

ACTION SHEET
CITY COUNCIL COMMITTEE MEETING OF 05/27/15
ITEM FROM FINANCE COMMITTEE MEETING OF 05/18/15

ISSUE:

8. Request for Approval of Professional Services Agreement – False Alarm Enforcement Program (RFP #15/06/P) for Police Department; AOT Public Safety Corporation d/b/a Public Safety Corporation. (Mario Salbidrez, Deputy Chief)

FINANCE COMMITTEE ACTION: APPROVED AS DISCUSSION ITEM

Requested approval of professional services agreement for False Alarm Enforcement Program (RFP #15/06/P) for police department with AOT Public Safety Corporation d/b/a Public Safety Corporation.

FUNDING SOURCE:

SPECIAL CONDITIONS OR AMENDMENTS

STAFF FOLLOW-UP:

VOTE	FOR	AGAINST	ABSTAIN
COUNCILOR TRUJILLO	X		
COUNCILOR RIVERA	X		
COUNCILOR LINDELL	X		
COUNCILOR MAESTAS	X		
CHAIRPERSON DOMINGUEZ			

4-13-15

City of Santa Fe, New Mexico

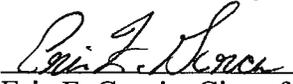
memo

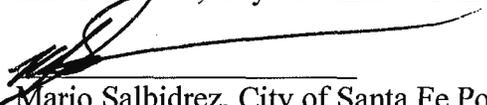
DATE: April 22, 2015

TO: City Council
Finance Committee
Public Safety Committee

VIA: 
Brian Snyder, City of Santa Fe Manager

 - 4/13/15 -
Robert Rodarte, City of Santa Fe Purchasing Director


Eric F. Garcia, City of Santa Fe Police Chief

FROM: 
Mario Salbidrez, City of Santa Fe Police Deputy Chief

RE: 1. PSA ALARM ENFORCEMENT

Background and Summary:

The City of Santa Fe adopted ordinance No. 2009-33 on July 9, 2009 creating a new Article 20-5 SFCC 1987 regarding alarm systems and false alarm reduction which became effective October 2009. After adopting said ordinance, the city contracted with CryWolf, currently AOT Public Safety Corporation d/b/a Public Safety Corporation (PSC), to provide management of the alarm ordinance where persons and organizations using alarm systems will be held accountable for false alarms with an annual system registration and penalty fees. The Professional Service Agreement came to term on or about October 2014. Currently, the city has been operating with PSC by means of an amendment extending the term of service.

Request for Proposal(s) (RFP):

On Thursday, 28, 2014 the City of Santa Fe, Finance Department, Purchasing Division, and Police Department solicited a Request for Proposal, RFP No. 15/06/P, for the Alarm Enforcement Program. The deadline to submit RFPs was Thursday, October 2, 2014.

The city received two RFPs, one from PMAM and one from Public Safety Corporation. The evaluation of said RFPs consisted of Purchasing Director Robert Rodarte, Fiscal Administrator Nancy Jimenez, Administrative Manager Betty Jo Tafoya, and me. The evaluation teams subsequently recommend a contract be awarded to Public Safety Corporation.

Note: The Professional Service Contract (PSC) has been prepared and will be awarded upon approval by the finance Committee and Santa Fe City Council. (Refer to Attachment "A")

Programs Performance:

Prior to having the alarm ordinance, as it is today, the police department's annual response to alarms is as follows:

	2005		2006		2007		2008	
	Dispatched	self initiated						
CHECK ALARM	105	29	108	30	136	28	132	45
BUSINESS ALARM	4790	9	4417	10	4078	4	3730	6
RESIDENTIAL ALARM	3277	0	2904	0	3178	2	2985	2
BANK ALARM	215	0	173	0	194	0	201	1
Total	8387	38	7602	40	7586	34	7048	54
GRAND TOTAL	8425		7642		7620		7102	

Once the ordinance was adopted and management was assumed by PSC, the number of false alarms has dropped and is represented as such:

	2009		2010		2011	
	Dispatched	self initiated	Dispatched	self initiated	Dispatched	self initiated
CHECK ALARM	120	58	136	55	109	44
BUSINESS ALARM	3421	11	3242	12	2374	7
RESIDENTIAL ALARM	2987	0	2864	2	2376	1
BANK ALARM	153	0	172	0	157	0
Total	6681	69	6414	69	5016	52
GRAND TOTAL	6750		6483		5068	

	2012		2013		2014	
	Dispatched	self initiated	Dispatched	self initiated	Dispatched	self initiated
CHECK ALARM	105	56	131	56	111	55
BUSINESS ALARM	2261	7	2046	5	2308	4
RESIDENTIAL ALARM	2191	3	2292	3	2593	0
BANK ALARM	150	1	164	0	193	0
Total	4707	67	4633	64	5205	59
GRAND TOTAL	4774		4697		5264	

Note: Check Alarm category are reports of alarms heard by officers or citizens reported to the dispatch. They are not necessary always home or business alarms and often can be car alarms.

False Alarms:

For the last four (4) years the number of false alarms is as follows:

- 2011 – 4,472
- 2012 – 4,985
- 2013 – 4,461
- 2014 – 5,832

Note: In speaking to Miss Dorothy Encinias, the jump in number of false alarms from 2013 to 2014 is not a result of different business practices by her or PSC, but may be related to annexation.

Fees Collected:

Since the implementation of the ordinance the following fees were collected for said fiscal year:

09/10 – \$26,353
10/11 – \$180,140
11/12 – \$194,866
12/13 – \$173,762
13/14 – \$676,619
14/15 – \$342,094

The large spike in fees from fiscal year 12/13 to 13/14, I can only assume, is a result of the March 2014 performance audit indicating, “Opportunities to improve the internal controls around the billing process and the recording of assets in the City of Santa Fe’s general ledger have presented themselves.”

Outstanding Fees:

The false alarm program does have outstanding balances; PSC does attempt to collect by notifying home and business owners of overdue fees by mail. Although, the success in collecting is minimal and the outstanding fees for the last four (4) calendar years are:

2011 – \$150,175	2013 – \$404,705
2012 – \$342,450	2014 – \$352,140

Note: The collection practice needs to be addressed and the police department needs guidance regarding soft or hard collection.

Contract Term:

Once approved the contract term shall terminate on April 30, 2017, and upon satisfactory performance by PSC the professional service agreement allows an option to renew the agreement for an additional two (2) years, not to exceed four (4) years.

Contractor Responsibilities:

Please refer to attachment “B”, Exhibit “A” – False Alarm Program Administration Scope of Service.

Contractor Percentage Share of Total Collected:

Alarm Program Fees, Fines, and Charges

Revenue Years 1 through 3	28%
Optional Years	28%

Addressing Performance Audit Findings:

Finding – 1. *Lack of Ownership/Leadership, Cohesion and Oversight*

To address this finding the department has established a policy identifying the command structure that will aid the employee assigned to the false alarm program and provide assistance and oversight. Therefore, creating a point of contact related to accounting matters and operational matters outside the authority of the employee assigned to the false alarm program. (Refer to attachment "C")

Finding – 2. *Lack of Formally Documented Policies and Procedures*

To address this finding, the department drafted a policy identifying the duties and responsibilities of employees involved with the false alarm program. The policy and procedures provides a guideline for current and future employees regarding import operational matters related to the program. Furthermore, monthly reconciliation reports are received from PSC by Accounting Supervisor Laura Vigil, who then verifies and prepares a journal entry for Finance to post to the accounting system. (Refer to attachment "C")

Finding – 3. *Collections Not Actively Pursued*

In addressing this matter, additional language has been added to the PSA addressing collections. The only other action required to completely address this finding is direction from the governing body regarding the method desired for collections. (Refer to attachment "A" section 4 "Collection of Fines.")

Finding – 4. *Appeals not Processed Timely*

With the current selection of hearing officers, following an RFP, the department is prepared to address appeals as they are received. We are still waiting for legal advice regarding old appeals filed and never heard.

Finding – 7. *Not All Alarm Companies Are Submitting Monthly Reports, Not All Alarms Users Are Registered*

&

Finding – 11. *All Fees and Fines for Alarm Companies Are Not Being Addressed*

To address these matters, there have been a number of changes to create oversight and attempt to improve on monthly reporting's and registration.

First, in an effort to have all alarm installers and monitoring companies comply with the reporting process the department along with PSC has updated requirements to the registration form by adding the following additional fields:

- Monitored by:
Name
Phone
Monitoring Service City of Santa Fe Business License Number;
- Sold by:
Name
Phone
Alarm Installer(s) City of Santa Fe Business License Number.

The alarm company "Records Form" has the following additional requirements:

- Monitoring Service;
- City of Santa Fe Business License Number;
- Alarm Installer(s) City of Santa Fe Business License Number.
- Alarm Monitoring Company has established procedures for accepting cancellations of alarms; also,

an 'Alarm Installer Background Verification' form was generated, and will be a mandatory item for alarm installer companies to complete and update every time a new hire is brought onboard. (Refer to attachment "D")

Each week, PSC will contact Miss Dorothy Encinias regarding any registrations and/or records forms that do not have business licenses. We will then attempt to contact the installer or monitoring service and educate them on the City of Santa Fe Alarm System Ordinance. This will allow us to compile a list of companies and installers, previously unknown, and monitor their compliance with the ordinance and licensing requirement.

Additionally, to further educate our community the Community Relations section of the department has begun to include educational talks regarding registration of alarms during community meetings and neighborhood watch meetings. The sergeant of the unit is currently drafting a flyer to disseminate and the department has also published announcements regarding procedures to register alarms systems on the department's social media page.

Lastly, it is the department's intention to encourage alarm users to register their alarms; therefore, a proposed language change in the city ordinance encourages registration with the following:

"A waiver shall be granted for an assessed fine for an unregistered alarm system, if the registration is completed by the alarm user within ten (10) business days upon notification of the initial fine for an unregistered alarm system."

Finding – 8. *Billing Not Always Accurate*

In conferring with Miss Kerr, this finding was addressed and corrected before the audit was completed. Yet, follow up communication with Miss Jessica Suiter, Director of Outsource Operations (PSC), also provided the following statement when asked about the status of billing and outstanding fees:

"After speaking with Sarah the deletions and modifications of the charges to the alarm users were completed prior to the finalization of the audit. So the current outstanding balance is accurate and does not include the previously referenced billing errors."

Finding – 10. *Billing for Late Reports*

It was found that this finding was an error by PSC but possibly compounded by the language in the ordinance. The department found that the \$10 fine for each day after the grace period was difficult to manage and was creating large outstanding balance owed by monitoring companies and alarm companies.

Therefore, to address the finding, the department has proposed a change in the fine structure more in line with what the city does in other ordinance. The proposed fine changes from \$10 a day to a flat fee of \$100, after the grace period, per month. This allows for fair fine assessment and ease of fine accounting per company.

Lastly, in regards to 'Enhanced Call Verification' Regional Emergency Communication Center (RECC) currently has a field to ask if a responsible party has been notified prior to calling for police response. The RECC has agreed to collect and require the information related to ECV.

Requested Action:

Requested action is:

- Approval of a two (2) year professional services agreement with PSC with an option to renew for an additional two (2) years, not to exceed four (4) years.

cc: Miss Lisa Kerr

CITY OF SANTA FE PROCUREMENT CHECKLIST

Contractor Name: PUBLIC SAFETY CORPORATION

Procurement Title: PSA ALARM ENFORCEMENT

Solicitation RFP/RFB#: 15/061P

Other Methods: State Price Agreement Cooperative Sole Source Exempt Other

Department Requesting/Staff Member SANTAFE POLICE DEPARTMENT / DC M. SALBIDREZ

Procurement Requirements:

A procurement file shall be maintained for all contracts, regardless of the method of procurement. The procurement file shall contain the basis on which the award is made, all submitted bids and proposals, all evaluation materials, score sheets, quotations and all other documentation related to or prepared in conjunction with evaluation, negotiation, and the award process. The procurement shall contain a written determination from the Requesting Department, signed by the procurement officer, setting forth the reasoning for the contract award decision before submitting to the Committees. .

SOLICITATION*

- | YES | N/A | |
|-------------------------------------|-------------------------------------|--|
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Project Beginning History (council requests etc) |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Budget Determination (FIR) attach |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Solicitation document (RFP, IFB), |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Screen print of legal solicitation published in newspapers, web sites, etc.: |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Screen print of addendum(s) published on the IPB/RFP: |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Pre-Bid/Pre-Offer Conference attendance sheet and other documents |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | If canceled, screen print of cancellation of solicitation notice |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Other: _____ |

EVALUATION*

- | YES | N/A | |
|-------------------------------------|-------------------------------------|---|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Blank evaluation form |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Evaluator's names and profiles |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Evaluation procedures or evaluation instructions |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Conflict/Confidentiality Forms signed by all Evaluators, Technical Advisors, Reviewers, and any person who assists in regard to the bid/proposal, evaluation and/or award |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Bid or Offer opening sheet(s) (If RFP, then two offer opening sheets, one for technical and one for cost) |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Screen print of Bidder/Offeror's detailed information |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Responsiveness review sheet or other sheet documenting responsiveness for each Bidder/Offeror, attach requests for additional information to cure items |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Non-Responsive/Non-Responsibility Form and correspondence or letters from Department to vendor regarding disqualifications |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Oral presentations (sign-in sheets, presentation materials, etc.) |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Documentation sent to Bidders/Offerors and responses received regarding clarifications, decisions, negotiations, and/or best and final offers, etc. |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Reference Reviews/Reference Check Questionnaires |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Individual evaluations included for each RFP. |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Pricing evaluation |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | Final overall evaluation matrix or summary of evaluator scores |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Other: _____ |

*

AWARD*

YES N/A

- Fully executed Memo to Committees from the Department with recommendation of award
- Winning proposal (this is a copy that has all confidential/proprietary information excluded)
- Screen print of Contract Award Notice
- Screen print of Award Notice published on agency website
- Email or notification sent to all Bidders/Offerors that award was made
- Waiver or "No Action Taken" from Procurement Office
- Correspondence with Procurement Office regarding waiver
- If IFB and not awarded to lowest responsive, responsible bidder; written explanation
- Other: _____

DISCLOSURES

YES N/A

- Contractor Disclosures & Conflicts of Interest**
- Disclosures & Conflicts of Interest Form(s) (winning bidder(s)/offeror(s))
- Contractor –Conflicts of Interest**
- Purchasing Office Letter or e-mail to designated individual regarding potential conflict
- Conflict of Interest Form signed by all parties
- Letter from Procurement Office regarding the potential conflict
- Subcontractor Disclosures**
- Disclosures & Conflicts of Interest form of Subcontractor(s)
- Subcontractor –Conflicts of Interest**
- Purchasing Officer Letter or email to designated individual regarding potential conflict
- Conflict of Interest form signed by all parties
- Letter from Legal Office regarding the potential conflict
- Other: _____

CONTRACT

YES N/A

- Copy of Executed Contract
- Copy of all documentation presented to the Committees
- Finalized Council Committee Minutes
- Other: minutes out about 2 weeks

MISCELLANEOUS FILE*

YES N/A

- Local Preference Form
- New Mexico Residence Form
- Veterans Exemption
- Sole Source determination form approved by Procurement Officer
- Exempt determination memo approved by Procurement Officer
- Other: _____

Include all other substantive documents and records of communication that pertain to the procurement and any resulting contract.

PROTEST (If applicable)*

- | YES | N/A | |
|--------------------------|-------------------------------------|---|
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Documentation from protester filed with the Purchasing Office |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Letter from Department to Purchasing Office Providing response to protest |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Letter from Purchasing Officer to protester and Department on final outcome |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Other: _____ |

Create a separate file folder which may contain any documents with trade secrets or other competitively sensitive, confidential or proprietary information.

- | YES | N/A | |
|--------------------------|-------------------------------------|---|
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Original bid(s) or proposal(s) with no redactions. |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> | Documentation exempt - Proprietary, Confidential, Competitively Sensitive, or Trade Secret (i.e. e-mails, proposals, letters) |

MARCO SABBIONE Deputy Chief
Department Rep Printed Name and Title

[Signature]
Department Rep Signature attesting that all information included

[Signature] Purchasing officer
Purchasing Officer attesting that all information is reviewed

ATTACHMENT “A”

**Professional Service Agreement with Public Safety
Corporation (PSC).**

CITY OF SANTA FE
PROFESSIONAL SERVICES AGREEMENT

THIS AGREEMENT is made and entered into by and between the City of Santa Fe (the "City") and AOT Public Safety Corporation d/b/a Public Safety Corporation (the "Contractor"). The date of this Agreement shall be the date when it is executed by the City and the Contractor, whichever occurs last.

1. SCOPE OF SERVICES

The Contractor shall provide the following services for the City as described in Exhibit "A" attached hereto and incorporated herein.

2. STANDARD OF PERFORMANCE; LICENSES

A. The Contractor represents that it possesses the personnel, experience and knowledge necessary to perform the services described under this Agreement.

B. The Contractor agrees to obtain and maintain throughout the term of this Agreement, all applicable professional and business licenses required by law, for itself, its employees, agents and representatives.

3. COMPENSATION

A. Payment terms are described in Exhibit "B" attached hereto and incorporated herein.

B. At the beginning of each month, the Contractor shall reconcile the Collected Revenue for the previous month and calculate the parties' revenue shares as described in Payment Terms Exhibit "B". After Contractor review and approval, and upon City of Santa Fe's approval of the reconciliation and revenue share calculations, City of Santa Fe and the Contractor, as required, shall authorize and cause the issuance of electronic ACH transfers to City of Santa Fe and Contractor of the previous month's Collected Revenue.

4. COLLECTION OF FINES

City of Santa Fe shall support the collection of false alarm fees and fines in accordance with the Alarm Ordinance and at the direction of the Alarm Administrator. If City of Santa Fe directs Contractor to engage a third-party collection organization for delinquent amounts, City of Santa Fe shall cause the necessary legislative and administrative procedures to be enacted and/or adopted in order to delegate to the Contractor and Subcontractor the authority to collect unpaid fees on behalf of the City of Santa Fe. If organizations other than the City of Santa Fe and Contractor are retained to collect overdue amounts, the parties agree that the collection costs shall, to the extent permitted by the State of New Mexico law, be added to the delinquent amounts owed by alarm system users.

5. APPROPRIATIONS

The terms of this Agreement are contingent upon sufficient appropriations and authorization being made by the City for the performance of this Agreement. If sufficient appropriations and authorization are not made by the City, this Agreement shall terminate upon written notice being given by the City to the Contractor. The City's decision as to whether sufficient appropriations are available shall be accepted by the Contractor and shall be final.

6. TERM AND EFFECTIVE DATE

This Agreement shall be effective when signed by the City and the Contractor, whichever occurs last, and shall terminate on April 30, 2017, unless sooner pursuant to Article 6 below. Contractor is granted, upon a satisfactory performance, an option to renew this Agreement for an additional two (2) years, not to exceed four (4) years. Contractor and the City shall renegotiate the terms and conditions upon renewal. The option shall be exercised by the parties prior to the expiration date of this Agreement.

7. TERMINATION

A. This Agreement may be terminated by the City or Contractor upon

60 days written notice to the other party.

(1) The Contractor shall render a final report of the services performed up to the date of termination and shall turn over to the City copies of all work product, research or papers prepared under this Agreement.

8. STATUS OF CONTRACTOR; RESPONSIBILITY FOR PAYMENT OF EMPLOYEES

A. The Contractor and its agents and employees are independent contractors performing professional services for the City and are not employees of the City. The Contractor, and its agents and employees, shall not accrue leave, retirement, insurance, bonding, use of City vehicles, or any other benefits afforded to employees of the City as a result of this Agreement

B. Contractor shall be solely responsible for payment of wages, salaries and benefits to any and all employees retained by Contractor in the performance of the services under this Agreement

C. The Contractor shall comply with City of Santa Fe Minimum Wage, Article 28-1-SFCC 1987, as well as any subsequent changes to such article throughout the term of this Agreement.

9. CONFIDENTIALITY

Any confidential information provided to or developed by the Contractor in the performance of this Agreement shall be kept confidential and shall not be made available to any individual or organization by the Contractor without the prior written approval of the City.

10. CONFLICT OF INTEREST

The Contractor warrants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with

the performance of services required under this Agreement. Contractor further agrees that in the performance of this Agreement no persons having any such interests shall be employed.

11. ASSIGNMENT

A change in ownership of the Contractor or a purchase of the majority of assets or stock of the Contractor by another company shall not be considered an assignment of this Agreement.

12. RELEASE

The Contractor, upon acceptance of final payment of the amount due under this Agreement, releases the City, its officers and employees, from all liabilities, claims and obligations whatsoever arising from or under this Agreement. The Contractor agrees not to purport to bind the City to any obligation not assumed herein by the City unless the Contractor has express written authority to do so, and then only within the strict limits of that authority.

13. INSURANCE

A. The Contractor, at its own cost and expense, shall carry and maintain in full force and effect during the term of this Agreement, comprehensive general liability insurance covering bodily injury and property damage liability, in a form and with an insurance company acceptable to the City, with limits of coverage in the maximum amount which the City could be held liable under the New Mexico Tort Claims Act for each person injured and for each accident resulting in damage to property. Such insurance shall provide that the City is named as an additional insured and that the City is notified no less than 30 days in advance of cancellation for any reason. The Contractor shall furnish the City with a copy of a Certificate of Insurance as a condition prior to performing services under this Agreement.

B. Contractor shall also obtain and maintain Workers' Compensation insurance, required by law, to provide coverage for Contractor's employees throughout the term of this Agreement. Contractor shall provide the City with evidence of its compliance with such requirement.

C. Contractor shall maintain professional liability insurance throughout the term of this Agreement providing a minimum coverage in the amount required under the New Mexico Tort Claims Act. The Contractor shall furnish the City with proof of insurance of Contractor's compliance with the provisions of this section as a condition prior to performing services under this Agreement.

14. INDEMNIFICATION

The Contractor shall indemnify, hold harmless and defend the City from all losses, damages, claims or judgments, including payments of all attorneys' fees and costs on account of any suit, judgment, execution, claim, action or demand whatsoever arising from Contractor's performance under this Agreement as well as the performance of Contractor's employees, agents, representatives and subcontractors.

15. NEW MEXICO TORT CLAIMS ACT

Any liability incurred by the City of Santa Fe in connection with this Agreement is subject to the immunities and limitations of the New Mexico Tort Claims Act, Section 41-4-1, et. seq. NMSA 1978, as amended. The City and its "public employees" as defined in the New Mexico Tort Claims Act, do not waive sovereign immunity, do not waive any defense and do not waive any limitation of liability pursuant to law. No provision in this Agreement modifies or waives any provision of the New Mexico Tort Claims Act.

16. THIRD PARTY BENEFICIARIES

By entering into this Agreement, the parties do not intend to create any right, title or interest in or for the benefit of any person other than the City and the Contractor. No

person shall claim any right, title or interest under this Agreement or seek to enforce this Agreement as a third party beneficiary of this Agreement.

17. RECORDS AND AUDIT

The Contractor shall maintain, throughout the term of this Agreement and for a period of three years thereafter, detailed records that indicate the date, time and nature of services rendered. These records shall be subject to inspection by the City, the Department of Finance and Administration, and the State Auditor. The City shall have the right to audit the billing both before and after payment. Payment under this Agreement shall not foreclose the right of the City to recover excessive or illegal payments.

18. APPLICABLE LAW: CHOICE OF LAW; VENUE

Contractor shall abide by all applicable federal and state laws and regulations, and all ordinances, rules and regulations of the City of Santa Fe. In any action, suit or legal dispute arising from this Agreement, the Contractor agrees that the laws of the State of New Mexico shall govern. The parties agree that any action or suit arising from this Agreement shall be commenced in a federal or state court of competent jurisdiction in New Mexico. Any action or suit commenced in the courts of the State of New Mexico shall be brought in the First Judicial District Court.

19. AMENDMENT

This Agreement shall not be altered, changed or modified except by an amendment in writing executed by the parties hereto.

20. SCOPE OF AGREEMENT

This Agreement incorporates all the agreements, covenants, and understandings between the parties hereto concerning the services to be performed hereunder, and all such agreements, covenants and understandings have been merged into

this Agreement. This Agreement expresses the entire Agreement and understanding between the parties with respect to said services. No prior agreement or understanding, verbal or otherwise, of the parties or their agents shall be valid or enforceable unless embodied in this Agreement.

21. NON-DISCRIMINATION

During the term of this Agreement, Contractor shall not discriminate against any employee or applicant for an employment position to be used in the performance of services by Contractor hereunder, on the basis of ethnicity, race, age, religion, creed, color, national origin, ancestry, sex, gender, sexual orientation, physical or mental disability, medical condition, or citizenship status.

22. SEVERABILITY

In case any one or more of the provisions contained in this Agreement or any application thereof shall be invalid, illegal or unenforceable in any respect, the validity, legality, and enforceability of the remaining provisions contained herein and any other application thereof shall not in any way be affected or impaired thereby.

23. COOPERATIVE PURCHASES

This Agreement may be used as a cooperative agreement by other governmental agencies and should follow all terms and conditions in this Agreement. The City shall not incur any liability or expense in relation to this Agreement.

24. NOTICES

Any notices required to be given under this Agreement shall be in writing and served by personal delivery or by mail, postage prepaid, to the parties at the following addresses:

City of Santa Fe:
Santa Fe Police Department
P.O. Box 909
Santa Fe, NM 87504

Contractor:
Public Safety Corporation
103 Paul Mellon Court
Waldorf, MD 20602

IN WITNESS WHEREOF, the parties have executed this Agreement on the date set forth below.

CITY OF SANTA FE:

CONTRACTOR:
AOT PUBLIC SAFETY CORP.

JAVIER M. GONZALES, MAYOR

NAME & TITLE

DATE: _____

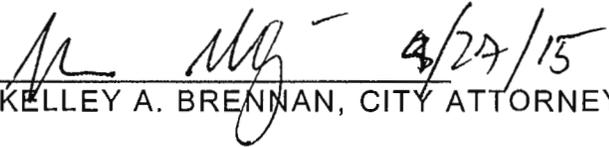
DATE: _____

CRS#52-2188829
City of Santa Fe Business Reg.
#15-00116400

ATTEST:

YOLANDA Y. VIGIL, CITY CLERK

APPROVED AS TO FORM:



KELLEY A. BRENNAN, CITY ATTORNEY

APPROVED:

OSCAR RODRIGUEZ, FINANCE DIRECTOR

Business Unit/Line Item:

ATTACHMENT “B”

Exhibit “A”

False Alarm Program Administration Scope of Services

EXHIBIT "A"

False Alarm Program Administration Scope of Services

Purpose

The purpose of this Scope of Services is to describe the duties and responsibilities of Contractor, and City of Santa Fe, New Mexico ("City of Santa Fe").

Contractor Responsibilities

Contractor will be responsible for administering the City of Santa Fe false alarm tracking and billing program ("Program"). This will include, but may not be limited to:

1. Initially importing electronically into Contractor's alarm processing system (software name) database alarm system registration/permit data obtained from City of Santa Fe and/or alarm companies, as authorized by City of Santa Fe;
2. Registering and updating alarm permits in accordance with the City of Santa Fe Alarm Systems Ordinance ("Ordinance"). Permit registrations may be processed by mail (Contractor mailing address) and/or online;
3. Importing daily into the Contractor software system, false alarm incident data (in formats prescribed by Contractor) extracted by City of Santa Fe from the County CAD/911 System;
4. Exporting daily from the Contractor software system, Alarm permit status change information e.g. suspended based on business rules defined and authorized by City of Santa Fe. These changes will be reviewed and approved by City of Santa Fe prior to the City making any related changes in law enforcement response;
5. Initializing, maintaining, securing and backing up Program databases including alarm registration and incident data, alarm-related financial transactions and accounts receivable. Contractor will also comply with the provisions of the Ordinance, and update Program business rules to comply with any Ordinance changes;
6. Processing false alarm incident data, including the matching of false alarm incidents with the alarm registration/permit database maintained by Contractor. If requested, Contractor will establish an electronic process for an authorized City of Santa Fe staff to review and edit, if necessary, false alarm clearance decisions obtained from the City CAD/911 System before noticing or billing actions take place;
7. Billing and corresponding with alarm users in accordance with the Alarm Ordinance provisions. This will include but may not be limited to false alarm notifications, invoices, and delinquent payment notices; Contractor shall be exempt from executing and enforcing fines related to alarm company late submission of reports in Ordinance No. 2009-33 Section 20-5.14 Fees and Fines.

8. Establishing and hosting a dedicated, secure City of Santa Fe Alarm Program web site allowing, at a minimum, online alarm permit information registration and updating, online false alarm fee payments (ensuring compliance with PCI security standards) and alarm awareness education (school) if requested;
9. Inserting City of Santa Fe specific information on false alarm reduction and Ordinance requirements on the alarm program web site and in the initial false alarm notice/warning sent to alarm users;
10. Answering telephone inquiries from City alarm users that are placed to a false alarm program toll-free customer service number;
11. Managing fee/fine payment mailed to and deposited in a mutually-agreed, dedicated bank lockbox and received from other payment channels, e.g. online, agreed on by contractor and City of Santa Fe, and applying these payments to alarm accounts. Managing these collection activities shall include, but is not limited to, the monthly reconciliation of all payments and bank deposits in support of monthly revenue sharing in accordance with Exhibit "B" - Payment Terms;
12. Supporting alarm hearings and appeals by notifying the City of any such appeals, providing a City hearing representative with documentation supporting noticing/billing decisions; and updating the system with the disposition of any hearing decisions made by the City;
13. Providing and maintaining computer equipment, software, mailing equipment and furniture at the Program processing facilities; and
14. Providing City of Santa Fe secure, online, on-demand access to alarm management information and reports including, but not limited to, alarm account transaction history, registration/permit and suspension information, and financial transactions/balances with format and content specified by the software Alarm Management System and agreed on between City of Santa Fe and the Contractor.

Contractor shall be responsible for all costs of carrying out these responsibilities including, but not limited to, the costs of staff, facilities, equipment and consumable supplies.

City of Santa Fe Responsibilities

1. Appointing a City of Santa Fe Alarm Administrator ("Administrator") who will be the primary point of contact between *contractor* and City of Santa Fe. The Administrator is responsible for overseeing *contractor's* operation of the False Alarm Administration Services Program ("Program") and accessing Program Information, as needed, via *contractor* provided online access.
2. Requesting Alarm Companies to provide alarm system registration information and supporting *Contractor*, as needed, to ensure that Alarm Companies comply with alarm system information requests;
3. Making any and all decisions about alarm call response, determining whether calls are false alarms, providing any on-scene communication of alarm related information to alarm users, and for documenting alarm related information within the City of Santa Fe CAD/911 system;
4. Extracting false alarm incident data from the City CAD/911 System and transferring this data electronically to *Contractor* (via email or *contractor* FTP site). City of Santa Fe staff is also responsible for entering, or causing to be entered, into the CAD/911 System any false alarm related data, including alarm permit status, that City of Santa Fe may choose to display to CAD/911 System operators through the CAD/911 System;
5. Scheduling, conducting and making appeal decisions for any false alarm hearings;
6. Conducting any general public education programs on false alarms; and,
7. Transferring any and all financial information from the Program generated alarm reports to other City of Santa Fe financial systems, as needed.

City of Santa Fe is responsible for all costs of carrying out these responsibilities, including, but not limited to the costs of staff, facilities, computer equipment and consumable supplies as described in Attachment B- Payment Terms.

EXHIBIT "B"

1. Revenue Sharing Percentage

For the provision of all services and technology outlined in this contract, PSC shall obtain payment exclusively from the revenues these services help generate. There shall be no upfront systems development, licensing, conversion, equipment, travel or other costs. PSC shall purchase, configure, install, and customize all systems and processes. PSC requires to provide the False Alarm Management Services described herein. The Revenue Sharing schedule is as follows:

Contractor Percentage Share of Total Collected Revenue	
	<u>Alarm Program Fees, Fines, and Charges</u>
Revenue Years 1 through 3	28%
Option Years	28%

The First Revenue Year shall begin when revenue collections begin. The only amounts that shall be paid and subtracted from gross revenue before the revenue sharing percentages are applied are:

1. Refunds, authorized in writing by City of Santa Fe, of amounts paid to alarm users;
2. Bank and credit card processing charges and any special mailing costs in excess of standard first class U.S. postage; and,

The percentages in the Option Years are proposed targets and are predicted on City of Santa Fe extending the contract term to additional Program years. The percentages are also based on several assumptions over which Contractor has little or no control:

1. The Ordinance fee and fine schedules remain at levels equal to or greater than in Revenue Year 1;
2. City of Santa Fe adopts a fair, but firm approach to appeals; and
3. City of Santa Fe actively supports enforcement of the Alarm Ordinance, including support of measures to collect all amounts due for violations of the Ordinance.

ATTACHMENT “C”

**SFPD – False Alarm Monitoring System Policy,
Procedures, and Reconciliation Report.**

TITLE: False Alarm Monitoring System

CODIFIED: 101.1

EFFECTIVE:

RESCINDS/AMENDS: New Policy

PAGES: 5

PURPOSE

The purpose of this policy is to establish responsibilities and procedures that are necessary to ensure the City of Santa Fe Alarm Ordinance requirements are met.

DISCUSSION

The goal of City of Santa Fe’s Alarm Ordinance is to encourage more responsible use of alarm systems and to reduce the number of false alarms to which peace officers must respond by accurately tracking false alarm instances and assessing fees and penalties as required by the Alarm Ordinance.

POLICY AND PROCEDURE

101.1.01 Alarm Administrator- The Alarm Administrator may be an employee of the City of Santa Fe, or an agent thereof, and is designated to administer the provisions of the Alarm Ordinance.

A. A company contracted with the City of Santa Fe will assist with management of the Alarm Ordinance. For purposes of this policy the contracted company will be referred to as “TPC”- Third Party Company.

101.1.02 Alarm Administrator, Duties and Responsibilities

Not limited to:

A. Obtain and maintain records/ reports:

1. Alarm dispatch requests, cancellations of alarm dispatch requests; and verification that the monitoring company used enhanced call verification when the alarm dispatch request was made.
2. Alarm monitoring and installation company information.

B. Determine if an alarm signal was false based on information listed in the Alarm Ordinance, 20.5.11(B).

C. Notify alarm users in writing of a false alarm in which the following information shall be included:

1. The date and time of law enforcement response to the false alarm.
2. The identification number of the responding law enforcement officer.
3. A statement urging the alarm user to ensure that the alarm system is properly operated, inspected and serviced in order to avoid false alarms and resulting fines.
4. The amount of the fine, if any.
5. A statement that city response to a false alarm shall be suspended after the tenth (10th) false alarm (excluding duress, hold up and panic alarms) in a twelve (12) month period.
6. A description of the appeals procedure available to the alarm user.

D. Make available to the alarm user the ordinance and/or an ordinance summary sheet.

- E. Refer commercial alarm users which have exceeded two false alarms in a twelve (12) month period for fire, smoke, carbon monoxide or heat false alarms to the city of Santa Fe fire department, fire marshal's office for inspection.
- F. Keep collected and accessed information confidential to include:
 1. All information contained in and gathered through the alarm registration applications.
 2. Records relating to alarm dispatch requests.
 3. Applications for appeals.
 4. Customer lists obtained from alarm installation companies.
 5. Customer lists obtained from monitoring companies.
- G. Provide customer service for persons requesting information regarding the Alarm Ordinance; registration of an alarm, purchasing and renewal of alarm permits, appeal process, hearing process, repair orders, account discrepancies etc.
- H. The Alarm Administrator will be a liaison with the "TPC" and provide information in a timely manner.
- I. Overseeing the "TPC's" operation of the False Alarm Administration Services Program and accessing Program information, as needed, via "TPC" provided online access.
- J. Requesting Alarm Companies to provide alarm system registration information and supporting the "TPC", as needed, to ensure that Alarm Companies comply with alarm system information requests;
- K. Making any and all decisions about alarm call response, determining whether calls are false alarms, providing any on-scene communication of alarm related information to alarm users,
- L. Extracting false alarm incident data from the City *CAD/911* System and transferring this data electronically to the "TPC" (via email or "TPC" FTP site).
- M. Entering, or causing to be entered, into the *CAD/911* System any false alarm related data, including alarm permit status, that City of Santa Fe may choose to display to *CAD/911* System operators through the *CAD/911* System;
- N. Scheduling, conducting and making appeal decisions for any false alarm hearings.
- O. Conducting any general public education programs on false alarms.
- P. Transferring any and all financial information from the Program generated alarm reports to other City of Santa Fe financial systems, as needed.
- Q. Facilitate the correction of account discrepancies that are not the fault of the alarm user (i.e., information incorrectly entered into CAD by RECC).
 1. In instances when the Alarm Administrator is notified that the alarm user is not at fault the Alarm Administrator shall immediately attempt to confirm so that the time constraints for appeal are not affected.
 2. If the Alarm Administrator cannot confirm that the user is not at fault the alarm user will be referred to the appeal process.

101.1.03 Appeals- Any alarm user, unregistered alarm user, alarm installation company or monitoring company that receives a notice of a false alarm or a notice of fees or fines due under this Ordinance may file an appeal with the alarm administrator setting forth the reasons for the appeal within thirty (30) days

from the date the notice was mailed by the alarm administrator.

- A. The alarm administrator shall give written notice by certified mail to the appellant at least ten (10) days prior to the hearing.

101.1.04 Repair Orders/ Modifications

- A. False alarms due to defective, failing or malfunctioning equipment may be removed by the Alarm Administrator contingent on the alarm user providing the following documentation:

1. Copy of the invoice/ receipt for repair.
2. Signed affidavit by the technician documenting the repair/ service call within 30 days of the false alarm notification.

- a. If an alarm installation company repairs an alarm system within ten (10) days after a false alarm, the alarm installation company may transmit the repair invoice or other written record of the repair to the alarm administrator, in which instance the alarm administrator shall delete the false alarm from the alarm user's record.

- b. There shall be no more than two repair deletions allowed per alarm user registration per year.

- B. The Alarm Administrator may require an alarm user to remove a holdup alarm device that is a single action, non-recessed button, or have it replaced with an acceptable dual action or recessed device after the occurrence of a false holdup alarm.

- C. The Alarm Administrator may require an alarm user to remove the duress or panic alarm capability from the users alarm system after the occurrence of a false duress or panic alarm.

101.1.05 Alarm Monitoring Companies- Alarm monitoring companies maintain records relating to alarm dispatch requests.

- A. The Alarm Administrator may request copies of records maintained by alarm monitoring companies for individually named alarm users.

1. If the request is made within sixty (60) days of an alarm dispatch request, the monitoring company shall furnish requested records within three (3) business days of receiving the request.

2. If the records are requested between sixty (60) days to one (1) year after an alarm dispatch request the monitoring company shall furnish the requested records within thirty (30) days of receiving the request.

101.1.06 Suspension of Response- The Alarm Administrator may suspend law enforcement response to an alarm site by revoking the alarm registration if it is determined that:

- A. The alarm user has eleven (11) or more false alarms in a twelve (12) month period.
- B. There is a statement of a material fact known to be false in the application for a registration.
- C. The alarm user has failed to make timely payment of a fee or fine assessed under Section 20-5.14 SFCC 1987.
- D. The alarm user has failed to submit a written certification from an alarm installation company, that complies with the requirements of this Ordinance, stating that the alarm system has been inspected and repaired (if necessary) and/or additional training has been conducted by the alarm installation company.
- E. The Alarm Administrator shall notify the alarm installation company and the alarm monitoring company listed on the alarm registration

application of the determination to revoke an alarm registration and suspend response to alarm site.

101.1.07 Reinstatement

- A.** An alarm user whose alarm registration has been revoked may, at the discretion of the City, have the alarm registration reinstated by the Alarm Administrator if the alarm user:
1. Pays a reinstatement fee in accordance with Section 20-5.14 SFCC 1987.
 2. Pays, or otherwise resolves, all outstanding citations and fines.
 3. Provides satisfactory evidence to the Alarm Administrator that the alarm system has been inspected and repaired (if necessary) by the alarm installation company; and/or that additional training in the proper use of the alarm system was provided by the alarm installation company for all alarm users.
- B.** The Alarm Administrator may also require one or more of the following as a condition to reinstatement.
1. Proof that an employee of the alarm installation company or monitoring company caused the false alarm.
 2. A certificate showing that the alarm user has successfully completed the alarm user awareness class as provided under 20-5.11 SFCC 1987.
 3. Proof that an upgrade to the alarm control panel was made to meet ANSI/ SIA Control Panel Standard CP-01.
 4. A written statement from an independent inspector designated by the City that the alarm system has been inspected and is in good working order

5. Confirmation that all motion detectors are dual technology type
6. Confirmation that the monitoring company will not make an alarm dispatch
7. Request unless the need for law enforcement is confirmed by audio or video verification
8. Confirmation that the monitoring company will not make an alarm dispatch
9. Request unless the need for law enforcement is confirmed by a person at the alarm site.

101.1.08 Poverty Exemption

- A.** Qualified alarm users shall be exempt from the alarm system registration and renewal fees.
- B.** Alarm users who qualify for a poverty exemption shall be required to pay fines.
- C.** To qualify for the exemption, the following shall apply:
1. The alarm user shall file an affidavit setting out the following facts:
 2. The customer is the head of the household and residing at the alarm site; and
 3. The household's gross annual income does not exceed one hundred twenty percent (120%) of the most recent federal poverty guidelines issued by the U.S. Department of Health and Human Services.
 4. The alarm user shall submit documents as required by city policy in order to verify income.
 5. The alarm user shall consent to any reasonable investigation and substantiation by the City of the facts stated in the affidavit.

- 6. The filing of a false statement or otherwise fraudulently obtaining the benefits of this section is a violation of the Santa Fe City Code and is punishable pursuant to Section 1-3 of this Code and shall entitle the City to recover any fraudulently exempted amount and applicable interest penalties.

101.1.09 Chain of Command

- A. The Alarm Administrator answers to the Santa Fe Police Accounting Supervisor, then the Police Administrative Captain, Deputy Chief of Administration and finally the Chief of Police.
- B. The Chain of Command is responsible for monitoring the performance of the Alarm Reduction Program, audit billing and police response to false alarms.

DRAFTED (jrw) 3/15

APPROVED: _____
ERIC F. GARCIA
Chief of Police

DATE: _____



False Alarm Procedures

Alarm Administrator Responsibilities

The responsibilities of the Alarm Administrator is to be the point of contact with the contracted company monitoring the false alarm program. The Alarm Administrator receives notifications, when they arise, related to filed appeals, issues related to alarms such as address concerns where then the Alarm Administrator will verify information and confirm address or provide correction to the contracted company. Matters brought to the attention of the Alarm Administrator include customer concerns and appeals, and concerns or appeals related to Alarm Installers and Monitoring Companies.

Furthermore, the contracted company may contact the Alarm Administrator regarding upload issue from the Computer Aided Dispatch (CAD) system, which then the Alarm Administrator will notify the Administrative Manager of Records to resolve the issue.

The following guidelines are established to assist the Alarm Administrator in addressing issue brought to his/her attention.

- **Customer Service:**

Customers usually call with general questions in regards to the alarm ordinance and the process of purchasing an alarm permit. Questions are answered with the information from the ordinance to direct the customer according to their needs. Most calls end in an explanation of the ordinance to help the customer understand why they are required to register and purchase a permit for their alarm system.

Customers can obtain a copy of the ordinance by mail (hard copy), email (PDF format) or they can go online to www.santafenm.gov and visit the City Clerk's Department page.

Customers are referred to PSC for initial registration, permit renewal, billing questions and concerns. When required they can either call the toll free number 1-877-215-4594 or go online to www.crywolfservices.com/santafenm/ to register their alarm system, purchase or renew their permit, update information and make fine/fee payments. When mailing in a payment or sending any documentation to PSC it must be mailed to:

Santa Fe-FARP
P.O. Box 912692
Denver, Colorado
80291

- **Appeal process:**

According to the ordinance the appellant has 30 days after mail notification to contest a charge or false alarm appearing on their account. Appeals are usually first submitted to PSC and then subsequently emailed to the alarm administrator. A file is then created by printing out the initial email, the appeal submitted by the appellant; any documentation the appellant provides, a copy of their account history and CAD calls for false alarms to the customers address.

In some cases where customers do not have access to a computer; a hand delivered appeal by the customer can be accepted at the alarm administrator's office. The alarm administrator will then notify PSC by either e-mail or mail of the appeal, by submitting copies to them. The appeal is then reviewed with the information provided. If the appeal does not meet all requirements and deadlines granted by the ordinance it is immediately denied and the alarm administrator then notifies PSC of such.

If the appeal does meet all requirements of the ordinance it will then be processed and reviewed.

After verifying and reviewing dates, times, CAD information and supportive documents, a decision is made either to grant or deny the appeal.

- **Supporting reasons for grant/denial of Appeal:**

If customer is unaware of program due to their alarm company not advising them of the requirements by the City of Santa Fe and they incur \$100 fee for having a false alarm while being unregistered but are willing to get registered within 5 business days, \$100 fee can be waived.

If a customer has a medical condition that limits their ability to get to the alarm panel or telephone.

If alarm system is malfunctioning and the customer has made an effort to get the system serviced and in the event the alarm company cannot get a tech to that address within the allotted 10 days but an appointment is scheduled, false alarm can be forgiven and fines can be waived.

If a circumstance out of the alarm users control occurs and documentation can be provided to support the alarm user's claim, the appeal may be granted. i.e. construction workers using a jackhammer close to the business or home and causing windows and doors to shake setting the alarm off multiple times.

In a case, in which the appeal is granted, the alarm administrator notifies PSC by email to waive fines/fees and adjust the customer's account to reflect the decision of the appeal.

In a case, in which the appeal is denied, an official hearing is then scheduled at this time. A letter of hearing notification is mailed to the hearing officer and the appellant, by the

alarm administrator, with the date, time and location of the hearing. Hearings are currently held in the conference room at the CIP office located at 2651 Siringo Road Building G. Prior notice of at least two weeks for scheduling reservation of this room is required. Contact CIP employee(s) for conference room reservations.

- **Hearing Process:**

During the scheduled hearing, the hearing officer listens to both party's explanations as to why and why not the appeal should or shouldn't be granted. The hearing officer is provided with documentation to support the alarm administrator's decision for denial. The hearing officer then has an additional 30 days to review and notify the alarm administrator and the appellant of the appeal decision. Each hearing is recorded, using the department issued digital voice recorder. A file for each hearing is also kept for record purposes and copies are also provided to the appellant. Upon receipt of the hearing officer's letter of decision; it is included in each file.

Note: The City of Santa Fe currently does not have a collections process in place for uncollected balances. In an attempt to collect outstanding balances, negotiation of at least half of what the customer owes will take place. Some customers refuse and some will accept. With the exception of alarm companies, FARP staff can negotiate with residential and commercial companies.

- **Repair Orders:**

In the event a home or business owner experiences multiple false alarms due to defective, failing equipment etc., and a technician is called out to perform repairs on the alarm system, the false alarm can be forgiven and fees/fines can be waived by the alarm administrator. The homeowner is required to provide the alarm administrator with copies of the invoice or receipt and a signed affidavit by the technician proving they were at the said location of false alarms claimed by the owner, within 30 days of notification of the false alarms. The alarm administrator reviews the provided documents and then will notify PSC to make adjustments to the customers account to reflect the approval of the repair order. A file is also created for each repair order and kept for record purposes. Repair orders can also be hand delivered to the alarm administrator's office or mailed to PSC at the above referenced program address.

- **Account Discussion:**

When a customer does not understand or wants to discuss items on their account, the alarm administrator will make an appointment with the customer to do so. In the event a mistake is found on the customers account, it is then relayed to PSC by email so the account can be adjusted according to the corrections that need to be made.

- **Email correspondence:**

Alarm companies will email or call the alarm administrator for general information, to verify addresses located in the City of Santa Fe, verification of licensing of alarm companies doing business in Santa Fe, etc. Most questions and concerns can be answered within a day or so, unless research is required.

On or before the 25th of each month, alarm and monitoring companies are required to submit their monthly customer report. This report must be submitted whether there are new customers or not. Some but not all alarm companies will carbon copy the alarm administrator on their email submission so the acknowledgement of receipt is made.

Accounting Supervisor Responsibilities

The Accounting Supervisor receives a reconciliation report from the contract company monthly. The Accounting Supervisor verifies the amounts provided against the “Analyzed Business Checking” then prepares a journal entry for Finance to post in the accounting system.

If the verification identifies discrepancies, the Accounting Supervisor will contact the contracted company to correct the discrepancies. The Accounting Supervisor will not submit a journal entry to Finance until accurate verification can be achieved.

The Accounting Supervisor will generate a report describing the discrepancies and resolution to the Fiscal Administrator; although, if accurate verification is not achieved, for any month, the Accounting Supervisor will generate a report identifying the discrepancies and efforts made with the contracted company.

ADJUSTING JOURNAL ENTRY

ACCOUNT DESCRIPTION	ACCOUNT NUMBERS				AMOUNT		DOCUMENT NUMBER	EXPLANATION 2 (Press F2 to access this field)
	BUSINESS UNIT LINE ITEM	SUB LDGR	TYPE	FIXED ASSET No.	DEBIT	CREDIT		
Cash in Bank	2224.101501				49,102.35			Balance in Bank
Bank Charges	2224.101501					1,633.99		53,356.75
Returned Item	2224.101501					50.00		49,102.35
Refunds	2224.101501					719.81		-25,686.44
PSC	2224.101501					6,742.65		76,772.66
Unicom	2224.101501					707.79		
City of Santa Fe	2224.101501					15,832.20		
Bank Charges	2225.561750				1,633.99			
Credit Card Fees	2225.561700				0.00			
PSC	2225.510300				6,742.65			
Unicom	2225.510300				707.79			
City of Santa Fe	21224.431600				15,832.20			
Returned Item	2224.101501				0.00			
Refunds	2224.108400				719.81			
Escrow - Credit	2224.213275					2,875.00		Balance in Escrow
Escrow - Transfer Hearing	2224.213275					370.00		28,965.07
Escrow - Payments	2224.213275				1,675.00			2,875.00
Escrow - Refunds	2224.213275				410.00			370.00
Accounts Receivable	2224.108400				1,160.00			-1,675.00
Accounts Rec - Billings	2224.108400				69,505.00			-410.00
Accounts Rec - Appeals	2224.108400					950.00		30,125.07
Revenue	21224.431600					68,545.00		
Payments	2224.108400					49,052.35		
					147,488.79	147,488.79		

False Alarm Reduction Program Activity - March, 2015

Prepared By: *Laura A. Vigil* DATE: 4/20/15
 Approved By: _____ DATE: _____
 Posted By: _____ DATE: _____

BATCH NO.: _____
 DOC. NO.: _____
 G/L DATE.: 3/31/15

Santa Fe
Monthly Reconciliation
4/7/2015

For the Month of: Mar-15
 Prepared by: dcv
 Bank: Wells Fargo

Gross Bank Deposits: [REDACTED] *
 Less Deposit Correction: [REDACTED] ✓
 Net Deposit: \$49,052.35

I JE 3-15

Enter Negative Amounts below:

Less Bank Service Charges: [REDACTED] *
 Less: Credit Card Charges: [REDACTED] *
 Less: PO Box Rental Paid by PSC FBO Alarm Program: [REDACTED] *
 Less Funds in Escrow (Credit): [REDACTED] *
 Less Funds Transferred to Escrow from Hearings: [REDACTED] *
 Plus Payments from Escrow: [REDACTED] *
 Less Collection Fees: [REDACTED] *
 Net Deposit: \$45,737.59 *

I JE 3-15

Calculated

68% Due to Santa Fe: \$31,101.56 *
 32% Due to PSC/UNICOM Govt Inc: * \$14,636.03
 90.5% of Team Amount due to PSC: \$13,245.61 }
 9.5% of Team Amount due to UNICOM Govt Inc: \$1,390.42 }

Calculated
Calculated

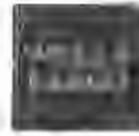
TOTAL DUE SANTA FE	\$31,101.56	31,101.56
TOTAL DUE PSC	\$13,245.61	13,245.61
TOTAL DUE UNICOM Govt Inc.	\$1,390.42	1,390.42
	\$45,737.59	\$45,737.59

Beginning	28,965.07		
Esc Cred	2,875.00	}	JE 3-15
Esc Hr	370.00		
Paymt fr	-1,675.00		
Refunds	-410.00		
Ending	30,125.07		

ENTER INFORMATION IN GRAY BLOCKS ONLY
GREEN AREA is AUTO-POPULATED

Analyzed Business Checking

Account number: 3013219005 ■ March 1, 2015 - March 31, 2015 ■ Page 1 of 4



PUBLIC SAFETY CORPORATION
 SANTA FE ALARM REDUCTION PROGRAM
 103 PAUL MELLON CT STE A
 WALDORF MD 20602-3743

Questions?

Available by phone 24 hours a day, 7 days a week:
 1-800-CALL-WELLS (1-800-225-5935)

Online: wellsfargo.com

Write: Wells Fargo Bank, N.A. (585)
 NEW Mexico Specialty Markets
 200 Lomas Blvd NW
 Albuquerque, NM 87102

Account summary

Analyzed Business Checking

JE 3-15

Account number	Beginning balance	Total credits	Total debits	Ending balance
3013219005	\$53,356.75	\$49,102.35	-\$25,686.44	\$76,772.66

Credits

Deposits

Effective date	Posted date	Amount	Transaction detail
	03/02	175.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/02	760.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/02	775.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/02	1,275.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/03	1,100.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/04	35.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/05	1,260.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/06	750.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/06	800.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/09	600.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/09	825.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/09	1,260.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/10	150.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/10	760.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/10	1,130.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/10	1,185.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/10	1,460.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/11	520.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/12	1,122.35	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/12	1,975.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/13	350.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/13	875.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/13	1,390.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1



Deposits (continued)

<i>Effective date</i>	<i>Posted date</i>	<i>Amount</i>	<i>Transaction detail</i>
	03/16	850.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/16	950.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/16	1,100.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/16	1,242.50	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/16	2,060.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/17	225.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/18	525.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/19	460.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/19	822.50	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/19	1,135.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/20	755.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/20	810.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/23	900.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/23	1,020.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/23	1,160.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/23	1,650.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/24	885.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/25	25.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/26	525.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/26	925.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/27	125.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/27	750.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/30	860.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/30	1,150.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/30	1,600.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/30	1,600.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
	03/31	225.00	Wholesale Lockbox Deposit Denver Box 912695 Deposit 1
		\$44,867.35	Total deposits

Electronic deposits/bank credits

<i>Effective date</i>	<i>Posted date</i>	<i>Amount</i>	<i>Transaction detail</i>
	03/02	25.00	Link2Gov Corp Nid0052918 Aot Santa Fe NM /Bid*0007319621
	03/03	75.00	Link2Gov Corp Nid0052921 Aot Santa Fe NM /Bid*0007321400
	03/04	470.00	Link2Gov Corp Nid0052924 Aot Santa Fe NM /Bid*0007325922
	03/05	160.00	Link2Gov Corp Nid0052927 Aot Santa Fe NM /Bid*0007327758
	03/06	375.00	Link2Gov Corp Nid0052930 Aot Santa Fe NM /Bid*0007329589
	03/09	110.00	Link2Gov Corp Nid0052933 Aot Santa Fe NM /Bid*0007331341
	03/10	125.00	Link2Gov Corp Nid0052936 Aot Santa Fe NM /Bid*0007332876
	03/11	470.00	Link2Gov Corp Nid0052939 Aot Santa Fe NM /Bid*0007336031
	03/12	85.00	Link2Gov Corp Nid0052942 Aot Santa Fe NM /Bid*0007337783
	03/13	50.00	Link2Gov Corp Nid0052945 Aot Santa Fe NM /Bid*0007339479
	03/16	75.00	Link2Gov Corp Nid0052948 Aot Santa Fe NM /Bid*0007341226
	03/17	25.00	Link2Gov Corp Nid0052951 Aot Santa Fe NM /Bid*0007343008
	03/18	370.00	Link2Gov Corp Nid0052954 Aot Santa Fe NM /Bid*0007346399
	03/19	385.00	Link2Gov Corp Nid0052957 Aot Santa Fe NM /Bid*0007348161
	03/20	220.00	Link2Gov Corp Nid0052960 Aot Santa Fe NM /Bid*0007349940



Electronic deposits/bank credits (continued)

Effective date	Posted date	Amount	Transaction detail
	03/23	310.00	Link2Gov Corp Nid0052963 Aot Santa Fe NM /Bid*0007351687
	03/24	85.00	Link2Gov Corp Nid0052966 Aot Santa Fe NM /Bid*0007353451
	03/25	345.00	Link2Gov Corp Nid0052969 Aot Santa Fe NM /Bid*0007356708
	03/26	350.00	Link2Gov Corp Nid0052972 Aot Santa Fe NM /Bid*0007358472
	03/27	100.00	Link2Gov Corp Nid0052975 Aot Santa Fe NM /Bid*0007360280
	03/31	25.00	Link2Gov Corp Nid0052981 Aot Santa Fe NM /Bid*0007363787
		\$4,235.00	Total electronic deposits/bank credits
		\$49,102.35	Total credits

Debits

Electronic debits/bank debits

Effective date	Posted date	Amount	Transaction detail
	03/1*	1,633.99	Client Analysis Srvc Chrg 150310 Svc Chge 0215 000003013219005
	03/19	25.00 ✓	Return Item Charge - Paper AZ 150319
	03/20	23,282.64 ✓	ACH Prep Origintn - Public Safety CO - File 7777788888 Coid 1522188829
	03/26	25.00 ✓	Return Item Charge - Paper AZ 150326
		\$24,966.63	Total electronic debits/bank debits

Checks paid

Number	Amount	Date	Number	Amount	Date	Number	Amount	Date
1351	150.00	03/03	1360*	209.04	03/13	1365*	110.77	03/27
1353*	25.00	03/04	1361	75.00	03/30	1366	150.00	03/31
		\$719.81	Total checks paid					

* Gap in check sequence.

JE 3-15

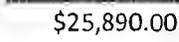
\$25,686.44 Total debits

Daily ledger balance summary

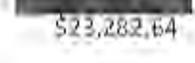
Date	Balance	Date	Balance	Date	Balance
02/28	53,356.75	03/11	68,177.76	03/23	67,558.43
03/02	56,366.75	03/12	71,360.11	03/24	68,528.43
03/03	57,391.75	03/13	73,816.07	03/25	68,898.43
03/04	57,871.75	03/16	80,093.57	03/26	70,673.43
03/05	59,291.75	03/17	80,343.57	03/27	71,537.66
03/06	61,216.75	03/18	81,238.57	03/30	76,672.66
03/09	64,011.75	03/19	84,016.07	03/31	76,772.66
03/10	68,821.75	03/20	62,518.43		
Average daily ledger balance		\$68,345.57			

Santa Fe
Monthly Reconciliation
3/4/2015

For the Month of: Feb-15
Prepared by: dcv
Bank: Wells Fargo

Gross Bank Deposits: 
Less Deposit Correction: 
Net Deposit: \$25,890.00

Enter Negative Amounts below:

Less Bank Service Charges: 
Less: Credit Card Charges: 
Less: PO Box Rental Paid by PSC FBO Alarm Program: 
Less Funds in Escrow (Credit): 
Less Funds Transferred to Escrow from Hearings: 
Plus Payments from Escrow: 
Less Collection Fees: 
Net Deposit: \$23,282.64 Calculated

68% Due to Santa Fe: \$15,832.20 Calculated
32% Due to PSC/UNICOM Govt Inc: \$7,450.44 Calculated
90.5% of Team Amount due to PSC: \$6,742.65
9.5% of Team Amount due to UNICOM Govt Inc: \$707.79

JE
3-15

TOTAL DUE SANTA FE	\$15,832.20	15,832.20
TOTAL DUE PSC	\$6,742.65	6,742.65
TOTAL DUE UNICOM Govt Inc.	\$707.79	707.79
	\$23,282.64	\$23,282.64

Beginning		28,945.07			
Esc Cred	JE 2-15 [1,895.00	✓		
Esc Hr		250.00	✓		
Paymt fr		-1,500.00	✓		
Refunds		-625.00			
Ending		28,965.07			

ENTER INFORMATION IN GRAY BLOCKS ONLY
GREEN AREA is AUTO-POPULATED



IMPORTANT ACCOUNT INFORMATION

The following information is provided to help clarify an existing fee waiver associated with Overdraft fees. The benefit has not changed. At the end of our nightly processing, if both your ending daily account balance and your available balance are overdrawn by \$5 or less, any overdraft fee(s) will be waived. This fee waiver is associated with your total overdrawn balance, not the dollar size of the transaction(s) contributing to the overdrawn balance.

NOTICE: Wells Fargo Bank, N.A. may furnish information about accounts belonging to individuals, including sole proprietorships, to consumer reporting agencies. If this applies to you, you have the right to dispute the accuracy of information that we have reported by writing to us at: Overdraft Collections and Recovery PO Box 5058 Portland, OR. 97208-5058. You must describe the specific information that is inaccurate or in dispute and the basis for any dispute with supporting documentation. In the case of information that relates to an identity theft, you will need to provide us with an identity theft report.

Workload Snapshot

Action Date From: 3/1/2015
Action Date Thru: 3/31/2015
Agency: SantaFe
Locations: ALL Locations

Action Taken	Current 3/1/2015 3/31/2015	Previous 3/1/2014 3/31/2014	Totals To Date
Total Residential Registrations Entered	85	55	11166
Total Non-Residential Registrations Entered	37	19	4043
Total Alarm Companies Entered	2	1	81
Total False Alarms Processed	376	44	24124
Total False Alarms Charged	147	17	8588
Total False Alarms Charges	\$26,600.00	\$3,750.00	\$1,421,450.00
Total Ignored Alarms Processed	80	8	6499
Total Valid Alarms Processed	0	0	2

Dispatch Rate:			25.66 %
Accounts (All) before 3/31/2015:		15197	
Countable Alarms between 4/1/2014 - 3/31/2015:		3899	

Total Actions Performed	3891	1911	215249
Total Correspondence Prepared	3434	1642	188865
Total Hearings Held	127	40	8248
Gross Billing	\$69,505.00	\$38,600.00	\$3,379,725.00
Total Appealed	\$3,820.00	\$2,135.00	\$532,101.88
Total Refunded	\$410.00	\$100.00	\$30,903.05
Total Collected	\$49,102.35	\$12,413.09	\$1,482,291.52
Defined as Payments and Escrow Credit			
Total Adjustments to Collections	\$50.00	\$0.00	\$12,296.68
Defined as Void Payments and Returned Ck			
Net Collections	\$49,052.35	\$12,413.09	\$1,469,994.84
Defined as 'Total Collected' - 'Total Adjustments to Collections'			

JE3-15

Collections Breakdown by Group *			
Account-related Collections: (62.25 %) (58.61 %) (53.75 %)	\$30,565.00	\$7,275.00	\$796,683.64
Alarm call-related Collections: (30.54 %) (27.39 %) (36.93 %)	\$14,997.35	\$3,400.00	\$547,443.60
Other Collections: (7.21 %) (14.00 %) (9.32 %)	\$3,540.00	\$1,738.09	\$138,164.28

Detail of Other Collections	
2014 November Late Submission (19)	\$190.00
30 Day Late Registration (42)	\$420.00
N/A (Escrow Credit) (61)	\$2,900.00
Sep Late Submission Excel (3)	\$30.00
Sub-total	\$3,540.00

* All Collections limited to 'Payment' and 'Escrow Credit'
 Account-related: Payments for Invoices where letterUse = 'AR Status' or 'AC Status'
 Alarm call-related: Payments for Invoices where IncidentDate is valid
 Other-related: All other Payments

Workload Snapshot

Action Date From: 3/1/2015
Action Date Thru: 3/31/2015
Agency: SantaFe

Current Period: 3/1/2015 - 3/31/2015

Total fees charged for date range of invoices involved	\$69,505.00	
Successful appeals to date of invoices charged	\$960.00	
Net fees charged for date range of invoices involved		\$68,545.00
Total Payments received to date for date range of invoices charged	\$11,100.00	
Total Hearing Adjustment to date for date range of invoices charged	\$35.00	
Net payments for date range of invoices charged		\$11,065.00
Outstanding invoices to date for date range charged		\$57,480.00
Collections rate to date for date range of invoices charged		16.14 %
Delinquency rate to date of invoices charged		83.86 %
Appeal rate to date of invoices charged		1.38 %

JE 3-15

Previous Period: 3/1/2014- 3/31/2014

Total fees charged for date range of invoices involved	\$38,600.00	
Successful appeals to date of invoices charged	\$2,695.00	
Net fees charged for date range of invoices involved		\$35,905.00
Total Payments received to date for date range of invoices charged	\$30,315.00	
Total Refunds given to date for date range of invoices charged	\$25.00	
Net payments for date range of invoices charged		\$30,290.00
Outstanding invoices to date for date range charged		\$5,615.00
Collections rate to date for date range of invoices charged		84.36 %
Delinquency rate to date of invoices charged		15.64 %
Appeal rate to date of invoices charged		6.98 %

Totals to Date

Total fees charged for date range of invoices involved	\$3,379,725.00	
Successful appeals to date of invoices charged	\$527,226.88	
Net fees charged for date range of invoices involved		\$2,852,498.12
Total Payments received to date for date range of invoices charged	\$1,441,337.34	
Total Refunds given to date for date range of invoices charged	\$32,296.87	
Net payments for date range of invoices charged		\$1,409,040.47
Outstanding invoices to date for date range charged		\$1,443,457.65
Collections rate to date for date range of invoices charged		49.40 %
Delinquency rate to date of invoices charged		50.60 %
Appeal rate to date of invoices charged		15.60 %

ATTACHMENT “D”

Updated “Alarm Company Records Form, Registration Form,” and NEW “Alarm Installer Background Verification Form.”



Registration Form

City of Santa Fe False Alarm Reduction Program PO Box 912695 Denver, CO 80291-2695

Account #

Alarmed Location:

Name		eMail
Address		Apt/Suite
City	State	Zip
Phone 1	Phone 2	

Responsible Party:

Name		eMail	
Address		Apt/Suite	
City	State	Zip	
Phone 1	Phone 2	Phone 3	Phone 4

Emergency Contact Names:

1 Type:

Name		eMail	
Phone 1	Phone 2	Phone 3	Phone 4

2 Type:

Name		eMail	
Phone 1	Phone 2	Phone 3	Phone 4

Monitored By

Name	Phone
Monitoring Service	City of Santa Fe Business License Number

Sold By

Name	Phone
Alarm Installer(s)	City of Santa Fe Business License Number

I do here by solemnly swear that the above listed information is correct to the best of my knowledge. I have received the required information from my alarm installation company.

Signature

Date Signed



Alarm Company Records Form

City of Santa Fe False Alarm Reduction Program PO Box 912695 Denver, CO 80291-2695

Account #

Alarm Company Information

Name			
Address			Apt/Suite
City	State	Zip	
Phone 1	Phone 2	eMail (Required)	
Monitoring Service City of Santa Fe Business License Number		Alarm Installer(s) City of Santa Fe Business License Number	

Responsible Party

Name			
Address			Apt/Suite
City	State	Zip	
Phone 1	Phone 2	Phone 3	Phone 4

Contact Names

Contact 1

Name			
Phone 1	Phone 2	Phone 3	Phone 4

Contact 2

Name			
Phone 1	Phone 2	Phone 3	Phone 4

Said alarm monitoring company has established procedures for accepting cancellations of alarms and conveying cancellations of alarms, and can be provided upon request.

I do here by solemnly swear that the above listed information is correct to the best of my knowledge.

Signature

Date Signed



Alarm Installer Background Verification Form

Alarm Company:

Date:

Owner Name:

Installers Name:

Hire Date:

Passed Background Check: YES/NO

Agency conducted background: (Circle One)

Santa Fe Police Department/NMSP/Other

Photo I.D. provided:

Installers Name:

Hire Date:

Passed Background Check: YES/NO

Agency conducted background: (Circle One)

Santa Fe Police Department/NMSP/Other

Photo I.D. provided:

Installers Name:

Hire Date:

Passed Background Check: YES/NO

Agency conducted background: (Circle One)

Santa Fe Police Department/NMSP/Other

Photo I.D. provided:

Installers Name:

Hire Date:

Passed Background Check: YES/NO

Agency conducted background: (Circle One)

Santa Fe Police Department/NMSP/Other

Photo I.D. provided:

Installers Name:

Hire Date:

Passed Background Check: YES/NO

Agency conducted background: (Circle One)

Santa Fe Police Department/NMSP/Other

Photo I.D. provided:

"Attach additional forms if needed. Upon new hires you are required to update your list."

COPY



PROPOSAL



FALSE ALARM MANAGEMENT SERVICES

PREPARED FOR:

City of Santa Fe, New Mexico

October 2, 2014





October 2, 2014

Purchasing Office
City of Santa Fe
2651 Siringo Road
Building H
Santa Fe, New Mexico 87505

RE: Proposal for False Alarm Management Services (RFP #15/06/P)

Public Safety Corporation (PSC) is pleased to submit our proposal to continue to provide the City of Santa Fe False Alarm Management Services. We are the only company that offers the City the unique combination of unparalleled alarm management experience, responsive customer service, technical expertise, and proven administration services. Our track record of reducing false alarms, registering alarm systems, serving citizens respectfully and expanding the use of innovative technologies is unmatched in the industry.

For nearly five years, Santa Fe has conducted a very successful false alarm program and PSC has been an integral partner in this accomplishment. We have worked closely with the City to enhance its false alarm reduction effort ("Alarm Program") and have been responsible for managing the Program since 2009. Based on this experience, PSC is uniquely qualified to ensure that Santa Fe continues to benefit from the following elements of an effective alarm reduction program:

- PSC has far more alarm management experience than any other company—15 years reducing false alarms for 270 agencies supporting more than 500 cities and counties.
- Santa Fe will incur no program transition downtime or risk because we already know and support the City's current false alarm management program.
- PSC is the only alarm management company authorized by the City's dispatch system vendor, SunGard Public Sector, and the only company with a proven interface between our CryWolf Alarm Management System and the SunGard AS400 (HTE) CAD system used by Santa Fe dispatch.
- We have demonstrated our local commitment and alarm program support in four New Mexico cities and have an established correspondence and payment receiving process using a local Santa Fe bank (Wells Fargo) address.
- Our unique financial management approach offers local payment processing, certified financial oversight and annual, independent financial control and data security audits (SSAE16 SOC 1).
- Our false alarm administration technology, CryWolf, is the leader in the industry; combining state-of-the-art functionality and 100% web-enabled citizen, alarm company and City access.
- PSC is a stable alarm management solution provider with unmatched client retention and service satisfaction.
- We offer a project team with more experience providing false alarm management services and technology than any other company - a proven and accessible team that already supports the City. Our team is 100% based in the United States and includes no subcontract staff.

PUBLIC SAFETY CORPORATION

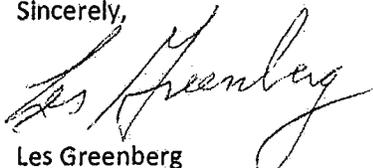
Our experienced personnel, extensive client base, and comprehensive alarm management solution are the reasons hundreds of cities and counties across the United States trust PSC to manage their false alarms. It is this comprehensive experience that sets us apart from other service providers.

PSC has reviewed the RFP terms and conditions and requests no exceptions. We have also reviewed the scope of services and fully meet, and in most areas exceed, the City's specifications. As requested, an original and one copy of the Proposal are enclosed. This proposal is a firm offer for a period of 60 days from the Proposal due date.

It is our intent to perform the services as proposed herein and extend our current business relationship to continue to provide the City of Santa Fe comprehensive False Alarm Management Services. We look forward to continuing our partnership with the City of Santa Fe in administering the City's False Alarm Program and to help the City accomplish their program objectives while benefiting citizens, City staff, and the perception of City services.

Should you have any questions about our proposal, please do not hesitate to contact me at the numbers below. I am authorized to negotiate and bind the company.

Sincerely,



Les Greenberg
Chief Executive Officer
Public Safety Corporation
lgreenberg@publicsafetycorp.com

AOT Public Safety Corporation
dba Public Safety Corporation
103 Paul Mellon Court
Waldorf, MD 20602
Phone: 877.729.9653 x101
Direct: 240.607.1401
Fax: 301.638.9319
Federal Tax ID: 52-2188829



STATE OF NEW MEXICO
Taxation and Revenue Department



New Mexico
Taxation and Revenue Department

Susana Martinez
Governor

Demesia Padilla, CPA
Secretary

CHARLES INDERRIEDEN
PUBLIC SAFETY CORPORATION
103 PAUL MELLON CT
WALDORF, MD 20602

March 10, 2014
CRS: 03-251918-00-4
Letter ID: L1871846864

STATE OF NEW MEXICO TAXATION AND REVENUE DEPARTMENT
REGISTRATION CERTIFICATE

Date ID Issued 31-Aug-2012	IDENTIFICATION NUMBER 03-251918-00-4	Business Start Date 01-Apr-2010
Business Location 103 PAUL MELLON CT	Business End Date	Zip Code 20602
City and State WALDORF, MD	Taxpayer Name AOT PUBLIC SAFETY CORPORATION	Taxpayer Type Corporation
Firm Name PUBLIC SAFETY CORPORATION	Filing Frequency	
Mailing Address 103 PAUL MELLON CT	City and State WALDORF, MD	Zip Code 20602

This Registration Certificate is issued pursuant to Section 7-1-12 NMSA 1978 for Gross Receipts, County Gross Receipts, Municipal Gross Receipts, Compensating and Withholding Taxes. This copy must be displayed conspicuously in the place of business. Any purchaser of the registrant's business is subject to certain requirements under Section 7-1-61 NMSA 1978.

Division Director Tax Administration

By _____

Any Inquiries concerning your Identification Number should be addressed to the Audit & Compliance Division, P.O. Box 630, Santa Fe, New Mexico 87504-0630



Form Revised 02/2003

THIS CERTIFICATE IS NOT TRANSFERABLE

STATE OF NEW MEXICO TAXATION AND REVENUE DEPARTMENT
REGISTRATION CERTIFICATE

Date ID Issued 31-Aug-2012	IDENTIFICATION NUMBER 03-251918-00-4	Business Start Date 01-Apr-2010
Business Location 103 PAUL MELLON CT	Business End Date	Zip Code 20602
City and State WALDORF, MD	Taxpayer Name AOT PUBLIC SAFETY CORPORATION	Taxpayer Type Corporation
Firm Name PUBLIC SAFETY CORPORATION	Filing Frequency	
Mailing Address 103 PAUL MELLON CT	City and State WALDORF, MD	Zip Code 20602

This Registration Certificate is issued pursuant to Section 7-1-12 NMSA 1978 for Gross Receipts, County Gross Receipts, Municipal Gross Receipts, Compensating and Withholding Taxes. This copy must be displayed conspicuously in the place of business. Any purchaser of the registrant's business is subject to certain requirements under Section 7-1-61 NMSA 1978.

Division Director Tax Administration

By _____

Any Inquiries concerning your Identification Number should be addressed to the Audit & Compliance Division, P.O. Box 630, Santa Fe, New Mexico 87504-0630

Form Revised 02/2003

THIS CERTIFICATE IS NOT TRANSFERABLE

141871846864004

TABLE OF CONTENTS

TRANSMITTAL LETTER

SANTA FE BUSINESS LICENSE AND NEW MEXICO TAXATION REGISTRATION CERTIFICATE

TABLE OF CONTENTS

SECTION 1: EXECUTIVE SUMMARY

1. Executive Summary.....1-1
1.1 Understanding Santa Fe Alarm Reduction Needs.....1-1
1.2 Company Background.....1-4
1.3 Unparalleled Alarm Program Experience – Nationwide and in New Mexico1-4
1.4 Our Large and Experienced Staff1-5
1.5 Our Extensive Technical Expertise1-6
1.6 What Makes PSC Uniquely Qualified to Serve the City of Santa Fe.....1-7

Letter from our Business Partner, SunGard Public Sector

SECTION 2: COMPANY QUALIFICATIONS

2. Company Experience and Qualifications2-1
2.1 Company Organization2-1
2.2 Unparalleled Alarm Program Experience.....2-2
 2.2.1 Alarm Management Services Clients2-3
 2.2.2 CryWolf Clients with SunGard CAD Systems.....2-4
2.3 Demonstrated Technical Competence and Performance.....2-4
2.4 References2-5

SECTION 3: SCOPE OF SERVICES

3. Scope of Services3-1
3.1 Software and Services Overview3-2
 3.1.1 Technology Overview.....3-3
 3.1.2 Administration Services Overview3-4
3.2 Response to RFP Scope of Services Requirements3-8
 3.2.1 Contractor Responsibilities3-8
 3.2.2 City of Santa Fe Responsibilities3-27
3.3 Administration Infrastructure3-28
3.4 Back-up System/Disaster Recovery3-30



SECTION 4: PROJECT TEAM

4. Project Team4-1
4.1 Staff Qualifications/Experience4-1
4.2 Assigned Project Staff4-2
4.3 Project Management4-4
4.4 Operations and Customer Service4-4
4.5 Technical Team4-5
4.6 Financial Controls.....4-6
4.7 Corporate Oversight.....4-7

SECTION 5: COST PROPOSAL

5. Cost Proposal5-1
5.1 Revenue Sharing Approach.....5-1
5.2 SunGard Enhanced CryWolf (Bi-Directional) CAD Interface5-1
5.3 Pricing Assumptions5-2
5.4 Mechanism for Revenue Share Calculation and Transfer.....5-2

APPENDIX A: Resumes

APPENDIX B: Sample Reports and Correspondence (on CD)



TABLE OF CONTENTS

TRANSMITTAL LETTER

SANTA FE BUSINESS LICENSE AND NEW MEXICO TAXATION REGISTRATION CERTIFICATE

TABLE OF CONTENTS

SECTION 1: EXECUTIVE SUMMARY

1. Executive Summary.....1-1
1.1 Understanding Santa Fe Alarm Reduction Needs.....1-1
1.2 Company Background.....1-4
1.3 Unparalleled Alarm Program Experience – Nationwide and in New Mexico1-4
1.4 Our Large and Experienced Staff1-5
1.5 Our Extensive Technical Expertise1-6
1.6 What Makes PSC Uniquely Qualified to Serve the City of Santa Fe.....1-7

Letter from our Business Partner, SunGard Public Sector

SECTION 2: COMPANY QUALIFICATIONS

2. Company Experience and Qualifications2-1
2.1 Company Organization2-1
2.2 Unparalleled Alarm Program Experience.....2-2
 2.2.1 Alarm Management Services Clients2-3
 2.2.2 CryWolf Clients with SunGard CAD Systems.....2-4
2.3 Demonstrated Technical Competence and Performance.....2-4
2.4 References2-5

SECTION 3: SCOPE OF SERVICES

3. Scope of Services3-1
3.1 Software and Services Overview3-2
 3.1.1 Technology Overview.....3-3
 3.1.2 Administration Services Overview.....3-4
3.2 Response to RFP Scope of Services Requirements.....3-8
 3.2.1 Contractor Responsibilities3-8
 3.2.2 City of Santa Fe Responsibilities3-27
3.3 Administration Infrastructure3-28
3.4 Back-up System/Disaster Recovery3-30



SECTION 4: PROJECT TEAM

4. Project Team4-1
4.1 Staff Qualifications/Experience4-1
4.2 Assigned Project Staff4-2
4.3 Project Management4-4
4.4 Operations and Customer Service4-4
4.5 Technical Team4-5
4.6 Financial Controls.....4-6
4.7 Corporate Oversight.....4-7

SECTION 5: COST PROPOSAL

5. Cost Proposal5-1
5.1 Revenue Sharing Approach.....5-1
5.2 SunGard Enhanced CryWolf (Bi-Directional) CAD Interface5-1
5.3 Pricing Assumptions5-2
5.4 Mechanism for Revenue Share Calculation and Transfer.....5-2

APPENDIX A: Resumes

APPENDIX B: Sample Reports and Correspondence (on CD)



1. Executive Summary

Public Safety Corporation (PSC) offers the City of Santa Fe unparalleled corporate experience and qualifications to manage the tasks required for highly effective False Alarm Management Services. PSC is the current provider of these services in Santa Fe and is committed to continuing to provide the City with a superior solution that meets all of its alarm registration, billing and collections, customer service, and alarm administration needs.

For 15 years, PSC has provided false alarm management solutions to local governments across the country, including Santa Fe, whose program we have managed for the past five years. Overall, our solutions have been chosen by more than 270 agencies supporting more than 500 cities, counties and other municipalities throughout the United States and Canada. In every case, PSC technology and services have helped agencies reduce false alarms, increase collections, and improve false alarm processing.

1.1 Understanding Santa Fe Alarm Reduction Needs

Since 2009, Santa Fe has benefitted from a very successful false alarm program and PSC has been the City's False Alarm Management Services provider and an integral partner in this accomplishment. We have worked closely with the City for nearly 5 years to develop and enhance its alarm reduction effort ("Program"). Based on this experience, PSC is uniquely qualified to ensure that Santa Fe continues to benefit from the following elements of a well-run alarm reduction program:

Positive Results

During our management of the Santa Fe alarm program, false alarm activations have been dramatically reduced more than 45%, from 6,483 to 3,538 per year over the past 4 ½ years based on the actual alarm data transmitted from the CAD. The Program has also identified about 10,200 alarm systems—six times the 1,700 registered by the City before our services began. Combining these positive statistics means that the standard industry performance measure of average false alarms per registered alarm system ("false alarm rate") has decreased by an impressive 91%. This accomplishment saves Santa Fe many hours annually of police response time that is available for real emergencies. Based upon an average industry police response cost of \$100 per false alarm, the program saves Santa Fe about \$300,000 annually due to reduced false alarms. This amount is in addition to the recovery of response costs through fees and fines which also totals about \$300,000 each year. These dramatic results demonstrate the strong cooperative effort by the City and PSC.

The Alarm Program's success was highlighted in an April 15, 2013 article in "The New Mexican". In that article, Police Chief Ray Rael commended the program for providing funds to cover staff and other costs of administering the alarm program, as well as to "beef up the rest of the department budget" which had been challenged by cuts. Equally important, the Chief recognized the program's significant reduction in false alarms translated into "less time we spend servicing these false alarm calls and more time we are able to spend answering other calls and doing proactive things." The Program's effective enforcement processes have also encouraged citizen participation, alarm company involvement, and overall compliance.



Unique SunGard (HTE) AS400 CAD Support

Transmitting accurate and timely alarm data between 911 Emergency Dispatch (CAD) and Alarm Management systems is critical to efficient false alarm enforcement. The ideal process should be fully automated scheduling data transfers during off-peak hours and requiring no Emergency Dispatch or City staff time to operate. This process should also allow bi-directional transfers of alarm incident data from Dispatch to Alarm Management, and permit information such as permit status, contacts and site hazards from Alarm Management to Dispatch. Furthermore, this technically complex process should have already been implemented with the same dispatch system manufacturer, SunGard Public Sector (SunGard), as used by Santa Fe. PSC is the only alarm services provider that has bi-directional interface experience with the Santa Fe CAD (SunGard HTE AS400 CAD) system.

Among the many CAD manufacturer systems we work with, CryWolf has interfaced with SunGard CAD systems in more than 50 client sites over a 12 year period including Santa Fe. We are also the only alarm services provider authorized by SunGard as shown on their corporate website, <http://www.sungardps.com/solutions/strategic-alliances/preferred-solutions-providers/>. Our interfaces with SunGard CAD systems support all CAD versions including the specific AS400 CAD version, HTE, used in Santa Fe. We have already installed SunGard's CryWolf interface component in Santa Fe which we have used for the past five years. This interface is fully automated and can be readily extended to support bi-directional data transfer.

Recently, a Florida SunGard HTE CAD customer, the City of Kissimmee, switched from another alarm services provider to PSC based in part on our unique SunGard HTE (AS400) bi-directional CAD interface functionality. As part of their justification to City Council, the Kissimmee Police Department reported that the "bi-directional communications will allow data to be sent between systems seamlessly and without the need for human interactions. It will also allow the Department to track false alarm payment status by CAD number and address, which is not done by the current false alarm vendor". This ability to automatically update CAD eliminated the significant manual effort Kissimmee staff were spending to support their previous alarm services provider. Kissimmee is referenced in Proposal Section 2, Company Qualifications.

At the end of this Section, we provide a letter from SunGard as evidence of our long and close business relationship. This relationship ensures that our CAD data transfer technology is reliable and will be supported by PSC and SunGard throughout the contract period. As a result, only PSC has the unique credentials and experience to enhance integration with the City's CAD system and to assure the City a contract transition free of Dispatch data transfer risks and minimizes the demand on City staff time to implement and maintain.

Necessary Data and Financial Controls

PSC has established extensive data and financial controls for safe and reliable false alarm enforcement. Program correspondence and payments are processed for Santa Fe by our financial partner and the City's designated bank, Wells Fargo, resulting in timely deposits, strong internal controls and enhanced public perception. Online transactions are protected by encrypted web access, Cyber-insurance and a PCI compliant online payment process. In addition, all City data is maintained confidentially and reliably on servers owned and controlled by PSC – we do not store any alarm data in public-cloud environments. For added program confidence and security, our controls and processes are subjected to independent



SSAE16, SOC 1 audits by an independent CPA firm each year. The results of these audits are available annually to the City upon request. No other alarm services company has these audits performed.

No Transition Downtime or Technical Risk

Our proprietary administrative system (CryWolf) already contains thousands of historical Santa Fe alarm events, five years of correspondence and financial transactions, administrative notes, and volumes of other data. The system also already supports the City's ordinance provisions with City approved correspondence and follow-up processes. In addition, our customized CAD interface is already in place requiring no configuration or testing. Even the Program's phone numbers, support personnel, and website location can remain unchanged if we continue to administer the program. Equally important is the solid working relationships we have established with City police, finance and dispatch communications department personnel. In continuing our relationship, the City would avoid a potentially lengthy program transition and startup, significant data conversion risks and costs, and customization delays.

Enhanced Program Administration

Given the program's solid performance to date, the objective of the Program's next phase should be to maintain and build on its past success. A rapid and transparent operational transition, high technical competence, effective long-standing working relationships, and a thorough understanding of the Program's history and present objectives are key qualifications that support our ability to help the City maintain the alarm program's superior status.

In our proposal, PSC describes a Program enhancement strategy that carefully combines current Program strengths with innovative approaches to enhance customer service, ordinance compliance and performance reporting. As part of this strategy, we propose to strengthen the City's current alarm program capabilities by upgrading the City's administrative access to include City review and edit of alarm event clearances, and automated update of permit and alarm site information in CAD. The enhancements we propose are already employed in other alarm programs we support throughout the country.



1.2 Company Background

Widely recognized as the leader in false alarm solutions, PSC has provided false alarms systems and services since its founding 15 years ago. False alarm management is the company's primary business—we know and understand the business of false alarms. No other company has the extensive qualifications, experience, and track record of false alarm management performance demonstrated by PSC.

PSC is a private company incorporated in Maryland in 1999 as AOT Public Safety Corporation dba Public Safety Corporation (PSC). PSC is headquartered in Waldorf, Maryland, a suburb of Washington, DC. In addition to our corporate headquarters, we also have staff located in the Charlotte, North Carolina; Fort Myers, Florida; San Francisco, California; Denver, Colorado; Freehold, New Jersey; and San Antonio, Texas metropolitan areas.

Administration and support services for Santa Fe will continue to be provided mainly from our Waldorf, Maryland office. We will also continue to use the same Santa Fe alarm program mail and payment processing location operated by Wells Fargo Bank as we have done for the last five years.

PSC currently employs a staff of more than 50, all of whom are involved in alarm management operations and administration. All proposed alarm management and alarm system development services will be performed 100% by PSC staff. In addition, all of our alarm management and systems development services are performed by PSC personnel located within the United States, as reflected by the "Made in America" icon on our Proposal cover. As we have also demonstrated during the past five years, PSC program managers can be in Santa Fe within a few hours in order to provide any staff support required by the City at any time.

1.3 Unparalleled Alarm Program Experience – Nationwide and in New Mexico

PSC provides the City of Santa Fe unparalleled experience to implement and manage the tasks required for highly effective False Alarm Management Services. Our demonstrated experience ensures contract success and citizen acceptance of the City's program.

Established in 1999, PSC is a pioneer and the industry leader in false alarm management solutions. False alarm management is also our main business. The extent and focus of our experience demonstrates the commitment we have to public safety and to the efficiency and effectiveness of law enforcement and fire operations. This track record also shows that we know and understand the business of false alarms and have successfully resolved the challenges the City of Santa Fe faces with their alarm program. As a result, we are uniquely qualified to be the City's false alarm management partner.

Our clients range in population up to 4,000,000 and process as many as 100,000 false alarms annually. Among the 270 city and county alarm programs supported by CryWolf are the four New Mexico clients of Albuquerque, Rio Rancho, Roswell and Santa Fe. Please refer to our client list and references in Section 2 of this Proposal.

We provide comprehensive alarm program management services on a "self-funded" basis to nearly 80 agencies with functionality similar to that requested by the City of Santa Fe, including the larger jurisdictions of Atlanta, GA; Anne Arundel County, MD; Bakersfield, CA; Charlotte-Mecklenburg, NC;



Cobb County, GA; DeKalb County, GA; Honolulu, HI; Irving, TX; Omaha, NE; Richmond, VA; Spokane, WA and Santa Fe, NM.

PSC also has a long, proven track record of assisting our clients achieve their false alarm management goals. Below is a summary of the results that we have helped cities with characteristics similar to Santa Fe achieve from their false alarm programs. These cities are included as references in Section 2.

**Representative False Alarm Management Service Results
Before vs. After CryWolf® Assistance**

Client	# False Alarms	# Permits	Average # False Alarms Per Alarm System (False Alarm Rate)
Avondale, AZ	-42%	154%	-63% (1.44 to .54)
Irving, TX	-47%	135%	-60% (.65 to .26)
Overland Park, KS	-46%	130%	-59% (.39 to .16)
Santa Fe, NM	-45%	600%	-91% (3.8 to .35)
Spokane, WA	-74%	169%	-85% (1.07 to .16)
West Sacramento, CA	-35%	136%	-52% (.99 to .47)

1.4 Our Large and Experienced Staff

We are proposing to maintain the same Program staff for Santa Fe that currently manages the City’s alarm program. This staff is already familiar with the Santa Fe alarm ordinance and environment, and has developed close working relationships with City managers and staff. Most important, this team has demonstrated success in achieving Santa Fe program goals.

We are proud of the many PSC employees who have extensive law enforcement and alarm administration backgrounds. PSC personnel have proven experience in the design, development, testing, training, implementation, and operation of false alarm administration programs. This project will have the support of individuals with extensive knowledge of law enforcement operations, government processes, software engineering, project management, and customer service. This experience brings a thorough understanding of the challenges faced by agencies with tight budgets and limited resources.

Our proposed project team has implemented and supported CryWolf for hundreds of agencies – our team knows and understands the business of false alarm management programs. Our technical team is led by a retired police Commander with 30 years law enforcement experience who has helped implement more than 125 false alarm reduction programs.

Customer service is paramount in all interactions with our clients, and their citizens and businesses. Our customer services staff has more than 150 years alarm processing experience. Our staff is large enough that we have dedicated teams in areas such as technical development, project implementation,



outsource operations and customer service. Our outsource operations are further divided into multiple sub-teams, managed by team leaders, that focus on smaller groups of projects. This approach helps us tailor and focus each team's efforts on specific projects and allows us to be more responsive to the needs of individual clients. The approach means that the City of Santa Fe will continue to have a dedicated PSC service team familiar with the City's Alarm Program and ordinance provisions. This team is supported by the latest systems and administrative processes. We also maintain the technical infrastructure necessary to keep City alarm data secure and confidential.

Our financial team is led by a Certified Public Accountant who oversees all accounting policies and monthly account reconciliations. We offer a detailed reconciliation process that carefully tracks earned and unearned revenue to avoid unfunded liabilities. Accounts requiring refunds or adjustments are quickly identified and reviewed with City financial staff before any actions are recommended or taken. Unique among alarm service providers is the independent SSAE 16 (formerly SAS70) audit that our outsource services, financial processes and data security are subjected to annually. Online payments are processed using a PCI compliant approach by an online processor approved at the highest Merchant 1 level. In addition, we use a convenient and safe commercial bank lockbox near Santa Fe for the receipt of all citizen-mailed correspondence and payments. We believe the City will find our highly experienced team a proactive and responsive business partner.

1.5 Our Extensive Technical Expertise

Our vast experience also demonstrates our ability to successfully meet the City of Santa Fe technical requirements. This relevant technical experience greatly minimizes project risk and implementation time.

Our patented CryWolf technology is the back bone of our administrative services. CryWolf is currently used by more agencies nationwide than any other false alarm management software to track alarm system permits, bill and collect false alarm penalties, and administer alarm awareness classes. In addition, we have implemented comprehensive web-based alarm management functions for dozens of agencies.

Among the many CAD manufacturers we work with, CryWolf has interfaced to SunGard CAD systems for more than 12 years. Our automated, SunGard CAD interfaces are operational in more than 50 client agencies and require minimal City staff involvement to seamlessly transfer critical alarm incident data to our CryWolf alarm management system database.

Our patented financial management system is also unique. Rather than using separate financial software, we offer the only system with a single, fully-integrated database for financial and alarm tracking transactions. This approach ensures accurate, complete and consistent event billing; and allows alarm compliance to be linked to financial performance. The system follows generally accepted accounting practices (GAAP) and has been approved for use by hundreds of municipalities.

Additionally, our large client base drives a robust system enhancement program that results in many new features and functions being added to CryWolf. All clients receive these updates at no additional cost. We review these features at annual User Group meetings which have been attended by Santa Fe alarm administrators. Our solution ensures the City of Santa Fe False Alarm Management Services will keep up with technical and programmatic advances over the life of the contract.



1.6 What Makes PSC Uniquely Qualified to Serve the City of Santa Fe

PSC is proud to propose a comprehensive services solution to meet the City of Santa Fe's false alarm billing and collection needs. We are the only company that provides the City the unique combination of extensive false alarm reduction experience, proven administration services, robust functionality, technical expertise, and no risk financing. In continuing to partner with PSC, the City of Santa Fe will benefit from the following strengths that set our solution apart:

- **More alarm program experience than any other company — 15 years reducing false alarms for more than 270 agencies supporting more than 500 cities, counties and other municipalities.**

Established in 1999, PSC is the pioneer and industry leader in false alarm management solutions. The extent and focus of our experience demonstrates the commitment we have to public safety and to the efficiency and effectiveness of law enforcement operations. This track record also shows that we know and understand the business of false alarms and have successfully resolved the challenges the City of Santa Fe faces with their alarm program. As a result, we are uniquely qualified to continue to be the City's false alarm management partner. Additionally, all of our technology and support is US-based.

- **No transition is required based on our knowledge and support of the current Santa Fe false alarm management program.**

Our CryWolf system already contains Santa Fe's over 10,200 active permits, thousands of historical alarm events (with CAD supporting data), years of correspondence and financial transactions, administrative notes, and volumes of other data. The system is also configured to support the City's ordinance provisions and business rules with City approved correspondence and follow-up processes. Equally important is the solid working relationship and trust we have established with City police, finance and dispatch personnel.

- **Proven interface between our CryWolf Alarm Management and SunGard CAD systems in more than 40 locations, including the HTE (AS400) system version used for Santa Fe dispatch.**

The interface between the SunGard CAD and our CryWolf system has operated successfully for 12 years, including five years in Santa Fe, and requires no setup or reconfiguration for the proposed project. It is also fully automated requiring little Santa Fe staff time to maintain or operate. By continuing the partnership with PSC, Santa Fe would not risk CAD technical setup issues again.

- **Unparalleled New Mexico Commitment, Experience and Availability**

New Mexico program knowledge; proposed bank payment and mailing address and four New Mexico government clients demonstrate our unique commitment to continue to support Santa Fe's false alarm program. Additionally, PSC has already established a correspondence and payment receiving process using Santa Fe's designated bank (Wells Fargo).

- **Convenient, Safe and Reliable Financial Management.**

Certified and knowledgeable financial support that maximizes collections and minimizes fiduciary exposure. Our unique program financial management includes a nearby lockbox payment address operated by a large commercial bank (Wells Fargo), annual SSAE16 (formerly SAS70) internal service and control audits, PCI compliant online payments, Cyber insurance, and internal CPA managed



billing and reconciliation activities. These controls provide the City of Santa Fe maximum fiscal safety and strong public perception.

- **The nation's leading false alarm management technology, CryWolf, combines state-of-the-art functionality and 100% web-enabled citizen, alarm company and City access.**

Our patented CryWolf technology is used by over 270 agencies which help drive its continued evolution. PSC proposes to convert Santa Fe's alarm program administrative system to our latest Web Services. All system upgrade work will be transparent to the City and its citizens, with no alarm program downtime. An enhanced web experience described in this proposal will provide enhanced capabilities to the City and its citizens. The already successful Santa Fe program will benefit from such enhancements as the ability of authorized City staff to edit alarm event clearances before processing, allow citizens to appeal alarm fees online, up-to-date program performance dashboards, secure City entry of administrative notes, automated bi-directional CAD permit data update, and email correspondence where preferred by citizens.

This innovative technology is supported by our corporate technical certifications which include Microsoft Gold Development Partner. The widely respected support and enhancement program that propelled CryWolf to industry leadership also ensures that the City's alarm program will remain state-of-the-art.

- **Stable alarm management solution provider with unmatched client retention and service satisfaction**

PSC prides itself on providing superior client service and support. We know our high level of client satisfaction is due in part to our reliable and secure infrastructure, unparalleled technology and the quality staff we employ. Our clients also tell us that it is because we listen and attend to details, especially important for a service that relies on public confidence and perception for success.

For the past two years, we have undertaken steps to enhance public perception of the Santa Fe Alarm Program. We maintain a bank-based, program address and local support number for public convenience and trust. All mail-in payments are directed to a lockbox operated by Santa Fe's designated bank, Wells Fargo.

- **A project team with more experience providing false alarm management services and technology than any other company. A proven and accessible team that already supports the City. Our team is 100% based in the United States and includes no subcontract staff.**

We are proud of the many PSC employees who possess extensive law enforcement and alarm administration backgrounds. This experience brings a thorough understanding of the challenges faced by agencies with tight budgets and limited resources. Our personnel, extensive client base, and comprehensive solution are the reasons hundreds of cities and counties across the United States trust PSC to manage their false alarms. This is more than just a proposal claim, the City of Santa Fe and its citizens have already experienced the quality of our alarm program implementation and support staff first hand.

As the City's current false alarm administration partner, PSC will continue to excel in achieving the City of Santa Fe's false alarm management goals as we have demonstrated to the City over the past five years.



SUNGARD® PUBLIC SECTOR

www.sungardps.com • 407-304-3235 • 800-727-8088 toll-free

September 23, 2014

Les Greenberg
Chief Executive Officer
Public Safety Corporation
103 Paul Mellon Court
Waldorf, Maryland 20602

Mr. Greenberg,

This letter is to confirm that Public Safety Corporation (PSC) is SunGard Public Sector's Preferred Solutions Partner for false alarm management and billing software and services. This unique partnership is referenced on our website at [http://www.SunGard Public Sectorps.com/solutions/strategic-alliances/preferred-solutions-providers/](http://www.SunGardPublicSectorps.com/solutions/strategic-alliances/preferred-solutions-providers/) which identifies select third-party solution providers that share our commitment to relentless support of public safety and security.

CryWolf, the PSC false alarm management and billing product, has been integrated with SunGard Public Sector's CAD systems for more than ten years and in over 50 cities and counties across the U.S. Our unique, jointly developed integration points allow the sharing of alarm related information between SunGard Public Sector's AS400 CAD and CryWolf alarm management systems. This integration includes support of the latest versions of our CAD software.

SunGard Public Sector and PSC work diligently to ensure that technology enhancements and upgrades in our respective systems maintain the industry's most integrated and interoperable solutions. As Business Partners, SunGard Public Sector and PSC are also committed to ensuring that any enhancements and upgrades support the close integration between our systems. Additionally, our firms seek ways to further enhance that integration for the benefit of our mutual city and county clients.

If there is any other information that you require, please do not hesitate to contact me.

Sincerely,



Brian Buck
SunGard Public Sector
Manager, Strategic Alliances
brian.buck@sungardps.com

2. Company Experience and Qualifications

Widely recognized as the leader in false alarm solutions, PSC has provided false alarms systems and services since its founding 15 years ago. False alarm management is the company's primary focus—we know and understand the business of false alarms. No other company has the extensive qualifications, experience, and track record of false alarm management performance demonstrated by PSC.

2.1 Company Organization

PSC is a private company incorporated in Maryland in 1999 as AOT Public Safety Corporation dba Public Safety Corporation (PSC). PSC is headquartered in Waldorf, Maryland, a suburb of Washington, DC. In addition to our corporate headquarters, we also have staff located in the Charlotte, North Carolina; Fort Myers, Florida; San Francisco, California; Denver, Colorado; Freehold, New Jersey; and San Antonio, Texas metropolitan areas.

Administration and support services for Santa Fe will continue to be provided mainly from our Waldorf, Maryland office. In addition, we will continue to use the same alarm program mail and payment processing at the City's designated Wells Fargo Bank as we have done for the last five years.

PSC proposes to use the same project team which successfully administers the Santa Fe alarm program today. This team is part of a staff of more than 50, all of whom are involved in alarm management operations and administration. All proposed alarm management and alarm system development services will be performed 100% by PSC staff and all of our staff is located within the United States. In addition, PSC will continue to maintain 100% control over all alarm data entrusted to us by Santa Fe, i.e. no data will be stored on servers maintained by a third-party managed cloud company in a commercial, public cloud environment.

Should the City of Santa Fe have any questions about this proposal, please contact the following individual:

Les Greenberg
Chief Executive Officer
AOT Public Safety Corporation
103 Paul Mellon Court
Waldorf, Maryland 20602
Phone: 240.607.1401
Fax: 301.638.9319

lgreenberg@publicsafetycorp.com



2.2 Unparalleled Alarm Program Experience

PSC has a wealth of relevant experience related to the planning, design, construction, installation, and operation of large-scale false alarm reduction programs. This experience demonstrates our ability to perform the services required by the City of Santa Fe.

As shown in the map below, CryWolf has been chosen by more than 270 agencies serving more than 500 cities, counties, and other municipalities throughout the United States and Canada. These agencies range in population from less than 20,000 to nearly 4,000,000, and process between 1,500 and more than 100,000 false alarms annually.



270 CRYWOLF CLIENTS SUPPORTING MORE THAN 500 CITIES, COUNTIES AND OTHER MUNICIPALITIES

Our large client community benefits the City in several important ways. The clients drive a robust system enhancement program that has resulted in many new system features over the last five years. All CryWolf clients receive these updates at no additional cost. Our alarm management clients also comprise a large users group with similar objectives and false alarm reduction issues. Members of this group regularly communicate among themselves through PSC sponsored newsletters, the Web, and an annual Users Group meeting to share technology ideas, unique approaches and discuss upcoming program enhancements. Our last CryWolf Users Group meeting was held in Baltimore, Maryland on April 28, 2014 in conjunction with the national False Alarm Reduction Association (FARA) annual conference. Our 2015 conference will be held in Las Vegas.



2.2.1 Alarm Management Services Clients

Agencies, like the City of Santa Fe, receive a high level of program scrutiny from City management, elected council representatives, and the public at large. Accordingly, false alarm enforcement programs require a service provider with the alarm program expertise, systems experience, and resources to ensure reliable program operation, continued use of advanced technology, strong financial controls, and positive public perception. PSC has demonstrated these capabilities to a broad and demanding audience of more than 75 agencies throughout the United States and Canada, including Santa Fe. From Honolulu, Hawaii to New Haven, Connecticut and Spokane, Washington to Key West, Florida, no other vendor has the experience of PSC in administering false alarm programs.

The following chart lists larger false alarm programs we have managed on an outsource services basis.

LARGER FALSE ALARM MANAGEMENT SERVICES CLIENTS (100,000 Population and Above)		
<i>This chart contains private & commercially sensitive client information that must be redacted by PSC before public disclosure.</i>		
Agency	Population	Contract Date
Honolulu HI	985,000	February 2014
State of Delaware	865,000	June 2011
DeKalb County, GA	730,000	November 2011
Charlotte-Mecklenburg, NC	695,000	April 2005
Louisville-Jefferson, KY	690,000	February 2005
Baltimore, MD	650,000	July 2003
Cobb County, GA	620,000	September 2008
New Castle County, DE	500,000	December 2007
Atlanta, GA	450,000	May 2013
Omaha, NE	415,000	October 2009
Anne Arundel County, MD	410,000	November 2009
Wichita, KS	350,000	November 2008
Anaheim, CA	342,000	Contract in Process
Bakersfield, CA	310,000	September 2011
Larimer County, CO	295,000	April 2006
Horry County, SC	250,000	April 2011
Durham, NC	233,000	September 2012
Irving, TX	221,000	December 2012
Spokane, WA	210,000	February 2006
Richmond, VA	200,000	November 2010
Overland Park, KS	175,000	September 2010
Pembroke Pines, FL	160,000	April 2010
Salinas, CA	150,000	October 2011
New Haven, CT	130,000	January 2013
Alexandria, VA	130,000	November 2008



2.2.2 CryWolf Clients with SunGard CAD Systems

PSC leads the industry in providing comprehensive solutions that interface to CAD systems for seamless transfer of critical alarm information. We currently transfer alarm data between SunGard CAD systems and CryWolf in more than 50 cities and counties including the referenced cities of Santa Fe, NM and Kissimmee, FL. PSC is also the only alarm service provider authorized by SunGard Public Safety and is designated as a SunGard Preferred Solution Provider as evidenced by the SunGard partnership letter included at the end of Section 1 of this Proposal.

PSC is also the only company with a bi-directional (two-way) interface between CryWolf and SunGard CAD systems. This interface was developed jointly by SunGard and PSC. Our interfaces with SunGard CAD systems support all CAD versions including the specific AS400 CAD version, HTE, used in Santa Fe. The CAD interface we have used in Santa Fe for the past five years is fully automated and can be readily extended to support bi-directional permit/alarm site data update to CAD.

2.3 Demonstrated Technical Competence and Performance

PSC has a long track record of helping cities and counties increase their service levels, expand the use of innovative technologies, increase collections, and achieve their false alarm management goals on a risk-free basis by obtaining payment exclusively from the revenues we help generate. CryWolf clients have benefitted from false incident reductions of 40%, 50%, 60% and more.

Closer to Santa Fe, PSC has also provided False Alarm Management Services to multiple cities in the Midwest. As shown in the following table, the results have been equally impressive:

**REPRESENTATIVE FALSE ALARM MANAGEMENT SERVICE RESULTS
BEFORE VS. AFTER CRYWOLF ASSISTANCE**

CLIENT	# FALSE ALARMS	# PERMITS	AVERAGE # FALSE ALARMS PER ALARM SYSTEM (FALSE ALARM RATE)
Avondale, AZ	-42%	154%	-63% (1.44 to .54)
Irving, TX	-47%	135%	-60% (.65 to .26)
Overland Park, KS	-46%	130%	-59% (.39 to .16)
Santa Fe, NM	-45%	600%	-91% (3.8 to .35)
Spokane, WA	-74%	169%	-85% (1.07 to .16)
West Sacramento, CA	-35%	136%	-52% (.99 to .47)



2.4 References

For 15 years, Public Safety Corporation (PSC) has provided false alarm solutions to local governments across the country. Our solutions have been chosen by more than 270 agencies supporting more than 500 cities, counties and other municipalities throughout the United States and Canada. In every case, PSC technology and services have helped agencies reduce false alarms, increase collections, and improve false alarm processing.

The following references demonstrate our extensive experience in providing False Alarm Management Services solutions nationwide. The services provided for in these referenced agencies are similar to those being currently provided, and proposed, for the City of Santa Fe. Two (2) of the references are clients where we interface with a SunGard HTE (AS400) CAD.

Please note, this is only a partial list of our false alarm management services projects to illustrate our experience, particularly with serving local agencies.

NOTE: The following client references contain private & commercially sensitive client information that must be redacted by PSC before public disclosure.

Santa Fe, New Mexico	
Population: 85,000 Product: False Alarm Management Services Contract Date: December 2009 Interfaces: SunGard HTE (AS400) CAD	Contact: Dorothy Encinias Alarm Administrator 2515 Camino Entrada Santa Fe, NM 87507 Ph: 505-955-5752 drencinias@ci.santa-fe.nm.us
Avondale, Arizona	
Population: 80,000 Product: False Alarm Management Services Contract Date: January 2011 Interfaces: Spillman CAD	Contact: Sgt. Mat Hintz Avondale Police Department 11485 West Civic Center Drive Avondale, AZ 85323 Ph: 623-333-7302 mhintz@avondale.org



Overland Park, Kansas	
Population: 171,000 Product: False Alarm Management Services (law enforcement and fire) Contract Date: August 2011. Ongoing Contract Interfaces: Intergraph CAD	Contact: Tim Shipley City of Overland Park 8500 Antioch Overland Park, KS 66212 Ph: 913-895-6076 tim.shipley@opkansas.org
Irving, Texas	
Population: 196,000 Product: False Alarm Management Services Contract Date: December 2012 Interfaces: Tiburon CAD	Contact: Captian Bruce Jolley Irving Police Department 825 W. Irving Blvd Irving, TX 75060 Ph: 972-721-3529 bjolley@cityofirving.org
Kissimmee, Florida	
Population: 63,000 Product: False Alarm Management Services Contract Date: January 2014 Interfaces: SunGard HTE (AS400) CAD (bi-directional)	Contact: Captain Warren Shepard Kissimmee Police Department 8 N. Stewart Avenue Kissimmee, FL 34741 Ph: 407- 847-0176 wshepard@kissimmee.org



Spokane, Washington	
Population: 198,000 Product: False Alarm Management Services Contract Date: February 2006. Ongoing Contract Interfaces: Northrop Grumman CAD	Contact: Jody Goldman Spokane Police Department 1620 North Rebecca Spokane, WA 99217 Ph: 509-625-4456 jgoldman@spokanepolice.org
West Sacramento, California	
Population: 48,000 Product: False Alarm Management Services Contract Date: March 2013 Interfaces: Northrop Grumman CAD	Contact: Dawna Rosner West Sacramneto Police Dept. 1601 Alhambra Blvd West Sacramento, CA 95816 ph: 916-617-4985 dawnar@cityofwestsacramento.org



3. Scope of Services

Public Safety Corporation (PSC) CryWolf alarm management solutions are currently used to manage false alarms for hundreds of agencies across the country. Because PSC currently supports the City of Santa Fe's false alarm program, continuing to engage our False Alarm Management Services will involve no transition time and will avoid the technical risks and delays associated with system customization, development, or excessive testing. Furthermore, PSC has reviewed the scope of services and fully meets, and in most areas exceeds, the City's RFP requirements.

CryWolf solutions are the leading alarm account and billing software and services in the industry. Our patented CryWolf technology (U.S. Patent No. 6,856,246) has been chosen by over 270 agencies supporting more than 500 cities, counties, states and other municipalities. Only CryWolf has the large client community necessary to support an efficient, state-of-the-art alarm program and to ensure that Santa Fe receives the knowledgeable support necessary to make this program successful.

In most areas of the country, public safety resources are unacceptably scarce. When combined with the demand for many other services in communities such as Santa Fe, governments continually ask public safety departments to do more with less. In this context, non-critical calls for service, such as false alarms, decrease the amount of time that public safety personnel can spend responding to true emergencies and reduce the number of staff that can work proactively to prevent crime, fires and other emergencies from occurring. For many communities, this situation has only gotten worse in recent years as the number of false alarms that public safety must respond to has increased along with the growing number of alarm systems. Fortunately, we have been able to assist the City of Santa Fe in reversing this trend.

Our company approaches each alarm program as a unique project with special needs that require a tailored solution. We work closely with clients to develop the most effective enforcement strategies and develop a true partnership with our clients to best meet their needs. Our CryWolf services will continue to help Santa Fe achieve the following false alarm program goals.

- **Process false alarms quickly and efficiently.** Based on a fully integrated false alarm database, unique alarm processing technologies, and an installed, proven interface with Santa Fe's SunGard (HTE) AS 400 CAD system, our solution enables daily false alarm processing, notifications, bills and collections.
- **Reduce the number of false alarms.** False alarm reduction is accomplished by rigorously enforcing false alarm ordinance provisions. No alarm is missed and all violations receive authorized sanctions. Since PSC began managing the City of Santa Fe's Alarm Program less than five years ago, the average false alarm activations per alarm system have been reduced by an impressive 91%.
- **Increase the number of tracked alarm locations.** CryWolf solutions provide convenient online account registration and automatically documents alarm call locations. Since the Program's inception, approximately 10,200 alarm systems have been identified—six times more than the 1,700 initially registered by the City in 2009.



- **Saving Police Department time and money.** The dramatic decrease in false alarms since we began administering the City Alarm Program has saved Santa Fe many hours of police response time that is available for real emergencies. Based upon an average industry police response cost of \$100 per false alarm, the program saves Santa Fe about \$300,000 annually due to reduced false alarms. The program also generates nearly \$300,000 in annual alarm fees and fines to help the City recoup false alarm response costs. These dramatic results demonstrate the strong cooperative effort by the City and PSC.
- **Provide quality citizen support.** Holding citizens accountable and enforcing sanctions inherently challenges traditional customer service approaches. Our specially trained staff, thorough operating procedures, and comprehensive technologies create the professional environment required for superior customer service. PSC staff are trained and regularly monitored to ensure these customer service representatives apply our support principles of accuracy, calm, consistency, empathy, follow-through, respect, and responsiveness to each service call. We understand that our clients entrust their reputation in our services and we value that trust.

3.1 Software and Services Overview

PSC has a long track record of helping cities and counties increase their service levels, apply innovative technologies, and increase revenue collections. We propose to provide Santa Fe with a solution that meets all of its False Alarm Management Services needs. Our solution includes:

- **Account Registration and Tracking.** CryWolf services track unlimited City-defined location types (e.g. residential, commercial, financial, senior, government), status types (e.g. active, response denied, revoked) and alarm types (e.g. burglary, robbery/panic). CryWolf also tracks both registered and non-registered alarm sites. In addition, CryWolf supports web-based access for citizens to register and alarm accounts online and access their alarm history information.
- **Alarm Company and Agent Licensing and Tracking:** The CryWolf system can also charge and manage alarm company, agent licenses and renewal fees, and violation fines, if required.
- **Noticing and Billing.** Our solution automatically generates notices of false alarm events and calculates fees and charges in accordance with the City's alarm ordinance. Amounts charged for false alarms will be invoiced by CryWolf. In addition, CryWolf maintains critical information for every account including outstanding balances, and reasons for all actions. The technology we offer also fully supports differences in false alarm fees and notices for user-specified locations (e.g. residential, commercial, senior, government); burglary, robbery/panic, and other alarm types; and registered, suspended and revoked locations. Fixed as well as graduated fee schedules are supported, and various alarm counting approaches can be chosen including fixed and floating time periods.
- **Collection and Payment Processing.** Our system offers many billing and collection options including summary bills and statements, and web and other payment interfaces. The system also allows the import of payment information generated/exported from external financial systems operated by finance departments, collection agencies and code enforcement offices.



- **Hearing and Appeals Support.** CryWolf contains a fully integrated hearing and appeal system that allows the adjudication of any action for any account with a complete, documented action and reasoning trail. CryWolf also easily generates the documentation necessary to support every billing and noticing action/decision.
- **Generation of Management Reports.** Using CryWolf services, the City will have access to an extensive array of management and tracking reports - many available online. Among the reports, are ones that sort alarm data by a variety of categories including new alarm accounts, number of activations, user address, district, alarm company, and age of outstanding fees and fines. We have an ad hoc report writer for custom reports as needed. The system also generates individual account histories that include payment dates and all actions taken regarding an individual account. Many reports are hyperlinked allowing drill down from report entries to supporting documents such as letters, invoices, hearing summaries and CAD-provided activation details.

The following sections describe PSC's proposed technology and services approach and solution for the City of Santa Fe False Alarm Management Services.

3.1.1 Technology Overview

PSC's proposed False Alarm Management Services solution is built on our unique, patented, and fully integrated technology, CryWolf. CryWolf is built with the latest Microsoft .NET technology which supports highly tailor-able alarm related forms, letters and invoices; transfer of alarm data to and from CAD; secure, online access to alarm information; built-in tools for validating addresses; and extensive web-based payment, and other functions. CryWolf's robust and flexible structure allows it to easily interface with other City systems and maintain advanced functionality. Because CryWolf is our patented technology, we can assure the City of Santa Fe that the system will continue to support responsive, state-of-the-art program services throughout the life of the contract.

CryWolf technology is used to track alarm systems, bill and collect false alarm fees, and administer alarm awareness classes throughout the country. The City of Santa Fe, its citizens and businesses will have 24/7 access to the alarm program enhancing compliance, convenience and management oversight. The following paragraphs highlight especially relevant operational components of our solution.

No alarm data conversion required: Because our CryWolf system has been used to support the City's alarm program for nearly five years, complete information on 10,200 active alarm accounts, and five years of false alarm activation, billing, noticing and collection histories are already maintained in our database. Accordingly, we can ensure during the contract transition that the City avoids any program downtime, lost revenue and inaccurate data transfer that can accompany data conversion.

Transfer of alarm incident data from the SunGard (HTE) CAD system: We have implemented interfaces between our CryWolf system and SunGard CAD systems for more than 50 cities and counties including the City of Santa Fe. The interface with the Santa Fe CAD has operated successfully for nearly five years. Our interfaces with SunGard CAD systems support all CAD versions including the specific AS400 CAD version, HTE, used in Santa Fe. Furthermore, the Santa Fe interface requires no setup or reconfiguration for the proposed project. It is also fully automated requiring little or no Santa Fe staff time to maintain or operate, and can be readily extended to support bi-directional data transfer.

PSC has more experience transferring alarm data to and from CAD systems than any other company as evidenced by CAD interfaces in more than 270 agencies involving more than 30 different CAD system manufacturers.



Secure, web-based alarm enforcement functions: PSC provides secure, web-based alarm management functions for more than 125 agencies. This includes online access for citizens and businesses to review alarm program requirements, update alarm system information, pay alarm fees and fines, and attend alarm awareness classes. The online functions also provide restricted access to alarm companies to review information about their alarm customers. Our latest online technology also includes enhanced citizen address assistance and online video help tutorials. In addition, the enhanced capability includes greater City access to the alarm billing and tracking database, expanded search and review capabilities, ability to accommodate walk-in (cashiering) payments, and access to additional financial and statistical reports. All CryWolf web-based pages are secured by encrypted (SSL certified) access.

3.1.2 Administration Services Overview

Just as important as our technology, is our proven ability to provide a superior level of service to citizens and alarm companies. PSC continually strives to extend our national reputation for responsive, high-quality customer support.

Our experienced alarm services team will maintain the False Alarm Management Services in accordance with the RFP requirements and the City of Santa Fe Alarm Ordinance. Members of our proposed team have installed and/or operated false alarm management programs for more than 270 cities and counties. The CryWolf solution provides the City of Santa Fe the following:

- Responsive, high-quality, multi-lingual citizen and business support
- Alarm holder and alarm business tracking
- Generation and mailing of forms, false alarm notices and violation invoices
- Delinquent collection services using a fee-based collection agency
- Flexible and timely alarm information and management reports to the City
- Support of the City alarm hearing and appeals process

In addition to these core services, PSC provides the following advanced components are already in place for many clients of comparable size to the City of Santa Fe.

Annual Independent SSAE 16 (Formerly SAS70) Alarm Service Audits: PSC is unique among alarm service providers in subjecting its alarm management internal controls, administrative processes and data security to annual audits by an independent certified public accounting (CPA) firm. The results of these audits are available annually to the City of Santa Fe.

Secure City access online to adaptable reports: We will provide authorized City staff with direct inquiry and report generation capabilities via real-time, encrypted, Web-based connection to alarm management information. This approach is currently used the City of Santa Fe and provides the City flexible, secure, and timely access to information. PSC has the ability to provide additional custom reports should the city have unique reporting requirements.

Automated Email/Mobile Device Notifications and Alerts: We can tailor electronic notifications and updates to inform alarm users of alarm events, notify delinquent payers, and alert selected police managers of program performance.



Recording of Program Telephone Calls: Our call center process is designed to ensure the highest quality customer service including accurate, courteous, and consistent communications with Santa Fe citizens and businesses. In support of these objectives, PSC employs a communications appliance integrated into our telephone system to record all customer calls. Using this device, digital copies of all citizen and business telephone calls are captured in voice documents for later review, comment, and sharing of telephone conversations. This process helps ensure the highest level of customer service.

Extensive Language Support: PSC utilizes a Language Service to provide extensive language support. This same service is used successfully by thousands of public safety organizations nationwide. Accordingly, we are able to provide language support for 175 spoken languages. We also provide an array of communication choices for the hearing impaired including Email, Text relay, Video relay and TTY formats.

Nearby program mailing address and toll-free citizen support line: Our alarm management process is designed to reliably separate the Santa Fe correspondence and calls we receive from the activity of other alarm programs we administer to ensure high-quality and personalized service to the City's citizens and businesses. Santa Fe citizens and businesses will continue to benefit from the convenience and safety of consistent alarm program mailing address and bank-operated, payment processing facility. Our support line is available Monday through Friday, 9am to 5pm, Mountain Time.

Direct Payments for Deposit: PSC will work with the City to develop a payment processing plan that ensures collections are accurately and efficiently processed, financial transactions are well-documented in accordance with the City's fiscal policies, and revenue is shared in accordance with the revenue share plan proposed in Section 6 of this Proposal.

Nearby program remittance lockbox: Our approach to processing payments is designed to ensure fast, reliable, and secure payment processing. We will continue to use the dedicated, program account at the Wells Fargo lockbox facility for all mail-in deposits. PSC is very experienced in high volume, commercial bank lockbox support for alarm programs nationwide.

Internet-based, fully-interactive alarm information updating: When alarm holders need to update their alarm system information, or want questions answered, they expect prompt access. PSC provides immediate response from our skilled customer service representatives (CSRs) during business hours. Our secure, online access allows alarm users to update their alarm information without waiting to speak with a CSR. This online service is available on a 24/7 basis.

Internet-based payment of invoices: PSC will process false alarm payments over the web. Alarm holders can "Pay-by-Web" directly into a dedicated City of Santa Fe alarm program website which we will host so that citizens can pay individual alarm invoices or the full balance owed at any time, day or night.

Integrated Voice Capabilities (Outbound IVR): When citizens have questions or the alarm program needs to alert selected alarm owners, it is desirable to have a system that facilitates prompt notifications. PSC can support this not only with skilled customer service representatives, but with telephone handling technology that will provide a caller with information about the false alarm reduction program including delinquent payment reminders. The system can also be used to automatically deliver special messages to select alarm owners for excessive false alarms or request the alarm owner to call the program call center to discuss an account. This service is available on a 24/7 basis.



Enhanced Alarm Data Security: Alarm response services require the collection, maintenance, and communication of sensitive and highly confidential data about alarm locations. Understandably, businesses, citizens, security alarm companies, and city officials are concerned with unauthorized access to this information. PSC has the technical infrastructure required to ensure the highest levels of data security. This includes core network and DMZ server firewalls, private internal IP addresses, and real-time virus scanning of all data. CryWolf provides encrypted (Certified SSL) data transfer for all web functions.

PSC operates its own data servers and does not store any City data in subcontracted, public “clouds” where security policies are established by third-parties, data access is not properly restricted, and databases are co-mingled with other non-public safety customers.

Extensive Adjudication and Hearing Support: Our service offering contains a fully integrated hearing and appeal system that allows the adjudication of any action for any account. CryWolf also generates various reports that document and support all billing, noticing, and status change decisions.

Proven Collection Techniques: With half a million false alarm charges processed annually, PSC has extensive experience in violations processing and collections. Our solution includes a variety of techniques to help the City collect fines including multiple and varied noticing, early phone calls to delinquent commercial accounts with larger balances, and other targeted collection techniques. An essential part of our expertise includes using collection services which can effectively recover delinquent fees and fines. These collection services bring increased awareness to the alarm users of the attention the city places on this program.

Comprehensive Public Awareness Campaign: We will work with the City of Santa Fe to design and implement a comprehensive public information campaign to ensure the highest degree of compliance and public support.

Document Control and Mail Verification Software (DCMVS): PSC uses the latest Document Control and Mail Verification Software to interface with the United States Postal Service to ensure compliance with the USPS CASS/PAVE and NCOA requirements. The process identifies, verifies, and corrects bad addresses to maximize deliverability and reduce returned mail while also confirming addressee mailing location and reporting any moves within the last six years. DCMVS also automates document integrity, processing, and security. Utilizing DCMVS creates faster turnaround of invoices and notices, while assisting in locating people for collections.

24/7 Dispatch and Mobile Officer Inquiry of Alarm Site Information: PSC offers a unique capability for dispatch operators and mobile officers to query the alarm database 24/7 via proprietary computer and smart phone applications (apps). Returned information can include alarm status, e.g. suspended response; alarm system contacts (names and phone numbers); false alarm history; and site condition information, e.g. senior in building, hazardous materials or guns stored on premises. This information access promotes better officer and public safety.

Future City Option to operate alarm program internally: Because we are the only alarm services company that has installed our technology, CryWolf, for internal use, we are able to offer Santa Fe the option to bring the false alarm program in house in the future, if desired. We believe this option provides Santa Fe maximum flexibility to change their approach to false alarm management without the likelihood of wasting their initial investment in creating an alarm database. More than 160 cities and counties currently operate CryWolf in-house to manage their false alarm programs. We have several



clients who have operated the Cry Wolf system both in-house and as an outsource operation, proving that this flexibility is worth significant consideration.

Furnish and maintain all supplies: PSC provides all computer hardware, furniture, equipment, and software necessary to install and operate the system at our processing facilities. False alarm processing will be performed at our fully equipped and staffed PSC facilities in Waldorf, Maryland. These facilities are currently used to administer alarm programs in cities and counties coast to coast.

Unlike other service providers, PSC also provides, at no additional cost, all necessary forms, supplies, postage, and mailing materials to administer the alarm program at PSC facilities.



3.2 Response to RFP Scope of Services Requirements

The following paragraphs provide a detailed description of the system functionality and services proposed to meet the needs of the City of Santa Fe's False Alarm Management Services, Scope of Services requirements as outlined in the City's Request for Proposal.

3.2.1 Contractor Responsibilities

- 1. Initially importing electronically into contractor's alarm processing system (software name) database alarm system registration/permit data obtained from City of Santa Fe and/or alarm companies, as authorized by City of Santa Fe;**

Because our CryWolf system has already supported the City's alarm program for the past five years, initial import of alarm system registration/permit data is unnecessary. With about 10,200 permits currently in the system, PSC's startup/transition will require no program downtime and involve no data import or validation to ensure up to date and accurate data.

Our proprietary CryWolf system is specially designed to register/permit and track alarm companies, alarm users and, as required, alarm agents. Up to 85 fields of information can be maintained for each alarm location including eight Santa Fe-specified, custom fields.

PSC will continue to use the registration form and numbering sequence as currently in use today. CryWolf's interactive on-line access to citizens and businesses for registration and renewal provides for the above fields to be captured. Responsible parties, and up to four alarm companies may be associated with the alarmed location. Classification of the alarmed location is provided upon registration from a drop down list. In addition, based on the alarm type and location type, the appropriate permit/renewal fee will be automatically displayed. Because of the issue the City describes with where billings are being sent, CryWolf can automatically send to different billing addresses from the false alarm location or both addresses, if required. Among the fields stored will be the following data:

- The name, address and telephone number of the applicant's property to be serviced by the alarm and the name, address and telephone numbers of the person who will be responsible for the proper maintenance and operation of the alarm system and payment of fees and fines assessed under the alarm ordinance;
- The name, address and telephone number of the applicant, if different from the property to be serviced
- The name, address and telephone number of the alarm user, if different than the applicant. In the event that the applicant or alarm user is a corporation, the president of the corporation;
- The make and type of alarm;
- Whether the alarm is for residential or for nonresidential use;
- The name, address, and telephone number of the alarm business maintaining and/or monitoring the alarm, if any, if different from the business installing the alarm;
- The names, addresses and telephone numbers of no less than two key holders, persons, or entities to be contacted in the event of an alarm, who have access to the premises for emergencies or when multiple alarms occur within a twenty-four hour period or for resetting or shutting off the alarm should the alarm be false; and,
- Acknowledgement by the applicant that they have read and understand the requirements of the ordinance.



In addition to this core information, our processing staff will also maintain other registration data in the alarm user records. As shown in the registration screen below, our CryWolf system maintains the alarm location (top of the screen) and information on an unlimited number of related parties at the bottom including the "Responsible Party" who is the main recipient of alarm-related correspondence and invoices.

The screenshot displays a web-based registration form for an alarm system. At the top, it shows account information for account # 224800, including agency, status (Non-Residential), and outstanding amount (\$0.00). The business is identified as PUBLIC SAFETY CORPORATION, with a trading address at 103 PAUL MELLON CT, WALDORF, MD 20802. Contact information includes a phone number (240) 607-1411 and an email address SLAROQUE@PUBLICSAFETYCORP.COM. The form also shows dates for creation (4/26/2013), update (3/24/2014), and expiration (4/26/2015). Below the main form, there are tabs for 'Related Persons', 'Related Alarm Companies', 'Additional Info', 'Special Cndns', 'Admin Notes', and 'Responses Rcvd'. The 'Related Persons' tab is active, showing one person listed as 'Person 1' with the position of 'Responsible Party' and the same contact information as the business. At the bottom of the screen, there are buttons for 'Copy to RP', 'Delete', 'Send', 'Full History', 'Documents', 'Update', and 'Clear'.

Registration Database Entry Screen

As shown, the Master Registration Screen contains tabs at the bottom half of the screen to also store alarm information (up to 4 alarm companies and Santa Fe-specified types of alarm systems), Special Conditions (hazards plus 6 custom fields), Additional Information, Administrative Notes (customer service representative comments) and Responses Received for any correspondence requiring a response.

Additionally, PSC pioneered the electronic transfer of alarm system information between alarm companies and alarm programs. We have imported alarm related data on nearly 1,000,000 alarm systems over a 10 year period, either electronically or by MS Excel spreadsheets. This functionality is already built into our CryWolf system and uses a predefined Excel spreadsheet format with which most alarm companies are already familiar. Unlike competitive processes for sharing this information, our process includes feedback to the alarm companies regarding the processing of the information submitted. PSC has excellent relationships with all of the national alarm companies and many local/regional firms.

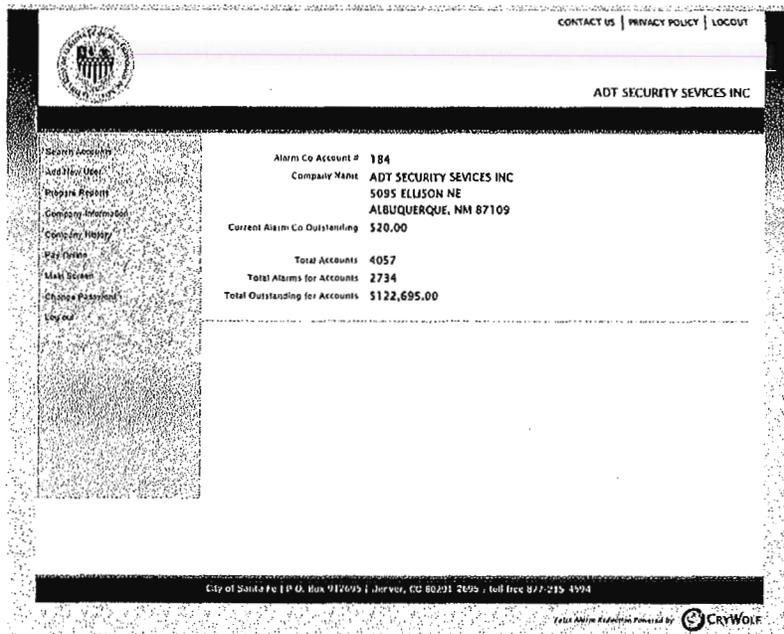
We will obtain data on alarm registrations directly from alarm monitoring companies. We have extensive experience working closely with alarm companies to transfer alarm site data and have established and refined a process for exchanging alarm system customer information between PSC and the alarm companies.

Our data exchange process includes the ability to import alarm registration information directly from the alarm companies via MS Excel spreadsheets and store this information in our database. CryWolf also includes the ability to automatically return electronically (in MS Excel format) to each alarm company a



listing of registrations submitted with assigned permit/registration numbers in order to aid the alarm company in reconciliation, alarm companies can also access their accounts and permit numbers 24/7 via our alarm ccompany web pages.

Additionally, as we have done in dozens of other alarm programs, we will provide an alarm company website portal to allow the alarm companies to access limited information about only their customers. Alarm companies are provided customer inquiry and several statistical reports including top false alarm offenders among their customers. Alarm companies can also use the site to update their information, cancel their alarm accounts, and obtain alarm permit numbers for their customers. In addition, we provide alarm companies the ability to register their customers online if they choose and provide their customers false alarm reduction tips.

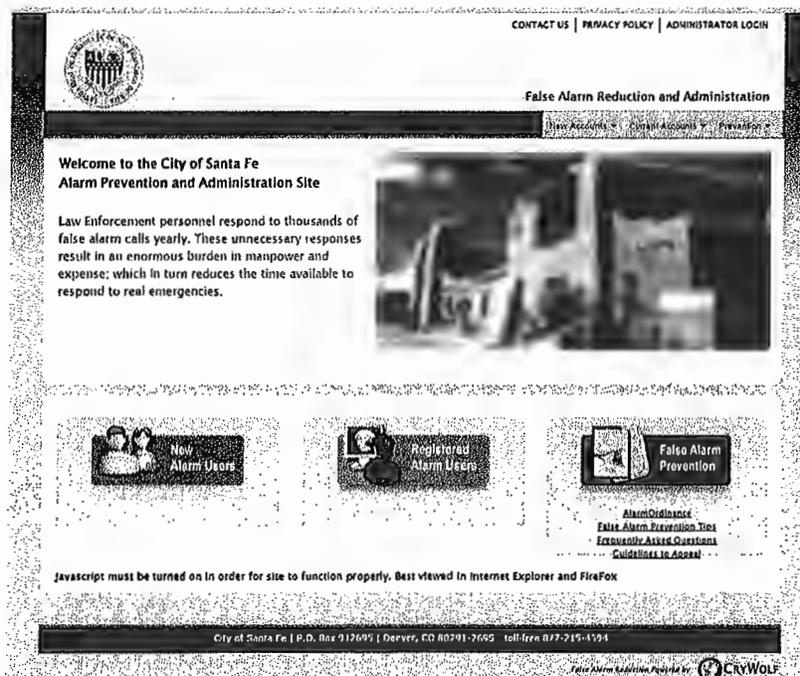


Sample Online Alarm Company Screen

- 2. Registering and updating alarm permits in accordance with the City of Santa Fe Alarm Systems Ordinance ("Ordinance"). Permit registrations may be processed by mail (Contractor mailing address) and/or online;**

As we currently do for the City of Santa Fe, our proposed False Alarm Management Services provide several ways to promptly register and renew alarm registrations. First, we will continue to offer citizens and businesses easy access to register alarm systems and obtain permits online. This current Santa Fe website we host is shown on the following screen:





Proposed Santa Fe Alarm Program Website

Registration On-line: As shown on the following screen, the Alarm Program website provides the ability for citizens and businesses to submit electronic permit applications. In order to facilitate data entry, the online registration form includes, as shown below, street name (dropdown box) assistance using a built-in database of valid Santa Fe streets.

Online Permit Application



Registration by Telephone: In accordance with the City alarm ordinance, at any time citizens are able to contact a dedicated, toll free Santa Fe Alarm Program telephone number we created for registration assistance and to register. We typically use telephone registration as a convenient and citizen friendly alternative for those registrants that have trouble understanding online registration or are rejected online because of failure to meet address validation criteria. In those instances, registrants are directed by the website to toll free telephone registration.

Registration by Mail: Citizens are also able to register by mail. Because some citizens either do not have access to the internet or prefer not to transact business over the telephone, we always provide citizens the option to mail their registration in for processing. In order to avoid the confusion of multiple mailing addresses for different program purposes, we have arranged with our lockbox Bank to use the same mailing address for payment remittances and other correspondence such as registrations by mail.

3. Importing daily into the Contractor software system, false alarm incident data (in formats prescribed by contractor) extracted by City of Santa Fe from the County CAD/911 System:

Our CryWolf System currently imports alarm event data extracted from CAD/RMS systems manufactured by over 30 system manufacturers including SunGard Public Sector. The current interface that transfers alarm incident data from Santa Fe's SunGard (HTE) AS400 CAD system to CryWolf has operated successfully for nearly five years and requires no setup or reconfiguration for the proposed project. It is also fully automated requiring little or no Santa Fe staff time to maintain or operate, and can be readily extended to support bi-directional data transfer of permit and site data to CAD.

We have imported alarm event data from SunGard CAD systems in more than 50 city and county locations. PSC is the only alarm service provider authorized as a SunGard business partner. This authorization ensures that the alarm interface with CAD will continue to be supported regardless of updates of the CAD or CryWolf systems.

Most of our program administration clients, including Santa Fe, transfer event data daily to our secure FTP site for processing. Each business day, our alarm processing staff evaluates the previous day's alarm file (weekend files on Mondays) and generates the required correspondence and invoices for mailing that day. We will continue to work with City technical staff to ensure successful transfer of alarm events to the designated CryWolf FTP site.

4. Exporting daily from the contractor software system, Alarm permit status change information e.g. suspended, based on business rules defined and authorized by City of Santa Fe. These changes will be reviewed and approved by City of Santa Fe prior to the City making any related changes in law enforcement response;

At the beginning of the Project, we will work with City of Santa Fe staff to review the process for transferring alarm permit data to the City. We can continue to use the same approach as we currently use for Santa Fe to manually update the SunGard CAD information. Or, we could enhance our present interface with Santa Fe's SunGard HTE (AS400) CAD, to add our automated, bi-directional alarm data transfer capability.



If requested by Santa Fe, the automated bi-directional interface would be able to transfer from the CryWolf alarm management system to CAD (Catalog Alarm Table) alarm system information including permit status, emergency contact and site conditions/hazards on a frequency to be determined, typically daily. PSC is the only company with a proven, automated, bi-directional interface with SunGard's HTE (AS400) CAD system.

5. Initializing, maintaining, securing and backing up Program databases including alarm registration and incident data, alarm-related financial transactions and accounts receivable. Contractor will also comply with the provisions of the Ordinance, and update Program business rules to comply with any Ordinance changes;

As mentioned in response to question #1, our proprietary CryWolf system is specially designed to register/permit and track alarm companies, alarm users and, as required, alarm agents. In addition, CryWolf manages all alarm-related financial transactions and accounts receivables. We employ a large database management company, Dataprise Incorporated (www.dataprise.com), to securely manage our servers, backup and recovery processes.

Because PSC currently manages the Santa Fe alarm program, our CryWolf administrative system is already configured with existing City alarm ordinance provisions, City-approved correspondence appearance and content, and City-specified business rules.

Our CryWolf management system also supports ordinance changes which we will implement as required. CryWolf includes extensive menu and table-driven false alarm incident criteria (business rules) that can be established and easily changed to track the Alarm Ordinance provisions. As shown in the incident table ("Charging Matrix") below, this approach allows our processing staff to specify and edit the alarm count at which alarm fees start to accrue and to link the appropriate actions, e.g. 1st suspension, to letters associated with an alarm count or range of counts. An unlimited number of incident tables can be established to support different business rules by location or permit type, e.g. commercial, residential, and by incident type, e.g. burglary, robbery, and permit status type, e.g. expired, suspended, non-permitted, revoked. These tables can be further defined to also accommodate individual agencies for multi-jurisdictional applications.



Charging Matrix (Based on Selected Account's Agency)

Agency: <Default>

Matrix Combinations

Location: <General>

Status: Expired

Dispatch: Security

Load: <General> Load Matrix

View All Matrices Delete Matrix

Status values of <NoRspnsFlag>, <SuspendFlag>, and <RevokeFlag> supersede individual Status values.

Summary Letter Selection

N/A None

Send this letter to the AR, even though the bill is being sent to the Alarm Company

N/A None

From	Thru	Charge	Letter
1	1	\$150.00	FA 1 Expired
2	3	\$190.00	FA 2Plus Expired
4	5	\$210.00	FA 2Plus Expired
6	6	\$270.00	FA 2Plus Expired
7	9	\$350.00	FA 2Plus Expired
10	30,000	\$500.00	FA 2Plus Expired

OK

Charging Matrix Table

The charging tables can be changed at any time by an authorized user (e.g. system administrator) and any alarm count can generate a letter (or not), a fee/invoice (or not), and automatically change the status of the account, if required. A change in status could also further invoke a different false alarm fee schedule, if desired.

“Officer Clearance” or Final Disposition Codes established by the Police Department, and obtained from the CAD System, can also be used to charge (or not charge, e.g. false alarm due to lightning) for false alarms. As shown, these codes can also be defined separately by Agency for multi-jurisdictional applications.

- 6. Processing false alarm incident data, including the matching of false alarm incidents with the alarm registration/permit database maintained by contractor. If requested, contractor will establish an electronic process for an authorized City of Santa Fe staff to review and edit, if necessary, false alarm clearance decisions obtained from the City CAD/911 System before noticing or billing actions take place;**

PSC has developed an electronic process that allows an authorized City of Santa Fe staff to review, edit and process, as necessary, false alarm clearance decisions obtained from the SunGard HTE (AS400) CAD before noticing or billing occurs. This enhancement is fully operational and will be provided to Santa Fe if requested. A screen view of this capability is shown below:



The screenshot shows a software interface for reviewing and editing alarm incidents. At the top, there are buttons for 'Select File', '0', '0', and 'Start/Next'. The main section is titled 'Alarm Call Information' and includes the following fields:

- Case #: [] Occurred: [] Counted From: []
- Time Rcvd: [hh:mm:ss] Time Dspch: [hh:mm:ss] Time OnScn: [hh:mm:ss] Time Clrd: [hh:mm:ss]
- Location: Str # [] Full Street Name [] Suite: []
- City: [] State: [] Zip/Postal: []
- Alarm Co: [] AC Phone: []
- Dispatch Code: [] Cleared: [] Beat: []
- Dispatcher: [] Call Taker: [] Units: []
- Ofcr ID: [] Alarm Type: [] CAD Alarm #: []
- CAD Name: []
- Comments: []

Below this section is an 'Action:' dropdown menu with 'Search' selected. Underneath are 'Matched:' fields showing '0' and '\$0.00'. There are also fields for 'Phone #s' and 'Alarm Co'. At the very bottom, there is a shaded area labeled 'Dispatcher/Additional Comments'.

City Alarm Incident Review/Edit Screen

In addition, PSC staff will continue to generate notifications and invoices to alarm accounts each business day for false alarms as specified in the Alarm Ordinance, typically for alarm incidents received and processed that morning. This includes sending all notices and recording the transmission dates. At a minimum, notices will include:

- event date
- call entered and dispatched times
- CAD event I.D. number
- permit number
- invoice number
- balance due with due date

The CryWolf system maintains up to 85 fields of information associated with each account for billing purposes. This information includes account number, billing name and address. The billing name and address for sending correspondence may be different than the alarm location address. An unlimited number of related parties, e.g. key holder, business owner, can also be maintained for each account.

Notices and invoices have incident documentation approved by Santa Fe which can include any of the data received from CAD, and incident and billing histories. Our CryWolf technology provides for an unlimited number of notices. These notices are designed to be professional in appearance with personalized information and can be emailed or sent telephonically.

PSC will continue to work with the Santa Fe Alarm Administrator to review and edit any false alarm clearance dispositions from the CAD system before any noticing or billing actions take place.



- 7. Billing and corresponding with alarm users in accordance with the Alarm Ordinance provisions. This will include but may not be limited to false alarm notifications, invoices, and delinquent payment notices;**

PSC will perform all invoicing and billing services, including late payment and collection accounts; and will provide Santa Fe with a monthly statement showing all fines and fees billed, collected, and its own costs incurred that month for providing the service.

An effective alarm management program keeps the public, alarm companies, program management and other stakeholders well informed through managed correspondence. PSC staff will generate and mail warning letters or invoices to permit and non-permitted locations each business day for false alarms as specified in the Alarm Ordinance, typically for alarm incidents received and processed that morning. This includes printing, folding, inserting and mailing all correspondence, and recording the mailing date.

Letters and invoices will include only incident information approved by the City of Santa Fe. This information can include any of the data received from CAD, incident and billing histories, and Santa Fe-defined alarm permit statuses, e.g. active, expired, limited response, revoked.

Our CryWolf technology provides for an unlimited number of letters. These letters are designed to be professional in appearance with personalized information.

All bills (invoices) and other correspondence are completely adaptable. Warning letters can include merged data, e.g. date and time of an officer's response and the current number of false alarms at the subject location. For invoices, if payment is not received within 30 days a late fee can be added in accordance with the Ordinance and a late notice/invoice automatically generated, referencing and updating the original charge.





Wichita Alarm Program
PO Box 1162
Wichita, KS 67201
(877) 888-1355

22222
JOHN SMITH
123 MAIN STREET
WICHITA, KANSAS
67212

To: JOHN SMITH
Date: 9/12/2014
Re: Notification of 2 Security Alarm Activation

On 9/4/2014 at 9:58:29 AM, the Wichita Police Department received a request to respond to the address shown above for your 2nd false alarm activation. As per the Wichita Alarm Ordinance, this activation was determined to be false and a false alarm fee of \$40.00 has been assessed. Please remit payment within 30 days to avoid any late fees.

In addition, because your account is not currently registered, a \$150 administrative penalty has been assessed to your monitoring company. Please contact your monitoring company if you have any questions.

Please make your check, money order, cashiers check or certified check payable to the Wichita Alarm Program and mail your payment with the return remittance using the enclosed envelope. Payment may also be made online at the following website:
<https://www.crvwolf.us/ass/vic/ptelsg/>

To access your account online you will need your account number: 22222 and password: ABC123

To pay online follow the steps below:

1. Go to "Registered Alarm Users" and sign in.
2. Select "Pay by Credit Card" from the menu on the left.
3. Select the invoice(s) you wish to pay. Invoice(s) MUST be paid in full.
4. Enter your credit card information and then click "Submit".

If you feel this activation was not a false alarm, you may file a written appeal within thirty (30) calendar days. For further information regarding appeals, or any other questions, please visit our website or call 877-888-1355 Monday through Friday from 9 a.m. to 5 p.m.

Wichita Alarm Program
PO Box 1162
Wichita, KS 67201
(877) 888-1355

Invoice # 542158

RESPONSIBLE PARTY		ALARMED LOCATION	
JOHN SMITH 123 MAIN STREET WICHITA, KANSAS 67212		JOHN SMITH 123 MAIN STREET WICHITA, KANSAS 67212	

Account #	Invoice Date	Date Due	Outstanding
232702	9/12/2014	10/12/2014	\$0.00

Alarm Ord	Description	Occurred	Processed	Amount
2	FA 2Pin Unregistered 140416241	9/4/2014	9/5/2014	\$40.00

Comments
Counted from Issued (M/D) Date: 7/1/2014

Call Related Information
Location 2114 N AMARADO ST
Dispatch GENALM
Clearad N4

Please return this portion with your payment within 30 days. Thank you.
A fee of \$30 is charged on all returned checks and all other applicable fees.

JOHN SMITH
123 MAIN STREET
WICHITA, KANSAS 67212

Due By:	10/12/2014
Account #	222222
Invoice #	542158
Outstanding:	\$40.00

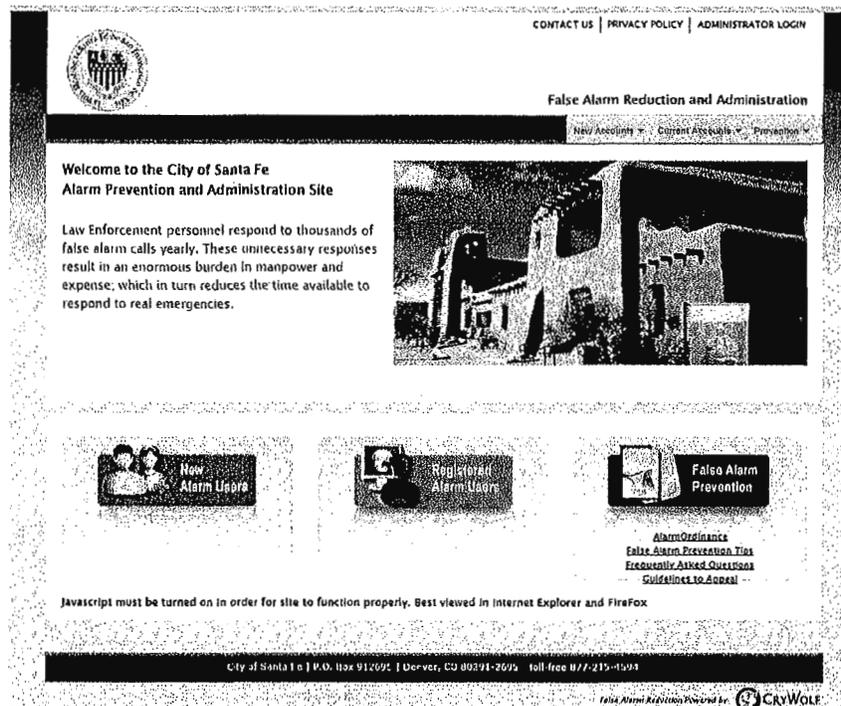
Wichita Alarm Program
PO Box 1162
Wichita, KS 67201

PSC will continue to work with the City of Santa Fe Alarm, Communications and Financial managers to on enforcing appeal, collection, late fee, refund, response suspension, permit revocation, re-instatement policies and procedures. We maintain an inventory of nearly 40 standard invoices, letters, forms and scripts to speed the program startup process. A sample of these draft documents currently in use for Santa Fe is included in Appendix B.

8. **Establishing and hosting a dedicated, secure City of Santa Fe Alarm Program web site allowing, at a minimum, online alarm permit information registration and updating, online false alarm fee payments (ensuring compliance with PCI security standards) and alarm awareness education (school) if requested;**

In addition to sending correspondence for reduction awareness, we can provide users with additional awareness opportunity via the tailored dedicated City of Santa Fe Alarm Program website as is currently in use today.





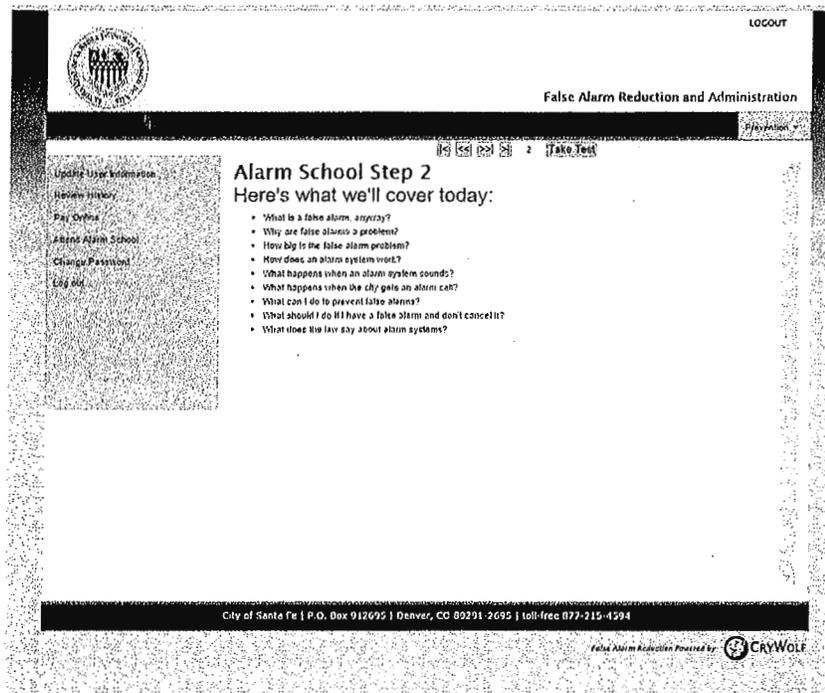
Santa Fe False Alarm Reduction Program Home Page

This site is already linked to the general Santa Fe City website and can provide citizens and businesses continuing alarm education by presenting false alarm reduction information and providing access to an online Alarm Awareness Class (Alarm School). The online False Alarm Reduction Program information can include:

- Alarm Ordinance
- Appeal process
- Registration requirements
- False alarm fee structure
- Reinstatement requirements
- Unregistered users
- Law Enforcement response guidelines
- FAQ's

We also host an online Alarm School in where online visitors, via secure logon, are provided tailored questions and answers about the causes of false alarms and how to prevent them. Once online visitors complete the multi-step education process they are provided an online test. This testing process automatically draws a random subset of questions from a larger set of questions to help ensure that the test varies from visit to visit. The test results are reviewed with the online visitor and the test "pass or fail" result is written to the visiting alarm user's account history.





Online Santa Fe Alarm School

9. Inserting City of Santa Fe specific information on false alarm reduction and Ordinance requirements on the alarm program web site and in the initial false alarm notice/warning sent to alarm users;

PSC complies with this requirement. Please refer to question #8 for a complete description of the Santa Fe False Alarm Program website.

10. Answering telephone inquiries from City alarm users are placed to a false alarm program toll-free customer service Number;

PSC will continue to act as the single point of contact, available to assist citizens and businesses, and answer administrative and billing questions by telephone. A dedicated, Santa Fe specific, toll-free customer service support line is available 9am – 5pm Mountain Time Monday through Friday, excluding national holidays. A voice mail system with a customized greeting is used for calls received outside of the designated business hours. The toll-free number is published on the alarm program website we host, as well as on all invoices, false alarm notices, and other correspondence.

PSC utilizes a Language Service to provide extensive language support. This same service is used successfully by thousands of public safety organizations nationwide. Accordingly, we are able to provide language support for 175 spoken languages. We also provide an array of communication choices for the hearing impaired including Email, Text relay, Video relay and TTY formats.

We are also unique in offering multilingual correspondence options if necessary. Our technology can generate letters, notices and forms in languages other than English.



All of our services staff are 100% PSC employees. We do not use any subcontractors or consulting personnel. PSC employs a staff of more than 50 people dedicated to supporting false alarm management including 25 experienced customer service representatives. Customer service representatives will respond to citizen and business inquiries based on fact sheets pre-approved by Santa Fe alarm program management. Any issue that cannot be resolved by our staff will be forwarded to the appropriate City representative.

Since we are providing a citizen-facing service on behalf of the City of Santa Fe, customer service is paramount in all interactions with our clients, and their citizens and businesses. Our customer services staff has many years of alarm processing experience. We regularly monitor service activities and employ systems that generate metrics to ensure that citizens and businesses are treated knowledgeably, promptly and respectfully in all alarm related matters.

11. Managing fee/fine payment mailed to and deposited in a mutually-agreed, dedicated bank lockbox and received from other payment channels, e.g. online, agreed on by contractor and City of Santa Fe, and applying these payments to alarm accounts. Managing these collection activities shall include, but is not limited to, the monthly reconciliation of all payments and bank deposits in support of monthly revenue sharing in accordance with Attachment B – Payment Terms;

We currently work with the Santa Fe-designated bank's (Wells Fargo) lockbox account for the Santa Fe alarm program. We have worked closely with the City and Wells Fargo to develop and streamline the payment processes for collecting, reporting and reconciling payments, as well as adjusting payments for insufficient funds. We propose to continue these successful processes and to reimburse the City for the related bank charges.

Our approach to processing payments is designed to ensure fast, reliable, and secure payment processing. PSC will provide remittance options for alarm users to include mail-in or online payments.

Efficient and Safe Commercial Bank Lockbox: PSC will continue to have all mail-in payments remitted to the Santa Fe-designated commercial bank lockbox for automatic deposit at the Wells Fargo bank account established for the program. We will also continue to work with the City to ensure that collections are accurately and efficiently processed, and financial transactions are well-documented in accordance with the City's fiscal policies.

Convenient and Secure Online Payments: PSC will also accept online payments through the dedicated, secure program website we host. This functionality is provided in about 75 other programs we administer. Our online payment process is PCI compliant using FIS Global which is PCI compliant at the highest Merchant Level 1. Any online payments will also be directed to the Alarm Program Account.

To facilitate the transfer and reconciliation of payment data, CryWolf includes two levels of user-defined payment types: charge type, e.g. permit fees, false alarm fees, late fees etc., and payment method, e.g. cash, check, online charge, etc. This flexibility provides the City the ability to customize payment types as required. CryWolf tracks payment type, date paid, and user sign-on for every payment.

Payments may be applied in any order as specified by the City, e.g. unless noted by the payee, payments may be applied first to overdue charges, then to past due charges and then to current charges.



We will reconcile the false alarm account daily and provide the City of Santa Fe a monthly reconciliation of all funds received detailing every transaction. As part of this reconciliation, we provide a detailed accounting of additions and applications of any escrow funds created by overpayments, granted appeals or other adjustments.

Our Tally Sheet report can be run for any date range and show payments by charge type and payment method, and by PSC processing staff ID.

Payment Tally by Data Range							Payment Tally by Data Range								
Item	01.01.2001						1100	01.04.01	01.10.01	1101					
Item	01.01.2001						1102	01.04.01	01.10.01	01.10.01					
Use ID	-ALL-						1103	01.04.01	01.10.01	01.10.01					
Generated	Month: 2005						1104	01.04.01	01.10.01	01.10.01					
Customer: JWA							1105 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
Check	Doc#	Invoice	Exp#	Issue	Amount	Type	1106 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
0027	01.01.01	01703	11462	MAJOUR, MARLENE	10.00	Payment	1107 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
1121	01.01.01	01415	2037	HEMPSTE, DOMINICA	10.00	Payment	1108 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
Total (Payment entries only)															
Customer: PABE ADLTERO - CHECK							1109 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
Check	Doc#	Invoice	Exp#	Issue	Amount	Type	1110 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
0147	01.07.01	00544	1114	DAVIS, LOUIS ALAIN	10.00	Payment	1111 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
10117	01.07.01	00544	1114	SECURITY ALARM SYST	10.00	Payment	1112 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
5148	01.04.01	00544	1114	SAFEGUARD MONITING	10.00	Payment	1113 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
10707	01.07.01	01704	1443	COMP MONITORING	10.00	Payment	1114 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
14431	01.01.01	01710	1443	SEC MONITOR ALARM	10.00	Payment	1115 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
1120	01.01.01	01710	1443	SEC MONITOR ALARM	10.00	Payment	1116 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
14102	01.01.01	01711	1443	SEC MONITOR ALARM	10.00	Payment	1117 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
01440P	01.04.01	01710	1443	SECURITY CONSULTING	10.00	Payment	1118 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
14201	01.04.01	00572	701	CENTRAL STATION INC	10.00	Payment	1119 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
101120	01.07.01	01442	591	SECURITY CONSULTING	10.00	Payment	1120 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
1119	01.09.01	01714	594	SECURITY CONSULTING	10.00	Payment	1121 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
1377	01.01.01	00572	433	SECURITY CONSULTING	10.00	Payment	1122 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
01470	01.01.01	01714	437	SECURITY CONSULTING	10.00	Payment	1123 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
101403	01.07.01	01311	454	SECURITY CONSULTING	10.00	Payment	1124 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
0105040P41	01.01.01	01397	457	SECURITY CONSULTING	10.00	Payment	1125 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
13470	01.01.01	01409	452	SECURITY CONSULTING	10.00	Payment	1126 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
Total (Payment entries only)															
Customer: PABE COLLIERO - CASH							1127 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
Check	Doc#	Invoice	Exp#	Issue	Amount	Type	1128 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
0102703	01.02.01	01711	2440	PEREZ, LINA	10.00	Payment	1129 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
Total (Payment entries only)															
Customer: PABE COLLIERO - CHECK							1130 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
Check	Doc#	Invoice	Exp#	Issue	Amount	Type	1131 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
00207	01.01.01	0102	10337	DESPERADO, DANIEL VAL	10.00	Payment	1132 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
1047	01.02.01	01300	104024	SECURITY CONSULTING	10.00	Payment	1133 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
1010	01.02.01	00957	104024	SECURITY CONSULTING	10.00	Payment	1134 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
01017011	01.07.01	01397	104024	SECURITY CONSULTING	10.00	Payment	1135 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
01010137040	01.04.01	01411	11777	SECURITY CONSULTING	10.00	Payment	1136 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
1000	01.02.01	00409	11434	SECURITY CONSULTING	10.00	Payment	1137 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
01372	01.07.01	01724	11450	SECURITY CONSULTING	10.00	Payment	1138 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
1070	01.07.01	00977	11711	SECURITY CONSULTING	10.00	Payment	1139 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
0011	01.04.01	00990	11714	SECURITY CONSULTING	10.00	Payment	1140 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
1011	01.04.01	00911	11713	SECURITY CONSULTING	10.00	Payment	1141 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
0005772	01.07.01	01174	11714	SECURITY CONSULTING	10.00	Payment	1142 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
14442	01.01.01	00710	11701	SECURITY CONSULTING	10.00	Payment	1143 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
11311	01.09.01	01401	11704	SECURITY CONSULTING	10.00	Payment	1144 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
11301P	01.01.01	01427	11707	SECURITY CONSULTING	10.00	Payment	1145 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
11370	01.04.01	01700	11701	SECURITY CONSULTING	10.00	Payment	1146 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
1070	01.04.01	01704	11701	SECURITY CONSULTING	10.00	Payment	1147 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
1002	01.04.01	01711	11703	SECURITY CONSULTING	10.00	Payment	1148 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
1003	01.01.01	01714	11708	SECURITY CONSULTING	10.00	Payment	1149 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					
102	01.01.01	01000	11022	SECURITY CONSULTING	10.00	Payment	1150 <td>01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td></td>	01.04.01 <td>01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td></td>	01.10.01 <td>01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td> </td>	01.10.01 <td></td> <td></td> <td></td> <td></td> <td></td>					

PSC is unique among alarm service providers in subjecting its financial internal controls, administrative processes and data security to annual SSAE 16, SOC 1 audits by an independent certified public accounting (CPA) firm. The results of these audits are available annually to the City of Santa Fe. If desired by the City, the PSC agrees to allow City officials to visit our facilities in order to audit all pertinent billing and collecting practices.



12. Supporting alarm hearings and appeals by notifying the City of any such appeals, providing a City hearing representative with documentation supporting noticing/billing decisions; and updating the system with the disposition of any hearing decisions made by the City;

We propose to continue to support the alarm hearings and appeals as we have successfully done for the past five years.

CryWolf includes a complete Hearing and Appeals module to apply the results of an appeal. This module is dedicated to tracking and accounting for the filing and adjudication of hearings and appeals, and allows for the reduction of fees, reassigning of alarm calls, and even the deletion of calls as required. All hearing results are tracked by registration and can be reviewed as needed. If required, this module can process a large volume of appeals as evidenced in Baltimore County, MD, where 800 appeals are processed each month.

Our system is also designed to automatically generate a notice of the appeal results for mailing to the resident or business. These notices will be tailored to meet the City's needs and can include special appeal categories defined by the City such as weather, valid alarm, utility/power failure, medical alarm, canceled within a pre-defined period of time, first false alarm of the calendar year, etc.

CryWolf provides the ability to waive an alarm incident, change the alarm count and/or charge, and document the reason for the waiver. The waived event and justification is automatically inserted in the account history for audit trail purposes and will automatically modify any subsequent billing transactions for false alarm incidents.

13. Providing and maintaining computer equipment, software, mailing equipment and furniture at the Program processing facilities; and

PSC provides all computer hardware, furniture, equipment, and software necessary to install and operate the system at our processing facilities. False alarm processing will be performed at our fully equipped and staffed PSC facilities in Waldorf, Maryland. These facilities are currently used to administer alarm programs in cities and counties coast to coast.

Unlike other service providers, PSC also provides, at no additional cost, all necessary forms, supplies, postage, and mailing materials to administer the alarm program at PSC facilities.

14. Providing City of Santa Fe secure, online, on-demand access to alarm management information and reports including, but not limited to, alarm account transaction history, registration/permit and suspension information, and financial transactions/balances with format and content specified by the software Alarm Management System and agreed on between City of Santa Fe and contractor.

We propose going much further than required in keeping the City informed of all aspects of the false alarm program. Specifically, we propose providing selected Santa Fe staff real-time access to CryWolf via our fully web-based administrative data access and reporting system.

CryWolf includes a virtually unlimited number of financial and statistical reports with various date and data filters, and format choices. In addition, CryWolf processing staff also has access to unlimited custom reports through a built-in report generator. The system can generate individual account histories



that include payment dates and all actions taken regarding an individual account. Examples of available reports are shown on the CD provided in Appendix B of this Proposal.

The following is a partial listing of the standard reports available in our CryWolf alarm administration system. These reports are customizable to meet the City's requirements. We will also tailor an online report menu that provide 24/7 access to the most often needed reports selected from the available reports listed below.

- General
 - Review Account History
 - Workload Snapshot by Date Range
 - List Accounts Receiving Certain Correspondence
 - List Accounts for "Response Required" Correspondence
 - List Top Offenders by Incident Date Range
 - Special Category Report
 - Review Appeal Hearing
 - Appeal Hearings Listing/Statistical Report
 - List Pending Hearing Requests
- Charge/Payment Related
 - Payment Tally Sheet
 - Search Payments by Check Number
 - Aging Report (using Date Letter Sent)
 - Delinquent Account Analysis Report
 - Charge and Payments Controlled by Date Range
- Alarm Call Related
 - Alarm Listing by Incident Date Range
 - Alarm County by Premise Type
 - Alarm Statistics by Incident Date Range
 - Alarm Statistics by Location
- Registration Related
 - List Expiring Registrations by Date Range
 - Registrations with recoded bad addresses
 - Registrations listed as bankrupt
- Alarm Company Related
 - Count registration by alarm company
 - False alarm dispatch rate
 - List expiring alarm companies by date range
 - List registrations by Alarm Company



We also tailor the online Dashboard and report menus for individual clients to provide authorized City of Santa Fe managers 24/7 access to information most often needed. An example of a tailored online report menu is on the following screen.

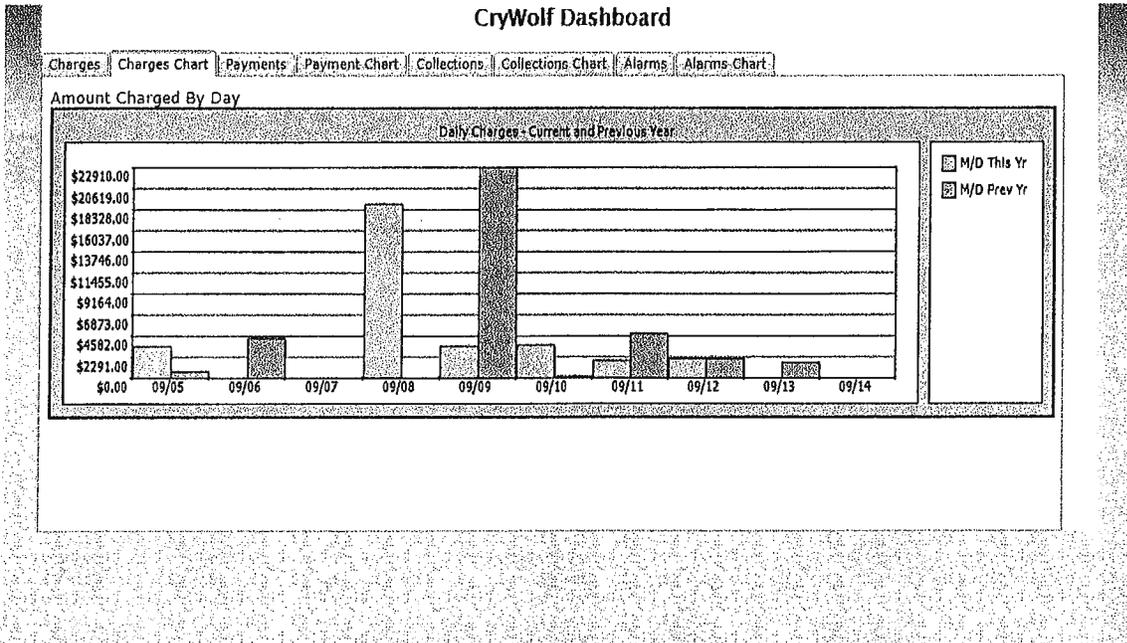
City of Santa Fe | P.O. Box 912695 | Denver, CO 80291-2695 | toll free 877-215-4594

False Alarm Reduction Powered by CRYWOLF

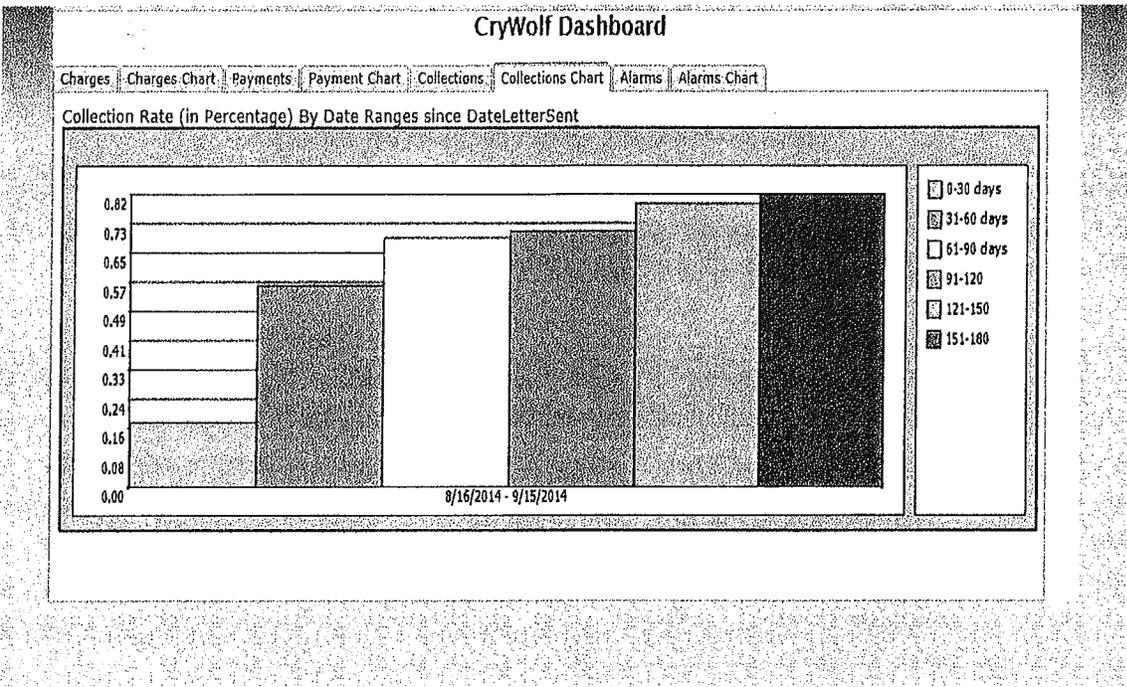
Santa Fe Administrative Web Page



The following screen views are statistical dashboards also available online showing real time financial information:



Administration page with charges dashboard



Administration page with collections dashboard



3.2.2 City of Santa Fe Responsibilities

1. **Appointing a City of Santa Fe Alarm Administrator ("Administrator") who will be the primary point of contact between contractor and City of Santa Fe. The Administrator is responsible for overseeing contractor's operation of the False Alarm Administration Services Program ("Program") and accessing Program information, as needed, via contractor provided online access.**

Understood

2. **Requesting Alarm Companies to provide alarm system registration information and supporting contractor, as needed, to ensure that Alarm Companies comply with alarm system information requests;**

Understood

3. **Making any and all decisions about alarm call response, determining whether calls are false alarms, providing any on- scene communication of alarm related information to alarm users, and for documenting alarm related information within the City of Santa Fe CAD/911 system;**

Understood

4. **Extracting false alarm incident data from the City CAD/911 System and transferring this data electronically to contractor (via email or contractor FTP site). City of Santa Fe staff is also responsible for entering, or causing to be entered, into the CAD/911 System any false alarm related data, including alarm permit status, that City of Santa Fe may choose to display to CAD/911 System operators through the CAD/911 System;**

Understood

5. **Scheduling, conducting and making appeal decisions for any false alarm hearings;**

Understood

6. **Conducting any general public education programs on false alarms; and,**

Understood

7. **Transferring any and all financial information from the Program generated alarm reports to other City of Santa Fe financial systems, as needed.**

Understood

16. **City of Santa Fe is responsible for all costs of carrying out these responsibilities, including, but not limited to the costs of staff, facilities, computer equipment and consumable supplies as described in Attachment B – Payment Terms.**

Understood



3.3 Administration Infrastructure

PSC proposes to use the same administrative infrastructure and customer service team that has generated exceptional results for the Santa Fe False Alarm Management Services over the past five years. Our technical infrastructure uses a private cloud administered by PSC to store all alarm data and provide citizen and City online program access. This approach provides more control over data security and policies than is available from Third-party services that store data on a public cloud platform. We are unique in offering this approach.

Our Waldorf, Maryland office processing facility is already equipped to handle the processing volume of the proposed program, and will accommodate anticipated growth. Existing computer, communications, telephony, high-speed Internet, and mailing facilities can support the proposed services as well as substantial increases in production volumes.

PSC will act as the single point of contact, available to assist citizens and businesses, and answer administrative and billing questions by telephone. A dedicated, Santa Fe-specific, toll-free customer service support line is available 9am – 5pm Mountain Time Monday through Friday, excluding national holidays.

Our customer service staff is also supported by an Internet Protocol (IP) telephone system, which alerts staff to the identity of the alarm program before the telephone is answered, an integrated call monitoring and recording equipment. This system allows callers to be treated in a personal and professional manner with a City of Santa Fe-specific telephone answering script and tailored answers to expected questions. These tools have helped establish our national reputation for high quality customer support.

A Voice Mail system with customized Santa Fe greeting and script will be used to capture calls made at other times. Any messages received will be responded to the next business day.

PSC utilizes a Language Service to provide extensive language support. This same service is used successfully by thousands of public safety organizations nationwide. Accordingly, we are able to provide language support for 175 spoken languages including English and Spanish.

We also provide an array of communication choices for the hearing impaired including Email, Text relay, Video relay and TTY formats.

We are also unique in offering multilingual correspondence options. Our technology can generate letters, notices and forms in languages other than English. We currently use this capability in multiple jurisdictions.

PSC customer support staff is located in our 10,000 square foot program support offices in Waldorf, MD.





We use various processes and tools to ensure the highest quality of customer support.

- Santa Fe-specific operating procedures (SOP)
- Tailored telephone scripts and frequently asked questions
- All customer service staff attend professional training programs
- Staff background checks and probationary periods
- Call monitoring and recording

Customer service representatives will respond to citizen and business inquiries based on scripts pre-approved by City of Santa Fe alarm program administration. PSC will also provide all necessary forms, supplies, postage, and mailing materials to administer the alarm program at PSC facilities.

Customer support is more than a requirement to PSC, it is a commitment. We appreciate and value the trust that the City of Santa Fe would place in our company to support and communicate with their citizens.



3.4 Back-up System/Disaster Recovery

The proposed database for CryWolf is Microsoft SQL Server. We employ a large database management company, Dataprise Incorporated (www.dataprise.com), to manage our servers, backup and recovery processes.

As part of our Data Recovery Process, Dataprise supports PSC with a complete, remote, backup Server environment that can continue the Santa Fe False Alarm Management Services operation in the unlikely event of a catastrophic failure of our main processing facilities or local network / server equipment. In addition, the City of Santa Fe False Alarm Management Services program data is protected by:

Remote Network Monitoring

- Continuous device monitoring of all critical network systems (servers, routers, email, www, etc.)
- Proactive trouble alerts

Managed Security

- Constant firewall monitoring for viruses, hackers, spyware and network attacks
- Restricted access measures
- Proactive network intrusion scans
- Frequent firewall activity reporting

Remote Data Backup

- Complete daily backup of all client data to Carrier Grade Data Center
- Automatic, incremental backup storage of up to 5 versions of trailing data
- Two level tapeless protection (on-site and off-site backups)
- Fast, online Web recovery

When project or corporate data is no longer needed on a file server, it is archived and kept indefinitely.



4. Project Team

Public Safety Corporation (PSC) successfully administers many alarm projects while maintaining a national reputation for exceptional client service. Our staff has supported hundreds of alarm programs over the years. We have developed the critical resources necessary to benefit from economies of scale and to develop and share best practices among our projects. Our clients consistently comment about the high quality service they and their citizens receive. Our clients tell us it is because we listen and attend to details, which is especially important for a service that relies on public confidence and perception for success. We believe this consistently strong reputation demonstrates our ability to balance the needs of individual programs with the corporate structure necessary for financial stability and longevity.

Our approach to project management and support is designed to deploy the most effective resources at each stage of a project's development. Our staff is large enough that we have dedicated teams in areas such as technical development, project implementation, outsource operations and customer service. Our outsource operations are further divided into multiple sub-teams, managed by team leaders, that focus on smaller groups of projects. This approach helps us tailor and focus each team's efforts on specific projects and allows us to be more responsive to the needs of individual clients. The approach means that the City of Santa Fe will have a dedicated PSC service team familiar with the City's alarm program and ordinance provisions. Evidence of our responsiveness can be found in discussions with the clients we reference in Section 2, Company Qualifications, as well as the direct experience the City of Santa Fe has had with our company for the past five years.

Our project staffing is designed to develop and foster close working relationships between our staff and each client. We believe these groups must function as a team to operate an efficient program and achieve alarm program objectives. Each of our clients is assigned a main point of contact for project implementation and for ongoing program services. That contact remains the same to ensure the smoothest transition from startup activities to ongoing operations. We also assign a compliance specialist to monitor ordinance compliance and oversee any ordinance or business rule changes needed during the course of the contract. In addition, both our Director of Finance and our Chief Operating Officer will be involved in the implementation and will be available to address any critical problems which arise during both implementation and execution.

4.1 Staff Qualifications/Experience

PSC personnel have proven expertise in the design, development, testing, training, implementation, and operation of false alarm reduction programs. This project will have the support of individuals with extensive knowledge of law enforcement operations, government processes, software engineering, project management, and customer service. Our extremely qualified alarm program development and support staff of more than 40 people possess more than 150 years of false alarm management experience. All alarm management and alarm system development services are performed 100% by PSC staff. In addition, PSC is somewhat unique in guaranteeing that all of our alarm management and systems development services are performed by staff that reside and work within the United States.



Among the methods we use to ensure our high quality and proficient technical services are the following:

- Employ highly experienced technical staff. As shown in their resumes in Appendix A, our technical staff have, not only degrees in computer systems and programming, they possess many years of experience in law enforcement and public safety.
- Continue technical training. Our technical staff remains current in their technical expertise through continuing education in Advanced C++ and C# programming, advanced Web-based ASP.NET development, and ESRI sponsored Geographic Information System (GIS) technologies.
- Maintain technical certifications. PSC is a Certified Gold Level Microsoft developer and participates in technical and business programs with Microsoft. Also, our false alarm management system, CryWolf, is the only patented alarm tracking and billing software in the industry which is evidence of its unique and proprietary design.
- Partner with other public safety companies to develop reliable system interfaces. No other company has worked with more public safety firms in developing alarm management system interfaces than PSC. We have developed system interfaces between Computer Aided Dispatch (CAD) and Records Management Systems (RMS) and CryWolf involving nearly 30 public safety vendors, including the City of Santa Fe's current Sun Gard (HTE) CAD system. We have already developed this fully automated proprietary interface which has been operational in more than 40 client agencies and requires little ongoing Santa Fe staff time to transfer the CAD alarm incident information to PSC.

Proposed staff qualifications are summarized in the following sections and more detailed resumes are included in Appendix A.

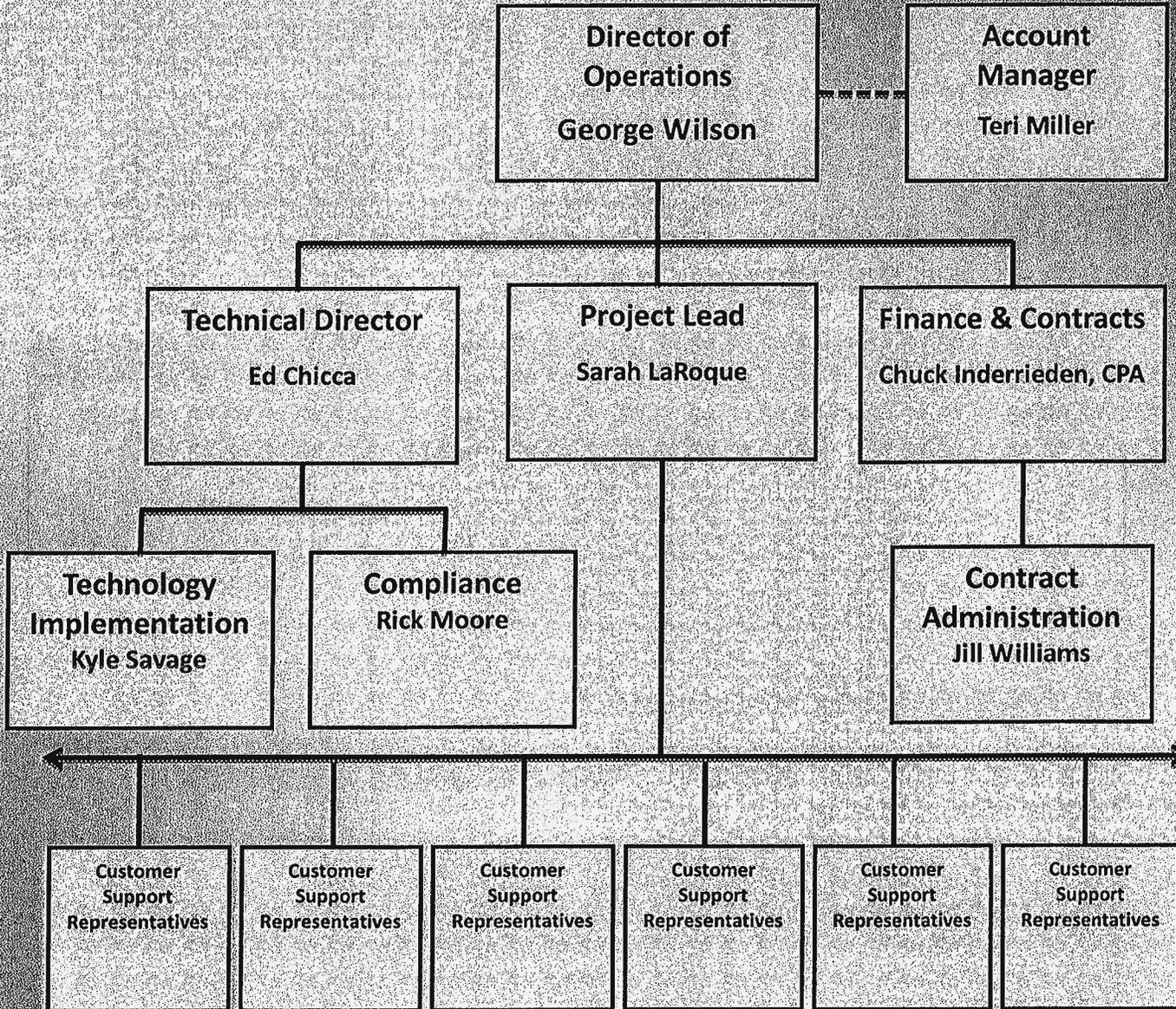
4.2 Assigned Project Staff

We propose to assign the same Project Team that has successfully administered the Santa Fe False Alarm Management Services for the past five years. This team thoroughly understands the City's alarm program objectives and concerns, is very familiar with the City's alarm ordinance and policies, and has developed good working relationships with City staff.

The following project organization chart outlines the team which includes a project lead, technical team, operations and customer service support staff, corporate oversight, and accounting management. The proposed project team is currently in place and ready to continue administering the City's False Alarm Management Program.



City of Santa Fe – False Alarm Management Program Project Team Organization Chart



4.3 Project Management

The Project Team Lead role demands an individual with extensive program knowledge and experience with alarm processing. Continuing as PSC’s primary point of contact for the City of Santa Fe, the Project Team Lead is critical to the success of the project. Our proposed Project Team Lead has successfully demonstrated and understands the importance of establishing a close working relationship with the client. PSC’s proposed Project Team Lead for this project is Ms. Sarah LaRoque.

Ms. LaRoque will coordinate all implementation activities to ensure that the false alarm reduction program is operational on schedule and meets all ordinance and operational objectives. In addition to serving as the overall point of contact and responsibility, Ms. LaRoque monitors and reports on the project status, coordinates all technical activities, reviews and submits all project deliverables, and manages the PSC staff assigned to this project. Ms. LaRoque will maintain primary day-to-day contact with the City’s Alarm Administrator during implementation.

PROJECT TEAM LEAD	SARAH LAROQUE
EXPERIENCE:	Sarah LaRoque has supervised and supported CryWolf alarm services programs for more than 30 jurisdictions, including Santa Fe. Ms. LaRoque has proven experience in customer relations, support services, documentation and report generation. Ms. LaRoque served as a Senior Support Services member from 2007 to 2011 and as a Program Manager/Team Lead since 2011. She processes strong analytic and organizational skills. She is instrumental in the startup and implementation of outsourced contracts.

4.4 Operations and Customer Service

The operations and customer service components of alarm administration are critical to the overall long-term success of any false alarm program. Our proposed alarm billing and customer services are provided 100% by PSC employees.

PSC currently employs more than 40 program development and alarm administration staff. Of that staff, more than 35 people provide customer support. Our large, well trained customer support staff has grown more than 25% annually for the past five years. Our staff is supported by the latest systems and administrative processes. We also have the technical infrastructure necessary to keep City alarm data secure and confidential. We continually strive to extend our national reputation for responsive, high-quality customer support.

In addition to those permanently assigned to this project, PSC will utilize the resources and skills of others within the organization that have intimate knowledge of alarm processes and operational methods which will be used. Our proposed Project Team Lead, Sarah LaRoque, will direct a team of Customer Support Representatives cross-trained on the specific procedures and responses to be used in working with telephone and written inquiries from citizens and businesses.

Experienced Customer Service Representatives (CSRs) handle false alarm notice billing, accounts receivable processing, initial and renewal registration processing, and all related printing, mailing, and reporting. CSRs will also provide correspondence management. In addition, our alarm services staff is



skilled in customer interaction and will provide hands-on support to facilitate citizen inquiries and support service needs.

All new employees undergo background checks and are formally monitored to ensure quality customer service skills. Employees also regularly attend courses to enhance their skills and improve communications. In addition, we employ a multilingual service that allows our representatives to assist callers in nearly 175 languages.

4.5 Technical Team

Our in-house technical team possesses the optimum combination of experience in alarm administration, software development, systems interfaces to CAD, RMS and financial systems, data conversion, and web-based alarm management functions. This team is responsible for alarm management technology used by all our clients.

As Technical Director, Mr. Ed Chicca will concentrate his efforts on the initial project transition and implementation phase including developing the Web Services implementation plan, participating in regular City status meetings, managing program website development, managing CAD and financial interface implementation, and ensuring smooth transition from startup to ongoing billing collection operations.

TECHNICAL DIRECTOR		ED CHICCA
EXPERIENCE:	Ed Chicca is a retired police officer with more than 30 years of law enforcement experience, including five years as Commander of Information Systems for the Prince George's County, Maryland Police Department. He also has more than 15 years of systems development experience. Mr. Chicca led the team that designed, developed, and currently maintains the patented, CryWolf system. He has also managed the implementation of CryWolf false alarm billing systems and services for more than 90 jurisdictions	
PROJECT EXPERIENCE INCLUDES:	Albany, GA; Albuquerque, NM; Arcadia, CA; Broward County, FL; Charlotte/Mecklenburg County, NC; Cobb County, GA; Cincinnati, OH; El Paso, TX; Fresno County, CA; Greenville County and City, SC; Los Angeles, CA; Larimer County, CO; Marietta, GA; Miami-Dade County, FL; Pembroke Pines, FL; Pomona, CA; Riverside, CA; Sacramento, CA; Sacramento County, CA; Toronto, ON; Spokane, WA, Vacaville, CA and Wichita, KS.	

The Technical Director is supported by key personnel with proven experience in the design, development, testing, training, implementation, and operation of false alarm administration programs. Because this staff is employed by PSC, we can ensure that the numerous technical needs of the City are met quickly and effectively throughout the life of the project.



TECHNOLOGY IMPLEMENTATION		KYLE SAVAGE
EXPERIENCE:	<p>Kyle Savage has provided his technical expertise to CryWolf since 2008. Kyle possesses a strong technical background in interface development and data transfer protocols. He has provided technical support on more than a dozen false alarm solution projects including development of numerous alarm data interface and multiple financial system interfaces to the CryWolf system. Prior to joining Public Safety Corporation, Kyle worked as a project manager and programmer for several public safety software vendors.</p>	
ORDINANCE COMPLIANCE		RICK MOORE
EXPERIENCE:	<p>Rick Moore has been involved in the implementation and client training for dozens of false alarm programs. Mr. Moore is instrumental in reviewing charging decisions and researching unique officer incident clearances for the alarm programs to ensure adherence to City business practices and alarm ordinances. He is a retired police lieutenant (22+ years law enforcement) and ran three large, successful false alarm reduction programs during his law enforcement career. Mr. Moore has also served on the Board of the National False Alarm Reduction Association (FARA) and served as an officer of FARA for many years before leaving public service 11 years ago to join PSC.</p>	

4.6 Financial Controls

Solid accounting practices and strong financial controls are critical to a successful alarm program. At the beginning of the Project, we will work with the City to refine a plan that ensures collections are accurately and efficiently processed and financial transactions are well-documented in accordance with City fiscal policies. The following individuals will be directly involved in the financial aspects of this project.

FINANCE AND CONTRACTS		CHARLES INDERRIEDEN, CPA
EXPERIENCE:	<p>Chuck Inderrieden manages all financial aspects of PSC, including reporting, oversight and monitoring internal financial controls. He has more than 20 years experience in senior financial management in the private sector domestically and internationally. Mr. Inderrieden holds a BS in Accounting from Clarkson University and is a licensed Certified Public Accountant.</p>	
CONTRACTS MANAGER		JILL WILLIAMS
EXPERIENCE:	<p>Jill Williams oversees the company's administrative, banking, and financial processes related to false alarm services projects. Ms. Williams acts as the company's liaison for bank lock box operations and manages the billing and collection of accounts receivables including reconciling the revenue share calculations of the company's alarm administration programs.</p>	



4.7 Corporate Oversight

PSC's assigns corporate oversight to ensure appropriate project accountability, and to quickly address any project issues escalated by our clients or our project personnel. Our Director of Operations, George Wilson, monitors performance through weekly reports and internal project status meetings, and periodically interfaces with City representatives to assess overall program performance and outcomes.

DIRECTOR OF OPERATIONS		GEORGE WILSON
EXPERIENCE:	<p>Mr. Wilson has overseen all PSC false alarm management contract and implementation activity since the company's inception. He has more than 40 years of executive leadership which began in service to Department of Defense in 1969. During his tenure as Vice President of Applied Ordnance Technology, Inc. (AOT), he co-founded Public Safety Corporation from a specialized Information Technology division of AOT. George's philosophy of "serve the customer well and they will reward you often" helps drive Public Safety Corporation to continuously provide innovative technology products. George has Bachelor of Science degrees in Physics and Math from St. Francis University in Pennsylvania.</p>	
WESTERN SALES REPRESENTATIVE		TERI MILLER
EXPERIENCE:	<p>Throughout the project, and beyond, Teri Miller will be available to the City and, in her client relationship role; Ms. Miller will monitor the project, be involved as required, and be an internal advocate for the City of Santa Fe. With more than 25 years of public safety experience, Ms. Miller has been communications supervisor for a large multi-agency/jurisdictional agency and has held several positions including project manager, trainer, tester, and sales executive for several public safety software companies. Ms. Miller is conveniently located near Denver, Colorado.</p>	



5. Cost Proposal

Public Safety Corporation (PSC) has a long and successful track record of helping cities and counties increase their service levels, reduce false alarms and increase revenue collections on a risk free, "self-funded" basis. The following sections describe our proposed fee structure to continue to provide False Alarm Management Services to the City of Santa Fe.

PSC will derive our fees exclusively from the false alarm revenue received on a 100% "revenue sharing" basis. Based on our familiarity with the Santa Fe alarm program ordinance, estimated false alarm program revenue, projected program operating costs and alarm program activity, we propose a similar, flat rate revenue sharing approach that we and Santa Fe have used for the past five years.

5.1 Revenue Sharing Approach

As described earlier in our proposal, we will be updating the Santa Fe alarm program web services to add enhanced functionality including City review and update of alarm clearances (and other event data) prior to noticing and billing. We are also offering to enhance our interface with the City's SunGard HTE (AS400) CAD to provide automated, bi-directional update of CAD alarm data. In addition, we will be tailoring additional program management reports based on feedback from Santa Fe managers.

In addition to providing these significant enhancements, we propose to reduce our current revenue share percentage from 32% to a **fixed percentage of 28% (a 12% reduction in our expected revenue)**. This reduction in our revenue-share is possible due to the fact that we have amortized the initial project start-up costs over the past five years.

As we do currently, only citizen overpayments (if any), and credit card fees (if any) will be withheld from gross collections before the revenue sharing percentages are applied.

5.2 SunGard Enhanced CryWolf (Bi-Directional) CAD Interface

Current best practices in alarm ordinances include a provision for the suspension and reinstatement of alarm response based on criteria defined by an agency, e.g. too many false alarms or non-payment of alarm fees or fines. Efficient enforcement of these types of provisions requires dispatch operators to know which locations are changed to or from a "limited/no-response" status. In addition, we find that increasing numbers of Dispatch operations seek actionable information gathered in the alarm permit process such as current alarm system contacts and site conditions (e.g. stored weapons, dogs, immobile residents) to enhance officer and public safety. Timely notification of dispatch operators, in turn, requires an automated, "bi-directional" interface between the alarm management system and the dispatch system, in this case the SunGard HTE (AS400) CAD system.

Only PSC's CryWolf system has this bi-directional CAD interface capability in use today with SunGard's HTE (AS400) CAD. If the City chooses to implement this bi-directional capability, we propose to implement this enhancement at an additional one-time cost of \$3,000 to reimburse PSC for SunGard's software upgrade (one-way to bi-directional) component. If desired, PSC can pay for this upgrade in advance and recoup its investment by adjusting our revenue share upward for a limited period, e.g. \$1,000 per month for the first three months.



5.3 Pricing Assumptions

The percentage in our pricing approach is based on several assumptions:

- The Ordinance fee/fine schedules remain in substantially the same form as currently approved in the City of Santa Fe Alarm Ordinance.
- The City applies a fair, but firm approach to appeals resulting in alarm fines being generally upheld on appeal, e.g. waivers of 5% billed amounts or less; and,
- The City actively supports enforcement of the Ordinance, including the proactive collection of all fine amounts owed.

5.4 Mechanism for Revenue Share Calculation and Transfer

For the provision of all services and technology outlined in this proposal, PSC proposes to obtain payment exclusively from the collected revenues PSC helps generate. There will be no upfront systems development, licensing, conversion, equipment, travel or other costs. PSC will purchase, configure, install, and customize everything PSC needs to provide the False Alarm Management Services solution as described in this proposal.

PSC proposes the following collection and payment transfer procedure which we have used successfully in many jurisdictions.

- At the beginning of each month, PSC will reconcile all amounts collected during the previous month and provide the City of Santa Fe with an invoice showing the fee calculation and supporting payment reconciliation.
- Once the invoice is approved by the City, electronic transfers, e.g. ACH transfers, would be authorized to the City of Santa Fe and to PSC for the proposed revenue share amounts.



B. Sample Reports and Correspondence

A CD containing sample reports and correspondence is included as Appendix B of this proposal.



A. Project Team Resumes

PSC has included the resumes of the proposed project team following this page.



SARAH LAROQUE
PROGRAM MANAGER

QUALIFICATIONS PROFILE

9 years of exceptional customer service experience.

RELEVANT CAREER EXPERIENCE

Public Safety Corporation

October 2007-Present

Program Manager

May 2011-Present

- Recruit, hiring and oversee training of all new personnel
- Supervise 10 customer service representatives
- Primary point of contact for 26 contracts, to include new and ongoing projects
- Handle the implementation of multiple clients alarm ordinances'
- Coordinate all implementation tasks to ensure all tasks are completed in accordance with project on schedule
- Ensure all aspects of a client's ordinance is fulfilled in the most effective and efficient way possible
- Develop and maintain correspondence templates for all clients
- Liaison between corporate personnel and client to assist in resolving any software or billing issues
- Conduct training sessions
- Maintain communication with all project team to ensure the policies and procedures meet or exceed all expectations
- Develop and maintain all training materials and manuals used in office for all clients

Senior Customer Support Specialist

October 2007-May 2011

- Provide customer service and responded to customer inquiries
- Update and maintain registrant database files
- Generate numerous daily data/financial reports
- Process false alarms and perform intricate data entry
- Review and submit appeals to the alarm administrators
- Generate, review, and prepare correspondence
- Train individuals on company procedures and regulations

Koch Trucking Inc., School Bus Attendant

August 2006- October-2007

- Responsible for ensuring all safety requirements are met
- Supervised multiple children with special needs
- Recorded all mileage and times for the route assigned.

Design Studio LLC/ Ollie's Salon & Day Spa, Receptionist

October 2002- January 2006

- Handled cash drawer and balanced cash drawer daily
- Provided exceptional customer service to clients; greeted clients and scheduled appointments
- Trained all new personnel
- Responsible for inventory and keeping all supplies needed

EDUCATION, TRAINING, AND CERTIFICATES

- High School Diploma, LaPlata High School
- Cosmetologists License, Charles County Career & Technology Center
- Successful completion of Fred Pryor/CareerTrack courses in areas of effective communication (written and verbal), customer service, leadership and management, policy and procedure development

EDWARD CHICCA
PROJECT MANAGER

QUALIFICATIONS PROFILE

30 years law enforcement, project management, and technical development experience

RELEVANT CAREER EXPERIENCE

Technical Director, Public Safety Corporation **2000 — Present**

- Led the design and development of CryWolf system
- Project Manager for multiple CryWolf projects including Los Angeles, CA; Chandler, AZ; Fairfax County, VA; Baltimore County and City, MD; Albuquerque, NM; Frederick County, MD; Greater Sudbury, ON; Greenville County and City, SC; Hamilton Police Service, ON; Indian River, FL; Toronto, ON; Lewisville, TX; Roswell, NM; Glendora, CA; Temple, TX; and Windsor, ON.
- Designed, developed and implemented online, web-based CryWolf applications and interfaces.

Senior Programmer/Analyst, Applied Ordnance Technology **1998-2002**

- Designed and developed Internet-based applications for the US Navy related to the creation of a Virtual Fleet Support (VFS) system.
- Work included the development of multiple VFS modules using iIS, Active Server Pages, server-side VBScript, stored procedures, and client-side. JavaScript routines accessing multiple SQL Server databases.

Manager Client Server Applications, OAD Corporation **1995 — 1998**

- Managed a workforce of five programmers designing and creating client server systems for Prince George's County Government.
- Maintained various stand-alone and networked programs PC programs written in Java, Visual Basic, C, HLLAPI, Clipper and dBase.
- Responsible for system analysis, design, and development of functional system specifications and the creation, testing and distribution of programs.
- Other work included the development of custom Geographic Information System using 16 and 32-bit OCX technologies; designing, installing, implementing and testing an Intranet system for the County; development work in Java entry screens for proposed applications running on the Intranet, as well as the creation of various HTML home pages.
- Additional work included exposure to CGI programming in Perl 5, VBScript and ActiveX technologies.

Programmer Analyst, MAXIMA Corporation **1994 — 1995**

- Established service and system performance requirements for the Prince George's County Government's Novell network. This involved designing and developing PC-based programs and creating networked Windows programs in Visual Basic.
- Other responsibilities included the maintaining of various networked and stand-alone computer systems for the County written in C, Clipper, HLLAPI, Pascal, dBase, and Visual Basic.

Commander, Information systems, Prince George's County, MD **1972 — 1994**

- Directed all activities involved with the conceptualization and development of mainframe and PC based programs.
- Generated and implemented new approaches and methodologies to existing programs and created functional specifications for departmental mainframe applications.

EDWARD CHICCA

- Other responsibilities involved achieving short-term and long-term goals for computer automation, meeting budget constraints, selecting and retaining a quality staff of over 35 persons, and overseeing the design, coding, and maintenance of several key PC programs in Clipper, C, HLLAPI, Pascal and Visual Basic.
- Developed regression models for crime trends, which related to projected population growth statistics throughout Prince George's County.
- Designed and implemented a software program that created and produced work-shift schedules for Officers.
- Other responsibilities involved researching criminal activities within the County and providing statistical information that was used by the County Executive, and other County officials to support policy changes.
- Developed functional specifications for mainframe and PC programs and designed and implemented PC applications in Pascal, Clipper and C.
- Coordinated all related activities between the Police Department and the Count Government's contracted facility's management vendor.

EDUCATION, TRAINING, AND CERTIFICATES

M.S., Management Information Systems (MIS), University of Maryland
B.S., Computer Science, University of Maryland
B.S., Business Management, University of Maryland

KYLE SAVAGE
INTERFACES AND DATA TRANSFER

QUALIFICATIONS PROFILE

4 years public safety software engineer and programming experience

RELEVANT EXPERIENCE

Program/Analyst, Public Safety Corporation

2008-Present

- Perform data conversions from legacy alarm management systems to CryWolf
- Design interfaces to connect foreign systems to CryWolf
- Modify and maintain iHawk application with ESRI Arc Objects
- Primary Medallion application programmer
- Advise customers on good database practices
- Develop and maintain support documentation

Software Engineer, Public Safety Systems, Inc.

2006- 2008

- Designed, implemented and maintained front-end client software as well as backend server applications. Wrote software to IEEE 1512 standard for interoperability between multiple vendor Computer Aided Dispatch systems.
- Analyzed customer's business requirements based on specifications provided
- Design a piece or suite of software to fit customer's needs and standards
- Write code efficiently, sticking to timeline given for the project
- Integrate product onto test system at customer's site or on a test machine emulating customer's site
- Test product in test environment and then move to integration testing in customer's live environment
- Maintain software written by myself and coworkers, including software on legacy systems
- Write documentation and train end-users on software written by myself or others
- Support customers, via call-in help line, including remote access troubleshooting
- Implement patches and upgrade customers' live systems

TECHNICAL SKILLS

Languages: C#, C, .Net, VB.Net, Web Services, VB6, SQL, XML, JavaScript, C++, Java, HTML, UML, PHP, Fortran, PERL, Flash, Prolog, MIPS Assembler

Operating Systems: Windows, DOS, MPE, UNIX including SunOS and FreeBSD, Linux, Solaris

EDUCATION, TRAINING, AND CERTIFICATES

Bachelor of Science in Computer Science, State University of New York, Buffalo

RICK MOORE

SENIOR TRAINER AND ORDINANCE COMPLIANCE

QUALIFICATIONS PROFILE

35 years law enforcement and project implementation experience

RELEVANT CAREER EXPERIENCE

Senior Trainer, Public Safety Corporation

2002-present

Provides training and start-up assistance on CryWolf to municipal and county governments in the United States and Canada. Has managed and trained client staff for dozens of large CryWolf installations including Baltimore City, MD; Fairfax County, VA; Greenville County and City, SC; Minneapolis, MN, and Toronto, Ontario. Mr. Moore is instrumental in reviewing charging decisions and researching unique officer incident clearances for the alarm programs to ensure adherence to client's business practices and alarm ordinances.

Director, False Alarm Unit, Prince George's County, MD Police Department

2000-2002

Planned and directed activities within the Unit while supervising professionals in the enforcement of the County's Hold-Up and Burglar Alarm legislation. Ensured timely, quality customer service to citizens and alarm companies. Have generated over \$1,575,000.00 in outstanding fees and registrations. Prepared appeals for the Chief of Police. Brought current an 8-month billing backlog and registered over 7,500 expired registrations. While there was overseeing +72,000 registered users.

False Alarm Operations Manager, Montgomery County, MD Police Department

1991-2000

Managed downloading and importing of false alarm reduction data from 911 Center. Validated accuracy to maintain unit credibility and integrity of billing process. Coordinated registration and licensing processes. Responsible for cash management including balancing of revenue receivables and daily deposits. Identified operational deficiency in registration renewals and implemented an automated solution which resulted increased effectiveness and accuracy of data. Through June 2000, 18,000 alarm users were contacted for renewal.

False Alarm Reduction Unit Manager, Baltimore County, MD Police Department

1997-1999

Developed policies and procedures consistent with new governing legislation. Planned, directed and reviewed all work activity including licensing alarm companies, registering 30,000 users, billing for excessive alarms and enforcing appropriate penalties in accordance with the law. Defined and prioritized business requirements, and coordinated development of customized tracking and billing software. Ensured problem resolution in a manner consistent with the law while addressing county, citizen, alarm company and FARU staff concerns and interests. Prepared and delivered presentations to legislative leaders, business leaders and command staff. Researched, designed and published public information materials.

Police Officer, Baltimore County, MD Police Department

1975-1997

Operations Division Budget Coordinator, Police Officer First Class: Oversight and management of operating budget totaling \$59 million. Approved purchase orders. Prepared and analyzed monthly reports.

CHARLES (CHUCK) K. INDERRIEDEN, CPA
DIRECTOR FINANCE AND ADMINISTRATION

QUALIFICATIONS PROFILE

25 years executive financial management and accounting experience

RELEVANT CAREER EXPERIENCE

Director of Finance and Administration, AOT Public Safety Corporation **2009 – Present**

- Oversee, monitor and direct the day-to-day operations of finance, accounting and administration
- Ensure financial integrity of all reporting and processes through implementation, monitoring and review of controls, policies and procedures
- Budgeting and forecasting of financial and operational performance
- Ensure compliance with all banking, legal, tax and GAAP accounting requirements

Chief Financial Officer, IMAS Publishing Group **1995-2007**

- Oversee the day-to-day functions of A/R, A/P, P/R, G/L, billing, collections, administration, HR, MIS and building management
- Analyze and evaluate financial and operational performance of domestic and international operations and identify areas for improvement on an ongoing basis
- Manage and project cash flow, including foreign currency issues, for all companies
- Develop and administer the annual and 3-year budget with ongoing forecasts
- Develop and maintain working relationships with bankers, corporate lawyers, tax accountants and outside auditors
- Identify, develop and monitor key operational and financial indicators
- Establish and implement corporate financial policies and ensure proper internal controls
- Developed and implemented financial and forecasting models that led to enhanced corporate manageability

Controller, St. Anthony Publishing, Inc. **1989-1995**

- Prepared accurate and timely monthly, quarterly and yearly GAAP financial statements
- Managed the day-to-day operations of the accounting department (A/P, A/R and P/R)
- Develop and administer the annual budget process and performed variance analysis
- Analyzed and evaluated corporate financial and operational performance

Controller, Capitol Publications, Inc. **1985-1989**

- Prepared accurate and timely monthly financial statements in accordance with GAAP
- Executed day-to-day operations of the accounting department
- Managed the annual budget process
- Worked with independent auditors on year-end financial audits

EDUCATION, TRAINING, AND CERTIFICATES

Maryland CPA, License no. 17236

BS in Accounting, Clarkson University

JILL WILLIAMS
CORPORATE CONTRACT MANAGER

QUALIFICATIONS PROFILE

10 years accounting and contract compliance experience

RELEVANT CAREER EXPERIENCE

Contract Coordinator/Accounts Receivable, AOT Public Safety Corporation **2007-Present**

- Manages administrative, banking and financial processes related to contracts.
- Ensures compliance of contract requirements.
- Liaison for bank lockbox operations.
- Responsible for managing multiple bank accounts and reconciliations.
- Manages billing and collection of accounts receivable.

Medical Transcriptionist **2000-2007**

- Part-time independent contractor with expertise in multiple specialties.

Supervisory Administrative Officer, National Imagery and Mapping Agency **1997-2000**

- Managed administrative staff and daily operation of department including personnel administration, workflow management, travel and training budget development and management.
- Liaison for facilities management.

Administrative Officer, National Imagery and Mapping Agency **1992-1997**

- Managed daily operation of office including personnel and organization management, training coordinator, training and travel budget development and management, and associated support services for the department.
- Team leader for administrative staff.

Management Information Assistant, National Imagery and Mapping Agency **1991-1992**

- Input large volumes of data into production database system and processed time and attendance for payroll.

EDUCATION, TRAINING, AND CERTIFICATES

B.S., Business Administration, University of Maryland
Leadership Development Program, Human Technology
Management Development I & II, USDA Graduate School

TERESA (TERI) MILLER
REGIONAL SALES EXECUTIVE

QUALIFICATIONS PROFILE

25 years public safety sales experience

RELEVANT CAREER EXPERIENCE

Regional Sales Executive, Public Safety Corporation **2008 to present**
Responsible for the complete aspect of the sale of CryWolf to public safety clients, including cold calling, proposals, identifying needs, presenting product, license agreement, quotes, contract negotiations, and procurement options.

Regional Sales Manager, Principal Decisions Systems International (PDSI) **2004 to 2008**
Responsible for the complete aspect of the sale of automated scheduling solution to public safety clients.

Senior Technical Sales Engineer, Printrak (a Motorola Company) **2000 to 2004**
Responsibility included strategic planning, competitive assessment, market positioning, business development, new product introductions and client relationship management. Presentation of the product line to best fit the customer needs and company goals.

Sales Support Team Manager, Tiburon, Inc. **1996 to 2000**
Responsible for best and final presentations and proposal development of Computer Aided Dispatch, mobile, and records management systems. Responsible for scheduling, training, coordination and evaluation of employee team members. Provided seminars and training during National User Groups.

Communications Specialist, City of Longmont, CO **1993 to 1996**
Responsible for call taking, dispatching, resource management of police, fire and EMS.

Communications Specialist, City of Boulder, CO **1995 to 1996**
Responsible for call taking, dispatching, resource management of police, fire and EMS.

Trainer, Command Data Systems **1989 to 1991**
Provided user training of the Computer Aided Dispatch system that Adams County Communications had installed.

Communications Supervisor, Adams County Communications Center, CO **1984 to 1989**
Responsibilities included managing and training employees and developing operating procedures. Participated in the recruitment and hiring processes. Participate and interact with board members, and the ranking professionals in several police, fire and EMS departments.

EDUCATION, TRAINING, AND CERTIFICATES

Red Rocks Community College, Fire Science Technology
Arapahoe Community College, Business Administration
Certified EMT-B and numerous Professional and Industry Courses/Seminars

LESLIE B. GREENBERG
CHIEF EXECUTIVE OFFICER

QUALIFICATIONS PROFILE

35 years executive management and operations experience

RELEVANT CAREER EXPERIENCE

Chief Executive Officer, Public Safety Corporation **2000-Present**

- Developed and implemented project management efforts that resulted in leading false alarm billing system for Municipal and County governments.
- Presented numerous articles and interviews on false alarm management approaches and results.
- Developed and implemented efforts that produced leader in vehicle emergency response software technology for law enforcement, fire, and other first responders.

Principal-Management Services, NCBSi **1999-2000**

- Assisted companies in developing and implementing e-Commerce strategies.
- Developed a College-based Center for Entrepreneurship aimed at helping to start and grow technology-related ventures.
- Assisted organizations with external partnerships, internal operations and technology applications.

President/Chief Executive Officer, Nationwide Computer Buying Services, Inc. **1991-1999**

- Founded and developed several businesses in wholesale and retail sales of various computer technologies and services to a variety of private and public sector customers.
- Created and implemented numerous marketing and sales programs involving outbound sales, trade shows, warehouse, and e-commerce (Internet) channels.
- Negotiated and managed purchasing contracts with numerous computer manufacturers, distributors, and after-market product liquidation companies.

President/Chief Executive Officer Advanced Office Systems, Inc. **1981-1991**

- Co-founded and managed all major areas of company in the business of financial system sales, consulting, installation, and maintenance services with 2,000 active customers and 150 employees.
- Identified, negotiated, and implemented division and subsidiary acquisitions.
- Designed and managed the implementation of financial, management, and reporting systems.

Senior Manager, Touche Ross & Co. — "Big 8" Public Accounting Firm **1974-1981**

- Sold, managed, and performed a large variety of private and public sector financial and operational consulting engagements.
 - Managed up to 40 consultants on national and international projects. Major practice areas included financial and strategic planning, operations reviews, and systems implementation.
-

EDUCATION, TRAINING, AND CERTIFICATES

M.B.A., Wharton School of Finance, University of Pennsylvania, 1971
B.S. Electrical Engineering, University of Cincinnati, 1969

GEORGE WILSON
DIRECTOR OF OPERATIONS

QUALIFICATIONS PROFILE

40+ years experience in government operations and executive management

RELEVANT CAREER EXPERIENCE

Co-Founder and Director of Operations, AOT Public Safety Corporation

- Successfully developed and managed operations of AOT Public Safety Corporation from startup to present
- Director of Operations for PSC in outsource support to over 70 clients.
- Directed multiple programs with PSC client base in all aspects of program operation
- Over 25 years experience in executive positions with both government and industry in operations.
- 30 years' experience supporting government cost control and reduction programs for both Federal and state agencies

Mr. Wilson's ordnance career started at the U.S. Army Frankford Arsenal, Philadelphia, Pennsylvania where he worked as a project engineer on artillery and tank ammunition programs. He later became a Navy program manager specializing in large US Navy and joint service programs with special emphasis on foreign military sales (FMS), including shipboard systems installations. He directed the Navy's effort at the Naval Ordnance Station, Indian Head, Maryland in developing new and unique support systems for many Navy and global defense systems. In this position, he also coordinated the station's efforts in supporting United States ally cooperation programs for both Navy and joint service programs. After 15 years of specific US defense efforts, Mr. Wilson co-founded Applied Ordnance Technology in 1984, which he then sold to SAIC Corporation in 2006.

In 1998, Mr. Wilson co-founded the AOT Public Safety Corporation to support unique state and local government needs in Public Safety. Since then, Mr. Wilson has served as Director of Operations and has guided PSC from its fledgling roots as a provider of first responder software to its position today as the pre-eminent provider of Alarm, Registration, and Validation management software. Current PSC client base includes over 250 city, state, and local governments and supports of 450 jurisdictions.

9/84 To 8/06, Applied Ordnance Technology, Inc., Vice President & Co- Founder As Co-founder and Vice President of AOT, Mr. Wilson directed the growth and operation of AOT from a four person venture to a \$30,000,000 company having over 200 employees. He directed the marketing, strategic planning, and financial operation of the company.

6/74 To 8/84, Naval Ordnance Station, Director of Surface Weapons Programs During his time as an employee of the US Navy, Mr. Wilson directed several programs comprising major business units at the Naval Ordnance Station, Indian Head, MD. His personal experience included liaison activities with Pentagon executive personnel.

5/69 to 6/74, U.S. Army Frankford Arsenal, Project Engineer Mr. Wilson was involved with many defense related commodities while employed at the Arsenal. His early career involved programs with allied nations as well as direct support to both Army and Navy programs.

EDUCATION, TRAINING, AND CERTIFICATES

B.S. Physics and Mathematics, St. Francis University



Public Safety Corporation | 103 Paul Mellon Court | Waldorf, MD 20602 | 240.607.1400 | Toll-free: 877.729.9653

ABOUT PUBLIC SAFETY CORPORATION

CryWolf is designed and developed by Public Safety Corporation, a technology services company headquartered in Waldorf, Maryland, a suburb of Washington D.C. Founded in 1999, our mission is to improve the efficiency and effectiveness of emergency response by public safety personnel. To accomplish this mission, Public Safety Corporation developed CryWolf, a comprehensive false alarm tracking and billing system.

Widely recognized as the leader in false alarm management solutions, Public Safety Corporation technology and services are used by hundreds of cities, counties, and other municipalities throughout the United States and Canada. In every case, CryWolf has helped agencies reduce false alarms, increase collections, and improve administrative efficiency.

We know and understand the business of false alarms, and we remain committed to providing feature-rich false alarm management solutions unmatched in the industry.

www.crywolf.us

Microsoft®
GOLD CERTIFIED

Partner