



Satellite Tracking of People LLC

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Original

West Virginia Division of Corrections Request for Quotations #COR61536, Electronic Monitoring Services

Description of proposed offender monitoring system as requested during the mandatory pre-bid meeting on Tuesday, 30 August 2011

Due: September 8, 2011

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West Virginia Division of Corrections

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Description of proposed offender monitoring system as requested during the mandatory pre-bid meeting on Tuesday, 30 August 2011

Satellite Tracking of People LLC (STOP) offers government agencies a comprehensive system to effectively and reliably monitoring the locations and movements of offenders in the community. As requested during the 30 August 2011 mandatory Pre-bid Meeting, we are submitting a description of our system and its functionality. We also provide some insight into our approach for training and customer support, as well as our experience and qualifications. Finally, we share some insight into what is included in our comprehensive pricing.

Because vendors use different terms to refer to similar functionality, below are some of the common terms we use in describing our system and a definition for each.

Term or Equipment Name	Definition
Enrollee	The individual (adult or juvenile) assigned to the agency’s electronic monitoring program and is under the supervision of the agency. Frequently referred to as an offender, client or participant. The term enrollee is used in STOP’s central computer system.
Radio Frequency Monitoring	This type of monitoring confirms the location of an enrollee at a specific location, most often his or her home, and involves an ankle-worn transceiver and a home-based unit. This is a simple type of monitoring because it records the date and time when the enrollee enters or leaves his or her home. It also records tamper events.
GPS Monitoring	Global Positioning System (GPS) monitoring allows supervising agents to know the date and time when enrollees enter and leave their home and all of their movements outside of their home. It allows for a higher level of enrollee accountability when they are not home.
VeriTracks	The name of our central computer system that contains all enrollee information and monitoring data. Enrollee information includes names, address(s), phone number(s), agency ID number, physical characteristics, vehicle information, etc. Monitoring data includes monitoring equipment assigned to the enrollee, curfews, zones and violations.
BluBand	Our radio frequency (RF) monitoring device that works with BluHome, a home monitoring unit, to confirm the location of an enrollee at a specific location, which is usually his or her home.



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BluHome	Our home monitoring unit works with BluBand to confirm the enrollee is in the required location at the designated time, which is usually his or her home. BluHome transmits the date and time when the enrollee enters or leaves his or her home to VeriTracks using either the phone service (landline or most digital service) in the enrollee's home or nationwide cellular phone networks.
BluScan	This is our mobile monitoring unit that detects the presence of BluBand or BluTag within 300 feet.
BluTag	Our one-piece GPS monitoring device that receives one GPS location point every minute at all times. A one-piece means only one piece of equipment is needed to effectively monitor the enrollee's locations and movements – the receiver and transmitter are housed in a single case. Currently, in its fifth generation, BluTag is the original one-piece GPS monitoring device introduced to the industry in 2005.
MEMS 3000	This is a breath alcohol content monitoring unit that installs into the enrollee's home. Supervising agents can schedule breath alcohol tests on a random, scheduled or on-demand basis. The unit confirms the test taker's identify through a color photo taken when he or her blows into the unit. Test results are transmitted to a separate central computer system (outside of VeriTracks) using the phone service (landline) in the enrollee's home or nationwide cellular phone networks.
Curfew	This is the date and time when an enrollee is required to be at home when monitored with BluBand (RF) monitoring device.
Zones	Zones are part of GPS monitoring because they are geographic areas an enrollee is either required to enter (inclusion zone) or prohibited from entering (exclusion zone). Regardless of the type of zone, enrollees must enter and remain or stay away from the zone for a pre-determined length of time.
Notification	Supervising agents receive notifications about monitoring events and violations from VeriTracks. Notifications can be sent as an email, fax, page or text message. They can alert supervising agents to a violation, such as a late curfew or equipment tamper, or an event, such as a low battery condition.

Beginning on the next page, we will detail our equipment and its functionality.



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RF Monitoring Equipment

BluBand

BluBand is an FCC-certified, inconspicuous Radio Frequency (RF) monitoring transceiver device, which installs quickly around the enrollee's ankle without the use of a programming bracelet. It works with BluHome, a home-based monitoring unit, and together they record the date and time when enrollees enter and exit their home.



BluBand is an FCC-certified RF monitoring transceiver. It receives messages from BluHome, a home-based monitoring unit, about the strength of its RF signal.

BluBand is compact and lightweight. Its components are permanently sealed in a hypoallergenic, industrial-grade plastic case. BluBand is weatherproof. It functions reliably under normal to extreme environmental and atmospheric condition, waterproof to a depth of 50 feet and shock and vibration resistant.

- **Strap**

BluBand's strap is made of hypoallergenic, industrial-grade thermoplastic rubber, which is lined with a fiber optic cable that detects tampering. It is designed for one-time use, eliminating the need to sanitize the strap after each use with high heat levels, such as what is provided in a dishwasher. Re-usable straps tend to deteriorate rapidly over time because of repeated exposure to high heat.
- **Battery**

BluBand is powered by a non-rechargeable battery, which has a life span of at least 18 months. Approximately seven days before the battery's power depletes, BluBand sends BluHome a message stating the power level is running low. BluHome then transmits the data to VeriTracks, which then transmits it to the assigned supervising agent using email, fax, page or text message.
- **RF signal**

BluBand emits an encrypted signal received by BluHome. The home monitoring unit records the date and time when the enrollee enters and leaves the RF signal range. BluHome transmits the date and time of enters and leaves, tampers and low battery condition to VeriTracks using the analog/landline or most digital (non-VoIP) phone service in the enrollees home or by nationwide digital cellular phone networks.



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▪ Curfew violations and tampers

If the enrollee monitored with BluBand enters BluHome's RF signal range after the scheduled arrival time or leaves prior to the designated departure time, BluHome registers the violations and immediately transmits the information to VeriTracks using the analog/landline or most digital (non-VoIP) phone service in the enrollee's home or nationwide cellular phone networks.

If the enrollee tampers with BluBand outside of the BluHome's RF signal range, BluBand records the incidence of a tamper. Once the enrollee enters the RF signal range of BluHome, the home-based monitoring unit immediately transmits the date and time of the enter and that a tamper occurred to VeriTracks. If the enrollee tampers with BluBand while still in range of BluHome's RF signal, BluHome records the date and time of the incident and immediately transmits it to VeriTracks.

BluHome

BluHome, an FCC-certified home-based monitoring unit, records and transmits the date and time when an enrollee enters and leaves his or her home when paired with BluBand. BluTag, our one-piece GPS monitoring device, can also be paired with BluHome. When this is done, BluTag tethers itself electronically to BluHome by emitting an encrypted RF signal. BluTag transmits any stored monitoring data in its onboard memory to BluHome through the signal. BluHome functions the same whether paired with BluBand or BluTag with one exception. When paired with BluBand, BluHome can transmit monitoring data to VeriTracks using nationwide cellular phone networks in addition to the analog/landline or most digital (non-VoIP) phone service in the enrollee's home.

▪ BluHome's operations

When the enrollee enters BluHome's RF signal range, the home-based monitoring unit immediately records and transmits the enrollee's arrival date and time to VeriTracks.

The unit has an internal clock to date- and time-stamps the start and end of any disruptions in electrical or home telephone service. Once the service is restored, BluHome transmits all stored data to VeriTracks. BluHome does not lose any monitoring data that was in the midst of transmitting when the electrical or telephone service interruption occurs. It is also protected from drops or surges in electrical or telephone service.



BluHome works with BluBand for enrollees needing confirmation of the date and time when they come home and leave. It also works with BluTag when enrollees live in an area with insufficient cellular phone network coverage.



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BluHome calls into VeriTracks once every four hours to confirm the unit's health and operations. We can increase or decrease the frequency of the health check call, if needed.

▪ **Notifications**

BluHome transmits all notifications, such as curfew violations and tampers, to VeriTracks as soon as it receives the information. If an enrollee enters his or her home and BluHome's RF signal range late or leaves before the scheduled departure time, BluHome immediately records and transmits the curfew violation information to VeriTracks. All monitoring data is transmitted to VeriTracks using the analog/landline or most digital (non-VoIP) phone service in the enrollee's home or nationwide cellular phone networks.

If an enrollee tampers with the monitoring device while in the RF signal range of BluHome, the home-based monitoring unit immediately records the date and time of the tamper and transmits it to VeriTracks. If the enrollee tampers with BluBand while outside the RF signal range of BluHome, once he or she returns home BluHome records the date and time of the enter and notes BluBand recorded a tamper. If the enrollee tampers with BluTag while outside the RF signal range of BluHome, the GPS monitoring device records the date and time of the tamper. Depending on the GPS monitoring mode, BluTag may immediately transmits the tamper notification to VeriTracks using nationwide cellular phone networks.

If there is an interruption in electrical or phone service in the enrollee's home, BluHome records the outage's start and end date and time. If phone service is interrupted, BluHome does not lose any data, including any data in the middle of transmitting when the interruption occurred. All monitoring data is stored until phone service is re-established at which time BluHome immediately begins transmitting the stored monitoring data to VeriTracks.

If the telephone line in the enrollee's home is in use when BluHome calls VeriTracks, the unit records the date and time of each attempt. BluHome emits a series of tones alerting the caller to end the telephone call.

▪ **Memory, battery and signal range**

BluHome can store up to 8,000 RF-related events and 10,000 GPS-related data or a total of three days of monitoring data in its built-in memory. BluHome's back-up battery powers the unit for approximately 48 hours when paired with BluBand and 24 hours when paired with BluTag.

BluHome's RF signal range is flexible. The supervising agent sets the signal range remotely through VeriTracks with one of three pre-set distances. When the RF range is selected, the enrollee can follow a few simple and easy steps to install the unit in his/her home. BluHome continually monitors the RF signal for interference, which can create



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false enters and leaves. When it detects signal interference, it automatically switches to another channel, free of interference. BluHome offers enhanced detection and recording of unauthorized movements and tampering, which reduces false notifications for unauthorized movement and tampering.

▪ Case

BluHome's industrial-grade plastic case is hypoallergenic. The unit functions reliably under normal to extreme environmental and atmospheric conditions. It should not, however, be placed where it will be exposed to liquids, such as kitchen or bathroom.

BluScan

As a mobile monitoring unit, BluScan allows supervising agents in the field to confirm the presence of up to 16 enrollees simultaneously without making visual contact. It receives RF signals from BluTag and BluBand, as well as information concerning the battery and tamper status of both devices. BluScan also receives information regarding BluTag's receipt of GPS signals.



BluScan monitors the presence of up to 16 BluTag or BluBand devices simultaneously. It can record and store 5,000 events.

The hand-held device is powered through a built-in battery or plugging the device into a standard 110-volt electrical outlet or a vehicle's electrical outlet. The battery powers the unit for at least three days. Supervising agents can also place the unit on a flat surface for hands-free viewing using the built-in stand on the backside of the case. They can also download monitoring data stored in BluScan's

built-in, non-volatile memory onto their desktop or laptop computer with the supplied USB cable.



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GPS Monitoring Equipment

BluTag

Our monitoring system features BluTag, which tracks the movements of enrollees in three modes: active, passive and hybrid. The FCC-certified device has been used by government agencies longer than any other one-piece GPS monitoring device. It is the only piece of equipment needed to effectively monitor the movements of enrollees. This small, lightweight device attaches around the enrollee's ankle and is not removed for any reason – not even to charge the battery or transmit monitoring data.

Not removing the device from around the enrollee's ankle provides a significant advantage to both to the Agency and enrollees. First, the opportunity for damaged or lost equipment is greatly reduced. Second, BluTag is completely covered by a pants leg, which lessens the opportunity for an enrollee's family members, friends, peers and/or co-workers to taunt the enrollee about his/her monitoring device. All of which may lead to increased compliance with the terms of supervision.

Since BluTag's first deployment in 2005, STOP has upgraded the device and expanded its functionality. Currently in its fifth generation, BluTag provides the following functionality. All of the following functionality applies to BluTag regardless of monitoring mode, unless indicated.

▪ GPS Jamming and Shielding Detection

BluTag is the ONLY monitoring device capable of detecting, recording and notifying supervising agents when enrollees deliberately shield or block the device's ability to receive GPS signals, which is a tampering event. We conducted internal research on how often enrollees shield BluTag's receipt of GPS signals and here are the results.

- In a given month, approximately 2 percent of all enrollees among all of our customers generated a shielding alert.
- Roughly half of those enrollees generated multiple alerts during the month.
- Approximately 10 percent of enrollees with shielding alerts engaged in shielding almost on a daily basis.

While this data reflects only enrollees monitored with BluTag and would not stand up to scientific scrutiny, it is likely reflective of what occurs with any GPS monitoring program.



BluTag is the original one-piece GPS monitoring device and in its fifth generation. It helps increase the level of community safety and enrollee accountability.



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A 2007 report to the Tennessee Legislature on the results of its pilot program for GPS monitoring stated that between September 2005 and October 2006 there were more than 8,800 instances of GPS shielding.

BluTag is also the **only** GPS monitoring device capable of detecting, recording and notifying supervising agents when enrollees jam, or interfere, with the actual GPS signal. While jamming a GPS device can occur from many sources, recent technological developments allow enrollees to purchase low-cost, and illegal, electronic units to jam or interrupt the receipt of the GPS signal.

Our proprietary algorithm continuously checks for specific conditions over a designated period of time. If the conditions exist, then BluTag immediately reports a GPS “jamming” event. No other GPS enrollee monitoring device offers this type of enrollee information.

These functionalities provide the Agency with more information about the activities of the enrollees under its supervision and court-admissible evidence.

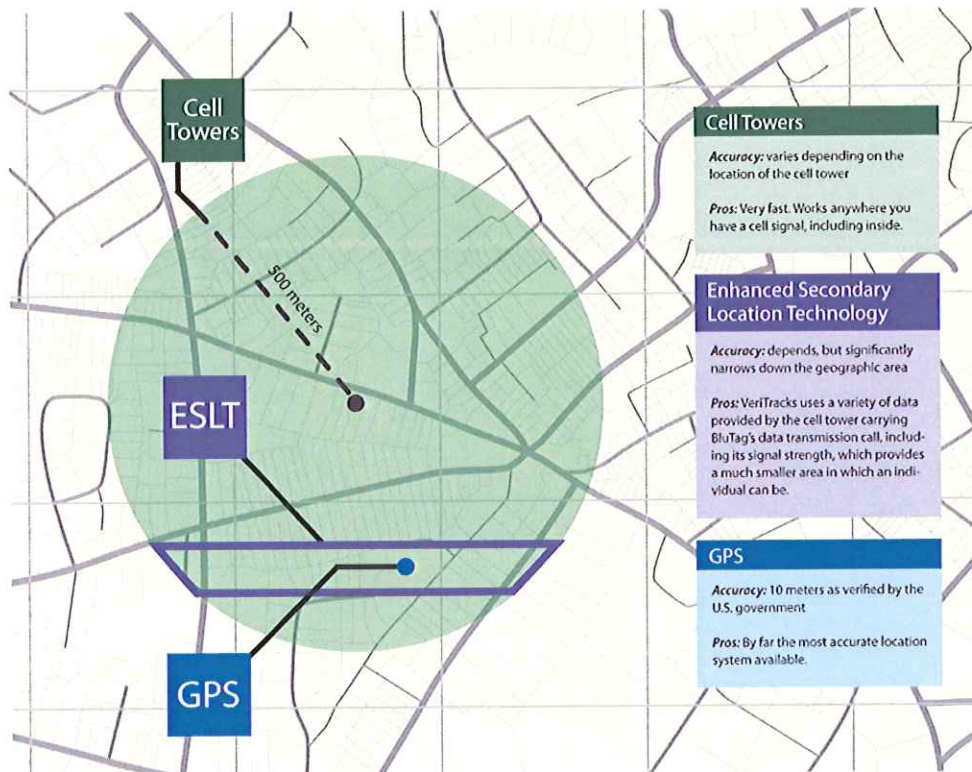
BluTag Active is the only GPS monitoring mode generating an immediate notification for these violations and other events.

- **Enhanced Secondary Location Technology**

BluTag uses Enhanced Secondary Location Technology when not receiving GPS signals for a pre-determined length of time. Traditional cellular phone tower triangulation technology used by other vendors locates enrollees within an area that is 1,500 feet in diameter. This traditional technology does not require the use of three cellular phone towers as the name implies. It can “triangulate” with only one cellular phone tower, which can greatly increase the area in which enrollees are located to more than 1,500 feet in diameter. STOP’s Enhanced Secondary Location Technology, however, locates enrollees within a much smaller area. It uses a variety of cellular phone tower data, including the strength of the cellular signal, to provide the enrollee’s location. The following illustration compares the accuracy of GPS, STOP’s Enhanced Secondary Location Technology and traditional cellular phone tower technology.



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When BluTag does not receive GPS signals, it uses ESLT to locate enrollees within a much smaller area than traditional cellular tower technology.

▪ **Receives One GPS Location Point per Minute**

BluTag receives one GPS date- and time-stamped location point per minute, which is stored in the device's built-in, non-volatile memory. This industry standard can help increase the level of community safety and enrollee accountability. A GPS monitoring device receiving one location point every three to five minutes creates gaps of time when the enrollee's location is unknown. For example, an enrollee travels in a car at 30 miles per hour. The enrollee's location would be determined only every 1.5 to three miles, plenty of time to violate his/her terms of supervision without detection. With BluTag, however, the enrollee's location would be determined every half mile. The following screen captures show how a map looks when a monitoring device receives one GPS location point once every five minutes and once every minute.



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Some monitoring devices receive GPS location points only once every five minutes, which reduces enrollee accountability and jeopardizes public safety by creating gaps of time when the enrollee's location and movements are unknown.



BluTag receives one GPS location point per minute, which ensures a higher level of enrollee accountability and public safety.

■ Case and Strap

BluTag is compact and lightweight and its tamper-resistant case is made of hypoallergenic, industrial-grade plastic. If an enrollee tries to crack or break open the device, light hits an internal sensor and BluTag generates a tamper notification. Visual inspection may also indicate tampering.

BluTag's strap is made of hypoallergenic, industrial-grade thermoplastic rubber and lined with fiber optic cable, which detects tampering. BluTag and BluBand use the same strap and consumables, which streamlines the Agency's on-site inventory of equipment. If an



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enrollee cuts or stretches the strap, the fiber optic's circuit breaks and BluTag generates a strap tamper violation. Visual inspection may also indicate tampering.

BluTag is weatherproof and functions reliably under normal to extreme environmental and atmospheric conditions, including significant variations in temperature (-10 to 140 degrees Fahrenheit) and humidity (10 to 100% humidity). It is waterproof to a depth of 50 feet and shock and vibration resistant. BluTag does not restrict the movements of enrollees. When monitored with BluTag, enrollees can still participate in everyday activities, including exercising and showering.

▪ Battery

BluTag's battery is permanently sealed in its industrial-grade plastic case, which eliminates the need for replacement by supervising agents or enrollees. Because the battery is not replaced, BluTag's functionality is not compromised by incorrect installation or the seepage of liquids into the case because it was not closed properly when installing a fresh battery.

The battery's life is at least 20 months, while a single charge powers BluTag for at least 48 hours, which is the longest period of time for a one-piece device receiving one GPS location point per minute. Other one-piece GPS monitoring devices claim a longer battery life, but it only receives one location point every three to five minutes.

The only task enrollees must perform to maintain BluTag's operation is recharge the battery for one hour every 24 hours. Approximately 10 hours before the battery's power depletes, BluTag vibrates to remind enrollees to recharge the battery. If enrollees do not recharge the battery within 30 minutes, it vibrates once every 10 minutes until the battery is recharged or completely depleted of power. The battery status is easily monitored in VeriTracks.



Enrollees need only recharge BluTag's battery once every 24 hours for one hour to maintain its operations. Recharging takes place wherever a standard 110-volt electrical outlet is available.

To maintain maximum battery power, enrollees need to recharge the battery for one hour every 24 hours. Recharging is convenient since it can be done wherever a standard 110-volt electrical outlet is available. Enrollees slip the charging coupler onto the bottom of the device and plug the other end into the electrical outlet.



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Central Computer System/Monitoring Software

VeriTracks

VeriTracks is our secure Internet-based monitoring application that receives, stores and distributes monitoring data from BluHome and BluTag. Agency-authorized personnel can access monitoring data 24 hours a day, 365 days a year using any computer with a high-speed Internet connection. As an Internet-based application, the Agency avoids downloading or installing software onto its IT network or individual computer work stations.

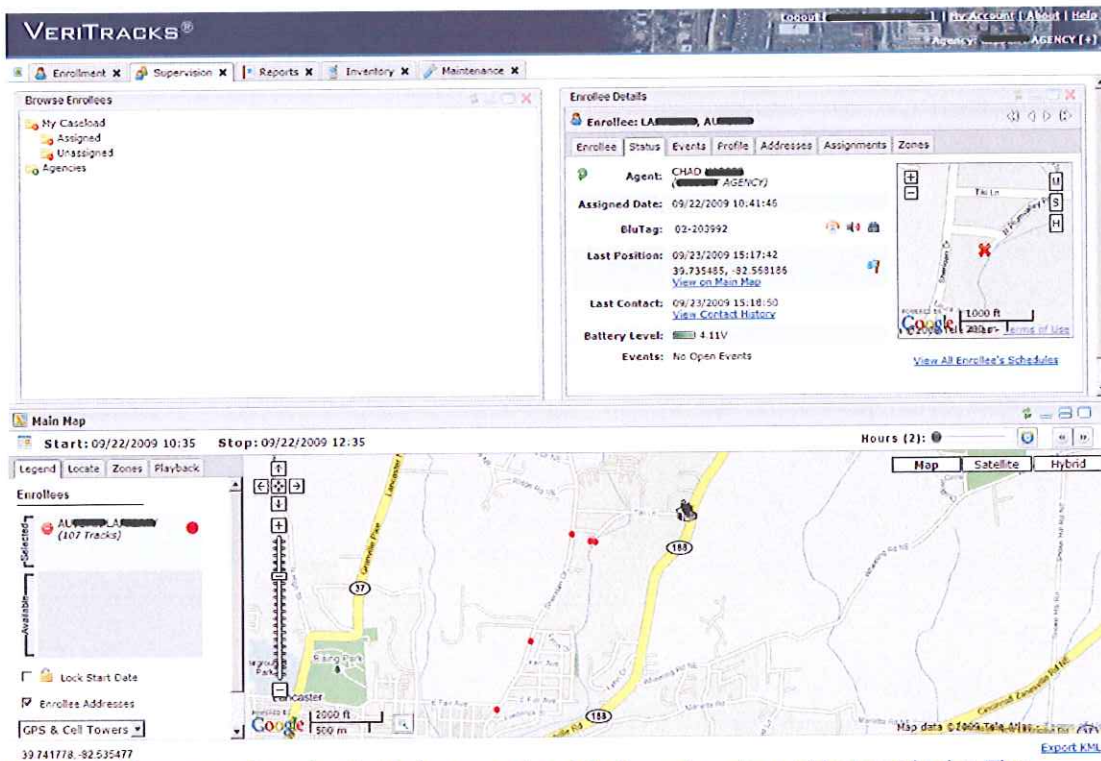
VeriTracks is the work engine for all of the monitoring data, as well as enrollee information. Supervising agents log into VeriTracks to manage their caseloads whether the enrollees are monitored with BluTag or BluBand. Since GPS monitoring generates more data than RF monitoring, the majority of VeriTracks' functionality applies to enrollees monitored with BluTag. Following are the most common functionalities used in VeriTracks.

- Enrolling and un-enrolling individuals into and out of the Agency's supervision program.
- Creating and assigning date and time sensitive RF curfews and GPS exclusion and inclusion zones.
- Displaying, analyzing and evaluating monitoring data and enrollee locations and movements on Google Maps™, including StreetView where available.
- Generating various reports.

Supervising agents navigate their way around VeriTracks through widgets and tabs. The application allows supervising agents to personalize the home page so the information they want to view first is displayed. The following screen capture from VeriTracks displays an open Supervision widget, the Enrollee Details widget, the Status tab and a map at the bottom of the page.



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VeriTracks' homepage is customizable by managing data through various widgets and tabs. The Supervision and Enrollee Details widgets are open, as well as the Status tab. A partial map can display at the bottom of the page, be minimized so it doesn't show at all or maximized to fill the screen.

VeriTracks offers robust functionality. We describe some of the more common functionalities of the application in the following sub-sections.

- **RF Curfews and GPS Zone Schedules**

VeriTracks provides flexibility in the creation and modification of enrollee RF curfews and GPS zone schedules. Supervising agents create one or more date and/or time sensitive standard RF curfews or GPS zone schedules for every enrollee. When a one-time change is needed, it is a simple process to insert the exception into the schedule. VeriTracks automatically follows the exception and returns to the standard schedule once the exception has passed.

- **GPS Zones**

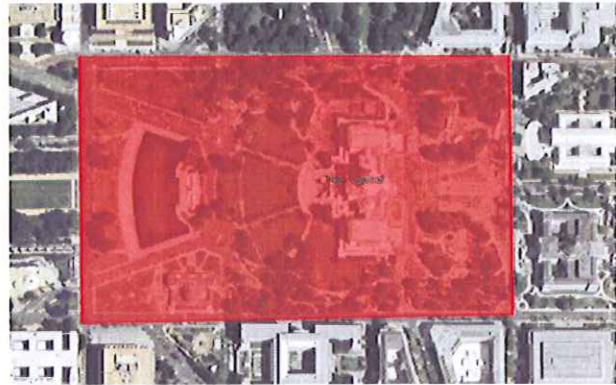
Authorized users create date and time sensitive exclusion and inclusion zones while logged into VeriTracks. Exclusion zones are geographic areas enrollees are prohibited from entering during certain periods of the day. Inclusion zones are geographic areas enrollees are required to enter at a pre-determined time and leave at a designated time.

There are numerous ways to create zones, the most common occurring directly on a map. Zones can be circular or polygonal in shape and any size from as small as a single city block to as large as an entire state. Editing the shape and size of a zone is easily accomplished while displayed on a map.



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Exclusion zones display on a map with a red hue, while inclusion zones display with a green hue, as seen in the following screen captures.



- **Mapping**

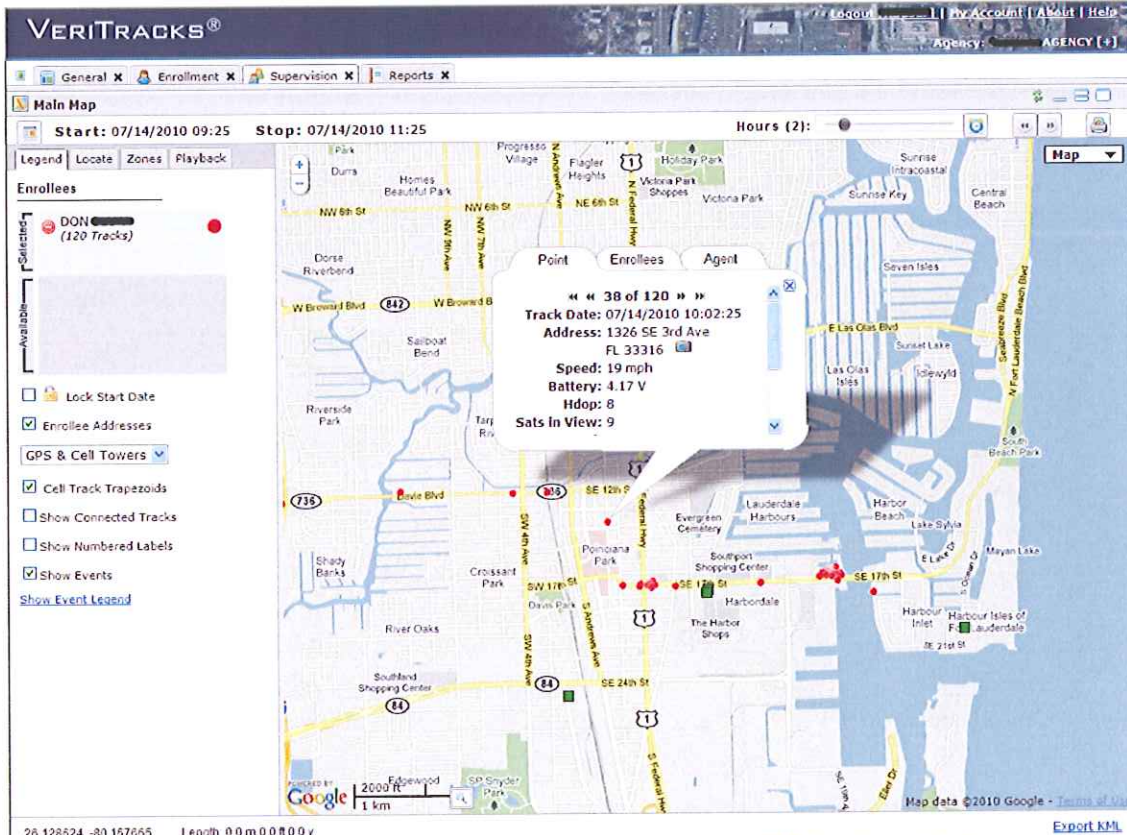
VeriTracks displays the location and movements of enrollees monitored with BluTag on Google Maps™, which have the same functionality as the ones on the standard Internet version, including the three types of views: standard, hybrid and aerial. Supervising agents can view the location and movements of one or more enrollees simultaneously. The movements can be selected based on date and time. Users can view a very small timeframe, such as a five-minute span or as long as 24 hours.

GPS location points display on the map as red dots and when a period of time is selected, the dots display in the order BluTag received them. Supervising agents can fast forward through or rewind the playing of the timeframe. They can also speed up or slow down the animated display of the GPS location points, as well as zoom in and out of the map view.

The following screen capture displays all of the information included with each GPS location point when an authorized user clicks on it.



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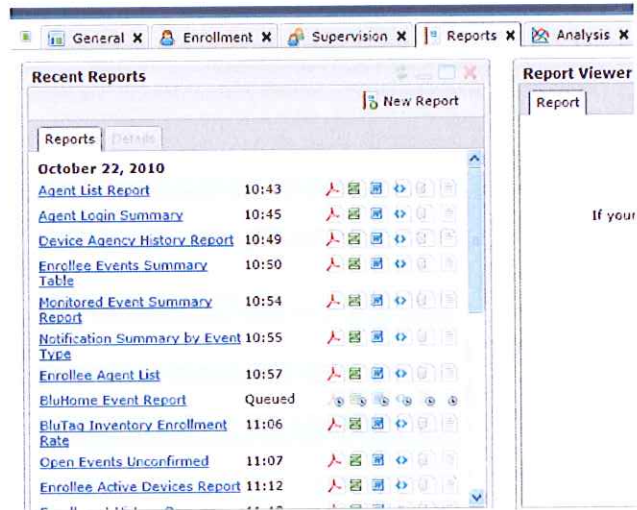


This screen capture displays all of the information included with every GPS location point: the nearest address of the point, based on the U.S. Postal Service, the speed at which the enrollee traveled, the battery condition and number of satellites in BluTag's view.

■ Reports

VeriTracks's robust reporting capability generates more than 180 standard reports, which reflect near real-time data and are stored for review at a later time. These reports meet many needs for our customers. However, if the Agency needs adjustments to an existing report or a custom report, STOP can develop it at no additional cost.

The screen capture to the right displays a small portion of the standard reports immediately available within VeriTracks.





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MEMS 3000 Breath Alcohol Monitoring Unit

We offer a proven and reliable remote breath alcohol monitoring unit, MEMS 3000. This dependable and secure unit uses court-approved testing methodology and allows the Agency to independently and accurately monitor an enrollee's alcohol levels. MEMS 3000 uses an electro-chemical breath alcohol tester to analyze a deep-lung sample. The unit's

accuracy rate is +/- 5 percent relative to the actual alcohol level, which is comparable to other measurement equipment used by law enforcement agencies.



The functionality of MEMS 3000 offers many benefits.

- Transmits testing data three ways: (1) analog/landline or (2) digital telephone service in the enrollee's home or (3) nationwide cellular telephone networks.
- Reliably confirm the identity of the enrollee's with a color picture taken during each test.
- Fast, accurate test results.
- Test on a scheduled, random or on-demand basis with automatic re-testing.
- Access data and test results 24 hours a day using a secure web site.
- Immediately report test results to multiple recipients using email, fax, page or text message.
- Quick enrollment and requires minimal training for both agency staff and enrollees.
- Unlimited testing capability with short customizable tests taking no longer than one minute.
- **Back-up power and memory**
If the electrical power to the enrollee's home is interrupted, the back-up battery in MEMS 3000 powers the device for 24 hours. The unit also has extended built-in memory to securely store test results.
- **Enhanced security features**
The durable and secure unit provides multiple tamper notifications, as well as reports any malfunctioning.



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Training and Technical Support

STOP understands effective and comprehensive training is absolutely critical to the success of the Agency's monitoring program in order to ensure a smooth transition and continued operations. We provide several different types of training courses and technical support to all customers. Training courses includes initial, follow-up, refresher and new functionality. We offer our training on-site or online, depending on the needs of the customer.

We recommend initial training to occur on-site so our trainers can provide hands-on support to the trainees. Initial training requires a 1.5-day commitment and covers all aspects of our monitoring system – installing, un-installing and maintaining the monitoring equipment; enrolling and un-enrolling enrollees; creating and modifying enrollee RF curfews and GPS zone schedules; accessing and using VeriTracks; interpreting and understanding monitoring data, including enrollee maps; and troubleshooting.

Our initial training course take a hands-on approach by allowing trainees to use the equipment, take it home and test it out. Instructors encourage trainees to think like enrollees by violating RF curfews and GPS exclusion and inclusion zones, as well as tampering with the device, etc. This allows trainees to learn how the system generates data and how to interpret it.

We also provide an extensive online library of training materials, quick tips and videos on various topics relating to our RF and GPS monitoring hardware, as well as many functionalities available within VeriTracks. Supervising agents access the secure online library 24 hours a day, 365 days per year using any computer with an Internet connection. Our Training Department welcomes suggestions for content so our library continues to meet the educational needs of our customers.

Whenever we enhance or upgrade our hardware or software, we provide customers with release notes approximately two weeks prior to implementation. We also provide training on the new functionality through webinars that are offered on various dates and at different times of the day.

- **Account Management Team**

We know many agencies are concerned about transitioning from one vendor's electronic monitoring system to another. We have helped many customers transition to our system in a smooth, systematic method. Some of these customers were new to GPS or had very limited experience with it. Regardless of how long a new customer had contracted with the previous vendor or level of experience with GPS, the account management team we pull together for every customer helps each agency successfully transition to our system in a logical, methodical process.



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Our account management team possesses extensive experience and deep knowledge about electronic monitoring program operations. Many of them have direct experience as supervising agents, so they know first-hand some of the obstacles supervising agents experience on a day-to-day basis.

Our dedicated account manager is always available for consultation, brainstorming and/or problem solving. He or she is committed to helping the agency's electronic monitoring program achieve success on multiple levels. They do this through a myriad of ways, not the least of which is the extensive access to all of STOP's resources. They can bring in hardware and software developers and engineers, technical support personnel and members of our executive management team in order to help the agency.

Our account management team is just one part of the support we provide our customers. The following bullets describe other means that we support and educate our customers.

- **Proactive Customer Monitoring**

During the first 120 days of the contract, we provide intensive support for the Agency and its supervising agents through Proactive Customer Monitoring at no additional cost. Our higher-level technical support personnel remotely shadow every supervising agent by reviewing every supervising agent's Daily Summary Report every day. The Daily Summary Report compiles all events for every enrollee in the supervising agent's caseload since the last report generated. If the analyst detects a recurring problem or a pattern of continual notifications, he or she contacts the supervising agent to discuss it. Together, they review the enrollee's schedule, zones, zone placements, etc. to correct the situation. Solutions are usually simple, such as adjusting a schedule, moving a zone or changing its size or shape. These one-on-one support sessions help to build the supervising agent's comfort and confidence levels with our system and the analysis of the data it generates. It also helps ensure the long-term success of Agency's monitoring program.

- **Technical Support**

STOP provides secure and confidential technical support through our Solutions Center, which is staffed 24 hours a day, 365 days a year with live professional technicians who are highly skilled STOP employees. Agency-authorized personnel contact the Solutions Center by email or toll-free telephone or fax. In addition to addressing questions about our system's hardware and software, Solutions Center technicians provide assistance on all aspects of our system, including enrolling and un-enrolling enrollees; creating and modifying curfews, schedules and zones; interpreting data and maps; and determining the current or previous locations of enrollees. The technicians may use the GoToMeeting[®] application to demonstrate to the caller exactly how to complete a specific task.



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The Solutions Center delivers technical support through a three-tier support system. Technicians provide Tier I support and resolve more than 95 percent of the inquiries. Should Tier I support not resolve the issue, our technicians elevate it to Tier II, where an analyst works with the authorized user to bring resolution to the issue. In the rare event Tier III support is necessary, our hardware or software engineering team addresses the issue. Less than five percent of inquiries need higher levels of support.

The Solutions Center logs every email, fax and telephone call into a ticketing system that maintains detailed contact metrics, manages the aging of open tickets and coordinates our three-tier support system. This ensures the Solutions Center addresses the Agency's issues in a timely and complete manner.

- **Training Institute**

STOP hosts an annual Training Institute for all customers. This event allows our hardware and software development teams to discuss enhancements and updates in the development pipeline with customers. We allot time specifically for customer feedback to address new and forthcoming enhancements and updates as well as create a "wish list" of future enhancements and updates. Our Training Institute is the only industry event where customers from a single vendor come together to learn and share from each other how they utilize an electronic monitoring system.



Satellite Tracking of People LLC

About STOP

Satellite Tracking of People LLC (STOP) is unique compared to other vendors, starting with our founding. The group of founding executives had extensive careers in private corrections, technology and government operations prior to STOP's inception. Because of this collective experience and knowledge, we understand the complexities of government agencies, i.e. how their operations link with other agencies and how legislative initiatives affect their operations. We can only measure our success by the level of success every agency and enrollee experiences. This is why we commit a significant percentage of resources to customer service and support. Our goal is to set up every agency and supervising agent for success, so they can help set up enrollees for success.

How do we do this? By *actively listening* to customers so we better understand their needs while developing equipment, functionality and services designed to help supervising agents perform their job more effectively and efficiently. Helping agencies maintain high levels of enrollee accountability and public safety is our primary goal and the driving force behind our system enhancements and updates. While technology can greatly enhance a supervising agent's ability to perform his or her responsibilities, it is not a substitute and it cannot replace the actual person-to-person interaction provided by a supervising agent.

Our unique history includes the development and implementation of many "firsts" in the industry that other vendors still try to replicate or develop.

- BluTag: the original one-piece GPS monitoring device (currently in its fifth generation), that monitors and tracks enrollees in active, hybrid and passive GPS monitoring mode and integrates radio frequency (RF) monitoring accessories.
- BluTag: the **only** monitoring device capable of detecting and reporting the jamming, or interfering with, the GPS signal and shielding, or blocking, the receipt of GPS signals.
- Data transmissions using nationwide cellular telephone networks and analog/landline or most digital (non-VoIP) telephone service in the enrollee's home.
- Tier IV Data Center housing all enrollee information and monitoring data.
- VeriTracks: cloud computing-based monitoring database eliminated the need to download software onto the Agency's IT network or individual computers.
- Integration of high resolution maps aerial maps and Google™ Street View into VeriTracks.
- Lifetime equipment warranty and no-questions-asked return policy.

We are also the original equipment manufacturer (OEM) of BluBand, BluHome and BluTag. As an OEM, all employees adhere to stringent quality controls to produce all equipment so they reliably operate under normal to extreme environmental and atmospheric conditions. Each piece of equipment must successfully pass comprehensive and exhaustive testing prior to shipping to a customer, which helps ensure its dependability and reliability. Because we control all aspects of our manufacturing process, we can quickly ramp up production to meet last minute equipment orders or unexpected surges in enrollment.



Satellite Tracking of People LLC

The Agency will receive information from many vendors with regard to their monitoring systems. Many of these vendors will also provide information regarding how they conduct business and what sets them apart from the competition. We strongly support the Agency's effort to receive information from vendors regarding available technology and services. However, we also encourage and even challenge the Agency to **expect more** from GPS vendors by having the following as minimum expectations.

- Inclusive pricing that provides unlimited data transmissions, unlimited equipment consumables (e.g. straps and strap clips), unlimited immediate Location Requests, no fee for on-site equipment inventory, development of custom reports and many other items.
- No-questions-asked return policy.
- Lifetime warranty on all equipment.
- Guaranteed two-day equipment delivery.
- High level of responsiveness from vendor's staff and, when necessary, the executive management team.
- Annual opportunities for customers to share best practices of the vendor's system and provide ideas to the vendor for future hardware and software upgrades and enhancements.

STOP offers the Agency a proven and reliable comprehensive enrollee monitoring system. No other vendor has provided a one-piece GPS monitoring device as long as we have. Our partnerships with government agencies using a one-piece device to monitor and track enrollees have allowed us to accumulate a body of knowledge and expertise no other vendor possesses. We are more than just a vendor to government agencies; we are a resource and developer of solutions. With more than 250 direct contracts with government agencies supervising in excess of 89,000 enrollees, STOP will be a knowledgeable, resourceful and responsive vendor for the Agency.



Satellite Tracking of People LLC

STOP's Approach to Pricing

STOP has no hidden costs. Our comprehensive per device, per day pricing includes all of the following items.

- One BluBand RF monitoring device or one BluTag GPS monitoring device (acquiring one GPS location point per minute) installed around an enrollee's ankle
- On-site inventory of equipment (equipment not currently assigned to enrollees)
- One Officer Kit (at the rate of one per 20 enrollees)
- Unlimited BluBand and BluTag consumables, includes straps, strap clips and top caps
- Unlimited access to VeriTracks
- Unlimited data transmissions from BluTag to VeriTracks
- Unlimited data transmissions from BluHome to VeriTracks
- Unlimited Location Requests from VeriTracks to BluTag
- Unlimited event notifications sent by VeriTracks to supervising agents and any other designated recipients by email, fax, page, or text message
- Unlimited access to standard reports in VeriTracks and the ability to generate an unlimited number of standard reports that reflect near real time data
- Development and implementation of custom reports
- All customer service, technical support, and on-site or online training
- Maintenance, repair, lifetime warranty and no-questions-asked return policy on all equipment
- All shipping to and from the Agency
- Development and launching of hardware and software enhancements