The County must store all equipment and consumables in a temperature-controlled and secure location.

STOP absorbs all shipping costs to and from the County.

Replacement of defective equipment and/or parts

Throughout the life of the company, all equipment remains the property of STOP. The County simply leases it from STOP.

STOP can provide the County with the highest level of quality, customization and service because we directly own and control all of our hardware, software and intellectual property. We own and manufacture BluTag®, BluBox™ and BluHome™. We provide a comprehensive warranty against defects for any of our equipment. As such we offer a lifetime guarantee that all equipment will function properly when the County (1) receives it and (2) when it is installed onto a juvenile participant's ankle.

Furthermore we own VeriTracks® and maintain and enhance its functionality. Should the County experience non-functioning equipment or software glitches that are not a result of abuse or misuse by the participant, we need and want to know about them so we can correct them free of charge.

We take a proactive approach to reducing the opportunity for equipment failure. For example, we monitor the age of every device and when it has been in use for 18 months, we then request customers to return it whether it is has experienced functionality issues or not.

Our assembly and manufacturing facility is ISO 9001:2000 certified, which is an internationally recognized standard for quality assurance in the assembly of the devices. Not only does our manufacturing process adhere to stringent quality assurance standards, we also thoroughly test each device prior to shipping to a customer. We recommend that customers test each device they receive prior to placing it into their inventory and provide a testing checklist that is easy and brief to implement.

We maintain a "no questions asked" return policy. If the County wants to return a device for any reason, we will replace it at no cost. All returns will be replaced within 24 hours of receipt or notification. If a piece

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of equipment that does not function properly, the supervising officer may contact our Solutions Center. Our technicians will work with the supervising officer to resolve the issue. However, if our Solutions Center technicians or a supervising officer determines a piece of equipment needs replacing, we will do so immediately and at no cost to the County. The replacement device will arrive within 24 hours of notification. Since the County will have adequate on-site inventory at all times, in the event of a device failure, the supervising officer can also replace the failed device with the shelf stock.

Requests for new or replacement equipment and/or consumables are not limited to a minimum quantity or value. We process all orders within 24 hours of receipt.

Equipment and services
Throughout the life of the contract STOP will maintain and service all hardware and software provided to the County at no cost.

Equipment enhancements/replacements
If at any time STOP upgrades or updates our hardware or software, these upgrades and updates will be offered to the County free of charge for the life of the contract. Prior to implementing them, we will request written approval from the County. Prior to replacing any existing equipment with enhanced equipment, we will request written approval from the County.

Any enhancements in our GPS monitoring system will not result increase the County's daily rate for the contracted equipment and services.

Liability insurance and damaged/lost equipment
We have included a copy of our general liability insurance coverage. Product liability issues are covered by our $5 million umbrella policy.

STOP absorbs all costs associated with participant-related equipment damage, theft or vandalism.

Equipment Specifications

Equipment quality and reliability and installation kits/consumables
Our assembly and manufacturing facility is ISO 9001:2000 certified, which is an internationally recognized standard for quality assurance in the assembly of the devices. Not only does our manufacturing process adhere to stringent quality assurance standards, we also thoroughly test each device prior to shipping to a customer. We recommend that customers test each device they receive prior to placing it into their inventory and provide a testing checklist that is easy and brief to implement.

Our comprehensive quality assurance program that details rigorous testing, which assures our customers they receive equipment with the highest levels of functionality and reliability. Every piece of equipment must pass extensive testing prior to customers receiving it. On the rare times when equipment does not function as expected, we have a no-questions asked return policy. Supervising officers can return any piece of for any reason at any time.

No tools are required to attach the strap to BluTag®, nor are they needed to install the device on a participant. A cutting tool and an inventory of consumable materials are provided in the BluTag® installation kit. We provide one BluTag® installation kit for every 20 participants. A BluTag® installation kit contains strap cutter, straps, strap clips, bridge removal tool, bridge screws and "wing" collars.

STOP provides all consumable materials at no charge to the County. We provide an initial inventory of consumable materials in the installation kit. We will work with the County to determine the most

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appropriate storage arrangements for the on-site inventory. Should the County need such consumable materials quickly, we can overnight them for next day delivery. In emergency situations, we can even provide same day service since our manufacturing facility is in Houston, Texas.

Agencies that use our one-piece GPS monitoring system generally experience significantly lower rates of damaged or lost equipment compared to a multi-piece system. Our account management team will also help the County develop and implement best practices for inventory management. The best practices will help create an "on-demand" on-site inventory and avoid an unnecessarily large and unwieldy amount of equipment. This will also help the County maintain an accurate count of equipment for billing purposes. The County must store all equipment and consumables in a temperature-controlled and secure location.

STOP absorbs all shipping costs to and from the County.

Tamper resistant bands

BluTag® is equipped to detect three types of tampering – strap, clips and case. A strong, flexible, hypoallergenic strap attaches BluTag® to a participant's ankle. A fiber optic cable lines the rubber strap and detects any attempts of tampering or unauthorized removal. A supervising officer can visually inspect the strap for cuts, marks and scratches that demonstrate signs beyond normal wear when the device is installed properly.

BluTag® provides a secondary tamper-evident feature with our strap clip assembly. In the unlikely event the participant attempts to remove BluTag® without severing the strap, the clip assembly will break and generate a tamper alert. The clip assembly also provides a visual indication of a tamper or an attempt to remove BluTag® from a participant's ankle.

BluTag® detects any tampering with the permanently sealed case through a light-detecting sensor. If a participant cracks or breaks open the case, light will hit the sensor and BluTag® generates a tamper alert. A visual inspection of the case can also indicate tampering, such as cuts, marks and scratches, not attributable to normal wear patterns.

BluTag® Active and BluTag® Hybrid generate immediate tamper notifications that contain near real-time data. BluTag® Passive records and stores the data, but does not generate immediate notifications of a tamper violation.

Shock resistant and waterproof transmitters

BluTag's® receiver and transmitter are housed in a rugged, weatherproof, factory-sealed, plastic single-unit case. It is shock resistant, water and moisture proof and functions reliably under normal to extreme atmospheric and environmental conditions.

The device is highly tolerant of possible extreme and changing atmospheric conditions, including significant variations in humidity and temperature, even while stored on a shelf. Because BluTag® is a body-worn device it is highly unlikely that it would be exposed to abnormal or extreme conditions of humidity or temperature or conditions a human body can not withstand.

STOP contracted with an independent laboratory to conduct atmospheric and environmental testing. These tests confirmed that BluTag® is waterproof to a depth of 50 feet.

Band installation and materials

Installing BluTag® on a participant's ankle is a short and simple process. A supervising officer can quickly learn how to properly install BluTag® on a participant. The strap can fit around nearly any participant's ankle regardless of its size.

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For improved performance and reliability, the strap that attaches BluTag® to the participant's ankle is a consumable. Replacements are provided to the County at no charge. Because of our executive team's collective experience in advanced technology, we observed a significant shortcoming of reusable straps: its fiber optic and rubber materials deteriorate over time.

For reusable straps, the deterioration is compounded by the need to sanitize them with high temperatures, such as those provided by a dishwasher. The use of high temperatures on a reusable strap can create performance issues, such as a greater failure rate in the field resulting in an increased supervising officer workload and a compromised level of public safety. Furthermore, even if a device is waterproof the exposure to high temperatures may negatively impact its electronics, which again can result in performance issues and a decrease in public safety.

Our strap is made of strong, flexible hypoallergenic materials and lined with a fiber optic cable, which detects attempts of tampering.

Batteries
BluTag's® battery lasts more than 30 hours on a single charge when receiving one set of GPS coordinates per minute. The device automatically reminds participants to recharge the battery by vibrating. If the participant has not recharged the battery in a timely manner, BluTag® immediately sends a notification to VeriTracks®, which forwards the data to the assigned supervising officers according to his or her preferences via email, fax, page or text message. BluTag® Hybrid and BluTag® Passive store the data in the on-board memory until the next scheduled data transmission.

The charging coupler is similar to the type used to recharge a cell phone battery, which makes it mobile. BluTag's® charging coupler plugs into a standard AC electrical outlet. This allows participants to recharge the battery in locations other than their residence and still maintain compliance with the terms of their supervision.

BluTag's® battery powers the device for more than 30 hours on a single charge when receiving one set of GPS coordinates each minute. When the power begins to run low, it automatically notifies the participant to recharge the device. The charging coupler is similar to a cell phone's. It is highly mobile and plugs into a standard AC electrical outlet, which allows participants greater flexibility to attend required counseling appointments for rehabilitation.

The expected life cycle of BluTag's® battery is at least 24 months. BluTag's® case is permanently sealed for increased security, which eliminates the need for a supervising officer or participant to replace any internal component at any time, including the battery. Having a permanently sealed case prevents failure caused by incorrectly-installed components or batteries, which is associated with other devices.

Secondary location technology
Should a participant enter an environment not conducive to receiving GPS signals or attempts to block or mask the signals, BluTag® possesses a secondary motion detection security feature using patented layered location technology.

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Using one of two cellular networks, BluTag® monitors its location and determines if it is moving while not receiving GPS coordinates. When the device detects motion via a change in the cellular tower identification, it automatically generates a "Cell ID" (+CELLID) alert.

BluTag® Active transmits the data to VeriTracks®, which immediately forwards the alert with near real-time data to the supervising officer via his or her preferences – email, fax, pager or text messaging. If BluTag® Active detects the participant is moving and the device is not receiving GPS signals, it will continue its standard call-in schedule to VeriTracks® provided the geographic area has sufficient cellular network coverage.

BluTag® Hybrid and BluTag® Passive record and store the data until its next scheduled data transmission.

Supervising officers can also log into VeriTracks® to view the location of cellular towers to determine where a participant may be during a period that BluTag® does not receive GPS coordinates. VeriTracks® can display the last cellular tower BluTag® used to communicate monitoring data. BluTag® Active provides this data in near real-time. BluTag® Hybrid and BluTag® Passive record and store the data until the next scheduled transmission.

Level of Service Required

Monitoring staff
STOP's Solutions Center is staffed 24 hours, seven days per week with highly skilled technicians who can support the County in its supervision of participants in two different ways. Our Solutions Center is a dual purpose facility that provides participant monitoring services when requested by a customer and 24/7 technical support for all customers.

Our Solutions Center technicians can perform any number of monitoring duties, such as confirming unauthorized absences and late arrivals according to the County's protocols.

Supervising officers access our Solutions Center through a toll-free telephone number, a toll-free fax number and email. Our technicians can answer questions or talk a supervising officer through any aspect of our GPS monitoring system at any time of the day or night.

We provide a three-tier support system for supervising officers. Our Solutions Center technicians provide Tier I support and resolve more than 95 percent of the inquiries. Should Tier I support not resolve the issue, our technicians will elevate it to Tier II, where a hardware or software engineer, depending on the problem, will work with the supervising officer to bring it to full resolution. In the rare event Tier III support is needed, the engineer will elevate the issue to our software or hardware management, depending on the issue. Less then 5 percent of these inquiries need the higher level of support.

Every call is logged into a ticketing system that maintains detailed contact metrics, manages the aging of open tickets and coordinates our three-tier support system. The intent is to ensure that supervising officer issues are address in a timely and complete manner.

Daily reports
In addition to the notifications supervising officers receive via email, fax, pager or text message, all notifications are compiled into a single daily summary report that is emailed by 6 a.m. every day. This report is a summary list of all events that occurred since the last daily summary report for every participant in a supervising officer's case load. The report is sorted by participant and lists every event for each participant. The sorting allows supervising officers to easily view his or her entire case load and determine which participants were compliant with the terms of their release. The report also includes links

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into VeriTracks® so supervising officers can quickly review or add information about the event. A sample report is displayed below.

The Daily Summary Report is emailed to all supervising officers by 6 a.m. everyday. It contains a summary list of events for every participant in a supervising officer's case load. The report contains hotlinks to places in VeriTracks® where more detailed information is available for every event.

Supervising officers and the GPS program management staff can generate numerous types of reports within VeriTracks®. Standard reports include inventory, device history and device caseload history that are quickly generated when logged into VeriTracks®. We offer both standard reports and customized reports. Displayed on the next several pages are samples of two of the more frequently accessed standard reports.

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The online Device Inventory report quickly displays the status of any piece of equipment in the County's inventory, meaning if it is assigned to a participant or sitting in the County's on-site inventory.

The Device Inventory provides the current status of every piece of equipment assigned to the County. It lists if the equipment is assigned to a participant or unassigned and in the County's on-site inventory.

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The Caseload Device report lists equipment assigned to a specific sub-category of the County, if it is organized by geographic regions or other categories.

Case Load Report

Organization	Agent Name	Tags In Use	Office Inventory
HOUSTON AGENCY	UTTERBACK, GREG	3	--
	Totals for HOUSTON AGENCY:	3	10
` AGENCY	RC` `, O`	1	--
	Totals for ` AGENCY:	1	28
` AGENCY	`, ANN	1	--
	COMMUNITY,	1	--
	`, JASON	2	--
	JUSTICE, ``	1	--
	`, KERRY	1	--
	Totals for ` AGENCY:	6	29
` AGENCY	COUNTY, ``	2	--
	`, ART	2	--
	ISLAND,	1	--
	TRIAL, ``	1	--
	Totals for `````` AGENCY:	6	7
AGENCY	`, RANDALL	1	--
	`, DON	2	--
	Totals for `````` AGENCY:	3	7
AGENCY	```, BRANDY	2	--
	Totals for `````` AGENCY:	2	2
Grand Totals for HOUSTON AGENCY (including suborganizations):		21	83

The Caseload Report can display assigned equipment assigned to different offices or geographic locations, if the County is organized with sub-categories or specific work groups.

If the County requires customized reports, STOP has reporting writing staff members who can customize the collection and presentation of specific data. Our professionals create customized reports for our customers according to their specifications. Whatever data the County may need, our report writing staff will develop the report and make it available online through a secure web site. Once the report template is created, the County can access it at any time through a drop-down menu. All of the County's customized reports are stored online. When a report template is accessed, the data populating it reflects near real time status. All customized reports are downloadable into numerous common formats, such as Word or Excel documents and PDF.

Service interruption service
Should our GPS monitoring system experience a service interruption our account manager for the County will immediately contact the County-designated program manager via email and telephone. Our account manager will provide a report on the type of interruption, action plan for restoring service, how it occurred

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and an action plan for preventing a repeat of it. Our account manager will provide timely reports to the County's program manager as frequently as requested.

If a service interruption causes difficulties for the County, STOP will not charge the County for any day(s) when an interruption occurred.

Participant data
VeriTracks® is our Internet-based tracking application that receives, distributes and stores all monitoring data transmitted from BluTag® Active, BluTag® Hybrid and BluTag® Passive. VeriTracks® does not compromise the County's IT system or network or individual work stations because there is nothing to download. This 100 percent Internet-based application eliminates the risk of supervising officers installing infected files over the Internet. Supervising officers access VeriTracks® with *any* computer with a high-speed Internet connection any time of the day or night. The computer must use Microsoft Internet Explorer 6.0 or higher.

VeriTracks® is where supervising officers enroll and un-enroll participants, assign equipment to participants, create and edit schedules and zones, review one or more participant's tracks on maps or in text format and generate certain reports. Because VeriTracks® is 100 percent Internet based, supervising officers need not maintain an inventory of paper enrollment or un-enrollment forms, which saves the County valuable storage space.

STOP provides the highest levels of industry-standard security measures to prevent hacking into the VeriTracks® database and for the protection of the County's participant data. Our entire security model for VeriTracks® was designed and implemented by Veridian, a subsidiary of General Dynamics. The same processes and procedures applied to protect data for the U.S. Department of Defense and U.S. intelligence agencies were used in developing the security protections for VeriTracks®. Only authorized users, such as designated managers and supervising officers, can log into VeriTracks®. The program administrator creates a unique login ID for all authorized users.

VeriTracks® provides a highly secure network environment monitored by skilled engineers and technicians. Our health monitoring system watches not only the operation of the servers and network but continuously checks our firewalls for attempted security breaches. In the event of a breach, automatic notifications are sent to our engineers. While we have event escalation procedures in place for a security breech, we feel the best approach is prevention. We continuously monitor our security processes and procedures and update the overall security model as needed to address the newest threats. The VeriTracks® Data Center security model is comprised of Network Security, Application Security and Physical Security.

Contract provisions
STOP will abide by the TDCJ-CJAD standard contract provisions and any other required by the County.

Security and Privacy

Disclosure of participant information
We recognize the critical importance of using the highest security standards to protect participant records from unauthorized access and disclosure of agency and/or participant information to third party inquiries. STOP provides the highest levels of industry-standard security measures to prevent hacking into the VeriTracks® database and for the protection of the County's participant data. Our entire security model for VeriTracks® was designed and implemented by Veridian, a subsidiary of General Dynamics. The same processes and procedures applied to protect data for the U.S. Department of Defense and U.S. intelligence agencies were used in developing the security protections for VeriTracks®. Only authorized

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STOP does not disclose any participant data to any outside agency, business, entity or individual without express written permission from the County. If STOP receives a request for information about one or more participants, our account manager will direct the inquiry to the County and immediately notify the County's GPS program manager. The written authorization from the County must provide STOP with the following information:

- First and last name and title of the individual(s) who will receive the information and the agency name with whom the individual is affiliated or employed
- The mailing or email address(s) to where the information should ship
- The first and last name and County identification number for the participant(s)
- Preferred format for the information: electronic or hard copy
- Quantity of hard copies to ship, if that is the preferred format

Inspection of records

STOP welcomes the County to visit either our Houston headquarters or Operations office in Reston, Virginia, to review participant files and records, review our compliance with contract requirements, etc. However, the County can easily and quickly review any or all participant records at any time since they are electronic documents stored in VeriTracks®.

All participant data remains the property of the County. STOP maintains all County data for a minimum of seven years after the final date of the contract. If a participant reaches the age of 18 prior to the seven year limit, STOP requests written instructions for the proper handling of the record from the County. As a matter of safety and legality, we do not delete or destroy participant files or records after a removing a participant from the GPS monitoring program. STOP will only destroy participant records after receiving explicit written instructions from the County or a court of law.

Participant privacy

Only authorized STOP employees can access participant records. Each employee, regardless of responsibilities, is trained in the critical importance of maintaining the privacy of all participants at all times. No employee releases any data unless they receive confirmation of the requestor's identity and need for the participant information.

Legal notices

When requested by the County or any court, STOP will comply with all requests and subpoenas to appear in legal proceedings. We will provide at least one employee to provide expert witness testimony. We will also provide educational and/or informational materials concerning monitoring equipment, system specifications and accuracy and reliability of reports. VeriTracks® produces reports, maps and data that are admissible as evidence in legal proceedings. STOP will also provide written certification of data within VeriTracks® to the County when requested. These certifications are often used in administrative and legal hearings to substantiate the information presented to the presiding official or judge.

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In the event STOP receives any type of legal notification involving the County, including participants under its supervision, we immediately contact the County. We do not release any participant information under any circumstances unless given specific written instructions from the County or a court of law.

Disclosure of Information

STOP does not disclose any personal and monitoring data of any participant to interested third parties unless the County provides explicit written instructions for the disclosure and it is a necessary action to remain compliant with the terms of the contract. STOP accepts full responsibility for the protection of the confidentiality of participant records. Any or all work performed on any participant's record is completed by authorized STOP employees who have received adequate confirmation of the identity of the County individual requesting information about one or more participants.

Training

STOP provides the County with on-site initial and follow up training sessions at no cost. We place a premium on training supervising officers at service implementation and periodic updates. Our training is a hands-on approach and provides officers with ample opportunity to become comfortable with the equipment through handling the BluTag® devices and any optional equipment the County chooses to use. Supervising officers and other County-designated staff members participating in the training course also explore the many features and options of VeriTracks®. We provide all necessary materials, except a training room with computers and a high-speed Internet connection. Initial training normally requires 1.5 days.

At service implementation, we provide all designated supervising officers with professionally conducted classroom training that covers the entire system. Training includes a comprehensive, user-friendly manual, which serves as a quick-reference. Our user's manual is also available online through a link on every page of the VeriTracks® application when officers may not have ready access to a hard copy of the document.

Our training staff can accommodate a class of any size; however, most classes have up to 12 supervising officers and/or other County-designated staff members. Consistently, the limitations of class size are determined by the County's ability to secure a sufficient number of computers so each trainee has one and availability of a high speed Internet connection. The final limitation for class size is the County's ability to secure a room large enough to accommodate all of the trainees. However, smaller classes allow for more one-on-one interaction between the instructor and trainees.

Additional BluTag® Features and Functionality

Following is some additional information regarding the features and functionality of BluTag and VeriTracks that does not easily fit into the sections of the solicitation. We believe this information will help round out the County's knowledge and understanding of our GPS monitoring system.

Regardless of the monitoring mode used with BluTag®, the device provides the following standard features and functionality:

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- BluTag®, certified by the Federal Communications Commission, is the only patented device in the market today that allows active, hybrid and passive monitoring using a single device and transmitting data via landline, digital and cellular telephone service.

- BluTag® is the size of a computer mouse and weighs only six ounces. The device is easily concealed under a pants leg.

- BluTag® monitors the movements of a participant 24/7 and has an internal clock.

- BluTag® receives and records GPS latitude and longitude coordinates once a minute. When the coordinates are displayed on a map, it includes the date, time, speed of travel and battery power level. Should the County want to decrease the rate of at which BluTag® receives GPS coordinates, we can accommodate the request. Such a decrease will also extend the battery life of the device to beyond the standard 30+ hours.

  Based on our knowledge, BluTag® offers the longest battery life when the device receives one GPS coordinate each minute. Other vendors of one-piece devices claim a longer battery life, but the device receives one GPS coordinate once every three to five minutes.

- Unlike multi-piece devices BluTag® is not prone to damage by dropping because it remains securely attached to a participant's ankle at all times.

- BluTag® is not harmful to participants who are wearing it or to others who come into contact with the participant. The only activity restrictions a participant wearing BluTag® must observe are those established by the supervising officer in relation to inclusion and exclusion zones.

GPS Monitoring Mode Functionality
Following are specifics of the functionality of BluTag® when monitoring in active, hybrid and passive GPS modes.

- *BluTag® Active*
  When a participant is compliant with the term of his or her supervision, BluTag® Active transmits monitoring data to VeriTracks® once every 10 minutes via one of two cellular telephone networks. The data includes GPS coordinates, the date and time of each coordinate, the battery's power level and the speed at which the participant was traveling. BluTag® Active transmits monitoring data immediately when a tamper or zone violation occurs or "pinged" by a supervising officer.

  Zones and immediate alerts
  Exclusion and inclusion zones are designed to help modify a participant's behavior by requiring them to enter and remain or avoid a certain location(s) for specific lengths of time. Exclusion zones are geographic areas a participant is prohibited from entering. Inclusion zones are geographic areas an participant is required to enter at a designated time(s) and remain.

  Time and date sensitive zones are created during the enrollment process of a participant or at any time during a participant's period of supervision. Supervising officers can log into VeriTracks® to add, edit or expire a zone 24 hours a day from any computer with a high speed Internet connection. Zones are not deleted because they might be assigned to other participants in the caseload of various supervising officers. In many instances, setting an expiration date one year from the date when it was assigned is ample time. However, it can easily be extended to fit the need.

  If a participant violates either an exclusion or inclusion zone, BluTag® Active generates an immediate notification with near real-time data. The device also generates immediate notifications

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for numerous other events, such as tampering and low battery status. VeriTracks® receives the data and forwards it to the assigned supervising officer according to his or her preferences, i.e. email, fax, pager or text message. The participant can also be notified of a zone violation by vibration or audible tone on BluTag®.

The County can create grace periods for tampers and zones, which still records the event, but does not generate an immediate notification if the event ends within the designated grace period. For example, the County creates a three-minute grace period for an inclusion zone. If a participant exits the inclusion zone for less than three minutes, VeriTracks® will not generate an immediate notification. However, it still records the event and includes it in the Daily Summary Report.

Monitoring data transmissions
BluTag® Active has an internal modem that sends data to VeriTracks® using Global System for Mobile (GSM) communications and General Packet Radio Service technology (GPRS). GSM is the world's standard for wireless communication. GPRS is a faster data version of GSM, which speeds data transmissions from BluTag® Active.

If a participant enters a geographical area that has spotty cellular network coverage, BluTag® Active stores more than four days of monitoring data in its onboard memory.

- *BluTag® Hybrid*
BluTag® Hybrid has the same physical characteristics as BluTag® Active; it is primarily the internal programming and frequency of data transmissions that differs. It can interface with BluHome™, an optional GPS accessory providing an electronic tether for hard curfews and using a landline, digital or cellular phone service to transmit monitoring data. A description of BluHome™ and its functionality is in the next sub-section, BluTag® Passive.

If the County chooses to use BluTag® Hybrid without BluHome™, the device transmits monitoring data via one of two cellular networks. The device transmits immediate notifications containing near real-time monitoring data on strap tampers, inclusion zone violations and device "pings" to VeriTracks®. The supervising officer can also contact the device by vibration or audible tone, similar to BluTag® Active.

When participants are compliant with the terms of their release, BluTag® Hybrid transmits data to VeriTracks® approximately twice a day. If the County elects to use BluTag® Hybrid with BluHome™, the monitoring device transmits data via one additional method: when a participant enters the radio frequency (RF) tether range of BluHome™. Because this type of data transmission depends on when the participant enters his or her residence, it is likely the monitoring data will not be received in near real time.

The most important advantage of BluTag® Hybrid is its versatility – it can convert to full active monitoring without any participant interaction. The supervising officer need only call our Solutions Center, which is our monitoring services and technical support facility, and request a technician convert the device to full active monitoring mode.

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- *BluTag® Passive*
  Traditional passive GPS monitoring uses a multi-piece device comprising an ankle-worn receiver and a hand-carried transmitter, also referenced as a portable tracking unit (PTU), and perhaps a base station installed in the participant's home that recharges the PTU. Because as many as two components of the monitoring device are not worn on the body 24/7, such devices are more vulnerable to theft, vandalism and damage from dropping. As the market's only passive one-piece GPS monitoring device, BluTag® Passive eliminates this vulnerability by housing its receiver and transmitter into a single case that is always attached to the participant's ankle.

  STOP is the only vendor offering a passive GPS one-piece monitoring device with a RF tether using landline, digital or cellular telephone service for data transmissions by BluHome™, a GPS accessory. BluTag® Passive receives and stores one set of GPS coordinates once every minute. When a participant enters the RF monitoring range of BluHome™, BluTag® Passive tethers itself to the accessory. Once the tether is established, BluTag® Passive transmits monitoring data to BluHome™, which then forwards it to VeriTracks® via a landline, digital or cellular telephone connection. A complete description of BluHome™ and its functionality is included in the next sub-heading GPS accessories and functionality.
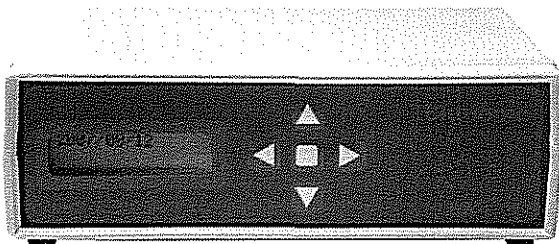
GPS Accessories and Functionality

STOP offers the County two optional GPS accessories for additional flexibility and monitoring alternatives. While BluTag® Active and BluTag® Hybrid effectively monitor participants without the help of any accessories, BluHome™ and BluBox™ may meet additional monitoring needs of the County. BluHome™ interfaces with BluTag® Hybrid and BluBox™ can interface with BluTag® Active and BluTag® Hybrid. BluTag® Passive can not communicate monitoring data without BluHome™ installed in the participant's home. Consequently, BluHome™ is not an optional unit with BluTag® Passive.

Some STOP customers use BluHome™ with BluTag® Hybrid because certain participants require additional boundaries when at home. Others use BluBox™ in conjunction with BluTag® Active and/or BluTag® Hybrid when multiple participants reside or work in a single facility or have no landline telephone service in their residence. BluBox™ provides an additional boundary for those participants. Following are explanations of each unit's functionality.

- *BluHome™*
  While still attached to a participant's ankle, BluTag® Hybrid or BluTag Passive interfaces with

BluHome™ uses radio frequency (RF) technology to receive monitoring data from BluTag® Passive and BluTag® Hybrid. It is an optional GPS accessory for BluTag® Hybrid. BluHome™ transmits monitoring data to VeriTracks® via a landline, digital or cellular telephone connection.

BluHome™, a GPS accessory installed in a participant's residence. BluHome™ transmits monitoring data to VeriTracks® via a landline, digital or cellular telephone service. The cellular transmission mode is not available when used with BluTag® Hybrid. When the term BluTag® is used in this description of BluHome™, it refers only to BluTag® Hybrid and BluTag® Passive.

When a participant enters BluHome's™ RF monitoring range, BluTag® (Hybrid and Passive) tethers itself electronically to the accessory and transmits monitoring data. BluTag® remains securely attached to a participant's ankle at all times, even when recharging the battery or transmitting data. While tethered to BluHome™, BluTag® does not receive GPS signals, which extends the length of time between

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battery charges. Once the tether is broken, BluTag® quickly resumes the receipt of GPS signals.

BluHome's™ RF monitoring range is highly flexible. The range can be configured from as small as 5 feet to as large as 300 feet in increments of approximately 1 foot and customized parameters. A supervising officer can also set the RF monitoring range remotely through VeriTracks® with three pre-set distances, small (approximately 100 feet), medium (approximately 200 feet) and large (approximately) 300 feet.

When installing BluTag® and BluHome™, the RF tether connecting the two devices can be programmed to precisely cut off at a specific location(s) regardless of the construction and/or layout of the building. This customization significantly strengthens curfews because if a participant must remain indoors while he or she is at home, then BluTag® can provide that additional level of monitoring and community safety.

Supervising officers can install BluHome™ in a participant's home or a participant can install the unit. If customized cut-off points are needed, then a supervising officer must install BluHome™. If one of the three default RF tether ranges is sufficient, then a participant can install the unit. BluHome™ must be centrally located in the participant's home, away from other electronics and approximately 2 feet off the ground. A landline or digital telephone connection and a standard AC electrical outlet must be in close proximity to the unit.

If a participant exits his or her residence prematurely, the electronic tether connecting BluTag® and BluHome™ immediately terminates. However, the participant's movements are still monitored because BluTag® automatically begins receiving GPS latitude and longitude coordinates since the device remains on his or her ankle at all times. This is a substantial improvement from traditional multi-piece units that can not determine a participant's movements once the RF tether is abruptly broken. This advanced monitoring ability can help the County maintain a higher level of community safety and eliminate some common false alarms generated by multi-piece systems.

Signal encryption
BluHome™ emits an encrypted signal to BluTag® when a participant is within its RF monitoring range. BluHome™ receives information regarding the participant monitored by BluTag® Hybrid and the status of tampers and the monitoring device's battery. BluHome™ interfaces with any BluTag® device.

BluHome™ operations
BluHome™ has an internal clock and sufficient memory to retain more than seven days of monitoring data should a disruption in the participant's landline or digital phone service occurs. Once communication is restored, BluHome™ transmits all stored data to VeriTracks®, including information about the start and end date and time of the telephone service interruption.

BluHome™ has back-up battery power should a participant's electrical service experience an interruption. The back up battery powers BluHome™ with all standard functionality for at least 24 hours. If electrical service remains out longer than the 24+ hours of back up battery power, BluHome™ stores all monitoring data not transmitted in its memory until electrical service is restored. Once the service is restored, BluHome™ resumes its normal operation of transmitting monitoring data, including information about the start and end date and time of the electrical service interruption.

BluHome™ detects unauthorized movement. If the device is moved without authorization, it transmits such data to VeriTracks®. It also detects and records any unauthorized opening or tampering with the unit.

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BluHome™, our FCC-certified GPS accessory, does not pose a safety hazard to the participant or anyone who comes into contact with it. BluHome™ is protected from drops and surges in electrical service and landline or digital telephone service. It will not seize a telephone line that is already in use. If the telephone is in use when BluHome™ attempts to call VeriTracks®, courtesy clicking is heard on the line and it records each time the unit tries notifies the individual using the telephone to hang up. Every unsuccessful attempt to call into VeriTracks® is recorded and stored until BluHome™ can successfully complete a call.

BluHome™ detects and records the date and of time every instance when the participant enters and exits its RF tether range. Because GPS is an always on technology, BluTag® quickly resumes receiving the signals and monitoring the movements of participants.

- *BluBox™*

BluBox™ confirms the presence of one or more participants at a specific location through a RF tether. This accessory can be used with BluTag® monitoring in active or hybrid modes. The use of the term BluTag® when describing the functionality of BluBox™ refers to BluTag® Active and BluTag® Hybrid.

It installs quickly and easily into a participant's home or a group housing facility where multiple participants reside. It is also an effective accessory when a participant lives in a high-rise facility or high-density housing.

If installed in a participant's home, BluBox™ is placed in an inconspicuous location that is close to an AC electrical outlet and not exposed to spilled liquids, such as a bathroom or kitchen. Participants can install BluBox™ in their homes without assistance from their supervising officer. If the unit is installed in a group residential facility, location of employment or high-rise residential building, BluBox™ installs into a discreet location, such as above the ceiling tiles or near a lighted "Exit" sign. Supervising officers can easily install BluBox™ in a group residential facility or location of employment. Permission from the building manager or owner is needed prior to installing BluBox™ in high-rise buildings other than the participant's home and may require professional installation to ensure electrical power is in close proximity.

BluBox™, an optional GPS accessory, confirms the presence of one or more participants in either an individual's home or a group residential facility. It can interface with BluTag® Active or BluTag® Hybrid. Install BluBox™ in a discreet location that is in close proximity to AC electrical power in either a group residential facility or participant's home.

BluBox™ emits a continuous, encrypted RF signal. When a participant enters the signal's range, BluTag® transmits a message to VeriTracks® stating the device detects the presence of BluBox™. As long as BluTag® detects BluBox's™ presence, the receipt of GPS signals is curtailed.

BluTag® automatically changes its data transmission schedule to reflect the presence of BluBox™. Because BluBox™ confirms the location of a participant and VeriTracks® receives the message, it is not necessary for BluTag® to follow its usual transmission schedule in the absence of a violation. When the RF tether is broken or BluBox™ is moved or disturbed, BluTag® quickly begins receiving GPS signals again and resumes its standard data transmission schedule. BluTag also transmits a message to VeriTracks confirming it no longer detects the presence of BluBox.

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BluBox™ is powered through a standard AC electrical outlet. It has a back-up battery that can power the unit up to 24 hours.

VeriTracks® and Its Features and Functionality

Participant schedules

BluTag® and BluHome™ transmit all monitoring data to VeriTracks® regardless of monitoring mode. Supervising officers enroll participants and assign equipment to them by logging into VeriTracks®. Additionally, supervising officers create participant schedules and create and assign zones while logged into VeriTracks®.

Note: All enrollees are referred to as "offenders" in VeriTracks® regardless of their legal status.

- Participant schedules
  VeriTracks® offers a significant level of flexibility in the creation and modification of participant schedules. The application allows the creation of highly precise schedules, such as keying in the start time of 2:18 p.m. and end time of 4:36 p.m. when a participant must arrive and remain in his or her home on week days. Supervising officers can create one or more standard schedules for a participant to apply on certain days of the week.

  When a one-time change to a participant's standard schedule is needed, the supervising officer simply inserts an exception to the standard schedule for the particular day of the week. Any exception supersedes the standard schedule. Exceptions are date and time-sensitive, so a supervising officer need not log into VeriTracks® after the exception has ended to turn it off. VeriTracks® automatically returns to the standard schedule until another exception is created for a participant. A sample participant schedule is displayed below and on the next page.
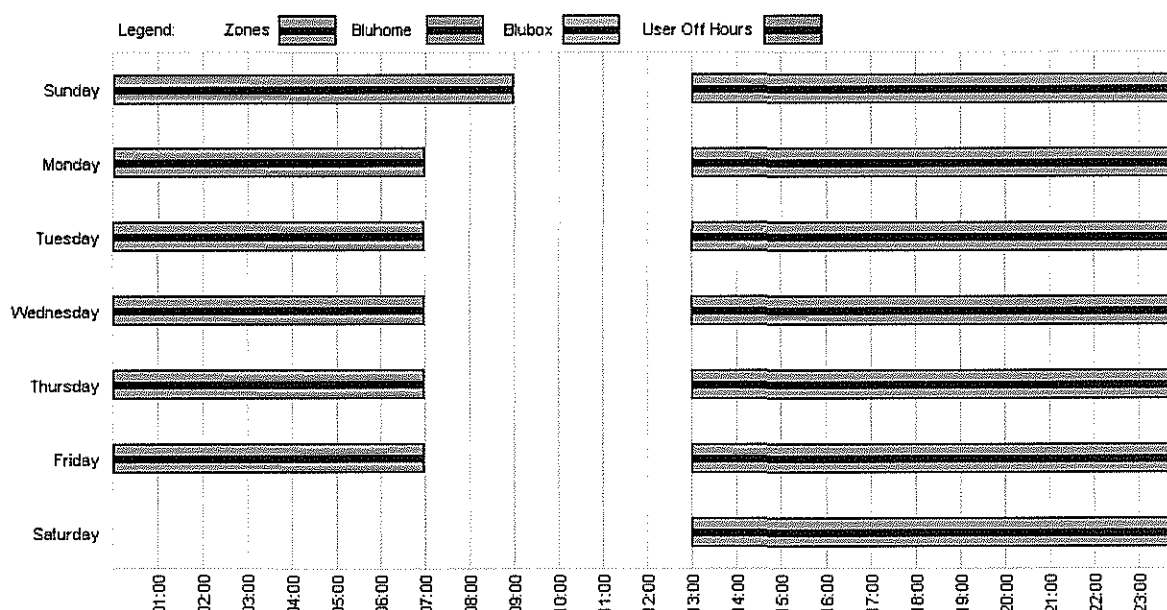

Supervising officers create all scheduling through this single screen. It allows specifying the type of schedule, date- and time-sensitive exceptions to the standard schedule.

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EXCEPTION SCHEDULES				
Title	Date Span	Days of Week	Duration	Remove
sat start	09/08/2007 — 09/08/2007	SA	23:10 — 23:59	remove
tuesday off	09/11/2007 — 09/11/2007	T	ALL SCHEDULES INACTIVE	remove
tuesady off	09/04/2007 — 09/04/2007	T	ALL SCHEDULES INACTIVE	remove
thursady off	09/06/2007 — 09/06/2007	TH	ALL SCHEDULES INACTIVE	remove

REGULAR SCHEDULES			
Title	Days of Week	Duration	Remove
sunday am	SU	00:00 — 09:00	remove
morning	M|T|W|TH|F	00:00 — 07:00	remove
evenings	M|T|W|TH|F|SA|SU	13:00 — 23:59	remove

Legend: Zones Bluhome Blubox User Off Hours

Schedules display during the creation process. Supervising officers can view a participant's schedule in a text-based format, which is displayed at the top of the page, or in a calendar-type of format, immediately above this description.

VeriTracks® provides historical location and associations with other STOP-monitored participants. Data is available online for six months, and any prior period of time can be restored within 24 hours of receipt of the request. No data is ever destroyed unless we receive explicitly written orders from the County or a court of law. Juvenile records are the exception to this STOP policy. Juvenile records are normally destroyed when the youth reaches 18 years of age. STOP contacts the County in advance of the youth's birthday to confirm deletion or resolution for all records.

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Zones

Exclusion and inclusion zones are designed to help modify a participant's behavior by requiring them to enter and remain or avoid a certain location(s) at a designated time and/or for specific lengths of time. Zones are created and assigned to participants during the enrollment process or at any time during the participant's supervision. Supervising officers can add, edit or expire a zone assigned to an participant at any time. VeriTracks® does not allow the deletion of zones for security purposes because it may be assigned to multiple participants. A supervising officer will set an expiration date for a zone instead of deleting it.

The County can choose to create grace periods for zones. When a grace period is in effect VeriTracks® still records the event, but does not generate an immediate notification if the event ends within the designated grace period.

Supervising officers can easily establish and assign exclusion and inclusion zones for specified dates and times through two methods. They can be set directly on the Google Map™ or from a text screen based on a U.S. Postal Service address. Zones can be created and assigned to either a single participant or a group. That is why an appropriate and descriptive name for each zone is critical.

Notifications

The monitoring mode of BluTag® determines how it transmits event notifications, such as low battery status, tampers and zone violations. In all monitoring modes supervising officers can choose how to receive notifications and the ones to receive, which is completed within VeriTracks®. The County may already have established protocols for the receipt of certain notifications. In those instances, supervising officers must abide by the County's protocols.

If the County allows some flexibility with the receipt of certain notifications, supervising officers can choose from email, fax, pager or text message. Supervising officers can receive notifications only for the participants in their case load or for the entire agency. They can select which notifications to receive and how to receive them (via email, fax, pager or text message). For example, supervising officers can choose to receive all tamper and zone violation notifications via text message during their normal working hours. During their off-hours, they receive those same notifications via email. All other notifications, such as low battery status, on/off battery charger, no GPS, etc., supervising officers can choose to receive those via fax 24 hours a day. Supervising officers can also send notifications to their back-up during off-hours or vacations. The back-up supervising officer receives the notifications according to his or her preferences.

My Off Hour Notifications

☐ Activate My Off Hour Notifications

ACTIVE		HYBRID		PASSIVE		notification description
primary	secondary	primary	secondary	primary	secondary	
☐	☐	☐	☐	☐	☐	911 Exclusion Zone Alarms For My Agency
☑	☐	☑	☐	☑	☐	911 Exclusion Zone Alarms For My Offenders
☐	☐	☐	☐	☐	☐	911 Inclusion Zone Alarms For My Agency
☐	☐	☐	☐	☐	☐	911 Inclusion Zone Alarms For My Offenders

VeriTracks® allows flexible event notification management based on a supervising officer's work schedule. With the flexible/off-hours function activated supervising officers can create different notification plans for times when a back-up supervising officer handles his or her case load. For instance the supervising officer can elect to receive certain notifications during the duty officer watch period.

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The next page describes how BluTag® manages notifications in each monitoring mode.

- BluTag® Active
  In active GPS mode BluTag® sends notifications to VeriTracks® using one or two cellular networks. VeriTracks® then immediately forwards the information to the designated supervising officer via his or her preference (email, fax, pager or text message). These notifications contain near real-time data, which allows supervising officers to quickly take appropriate action.

- BluTag® Hybrid
  When BluTag® monitors participants in hybrid mode, it sends notifications to VeriTracks® via one of two cellular networks or BluHome™, depending on the County's decision to use the optional GPS accessory. BluTag® Hybrid transmits information on inclusion zone violations and tampers immediately, which means the supervising officer receives near real-time data on these events. All other even notifications are stored in BluTag's® onboard memory until the participant (1) places the charging coupler on the device to recharge the battery, or (2) enters the RF monitoring range of BluHome™, if the County chooses to use the optional GPS accessory with BluTag® Hybrid.

- BluTag® Passive
  BluTag® Passive records and stores all monitoring data in its onboard memory until the participant enters the RF monitoring range of BluHome™. At that time, BluTag® Passive transmits all monitoring data to BluHome™ via the RF tether established between them. BluHome™ then transmits the monitoring data to VeriTracks® via landline, digital or cellular telephone service. Once VeriTracks® receives the data, it sends notifications to the appropriate supervising officer via his or her preferences.

  The County can also have voice confirmation of designated notifications. Technicians staff our Solutions Center, a help desk/technical support center, can call supervising officers about certain notifications in addition to receiving an email, fax, page or text message about it. This provides an additional layer of security and urgency to the notification.

Maps and zone creation
We are the first and only authorized vendor to harness the power of Google Maps™ for its tracking application. In our case it is VeriTracks® that uses this powerful mapping application. Supervising officers can access the current or historical movements of one or more participants by viewing one of three types of maps: standard, satellite imagery and a combination of both. Supervising officers use the intuitive map tools Google™ offers in its standard Internet version.
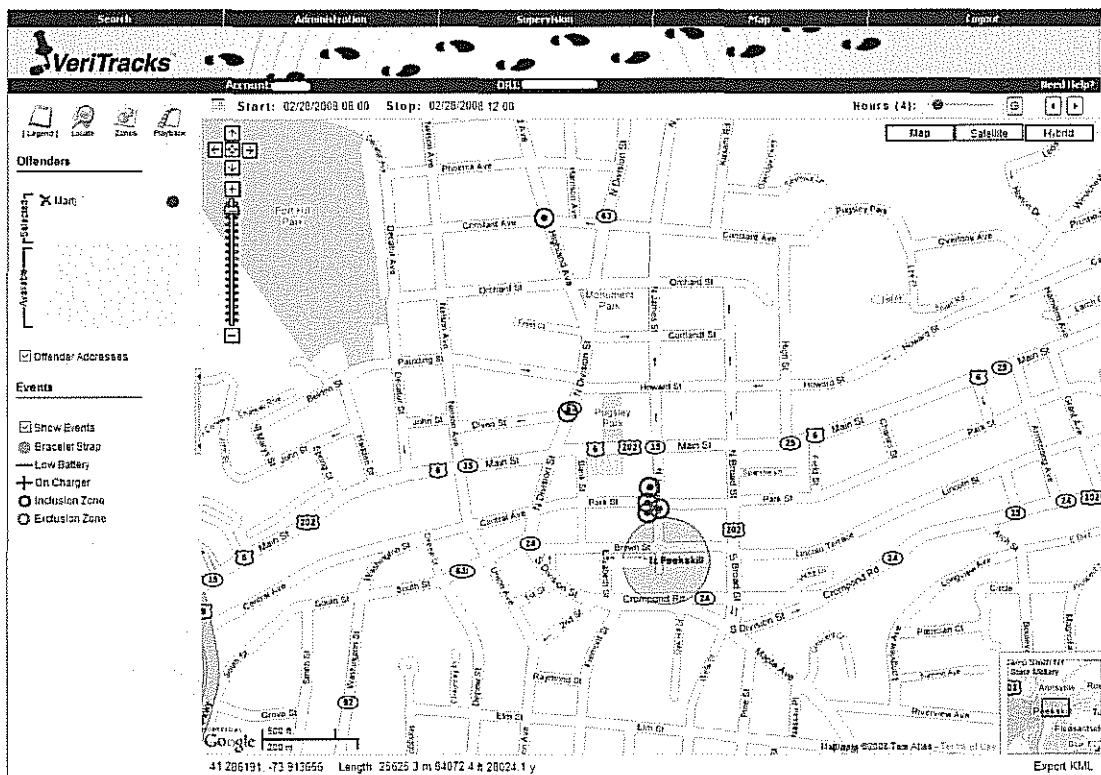
Supervising officers can view participant movements based on various criteria, such as date, time and location or date and time range. Analysis of historical tracks can reveal patterns and trends in any given participant's movements. The map tools also allow supervising officers to animate track points and zoom down to closely examine a city block or zoom out to view an entire county or state. Reverse geo-coding determines the nearest U.S. Postal Service address of any location of a map.

Creating and editing zones is an easy process. Supervising officers can create zones either on the participant enrollment pages of VeriTracks® or directly on a Google Map™. Once zones are created, supervising officers can view them on a map and, if necessary, resize or move them.

Following screen shots are examples of an inclusion zone violation. The first screen shot is the standard Google Map™ and the second is a combination of an aerial photography overlay with the street names. Supervising officers can select which map view they want displayed by clicking on one of the buttons in the upper right corner of the map. The buttons are part of the standard Google™ map functionality.

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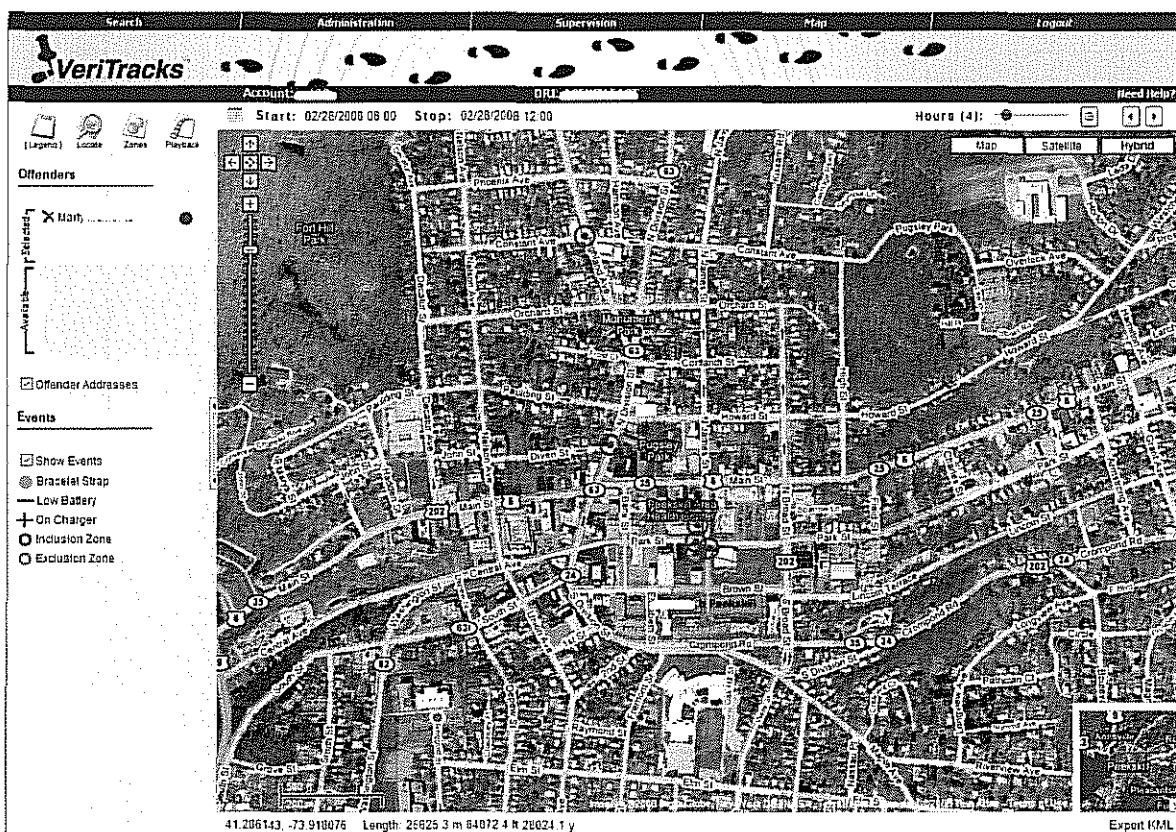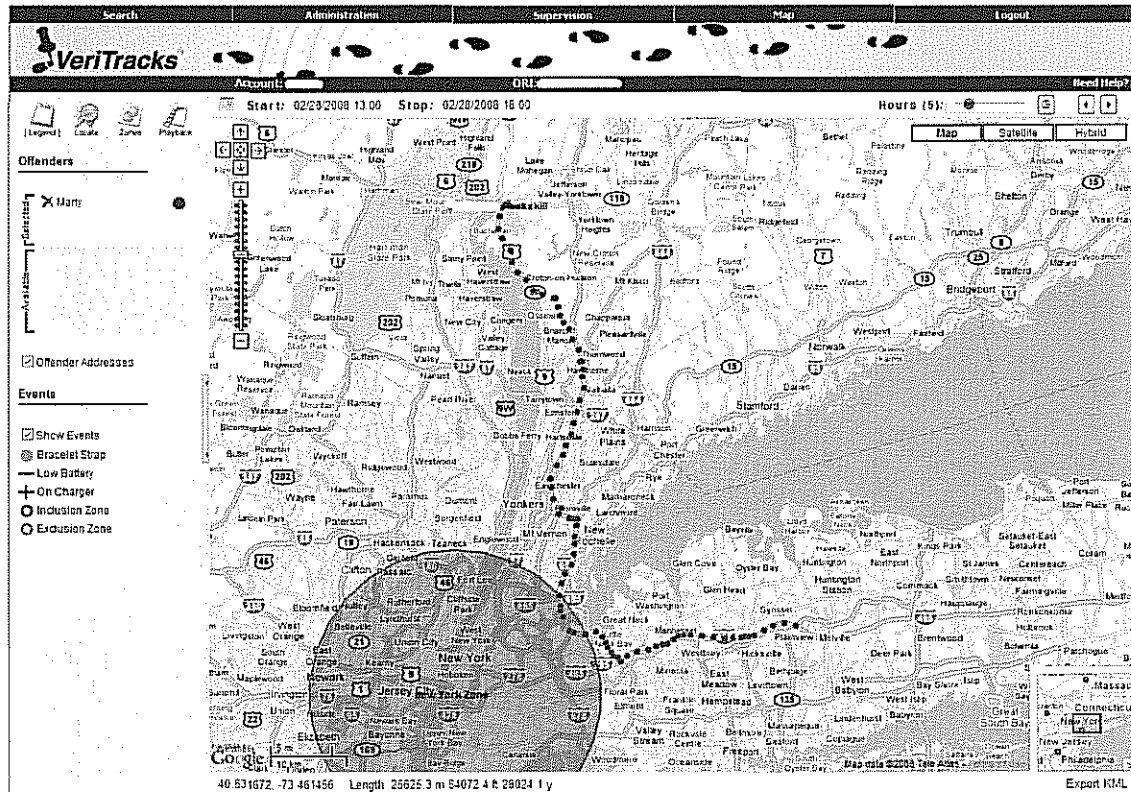24

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This screen shot displays how an inclusion zone is viewed on a standard Google Map™. The inclusion zone is the green circle. The movements of this participant are the red dots with a green circle around it, which indicates at the time the GPS coordinates were received for that location point, the participant was in violation of an inclusion zone.

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This screen shot displays how an inclusion zone is viewed on a hybrid map (combination of aerial photography and street names). The inclusion zone is the green circle. The movements of this participant are the red dots with a green circle around it, which indicates at the time the GPS coordinates were received for that location point, the participant was in violation of an inclusion zone. The buttons in the upper right corner of the map allow supervising officers to select a standard map view, satellite or hybrid.

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The following two screen shots are examples of an exclusion zone violation. The first screen shot is the standard Google Map™ and the second is a combination of an aerial photography overlay with the street names. Supervising officers can edit the zone's size and location by clicking directly on its perimeter (edit size) or the zone itself (move its location).
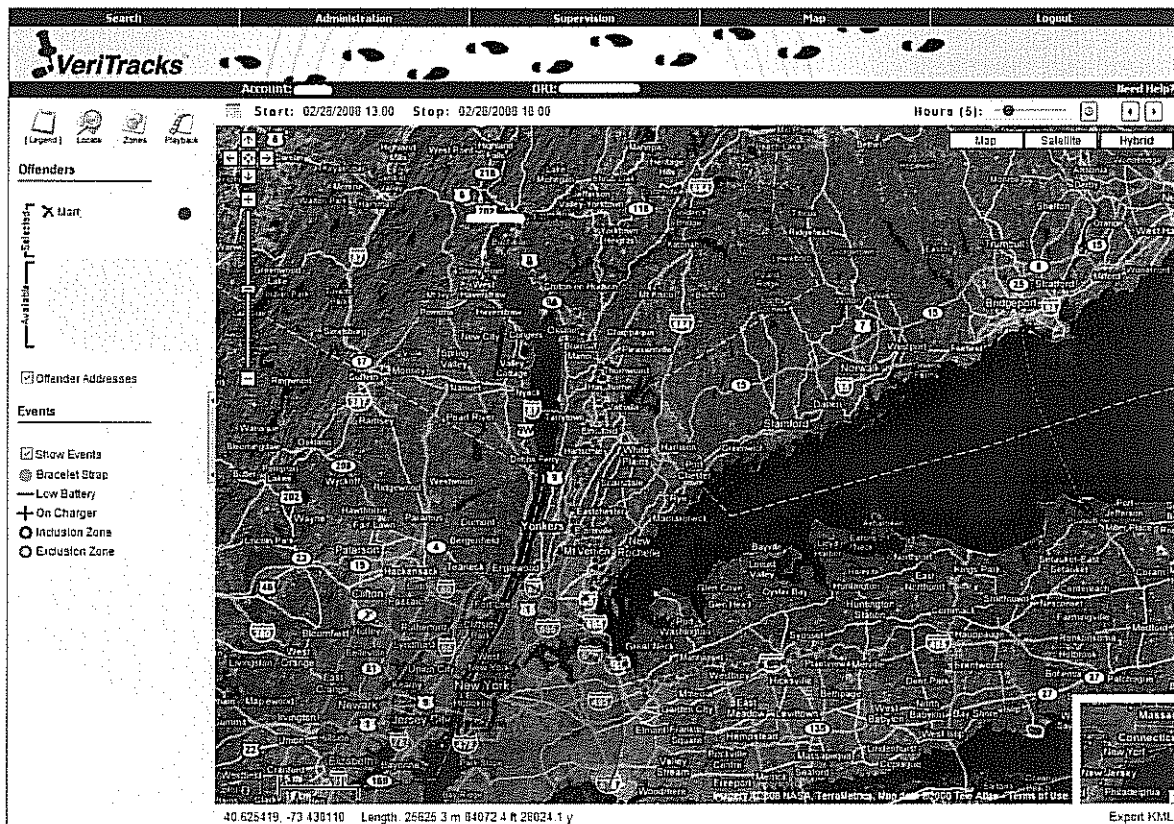

This screen shot displays a participant's tracks as red dots. The participant entered an exclusion zone (red circle). Despite a small and short violation of the exclusion zone, BluTag® still transmits this data according to its monitoring mode. This is a standard Google Map™ that displays street names and certain public areas.

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This screen shot displays how an exclusion zone is viewed on a hybrid map (combination of aerial photography and street names). The exclusion zone is the red circle. The movements of participant are the red dots, which show the participant entered an exclusion zone. The buttons in the upper right corner of the map allow supervising officers to select a standard map view, satellite or hybrid.

When supervising officers view the "Offender Status" page in VeriTracks®, a significant amount of information about the participant is instantly available. The following screen shot displays everything a supervising officer can determine about a participant from this one page. Here are all the facts supervising officers can view with this single page.

- The participant's name and supervising officer's name.
- The BluTag® device assigned and the date it was assigned.
- The last GPS coordinates displayed as a red "X" on a small map and a link to view a larger map of the participant's last known position.
- The last contact BluTag® had with VeriTracks® and the battery's power level.
- A link to view the participant's schedule and a list of recent events.
- The ability to "ping" the device to determine the current location of the participant, regardless of the last time BluTag® transmitted GPS coordinates, and the ability to contact the participant. Near real-time data is available only with BluTag® Active and BluTag® Hybrid.

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From this single "Offender Status" screen, supervising officers can determine the participant's last known position, last data transmission from BluTag®, the device's battery power level and events. They can also "ping" BluTag® Active or BluTag® Hybrid to determine the current location of the participant.

VeriTracks® Mobile

Supervising officers can view all participant and monitoring data using their Blackberry® or Windows Mobile® cellular personal data assistant or "smart" phone. This functionality allows supervising officers the freedom to log into VeriTracks® Mobile when they do not have ready access to a computer with a high-speed Internet connection. Supervising officers can view a participant's current location and more details about an event, but not edit schedules or participant data. Following are screen shots of the type of data supervising officers can access via VeriTracks® Mobile.

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- **User Login Page**
  This is the login screen for VeriTracks® Mobile. It uses the same login information for standard VeriTracks®.

- **Supervising Officer's Caseload**
  Supervising officers can view all participants assigned to their caseload. Click on the name to view details about the participant's BluTag® call status (C), GPS status (G) and event/violation status (E).

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