the location is given as longitude and latitude coordinates.	*number* UNC: *number* or *code*
City	**City** (dependent upon how agency sets up the E-911 software and the City code table (`apcity`)).
Owner's name	**Contact**
Phone Number	**Tel**
911 data stream (all of the above data as required by the agency)	**Info**

Pro QA Paramount Medical Interface

Summary

Spillman's ProQA Paramount Medical Interface is a real time, two-way interface between Spillman and ProQA Paramount Medical. The interface is triggered by a Spillman user selecting a specified call nature and/or by a user clicking on an icon. The connection is made via xml. Fields that transfer from Spillman to ProQA include Call ID, Caller Name, Caller Phone, and Incident Location. Fields that transfer from ProQA to Spillman include Determinant Code, Protocol Questions and Answers, and Messages.

Description

Priority Dispatch's ProQA software automates the process of determining an incident type for medical emergency calls and provides approved pre-arrival instructions. The series of questions used to determine scene status is called a "protocol." Based on the answers to the questions in the protocol, ProQA provides a determinant code that dispatch uses to send the appropriate response. The Spillman ProQA Paramount Medical Interface integrates ProQA with Computer Aided Dispatch (CAD) to streamline the process of gathering and disseminating information from the caller.

Requirements

- Spillman 6.1 or above
- ProQA Paramount (version 5.0)

Documentation

- Spillman ProQA Paramount Interface Guide

User Information & SAA Information

The Spillman ProQA Paramount Interface Guide contains detailed, step-by-step instructions to help users become familiar with using the interface.

The Spillman ProQA Paramount Interface Guide also contains a section for administrators, with extensive information about configuring the interface to work with the ProQA software.

Hiplink Paging Interface

Summary

Spillman's Hiplink Paging Interface is a one-way, real time interface between Spillman and Hiplink. This web service interface is triggered by user interaction such as a dispatcher assigning a pre-defined nature to the call, or typing a manual page into the command line. Information from Spillman CAD is transferred to Hiplink such as call nature, address, zone, time, dispatcher, and comments.

Description

The Spillman Paging Interface allows an agency to send both automatic and manual page messages from Spillman's Computer-Aided Dispatch (CAD) program to a third party paging program. The Interface sends commands to page specific units or users. The third party paging program, using a variety of different communication protocols, then communicates those pages to the carriers (for example, AT&T, Verizon, Nextel, etc.) to which the pages then get sent to the individual devices being used by the units and users.

Automatic messages are those generated by certain dispatch activities. Automatic messages contain information from specific fields in CAD. The agency's Spillman Application Administrator (SAA) can set the Interface to send pages to individual units and users, or to groups of units and users. The SAA at the agency can also set up groups of users to receive automatic pages for specific types of calls or situations.

Manual messages are free-text messages that dispatchers can send to individual units or users or to a group of users/units/groups by entering a CAD command.

The Spillman Paging Interface gives an agency the ability to send manual and automatic pages from Spillman CAD.

User Information

Automatic paging

An agency's SAA can set the Interface to send an automatic page when a dispatcher assigns units to a call and when a unit reaches a status defined in the pgcmplt application parameter. The SAA can also set up the Interface to automatically page specific groups of users/units/groups for certain types of calls or situations. Automatic paging works as follows:

- When a dispatcher assigns one or more units to a CAD call, the Interface sends a message to the paging software. The paging software forwards this message to the following recipients:
  - Each unit dispatched to the call.
  - Officers assigned to any unit that is dispatched to the call. (Officers are paged only if the Page Officers field in the Pager table is set to Yes.)
  - Each group that matches specific criteria and is specified in a Paging Plan record.

23

- After it sends the "dispatched call" page, the Interface makes an entry in the Paging log. (See the "Logging of pager messages" section of this document for the format of the log.)

- When the responsible unit for a CAD call reaches a new status, the Interface sends a status page to the members of any group associated with a Paging Plan record for the new status. The status page follows the same format as the dispatched call page, and the Interface makes another entry in the Paging Log.

- When a unit reaches a status defined in the pgcmplt application parameter, the Interface sends that unit a "completed call" page. This page contains the incident number for the call and the response times for the unit. (See the "Application Parameters" section of this document for more information on the pgcmplt application parameter.)

- The SAA can also set up the Interface to page specific groups of persons when a dispatcher dispatches calls of a certain nature or makes a certain status change to a call. For example, if the agency's SAA sets up a paging group for structure fire calls, the Interface will send everyone in that group a page whenever a Structure Fire call is dispatched. The SAA can define the rules for paging groups. These rules include:
  - Paging by nature— If a group is associated with a By Nature rule, the group members receive a page if the nature of the dispatched call matches the nature set up in the rule and the location of the call is inside the boundaries of the agency that is defined in the rule.
  - Paging by status— If a group is associated with a By Status rule, the group members receive a page when a dispatched unit achieves the specified status and any unit dispatched to that unit's call is a member of the agency defined in the rule.

Note: the Interface does not send group pages (pages designated by a rule associated with groups) to off-duty units.

The Interface pages a unit or an officer only once per type of page per call. For example, when a dispatcher assigns a unit to a call, the Interface sends that unit and each of its assigned officer(s) one page for the call. The responsible unit and the responsible officer(s) might receive pages when the call's status changes and when the call reaches a completed status (as defined in the pgcmplt application parameter). The Interface sends only one page to each recipient for each change. However, if the nature of the call changes, the Interface pages any groups that are set up to receive pages for calls of the new nature, regardless of whether some group members might have already received a page for that call.

Manual paging

Using the **page** command from the CAD command line, a dispatcher can send a manual page containing a free-text message to any unit or user whose pager number is defined in a Pager Table record (pager). The free-text message can also be sent to groups of units and users. For more information on using the **page** command from CAD, refer to the *Spillman Paging Interface Guide*.

Note: Units receive manual pages regardless of their status (on or off duty).

Logging of pager messages

Each time that the Interface sends a pager message, it generates a new record in the Page Log table. The record contains the following information:

- Sender of the page
- Recipient of the page

- Call ID (the incident number for the CAD call, if the incident number is available at the time that the software sends the page)

- Time and date of the page

- Content of the message, whether a free-text (manual) message or a set (automatic) message.

SAA Information

Formats

The information that pushes out to the end user devices can be configured. There are three different formats available for the agency to choose from.

1. Spillman Default Format – A maximum of 256 bytes of data are sent. Call Comments are the last bytes of data added to the end of the page for that purpose. The entries from Agency to Responsible Unit(s) are subtracted from the 256 bytes, the remainder is left for Call Comments.

   - When Units are Dispatched/Assigned, the following will be sent:

     Agency

     Nature

     Address, City Code

     Zone

     Responsible Unit(s)

     Call Comments

   - When the Call Status is changed and Auto Page is setup by Nature, the following will be sent:

     Agency

     Nature

     Address, City Code

     Zone

     Responsible Unit(s)

     Call Comments

   - When the Call Status is changed and Auto Page is setup by Status, the following will be sent:

Agency

Nature

Status

Address, City Code

Zone

Responsible Unit(s)

Call Comments

2. COLAPLATTA Format – A maximum of 256 bytes of data are sent. This format has additional data when compared to the Spillman Default and the Call Comments field is in the middle of the page. However, even though it is in the middle of the page in the order sent to the end user device, it is calculated last from the 256 bytes of data sent. Hence all fields in the page are calculated and subtracted from the maximum 256 bytes, then the remaining bytes left will be Call Comments and will be put in the middle of the page as defined in the order below.

- When Units are Dispatch/Assigned the following will be sent:

    Agency

    Zone

    Nature

    Address, City Code

    Responsible Unit(s)

    Call Comments

    Incident Number

    Cross Street

    Incident Date and Time

- When the Call Status is changed and Auto Page is setup by Nature, the following will be sent:

    Agency

    Zone

    Nature

    Address, City Code

    Responsible Unit(s)

    Call Comments

    Incident Number

    Cross Street

    Incident Date and Time

- When the Call Status is changed and Auto Page is setup by Status, the following will be sent:

Agency

Zone

Nature

Status

Address, City Code

Responsible Unit(s)

Call Comments

Incident Number

Cross Street

Incident Date and Time

3. WAYAKSO Format –

- When Units are Dispatched/Assigned, the following will be sent:

    Dispatch Date and Time

    Nature

    Address

    Agency

    Zone

    Responsible Unit(s)

    Call Comments

- When the Call Status is changed and Auto Page is setup by Nature, the following will be sent:

    Dispatch Date and Time

    Nature

    Address

    Agency

    Zone

    Responsible Unit(s)

    Call Comments

- When the Call Status is changed and Auto Page is setup by Status, the following will be sent:

Dispatch Date and Time

Status

Address

Agency

Zone

Responsible Unit(s)

Call Comments

Third Party
Semotus Solutions (Hiplink)

Background:
Semotus Solutions was founded in 1993 and their HipLink Application was put into production in 1995. They are widely used in many different industries and have a strong history of stability and progression with the latest technologies.

Description:
Spillman utilizes HipLink's Command Line Interface (CLI) to communicate between the two applications that will be running on two different servers. It is recommended that the HipLink Application be installed on a separate server from the Spillman Application and preferably on a windows server. The CLI is TCP/IP based; therefore, no serial connection is required for the HipLink Integration.

HipLink can communicate with virtually any device that can receive a text message. The most common devices that are supported through this integration are: cell phones/smart phones, pagers, email, printers, and fax machines.

HipLink communicates with the wireless providers using many different protocols. Some of the more common methods are WCTP, SNPP, SMTP, and they can use the older TAP protocol which is still widely used in remote and/or mountain areas that use RF.

Scope:
HipLink can be used for a variety of other communication purposes beyond the Spillman Integration. The extent of the integration purposes of the Spillman HipLink Integration Solution is confined to sending automatic pages based on user defined variables from Spillman CAD. No other purposes are intended with this integration. Therefore the setup is mostly on the Spillman side, defining paging groups, plans, and devices.

Requirements
General

28

- HipLink must be purchased through a Spillman Sales Representative or directly through Semotus Solutions. The integration requires a minimum of 3 protocols, 1 user license and as many device licenses as needed for the agency.

Software

- Spillman Paging Interface.

- Spillman Version 4.6 or later.

- Semotus Solutions HipLink.

- Any software that is required to make connection to the carriers.

Hardware

- A Linux, or Windows server that is approved by Spillman Technologies, Inc., and that operates the Spillman software.

- Devices to receive text messages, i.e. pager, cell/smart phone, etc.

- If TAP is used, a dial-up modem is usually required to communicate via phone lines.

- Appropriate hardware to make connection to the carriers, i.e., AT&T, Verizon, etc.

Emergency Reporting

Summary

Spillman's Emergency Reporting Interface is a one-way, real-time interface between Spillman and Emergency Reporting. The transfer of information from Spillman to Emergency Reporting is accomplished via an XML Web Service. The interface is triggered by data that is entered into the Spillman system. Fields that transfer include address, zone, latitude, longitude, times (dispatch, en route, arrived, canceled, cleared scene, at hospital, cleared hospital, in quarters, in services), contact, and complainant.

Description

Spillman's interface with Emergency Reporting System (ERS) allows you to efficiently complete reports and transfer information from Spillman's Computer-Aided Dispatch module into the ERS fire and EMS reporting and records management system. ERS allows you to manage all your fire department's incident reporting, scheduling, training, hydrant maintenance, reports, and personnel requirements from any Internet browser.

Requirements

Hardware

- Client PC specifications must match the minimum requirements for running Spillman.

Software
- Spillman 6.1 or higher
- CtreeSQL database version 9.2 or higher
- Spillman Middletier running in an instance of Apache Tomcat
- The Ctxdump utility must be installed in $INDBDIR/util, and must report a version number of at least 9.0.0.0 when invoked with the -Version argument.

AVL Mapping Interface

Summary

Spillman's AVL Mapping Interface is a real time interface between an AVL device/system and Spillman. GPS information is sent from the device to the Spillman system via a web service. The interface is two-way for those devices which support remote configuration and one-way for those which do not. Protocols supported include NMEA and TAIP. Fields that transfer from the AVL device to Spillman include Latitude, Longitude, Heading, Speed, and Device ID.

Description

Automatic Vehicle Location (AVL) technology allows you to track the location of all fleet units in real time through Global Positioning System (GPS) receivers. View the location of nearby units to determine where the closest officer is for backup, or view CAD calls on a jurisdictional map. CAD Mapping automatically adds and updates calls to the map as they come in.

Requirements

- The Mobile software must be loaded on a Spillman-approved hardware platform, as outlined in current Spillman policies.

- Spillman technicians must have direct access to the server where the Mobile software is loaded.

Hardware

    Compatible Devices

    <u>Server AVL Devices (GPS communicates directly to the AVL Server)</u>

- Cisco 819
  http://www.cisco.com/c/en/us/products/routers/819-integrated-services-router-isr/index.html

- Cradlepoint IBR1100LPE
  https://cradlepoint.com/products/m2m-iot-vehicle/coribr1100

- Sierra Wireless AirLink GX400/GX440
  http://www.sierrawireless.com/productsandservices/airlink_gateways_modems_networking_solutions/intelligent_gateways/gx_series/

- Trimble Placer Gold APU & Placer Gold Dead Reckoning Unit Plus
  http://www.trimble.com/fsm/placer_gold.aspx

    <u>Client AVL Devices (GPS communicates through the Spillman Mobile client)</u>

- AntennaPlus AP-Navigator 6n (AP-NAV-CWG) (USB via virtual serial)
  http://www.antennaplus.com/products/AP-Navigator-6n.aspx

- Garmin GPS18x OEM (USB)
  https://buy.garmin.com/shop/shop.do?cID=158&pID=27594

- GPS Insight GPSI-4000 (Serial)
  http://www.gpsinsight.com/gps-tracking-devices

- PCTEL 5012D-U (USB via virtual serial)
  http://www.antenna.com/apg_products.cgi?id_num=11195

- Panasonic Toughbook 30 (integrated GPS via virtual serial)*
  http://www.panasonic.com/business/toughbook/fully-rugged-laptop-toughbook-30.asp

- Sprint (Sierra Wireless) Compass 597u (USB via virtual serial)*
  http://www.sierrawireless.com/Product/compass_597.aspx

- Sprint (Novatel Wireless) Merlin S720 (USB via virtual serial)*
  http://support.sprint.com/main.html?selectedDeviceId=8107

- GlobalSat BU-353/BU-353s4
  www.usglobalsat.com/p-62-bu-353-w.aspx

- Trimble Placer Gold APU, Trimfleet APU and GPS 450
  http://www.trimble.com/fsm/placer_gold.aspx

  Note: For accuracy and signal strength, Spillman strongly recommends that an external antenna be used with all GPS devices. The antenna should be mounted on the vehicle's roof or windshield to ensure a clear signal to the sky.

Other NMEA 2.0 Compatible Devices

Many GPS devices are capable of outputting data in the NMEA 2.0 standard which is compatible with the Spillman Mobile client. If there are any issues using a non-certified NMEA device the device must be sent to Spillman for testing and certification. This test and certification process will be charged on a time and materials basis.

One key to look for in the output of a NMEA compatible device is the "Recommended Minimum Criteria" or RMC sentence. Mobile requires the following RMC sentence to work with the Spillman AVL system:

$GPRMC,170520.5,V,4223.24585,N,07100.98735,W,,,031106,,,N*6A

Even if the device supports this sentence, it may not be compatible with Spillman Mobile. Some GPS devices create virtual serial ports which are not compatible. If an agency is interested in testing the compatibility of a device, they must send it to Spillman for testing.

Other Hardware

- Wireless network connected to the Spillman server

- Ruggedized laptop running Mobile

- Mounting hardware for the laptop

Software

Mapping Module: A complete map of your agency's jurisdiction (in ESRI shapefile (.shp) format) must exist in either Mobile or CAD.

AVL Module: AVL must be turned on in Mobile, and the AVL Manager must be running.

Modem watcher program: The program must be installed on the client PC, configured, and communication with the modem.

Third-party GIS software such as MapInfo or Arcview must be installed.

Keefe Commissary Interface

Summary

The Spillman-Keefe Commissary Interface is a one-way batch interface from Spillman to Keefe. The interface is accomplished via an XML file drop. Spillman will create an XML drop file in a shared directory that the Keefe System may have access to.

Description

Receive "just-in-time" commissary item orders for your facility. This interface offers full compatibility with ASCII files that contain inmate orders from Spillman's Jail Management module.

Field Name	Total bytes	Start byte	End byte	Field type	Notes
Oder/Receipt #	5	1	5	Character	Required; unique per inmate
Booking/Inmate ID	10	6	15	Character	Required; unique per inmate
Inmate Name	33	16	48	Character	Required
Location 1 (Block)	5	49	53	Character	Optional
Location 2 (Tier)	5	54	58	Character	Optional
Location 3 (Cell)	5	59	63	Character	Optional
Beginning Balance	7	64	70	Numeric	Required, last two positions represent cents (for example, 0012754 = $127.54)
Item ID	5	71	75	Character	Required
Item Description	50	76	125	Character	Required
Quantity Ordered	5	126	130	Numeric	Required
Price	7	131	137	Numeric	Required, last two positions represent cents (for example, 0000016 = $0.16)
Batch Number	3	138	140	Numeric	Optional; unique per batch

Field Name	Total bytes	Start byte	End byte	Field type	Notes
Order Date	8	141	148	Character	*ddmmyyyy*
Sales Tax Rate	6	149	154	Numeric	Optional, last five positions represent numbers right decimal (for example, 007255 = 7.255%)

- The file is in compliance to the Keefe file format, so that there is no translating, the file is simply loaded into the Keefe Software.

- The Keefe Commissary Interface is a one-way communication interface. When the file is sent to the Spillman Server, Keefe takes the file, loads it in their system and places the order. That is the end of the interface. There is no communication or updates coming back to Spillman.

- Keefe is responsible to pull the newly created files from the Spillman Server. Keefe is responsible to develop the mechanism to check for new files to pull into their system.

Requirements

Hardware

- Hardware requirements from Keefe Commissary are applicable.

- Any hardware required by Keefe to connect to the Spillman Server. Keefe is to be consulted for this information

Software

- Spillman Version 4.5 or Higher

- Customer needs to verify with Keefe on the software version that works with the Spillman Interface.

Master Time Clock

Summary

Spillman will sync the Spillman server to the Spectra Com Master Time Clock. Spillman will not configure other devices outside of the Spillman server to this clock.

SWITRS Interface

Summary

Included with Spillman's Accident Form (CHP 555) is the functionality which electronically submits data to SWITRS. In the past California ran out of funding to be able to accept traffic data electronically. When the state is ready to accept this data, the functionality to route traffic citations to external 3rd parties already exists. When the state is ready to begin development, there will be a delay between the time between when the state finishes developing their end and when Spillman completes development on our end.

This interface will be a real time interface which is triggered upon a user submitting an accident report. It will most likely be via XML. All pertinent fields from the CA 555 will transfer from Spillman to SWITRS.

GTL Inmate Phone System Interface

Summary

The GTL Inmate Phone System interface is a one-way interface that will create and modify GTL Phone accounts. When an inmate is booked using the Spillman JMS module, the information that is needed to create an account in the GTL Phone software will be pushed over. When the field in Spillman that holds the GTL TID is modified, the TID will be changed on GTL. Also, when an inmate is released using Spillman JMS, the GTL phone account will be marked as inactive.

The Spillman Name number will be used for the GTL Phone Account number. GTL is only able to house a 6 digit number for their account number. The Spillman Name number will need to be 6 digits long or less for this interface to work.

This interface will be deployed as a Web application and will not require any user interaction. This is a one-way interface from Spillman to the GTL Phone Software.

Redflex Interface Statement of Work

PREAMBLE

This Statement of Work accompanies an Agreement that has been executed by the parties. All statements of fact contained in this Statement of Work are subject to the terms and conditions set forth in such Agreement. The terms and conditions set forth in the Agreement control in the event of any inconsistency between such terms and conditions and the matters set forth in this Statement of Work.

Project Background

Redding PD currently uses Redflex Software as their Red Light Camera Photo Enforcement solution. Redding PD needs an interface to import citation information from Redflex into Spillman.

1.0 Scope

    1.1 General – This interface will be a web application that is served by Apache Tomcat on the Spillman server. It will be a packaged as Web application Archive (WAR). The interface will leverage the Spillman Data Exchange (DEx) product to write to the Spillman database.

    1.2 File Drop – Redflex will export an XML file along with an images zip file to the Redflex FTP site. The Spillman interface will fetch these files using FTP and import the data into Spillman on a configurable time interval.

2.0 Data Import – All data will be imported to the corresponding fields in the Spillman Names, Vehicle, and Citation tables. See Exhibit A for the citation field mapping.

    2.1 Name Matching Rules - When a name is imported from Redflex, the interface will look for the below criteria. If the interface finds a match, then it will use the existing Name record in Spillman. If it does not find a match, it will then create a new Name record.

        2.1.1   Social Security number and first name
        2.1.2   Social Security number and birth date
        2.1.3   Social Security number and last name
        2.1.4   Driver license and state and first name
        2.1.5   Driver license and state and birth date
        2.1.6   Driver license and state and last name
        2.1.7   First, last names with date-of-birth
        2.1.8   First, last, suffix names with phone
        2.1.9   First, last, suffix names with an exact match on address, city, state, and ZIP

2.2 Vehicle Matching Rules - When a vehicle is imported from Redflex, the interface will look for the below criteria. If the interface finds a match, then it will use the existing Vehicle record in Spillman. If it does not find a match, it will then create a new Vehicle record.

2.2.1 Key (number)

2.2.2 VIN

2.2.3 License number and license state

2.2.4 License number, license state, make, model, year (Only if Make/Model/Year is checked in the DEx Properties screen)

3.0 Network

3.1.1 **Connection Issues** – All networking issues are the responsibility of the customer.

3.1.2 **Drop Location** – The customer is responsible for creating/maintaining an FTP site that both the Spillman server and the Redflex server have access to.

4.0 Interface Configuration – All configurations (except value translation) will be configurable on a properties web page.

4.1.1 **Value Translation** – It is the customer's responsibility to map all code table values from Redflex to their corresponding value in Spillman. The Spillman syxfrin table is used for all mapping translations.

4.1.2 **Drop File Location** – The drop file location will be configurable.

4.1.3 **Frequency** – The frequency at which the interface checks the drop file location for new citations will be configurable.

4.1.4 **Failure Logging** – All failures that can be logged will be logged and displayed on the web page.

4.1.5 **Database Adapter** – This will determine which Spillman database the interface is pushing data to.

4.1.6 **Code Tables** – All lookup fields on the forms will use the applicable lookup table in the Spillman database. For example, the color fields on the forms will use the values from the Spillman table tbcolor to populate the data.

4.1.7 **Additional Configuration Items** – During development and testing it may be determined that additional configurations are needed.

5.0 Installation – Spillman will install the interface.

6.0 Testing

6.1.1 **Testing** – Testing will involve Spillman and the customer. Both are required participants and this project cannot be completed without their involvement. Testing will occur on the customer's Spillman server and the customer will verify the interface is meets all success criteria outlined in Section 8.

6.1.2 **Pilot/Beta Testing** – Testing can be done in the live or practice environment, whichever the customer prefers. Spillman will monitor the interface and ensure stability and reliability.

6.1.3 **Release** - After a period of no less than 14 days and no more than 30 days and after the Success Criteria has been meet, Spillman will release the interface to general support.

7.0 Success Criteria

7.1.1 **Successful Citation Import** – All fields from the Redflex drop files will be imported into Spillman according to the field mappings in Exhibit A.

7.1.2 **Successful Image Import** – The zip file containing images will be attached to the corresponding Citation record.

7.1.3 **Name Matching Rules** – Name matching rules will function as described in Section 3.1.

7.1.4 **Vehicle Matching Rules** - Vehicle matching rules will function as described in Section 3.2.

7.1.5 **Failure Logging** – All failures will be successfully logged in the interface log or the DEx log.

8.0 Limitations

8.1 **Field Mapping** – This interface will only import data into existing Spillman fields. If the field does not exist, then the interface will import it into the Comments field of the record.

8.2 **FTP Server** – Spillman is not responsible for the FTP server.

Exhibit A

This table show the Redflex citation data elements that will be mapped to the Spillman fields.

Redflex Field (TransactionGroup/NewCaseCit..)	Spillman Field	Notes
../Revision	Not Mapping	
../Efile_Date_Time	Not Mapping	
../Court_Code	Citation Court Code - ctmain.court	May need syxfrin mapping
../Court_Code	Not Mapping	
../Type_of_Filing	Not Mapping	
../DA_Case_Number	Citation Case Number - ctcasnum.casenum	
../Case_Type	Citation Type - ctmain.citype	
../IssuingAgency	Citation Agency Code - ctmain.agency	May need syxfrin mapping
../IssuingAgencyLocation	Not Mapping	
../OfficerBadgeNumber	Citation Issuing Officer - ctmain.issuoff	
../CitationLocationDescription	Not Mapping	
../Owner_Resp	Not Mapping	
../BusinessIndicator	Not Mapping	
../Construction	Citation Circumstances - ctccirc.ccode	May need syxfrin mapping

../Defendant/CitationNumber	Citation State Citation Number - ctinfo.ctstid	
../Defendant/Person_ID	Not Mapping	
../Defendant/Defendant_Sequence	Not Mapping	
../Defendant/Violation_Date	Citation Violation Date - ctmain.vildate	
../Defendant/Violation_Time	Citation Violation Date - ctmain.vildate	
../Defendant/Issued_Date	Citation When Issued - ctmain.dtissue	
../Defendant/Issued_Time	Citation When Issued - ctmain.dtissue	
../Defendant/Appearance_Date	Citation Court Date - ctmain.dtcourt	
../Defendant/Custody_Status	Not Mapping	
../Defendant/Arresting_Agency	Not Mapping	
../Defendant/Arrest_Date	Not Mapping	
../Defendant/Arrest_Number	Not Mapping	
../Defendant/Booking_Number	Not Mapping	
../Defendant/Booking_Required	Not Mapping	
../Defendant/FBI_Number	Name FBI - nmmain.fbinum	
../Defendant/CII_Number	Not Mapping	
../Defendant/FingerPrint_Number	Name Extra NCIC Print - nmextra.ncic	
../Defendant/License_Number	Name DL Number - nmmain.dlnum	
../Defendant/License_State	Name DL State - nmmain.dlstate	
../Defendant/License_Country	Not Mapping	
../Defendant/License_Class	Name Drive License Type - nmdltyp.type	
../Defendant/Social_Security_Number	Name SSN - nmmain.ssnum	
../Defendant/Interpereter_Type	Not Mapping	
../Defendant/Last_Name	Name Last - nmmain.last	
../Defendant/First_Name	Name First - nmmain.first	
../Defendant/Middle_Name	Name Middle - nmmain.middle	
../Defendant/Name_Suffix	Name Suffix - nmmain.suffix	
../Defendant/Date_of_Birth	Name Date of Birth - nmmain-birthd	
../Defendant/Phone_Number	Name Home Telephone Number - nmmain.phone	
../Defendant/Business_Phone_Number	Name Work Telephone Number - nmmain.wrkphn	
../Defendant/Previous_Business_Number	Not Mapping	
../Defendant/Relatives_Phone_Number	Not Mapping	
../Defendant/Address_Line_1	Name Address - nmmain-street	
../Defendant/Address_City	Name City - nmmain.city	
../Defendant/Address_State	Name State - nmmain.state	
../Defendant/Address_Zip	Name Zip - nmmain.zip	
../Defendant/Business_Name	Not Mapping	
../Defendant/Business_Address_Line1	Not Mapping	
../Defendant/Business_Address_City	Not Mapping	
../Defendant/Business_Address_State	Not Mapping	

../Defendant/Business_Address_Zip	Not Mapping	
../Defendant/Sex	Name Sex - nmmain.sex	
../Defendant/Race	Name Race - nmmain.race	
../Defendant/Eye_Color	Name Eye Color - nmmain.eyes	May need syxfrin mapping
../Defendant/Hair_Color	Name Hair Color - nmmain.hair	May need syxfrin mapping
../Defendant/Height	Name Height - nmmain.height	
../Defendant/Weight	Name Weight - nmmain.weight	
../Defendant/AKA/Last_Name	Not Mapping	
../Defendant/AKA/First_Name	Not Mapping	
../Defendant/AKA/Middle_Name	Not Mapping	
../Defendant/AKA/Name_Suffix	Not Mapping	
../Defendant/RadarUsedInd	Citation Comments - ctmdesc.text	
../Defendant/VehicleType	Vehicle Type - vhmain.vhityp	May need syxfrin mapping
../Defendant/VehicleMake	Vehicle Make - vhmain.make	May need syxfrin mapping
../Defendant/VehicleModel	Vehicle Model - vhmain.model	May need syxfrin mapping
../Defendant/VehicleBrand	Not Mapping	
../Defendant/VehicleModelYEAR	Vehicle Year - vhmain.year	
../Defendant/VehicleColor	Vehicle Primary Color - vhmain.color1	
../Defendant/VehicleRegistrationNumber	Vehicle License Plate - vhmain.lpnum	
../Defendant/VehicleRegistrationExpiration	Vehicle License Plate Expire Date - vhmain.expire	
../Defendant/VehicleRegistrationState	Vehicle License Plate State - vhmain.lpst	
../Defendant/Hazard_CV	Not Mapping	
../Defendant/Signature_Flag	Not Mapping	
../Defendant/DefCharge/Petition_Number	Citation Comments - ctmdesc.text	
../Defendant/DefCharge/Charge_Type	Citation Comments - ctmdesc.text	
../Defendant/DefCharge/Charge_Count	Citation Comments - ctmdesc.text	
../Defendant/DefCharge/Charge	Citation Comments - ctmdesc.text	
../Defendant/DefCharge/Charge_Statute	Citation Statute Code - ctoffs.offcode	May need syxfrin mapping
../Defendant/DefCharge/Speed	Citation Speed Actual - ctmain.spact	
../Defendant/DefCharge/Posted_Speed	Citation Speed Posted - ctmain.sppost	
../Defendant/DefCharge/Over_Weight	Citation Comments - ctmdesc.text	
../Defendant/DefCharge/Correctable_Flag	Not Mapping	
../Defendant/DefCharge/Charge_Severity	Citation Comments - ctmdesc.text	
../Defendant/DefCharge/Offense_Date_Begin	Not Mapping	
../Defendant/DefCharge/Notice_Charge_Code	Citation Comments - ctmdesc.text	

By signing below you are agreeing that the items listed above define the scope of work. Any changes or additions to this accepted scope of work will require an additional evaluation which may result in additional costs.

Spillman Technologies, Inc.   **Redding Police Department**

By:_____   By:_____

Title:_____   Title:_____

Print Name:_____   Print Name:_____

Date:_____   Date:_____

The purpose of Redflex signing this SOW is to acknowledge that Spillman will be writing this interface and all the information contained in this document is correct and in theory will work. Redflex will not be responsible for any development.

Redflex

By:_____

Title:_____

Print Name:_____

Date:_____

JALAN Citation Export Interface Statement of Work

PREAMBLE

This Statement of Work accompanies an Agreement that has been executed by the parties. All statements of fact contained in this Statement of Work are subject to the terms and conditions set forth in such Agreement. The terms and conditions set forth in the Agreement control in the event of any inconsistency between such terms and conditions and the matters set forth in this Statement of Work.

Project Background

Redding PD and Shasta County SO will use the Spillman Records Management System (RMS) to issue Citations as well as store Redflex citations. All of these citations will need to be sent to Shasta County Superior Court in order to avoid the court having to do duplicate data entry in to their JALAN RMS, Redding PD and Shasta County SO will need an interface to send the citations housed in the Spillman database to the JALAN RMS. This interface is only needed to submit imported Redflex citations because all citations filled out using the Spillman Citation form will already have the ability to be sent to Shasta County Superior Court.

1.0 Scope

    1.1 General – This interface will be a web application that is served by Apache Tomcat on the Spillman server. It will be a packaged as Web application Archive (WAR).

    1.2 Trigger – Once a citation record is ready to be submitted to Shasta County Superior Court, the user submitting the citation will change the workflow status of the citation to SUBMIT (this will be a configurable status). After the interface has dropped the file on the FTP site, the workflow status will be changed to COMPLT (this will also be a configurable status). If the interface is unable to drop the file, the interface will change the workflow status to ERROR (this will be a configurable status) and display the error in the comments of that workflow.

    1.3 Data Export – Spillman Names, Vehicle, and Citation data elements will be exported to a drop file in the format that meets the specifications provided by Courts. See Exhibit A for the citation field mapping.

    1.4 File Drop – The interface will export (2) ASCII files to an FTP site. The naming convention is outlined in Exhibit B. If an image of the citation is sent from RedFlex, then the PDF Image will also be exported to the FTP site. The image file name will be "[Agency][Citation Number Alpha][Citation Numeric].pdf.

2.0 Network

    2.1 Connection Issues – All networking issues are the responsibility of the customer.

    2.2 Drop File Location – The customer is responsible for creating/maintaining an FTP site that both the Spillman server and the JALAN server have access to.

3.0 Interface Configuration – All configurations (except value translation) will be configurable on a properties web page.

    3.1 Value Translation – It is the customer's responsibility to map all code table values from Spillman to their corresponding value in JALAN. The Spillman syxfrout table is used for all mapping translations.

    3.2 Drop File Location – The IP address and credentials of the FTP site will be configurable.

    3.3 Failure Logging – All failures that can be logged will be logged and displayed on the web page.

    3.4 Database Adapter – This will determine which Spillman database the interface is pushing data to.

    3.5 Workflow Submit Status – The workflow status that triggers the interface to submit the citation will be configurable.

    3.6 Workflow Success Status – The workflow status that shows the citation form has been dropped on the FTP Site.

    3.7 Workflow Error Status – The workflow status that signifies an error with the submission will be configurable.

    3.8 Additional Configuration Items – During development and testing it may be determined that additional configurations are needed.

4.0 Installation – Spillman will install the interface.

5.0 Testing

    5.1 Testing – Testing will involve Spillman and the customer. Both are required participants and this project cannot be completed without their involvement. Testing will occur on the customer's Spillman server and the customer will verify the interface meets all success criteria outlined in Section 6.

    5.2 Pilot/Beta Testing – Testing can be done in the live or practice environment, whichever the customer prefers. Spillman will monitor the interface and ensure stability and reliability.

    5.3 Release - After a period of no less than 14 days and no more than 30 days and after the Success Criteria has been meet, Spillman will release the interface to general support.

6.0 Success Criteria

    6.1 Successful Citation Export – All fields mapped in Exhibit A will be exported in the proper format in the drop files.

7.0 Limitations

46

7.1 **Field Mapping** – This interface will only export data that currently exists in the Spillman database. Not all California citation fields are stored in the Spillman database. Refer to Exhibit A for more details.

7.2 **FTP Server –** Spillman is not responsible for the FTP server.

7.3 **Expenses Incurred** – Spillman is not responsible for any expenses incurred from JALAN.

Exhibit A

This table shows how the data elements in the Spillman Citation Table will map to the data elements within the drop files.

Mapping For Spillman to JALAN Interface		
JALAN Fields	**Spillman Fields**	**Notes**
Agency	Citation.Agency	JALAN will only accept 2 characters, this Spillman data will have to be truncated or have a translation
Citation Number Alpha	Citation.Number	Spillman does not store a separate Alpha character but can be included in the main number
Citation Numeric	Citation.Number	
Cite Year	Citation.DateOfCitation	Spillman stores the Citation Date in a timestamp. This would have to be seperated out when pushing the data
Cite Month	Citation.DateOfCitation	Spillman stores the Citation Date in a timestamp. This would have to be seperated out when pushing the data
Cite Day	Citation.DateOfCitation	Spillman stores the Citation Date in a timestamp. This would have to be seperated out when pushing the data
Cite Time	Citation.DateOfCitation	Spillman stores the Citation Date in a timestamp. This would have to be seperated out when pushing the data
Last Name	Name.Last	
First Name	Name.First	
Middle Name	Name.Middle	
Sir Name	Name.Suffix	
Assembled Name	Not Stored In Spillman	Spillman does not store the Full Assembled name, but we can assemble the pieces and use that value for this
Name Address	Name.Street	
City	Name.City	
State	Name.State	
Name Phone	Name.Phone	
Dob Year	Name.BirthDate	Spillman stores the Birth Date in a Date field. This would have to be seperated out when pushing the data

Dob Month	Name.BirthDate	Spillman stores the Birth Date in a Date field. This would have to be seperated out when pushing the data
Dob Day	Name.BirthDate	Spillman stores the Birth Date in a Date field. This would have to be seperated out when pushing the data
Age	Not Stored In Spillman	
Driver Lic No	Name.DriverLicenseNumber	
Driver Lic State	Name.Drive LicesenseState	
Vehicle License	Vehicle.LicensePlateNumber	
Vehicle Lic-State	Vehicle.LicensePlateState	
Vehicle Year	Vehicle.Year	
Vehicle Make	Vehicle.Make	
Vehicle Model	Vehicle.Model	
Vehicle Style	Vehicle.Style	
Vehicle Color	Vehicle.Color	
Contact Strt Name	Not Stored In Spillman	
Contact Strt Type	Not Stored In Spillman	
Contact Strt Dir	Not Stored In Spillman	
Contact Strt No	Not Stored In Spillman	
Contact Strt Key	Not Stored In Spillman	
Contact Strt Apt	Not Stored In Spillman	
Contact Location Addr	Not Stored In Spillman	
Contact Location Desc	Not Stored In Spillman	
Id Officer	Citation.IssueOfficer	
Id User	Citation.IssueOfficer	
Entry Date	Citation.WhenAdded	Spillman stores the Entry data/time as a timestamp. This would have to be sepearted out when pushing the data
Entry Time	Citation.WhenAdded	Spillman stores the Entry data/time as a timestamp. This would have to be sepearted out when pushing the data
Proof Of Insurance	Not Stored In Spillman	
Violation Number	CitationOffense.OffenseCode	Spillman stores just the Statute/Offense combined with a code if it has one. This would need to be determined how it would be split out
Violation Code	CitationOffense.OffenseCode	Spillman stores just the Statute/Offense combined with a code if it has one. This would need to be determined how it would be split out
Violation Points	Not Stored In Spillman	

Violation Level	Not Stored In Spillman	
Total Violations	Not Stored In Spillman	
Total Points	Not Stored In Spillman	
Highest Level	CitationOffense.OffenseSequence	Spillman stores each statute/offense for the citation. It would have to be detemined how to determine the highest level
Pd Case Year	Not Stored In Spillman	
Pd Case Number	Citation.RelatedIncident	
Reg Expires Year	Vehicle.ExpirationDate	Spillman stores the registration expiration date as a date. This would have to be seperated out when pushing the data
Reg Expires Month	Vehicle.ExpirationDate	Spillman stores the registration expiration date as a date. This would have to be seperated out when pushing the data
Commercial Vehicle	Vehicle.Type	
Accident	Not Stored In Spillman	
Speed Actual	Citation.SpeedActual	
Speed Posted	Citation.SpeedPosted	
MDI Doc	Not Stored In Spillman	
MDI Group	Not Stored In Spillman	
Sex Code	Name.Sex	
Hair Code	Name.Hair	
Eye Code	Name.Eyes	
Height	Name.Height	
Weight	Name.Weight	
Race Code	Name.Race	
DL Expire Year	Not Stored In Spillman	
Def Zip Code	Not Stored In Spillman	
Commercial Driver	Not Stored In Spillman	
Cite Century	Not Stored In Spillman	
Dob Century	Not Stored In Spillman	
Vehicle Century	Not Stored In Spillman	
Citation Violation File		
Citation Agency	Citation.Agency	JALAN will only accept 2 characters, this Spillman data will have to be truncated or have a translation

50

		Spillman does not store a separate Alpha character but can be included in the main number
Citation Number Alpha	Citation.Number	
Violation Number	Citation.Number	
Violation Code	ctoffs.offcode	
Violation Points	Not Stored In Spillman	
Violation Level	Not Stored In Spillman	

Exhibit B

File Name	Contents	# Keys	Key # 1	Key # 2	Key # 3
TKCIPJC	Master Ticket Information (cite number, date issued, name, etc.)	3	Agency Code	Citation prefix	Citation number
TKCIPJV	Violation information (charges)	3	Agency Code	Citation prefix	Citation number

Field types are as follows:

A = Alphanumeric
P = Packed decimal
S = Signed numeric

By signing below you are agreeing that the items listed above define the scope of work. Any changes or additions to this accepted scope of work will require an additional evaluation which may result in additional costs.

Spillman Technologies, Inc.   **City of Redding**

By:_____   By:_____

Title:_____   Title:_____

Print Name:_____   Print Name:_____

Date:_____   Date:_____

The purpose of Shasta County Superior Court signing this SOW is to acknowledge that Spillman will be writing this interface and all the information contained in this document is correct and in theory will work. Shasta County Superior Court will not be responsible for any development.

Shasta County Superior Court

By:_____

Title:_____

Print Name:_____

Date:_____

Cogent Interface Statement of Work

PREAMBLE

This Statement of Work accompanies an Agreement that has been executed by the parties. All statements of fact contained in this Statement of Work are subject to the terms and conditions set forth in such Agreement. The terms and conditions set forth in the Agreement control in the event of any inconsistency between such terms and conditions and the matters set forth in this Statement of Work.

1.0 Project Background

Shasta County currently uses Cogent as a regional fingerprint system and centralized repository for all mug shots. To avoid having to enter the offender information into the Spillman RMS and the Cogent system, this interface will send offender biographical and arrest information to the Cogent system and also retrieve offender mug shots and associate them with the offender's name record in the Spillman system.

2.0 Scope

2.1 Workflow – The Spillman users will put the biographical and arrest information into the Spillman RMS upon or before booking the offender. After the data is entered into Spillman, the officer will then click the Fingerprint button on the Spillman Arrest screen, which will trigger the offender's biographical and arrest information to be sent to the Cogent system

2.2 Data Export – The biographical and arrest information will be exported in an XML file and dropped on a file share or an FTP server (whichever is easier for Shasta County to set up). See Exhibit A for data mapping.

2.3 Image Import – After Cogent has processed the XML file (section 2.2), Cogent will drop a NIST file on a file share or FTP server. The NIST file will contain the booking number, AFIS number, and images that can then be imported into the Spillman system. See Exhibit B for data mapping.

3.0 Network

3.1.1   **Connection Issues** – All networking issues are the responsibility of the customer.

3.1.2   **Encryption** – This interface will not be encrypted. It is expected that all network traffic will go over a secure network.

4.0 Interface Configuration – All configurations will be configurable on a properties web page.

53

      4.1.1 **Failure Logging** – All failures that can be logged will be logged and displayed on the web page.

      4.1.2 **Database Adapter** – This will determine which Spillman database the interface is pulling data from.

      4.1.3 **File Drop Location** – The location that the interface exports files to and imports files from will be configurable.

      4.1.4 **Code Tables** – All value mapping will be configurable in the Spillman Syxfrout and Syxfrout tables. For example, if LiveScan has a value for eye color of BRN and Spillman's code is BRO, then the Spillman translation tables (Syxfrin and Syxfrout) will be configured to translate the value.

      4.1.5 **Additional Configuration Items** – During development and testing it may be determined that additional configurations are needed.

5.0 Installation – Spillman will install the Spillman side of the interface. However, Spillman is not responsible for the setup of the necessary components on the Cogent system.

6.0 Testing

    6.1 Testing – Testing will involve Spillman and the customer. Both are required participants and this project cannot be completed without their involvement. Testing will occur on the customer's Spillman server.

    6.2 Pilot/Beta Testing – Testing can be done in the live or practice environment, whichever the customers prefers. Spillman will monitor the interface and ensure stability and reliability. After a period of no less than 14 days and no more than 60 days, Spillman will release the interface to general support.

7.0 Success Criteria

    7.1 Successful Data Export – All fields in Exhibit A successfully transfer from Spillman to an XML file in the specified location.

    7.2 Successful Image Import - All fields in Exhibit B successfully import into Spillman from the NIST file created by Cogent in the specified location.

8.0 Limitations

    8.1 Cogent – This interface is contingent upon the functionality of Cogent.

    8.2 Cogent Setup – Additional setup will most likely be required on the Cogent side. The customer will be responsible for that setup.

    8.3 Data Import and Export – Only the data currently stored in the Spillman database can be exported by this interface. No additional schema will be added to Spillman to import data from Cogent.

    8.4 Expenses Incurred – Spillman is not responsible for any expenses incurred from Cogent.

Exhibit A

Cogent	Spillman
ArrestRecord/PersonData/LAST	Name.Last
ArrestRecord/PersonData/FIRST	Name.First
ArrestRecord/PersonData/MIDDLE	Name.Middle
ArrestRecord/PersonData/SUFFIX	Name.Suffix
ArrestRecord/PersonData/Alias/LAST	Name.Last
ArrestRecord/PersonData/Alias/FIRST	Name.First
ArrestRecord/PersonData/Alias/MIDDLE	Name.Middle
ArrestRecord/PersonData/Alias/SUFFIX	Name.Suffix
ArrestRecord/PersonData/MONIKER	NameDetail.Moniker
ArrestRecord/PersonData/DOB	Name.BirthDate
ArrestRecord/PersonData/SEX	Name.Sex
ArrestRecord/PersonData/RACE	Name.Race
ArrestRecord/PersonData/HGT	Name.Height
ArrestRecord/PersonData/WGT	Name.Weight
ArrestRecord/PersonData/EYE	Name.EyeColor
ArrestRecord/PersonData/HAIR	Name.HairColor
ArrestRecord/PersonData/POB	NameExtra.BirthCountry
ArrestRecord/PersonData/POB_CITY	NameExtra.BirthCity
ArrestRecord/PersonData/CITIZENSHIP	NameExtra.Citizenship
ArrestRecord/PersonData/CITIZEN_DOCUMENTED	Not in Spillman
ArrestRecord/PersonData/SMT/SMT_CODE	NameSMT.NCICCode
ArrestRecord/PersonData/SMT/SMT_DESC	NameSMT.Description
ArrestRecord/PersonData/OCCUPATION	NameExtra.Job Description
ArrestRecord/PersonData/MDS	Not in Spillman
ArrestRecord/SubjectData/SID	Name.StateID
ArrestRecord/SubjectData/FBI	Name.FBINumber
ArrestRecord/SubjectData/SSN	Name.SocialSecurityNumber
ArrestRecord/SubjectData/CDL	Not in Spillman
ArrestRecord/SubjectData/MNU	Not in Spillman
ArrestRecord/ArrestingData/BORI	Booking.Agency/Agency.ORI
ArrestRecord/ArrestingData/BLIT	Not in Spillman
ArrestRecord/ArrestingData/BKFC	Not in Spillman
ArrestRecord/ArrestingData/BKFL	Booking.Agency/Agency.ORI
ArrestRecord/ArrestingData/BKN	Booking.Number
ArrestRecord/ArrestingData/MNN	Arrest.Number
ArrestRecord/ArrestingData/DOA	Arrest.ArrestDate
ArrestRecord/ChargeData/CJIS	Not in Spillman

ArrestRecord/ChargeData/BKTC	Not in Spillman
ArrestRecord/ChargeData/BKTL	Not in Spillman
ArrestRecord/ChargeData/NOC	JailOffense.Counts
ArrestRecord/ChargeData/STAT	JailOffense.Statute
ArrestRecord/ChargeData/CID	Not in Spillman
ArrestRecord/ChargeData/TOC	Not in Spillman
ArrestRecord/ChargeData/IDF	Not in Spillman
ArrestRecord/ChargeData/DEG	JailOffense.CrimeClass
ArrestRecord/ChargeData/LIT	JailOffense.OffenseCode
ArrestRecord/ChargeData/NUM/FFF	Not in Spillman
ArrestRecord/ChargeData/DOO	JailOffense.Date
ArrestRecord/Address/ADRH	Name.Street
ArrestRecord/Address/ADRD	Name.Street
ArrestRecord/Address/ADRN	Name.Street
ArrestRecord/Address/ADRA	Not in Spillman
ArrestRecord/Address/ADRC	Name.City
ArrestRecord/Address/ADRS	Name.State
ArrestRecord/Address/ADRZ	Name.Zip
ArrestRecord/Address/ADRX	Not in Spillman
ArrestRecord/Employment/EMP	NameExtra.Employer
ArrestRecord/Employment/EMPA	NameExtra.EmployerAddress
ArrestRecord/Employment/EMPD	Not in Spillman
ArrestRecord/Employment/EMPN	Not in Spillman
ArrestRecord/Employment/EMPO	Not in Spillman
ArrestRecord/Employment/EMPC	Not in Spillman
ArrestRecord/Employment/EMPS	Not in Spillman
ArrestRecord/Employment/EMPZ	Not in Spillman
ArrestRecord/Employment/EMPX	Not in Spillman
ArrestRecord/Employment/EMPP	NameExtra.EmployerPhone
ArrestRecord/Employment/EMPM	Not in Spillman
ArrestRecord/Operators/User	Booking.UserAdd

Exhibit B

This table shows the data elements that will be imported from Cogent into Spillman.

Cogent Field	Tag	Spillman	Notes
Image Type	IMT	Image.Type	Will require mapping on the Spillman side. Image will be imported and tied to the name record. When IMT value is "FACE" and POS value is "F" the image will be set as the main thumbnail image for the name record.
Image Photo Date	PHD	Image.Capwhen	
NCIC Designation Code	SMT	Image.Name	
AFIS Number	To Be Determined	To Be Determined	Need to know what tag in the file contains this number
Booking Number	To Be Determined	JailBook.BookingNumber	Need to know what tag in the file contains this number

Spillman Technologies, Inc.

By:_____

Title:_____

Print Name:_____

Date:_____

City of Redding

By:_____

Title:_____

Print Name:_____

Date:_____

The purpose of Cogent signing this SOW is to acknowledge that Spillman will be writing this interface and all the information contained in this document is correct and in theory will work. Cogent will not be responsible for any development.

By:_____

Title:_____

Print Name:_____

Date:_____

GTL Visitation Export Interface Statement of Work

PREAMBLE

This Statement of Work accompanies an Agreement that has been executed by the parties. All statements of fact contained in this Statement of Work are subject to the terms and conditions set forth in such Agreement. The terms and conditions set forth in the Agreement control in the event of any inconsistency between such terms and conditions and the matters set forth in this Statement of Work.

Project Background

Shasta County Sherriff's Office currently uses GTL for their video visitation solution. The Sherriff's Office would like a way for Spillman to send GTL a list of inmates currently booked into their jail. That way deputies would not have to enter the inmates name into both the Spillman JMS and the GTL Visitation software.

1.0 Scope

    1.1 General – This interface will be a web application that is served by Apache Tomcat® on the Spillman server. It will be a packaged as a Web Application Archive (WAR) file.

    1.2 Trigger – At a configurable interval, for example every 10 minutes, the interface will query the Spillman database for all inmates that have the "InmateInJail" set to "Y". One caveat to this is the location record in Spillman will need to have the "In Custody" flag checked. This will make it so that once an inmate's location is updated to an "In Custody" location, the interface will know to include that inmate in the drop file.

    1.3 File Drop – The interface will create and export the drop file to an FTP site or shared folder. The drop file will contain the fields in Exhibit A and be formatted in accordance to the GTL (Renovo) XML Parser's specifications. GTL will then fetch the drop file

2.0 Export Data – Spillman inmate data will be exported from fields in Exhibit A and be formatted in accordance to the GTL (Renovo) XML Parser's specifications. Each time the data is exported, the interface will provide the full list of inmates. Once an inmate is not on that list, GTL will then deactivate the inmate account in the GTL Visitation System.

3.0 Error reporting – The interface will capture errors in a log file that will be viewable from a webpage in the interface webapp.

4.0 Network

4.1 Connection Issues – **All networking issues are the responsibility of the customer.**

5.0 Interface Configuration – All configurations (except value translation) will be configurable on a properties web page.

    5.1 Value Translation – It is the customer's responsibility to map all code table values from Spillman to their corresponding value in the GTL Video Visitation system. The Spillman Syxfrout table is used for all mapping translations.

    5.2 Drop File Location – The drop file location and FTP site credentials will be configurable.

    5.3 Events Types – The types of events to be sent to GTL will be configurable.

    5.4 Failure Logging – All failures that can be logged will be logged and displayed on the web page.

    5.5 Database Adapter – This will determine which Spillman database the interface is pulling data from.

    5.6 Additional Configuration Items – During development and testing it may be determined that additional configurations are needed.

6.0 Installation – Spillman will install the interface.

7.0 Testing

    7.1 Testing – Testing will involve Spillman, the customer, and the GTL. All are required participants and this project cannot be completed without their involvement. Testing will occur on the customer's Spillman server and the customer will verify that the interface meets all success criteria outlined in Section 8.

    7.2 Pilot/Beta Testing – Testing can be done in the live or practice environment; whichever the customer prefers. Spillman will monitor the interface and ensure stability and reliability.

    7.3 Release – After a period of no less than 14 days and no more than 30 days, and once the Success Criteria has been met, Spillman will release the interface to general support.

8.0 Success Criteria

    8.1 Creation of XML File – All fields in Exhibit A will be exported to a properly formatted XML file.

    8.2 XML File Drop – The XML file is exported by FTP or file share to the configured location.

9.0 Limitations

9.1 FTP Server – Spillman is not responsible for the FTP server nor the network used to access that server.

9.2 GTL Functionality – This interface is contingent upon the functionality of the GTL Visitation System.

9.3 Inmate Data – This interface can only send data that is currently being stored in the Spillman database. No additional fields will be added.

9.4 Event End Date – The event end date will always be the same as the event start date due to how it is stored in the Spillman database.

Exhibit A

Below is the Spillman to GTL data mapping:

GTL Field Name	GTL XML Tag	Spillman Field	Discription
Inmate Data			
Inmate's displayed id number	\<ID>	nmmain.number	Name Number
Inmate's secondary displayed id number.	\<SecondaryID>	jlbook.num	Booking Number
Inmate's first name.	\<FirstName>	nmmain.first	First Name
Inmate's middle name.	\<MiddleName>	nmmain.middle	Middle Name
Inmate's last name.	\<LastName>	nmmain.last	Last Name
Inmate's date of birth.	\<DOB>	nmmain.birthd	Date of Birth
Inmate's race.	\<Race>	nmmain.race	Race
Inmate's gender.	\<Gender>	nmmain.gender	Gender
Housing unit in which the inmate is located.	\<HousingDesignation>	jllocatn.level1, jllocatn.level2, jllocatn.level3, jllocatn.level4	Assigned Housing. Levels will be combined before sending to GTL
KSF (Keep Separate From) \<KSF>			

60

		The inmate name numbers will be compiled from numerous locations within	
ID	<ID>	Spillman	Inmates' name numbers to keep separate
Events <Events>			
EventStart	<EventStart>	syevent.stdate, syevent.sttime	Start date and start time will be combined before sending to GTL
EventEnd	<EventEnd>	syevent.stdate, syevent.endtime	Start date and end time will be combined before sending to GTL. Note, that the end time cannot be on a different day
ID	<Description>	jlevent.type	Jail event type

By signing below, you are agreeing that the items listed above define the scope of work. Any changes or additions to this accepted scope of work will require an additional evaluation that may result in additional costs.

Spillman Technologies, Inc.   **City of Redding**

By:_____   By:_____

Title:_____   Title:_____

Print Name:_____   Print Name:_____

Date:_____   Date:_____

The purpose of GTL signing this SOW is to acknowledge that Spillman will be writing this interface and all the information contained in this document is correct and in theory will work. GTL will not be responsible for any development.

61

GTL

By:_____

Title:_____

Print Name:_____

Date:_____

Exhibit C: Performance and Reliability Standards

Table of Contents

1. Overview

This Document outlines the performance and reliability standards for the System.

In the event of a conflict between the terms and conditions of this document and the License Agreement, the terms and conditions of the License Agreement shall apply.

2. Performance Standards

Subject to the terms and conditions in the Agreement, Spillman will ensure that during the Project the System meets the performance standards stated herein in all material respects.

2.1 Performance Standards Assumptions and Exceptions

All performance standards are based on the following assumptions:

- The Spillman Software is configured and maintained according to Spillman recommendations for networks, servers, workstations, storage systems, system and application configuration, as well as for database maintenance

- The workstations used to access the Software meet the recommended Spillman workstation specifications

- The servers housing the Spillman Software meet the recommended Spillman server specifications

- The storage system storing the database and application files meets the recommended storage system specifications

- A maximum average round-trip latency (as measured by "ping") of 10ms between client workstations and the Spillman server

- Performance standards are not guaranteed in the following conditions:

  - The physical integrity of the network (bad cables, etc.), other applications competing for bandwidth, or issues with switches and routers which can cause network noise, throughput drop-offs, or network activity spikes

  - Third party applications operating on the workstation clients negatively influence the response times of the Spillman Software

  - Anti-virus scanning software configuration, client registry errors, firewalls, and spyware negatively affect performance

  - Network and system diagnostic testing affects performance

o Functions requiring responses from external data sources, such as queries to external systems, which may take longer based on the responsiveness of the external system and the network

2.2 Measurement of Transaction Response Times

Transaction response times are measured from operator action until visual response or operation completion.

2.3 Spillman CAD Performance Standards

The CAD performance standards are based on the **Performance Standards Assumptions and Exceptions** and the following additional assumptions:

- CAD client workstation to the Spillman Server must maintain a constant connection speed of 100Mbps for optimum performance, since response time for query transactions, searches and canned reports will depend greatly on the network connection speeds

Subject to the Customer meeting the CAD performance assumptions, Spillman commits to the following response times during the Project:

- An average of less than 1 second for the following Dispatcher commands:
  - Unit Status Update
  - Dispatch Unit
  - Call Comment
  - Update Call Status
  - Close Call

- An average of less than 3 seconds for the following Dispatcher commands:
  - Geoverify Address (from Add Call screen)
  - Initiate New Call (open Add Call screen, no address)
  - Call History (Incident History)
  - Unit History

- From the Add Call Screen or the Call Information screen, an average of less than 5 seconds for the following amplifying information
  - Previous calls at address
  - Duplicate calls at address
  - Names at address

- Names with alerts at address
- Warrants at address
- Premise records at address
- Address alerts

Many factors can influence response time, including network latency, complexity of the map display, and interaction with external systems and data volumes retained on the production database servers.

The majority of the CAD application commands will meet the criteria stated above. However, commands requiring responses from external data sources, such as queries to external systems, may take longer based on the responsiveness of the external system and the network.

With regard to external database queries, the System will meet the performance requirement in most cases. However, due to factors such as network latency and external system responsiveness, it is not possible to commit to the response time for all ad hoc external database query requests. Notwithstanding this provision, Spillman will resolve, in accordance with the requirements of the Agreement, problems or Defects caused by Products and/or Services provided by Spillman that interfere with or impede the System's ability to achieve the performance standards as stated herein.

Please note that Spillman cannot guarantee response times when the transaction depends on the performance of the network, load on external systems or any external systems (e.g., queries to state databases) outside the responsibilities of Spillman as defined by the Agreement.

2.4 Spillman Mobile Performance Standards

The Mobile performance standards are based on the **Performance Standards Assumptions and Exceptions** and the following additional assumptions:

- Either a commercial or managed IP-based wireless network with average data rates of 256 Kbs between the Spillman Mobile client and the Spillman server

- Acceptable performance for mobile transactions shall be defined as achieving two-way (query and response) transactions on a channel without congestion (i.e., no delay for channel access due to traffic contention)

Subject to the Customer meeting the Mobile performance assumptions, Spillman commits to the following response times during the Project:

- The frequency of dispatch updates is configurable. The default configuration is set to

15 seconds, thus the maximum time between dispatch updates is less than 30 seconds.

- Query response times are directly related to network latency and bandwidth. When Mobile network performance assumptions are met indexed query responses, unit history and call history lookups, and message transactions are less than 7 seconds

Note that the Mobile response time does not apply to the following:

- Records with images or attachments, such as mug shots. For example, a 1 MB mug shot will take approximately 32 seconds to download over a 256 kbit/s connection or approximately 16 seconds to download over a 512 kbit/s connection. (http://www.download-time.com/)
- Queries to external systems
- Functions that are size and complexity dependent (i.e., report generation)

2.5 Spillman RMS Performance Standards

The Spillman RMS performance standards are based on the **Performance Standards Assumptions and Exceptions** and the following additional assumptions:

- RMS client workstation to the Spillman Server must maintain a constant connection speed of 100 Mbps for optimum performance, since response time for query transactions, searches and canned reports will depend greatly on the network connection speeds

Subject to the above-noted assumptions and exceptions, Spillman commits to the following performance standards during the Project:

- Basic Query (Indexed Search) and Select Response Times
  - With the exception of large reports or database searches that cover a time span of a week or more and excluding network communication times and other delays beyond the Licensed Software control, the RMS system will complete the majority of activities with a transaction Response Time of 3 seconds or less.
  - Data entry operations (i.e., manual entry of information into data entry fields) and option selections (e.g., selecting one or more alternatives from drop down menu, with a pointing device or keyboard command) are completed with an average response time of 1 second or less.
- Extended Records Query (Non-indexed Search)
  - The Spillman RMS allows searching on un-indexed fields. The response time for un-indexed searches varies greatly and depends on the amount of data stored in the database, the search criteria, and the position of the matching

records in the table. An exact response time cannot be guaranteed, but the Spillman RMS will search approximately 1,000 records in less than 7 seconds.

- Name Query With List Response
  - When configured to show a list response the Spillman RMS will complete a names search in less than 7 seconds

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2.6   Spillman Field Reporting Performance Standards

The Field Reporting performance standards are based on the **Performance Standards Assumptions and Exceptions** and the following additional assumptions:

- Either a commercial or managed IP-based wireless network with average data rates of 256 kbit/s between the Spillman Field Reporting client and the Spillman server

- Acceptable performance for AFR transactions shall be defined as achieving two-way (query and response) transactions on a channel without congestion (i.e., no delay for channel access due to traffic contention)

- These performance standards do not apply to third party Field Reporting applications that interface with the Spillman system

- The form load time will be very dependent upon the mobile/Field Reporting client workstation hardware memory and CPU specifications required by the application.

Subject to the above noted assumptions and exceptions, Spillman commits to the following performance standards during the Project:

- Field Reporting queries to the Spillman Server over the LAN will be completed within 7 seconds. Field Reporting queries to the Spillman Server over-the-air (wireless network) are not subjected to the 7-second response time due to wireless network traffic and server response.

- Selecting drop-down menu pick-list items will be provided within 1 second. A few large pick-list items will be provided within 7 seconds.

- Generation and display of report forms from the "New" report screen will be provided within 30 seconds.
  - Generation and display of report forms from the "New" report screen will be provided within 12 seconds, with the exception of the first time the form is displayed after logging into Spillman Mobile, for Mobile clients that meet or exceed Spillman's Mobile Client hardware recommendations.

- Field Reporting Workflow, Retrieval and Submissions
  - Loading of existing saved draft reports, reports from a user's inbox and

submission of reports may take longer than 30 seconds. The time for submitting and saving reports to the Spillman Server may also exceed 30 seconds. This transaction time will be contingent upon the number of included data elements in a draft or completed report, any media attachments associated with the form, and the number of reports a user allows to be queued in their inbox.

2.7 Spillman JMS Performance Standards

The Spillman JMS performance standards are based on the general assumptions and exceptions and the following additional assumptions:

- JMS client workstation to the Spillman Server must maintain a constant connection speed of 100Mbps for optimum performance, since response time for query transactions, searches and canned reports will depend greatly on the network connection speeds

Subject to above noted assumptions and exceptions, Spillman commits to the following performance standards:

- Basic Query (Indexed Search Only) and Select Response Times

  - With the exception of large reports or database searches that cover a time span of a week or more and excluding network communication times and other delays beyond the Licensed Software control, the JMS system will retrieve and display the first matching record in 3 seconds or less.

  - Data entry operations (i.e., manual entry of information into data entry fields) and option selections (e.g., selecting one or more alternatives from drop down menu, with a pointing device or keyboard command) are completed with a response time of 3 seconds or less.

- Inmate Quick Search

  - The Inmate Quick Search displays a list of inmates that match the entered search criteria. For indexed searches, the Inmate Quick Search is completed with a response time of less than 7 seconds.

3. System Reliability

Spillman commits that the System will operate in material conformity with the performance standards described herein and the requirements as defined in the Agreement through Final System Acceptance. Should the System fail to meet these requirements, upon notice from Customer, Spillman will take appropriate steps to bring the System back

into compliance by correcting the problem.

Exhibit D
Training Plan

As outlined in this exhibit, Spillman provides customized training that reflects the specific needs of the agency. By first gaining a thorough understanding of the Customer's processes and system outputs, we can then design courses that meet these expressed objectives. In other words, we take specific steps to learn about the Customer's current and desired workflow—and then prepare a customized training plan to enhance operations.

To ensure a streamlined implementation and facilitate change management, training is provided for all end users. Our methodology is based on the principle that working directly with the software is the best way to learn its functionality. And we understand that user proficiency and confidence directly influences the overall project success. Therefore, Spillman will coordinate with the Customer to schedule the appropriate training schedule to instruct every end user of the system.

Beyond training all end users, Spillman's training team also understands that individuals learn in many different ways. As a result, we work carefully to accommodate a variety of learning styles. To optimize user understanding, we present our training materials in a variety of ways—including the use of text, illustrated manuals, videos, classroom-style discussions, hands-on exercises, real-world scenarios, etc.

Below is a high-level summary of the project training plan presented in the following pages:

- **Training Overview**
  - Process Analysis
  - Administrator Training
  - Geobase Training
  - Initial End User Training
  - End User Training
  - Mock Go-live Training
  - CAD/RMS/Mobile Go-Live
  - JMS Go-Live
  - Refresher Training (Post Go-live)
- **End User Training Course Descriptions**
  - **General System**
    - Inquiry Introduction
    - Data Entry
    - Advanced Searching
    - Spillman Imaging
  - **Records Management**
    - Law Incident Management
    - Law Case Management
    - Law Criminal History Records
    - Law Wanted Persons
    - Law Intelligence Records

- Law UCR
- Demographic Summary
- Traffic Information
- **Computer-Aided Dispatch**
  - Computer-Aided Dispatch
  - Dispatching with Response Plans
  - Response Plan Management
  - Spillman Mapping
  - Spillman Mapping Administration
  - Geo-validation
  - Premises Information
- **Jail Management**
  - Jail Inquiry Introduction
  - Jail Data Entry
  - Jail Management Introduction and Inmate Property Taken
  - Medical Assessments, History/Meds and Risk Assessment
  - Arrest and Offense Information
  - Property Issue, Intake and Release, Supplemental Bookings
  - Express, Criminal, Quick Bookings and Inmate Log
  - Events, Movement, Summary Information and Reports
  - Cash Accounts, Visitation
  - Sentence and Commitments
  - Billing Information
  - Commissary Management
- **Personnel Management**
  - Personnel Employee Records
  - Personnel Leave and Attendance Records
  - Position Management & Time Service
- **Evidence Management**
  - Evidence Management Introduction
  - Evidence Bar-Coding
- **Mobile Data Computing**
  - Mobile Administration
  - Mobile RMS (Forms)/State Queries
  - Mobile Voiceless Dispatch/AVL
  - Mobile Premises Information/Hazardous Materials
- **Additional Courses**
  - Fleet Maintenance
  - Equipment Maintenance
  - Licenses and Permits
  - Pawned Property

- Impounded Vehicles
- Inventory Management
- Alarm Tracking
- Sex Offender

Training Overview

Process Analysis / Software Overview

Training Type	Onsite
Description	- Spillman carefully reviews the Customer's current workflows and processes. - Spillman personnel meet with key stakeholders and decision makers within various functional groups (e.g., Dispatch, Patrol, Records, Jail, Command Staff, etc.) to identify the goals and objectives for the new system. - Spillman evaluates the current system's output/reports to understand how they support day-to-day business practices. - Spillman's trainers then utilize this information to design a customized training plan tailored to the Customer's specific needs.

Administrator Training

Training Type	Onsite
Description	- Training is conducted for System Administrators, CAD Administrators, RMS Administrators, and Jail Administrators. - Courses provide for hands-on learning with related assignments. Spillman trainers remain onsite to address any questions that arise and to provide follow-up instruction, as needed. - Activities include, but are not limited to, the following: - System setup - Code tables - Privileges - Partitioning - System audit log - System parameters - Record numbers

Geobase Training

Training Type	Web-based and/or onsite
Description	- Geobase training is conducted online. If it is determined that onsite assistance is needed, Spillman will provide onsite Geobase training at no extra charge. - Spillman trainers will work with the Customer's GIS specialist to incorporate Esri functionality into the Spillman system. This includes, but is not limited to, the following: - Map building - Map layers - Mapping toolbar - Street attributes - Common place attributes - Communication between Esri database and Spillman

Initial End User Training

Training Type	Learning Management Software (LMS)
Description	- This instruction, which is a prerequisite to end user training, occurs while system administrators set up the system and Spillman trainers customize agency-specific courses for the agency. - End users access Spillman's online Learning Management Software (LMS) to complete training on system functionality and module-specific operations. - Spillman's LMS tracks the progress of each end user to monitor each individual's learning. - Online learning modules provide flexibility for end users to train on their own schedule at an individualized pace. - Courses present information in a variety of ways, including text, video content, and hands-on exercises. - Online LMS familiarizes end users with the Spillman system prior to onsite training—to maximize information retention and proficiency. - Spillman software will be installed and running - Ideally, end users complete LMS training in an established training room(s) with an installation of the Spillman software. However, online courses may also be conducted at individual workstations.

End User Training

Training Type	Onsite
Description	- Spillman's trainer will be onsite to conduct classroom-style instruction, with a recommended maximum of 16 students per class. - Customized training manuals, which reflect the agency-specific objectives identified during the Process Analysis, are distributed. - Coursework includes practical exercises and procedures relevant to the end users' operations within the system - Customer-supplied computers/laptops are required to ensure successful training of participating end users.

Mock Go-Live

Training Type	Onsite
Description	- Spillman's trainer will be onsite to lead practice scenarios in the software for all functional groups (Dispatch, Patrol, Records, and Jail). - Every system user will go through mock Go-Live scenarios to ensure proficiency and confidence in real-world scenarios. - The process also allows for the correction of system set up errors that may have occurred such as incorrect privileges, code table errors, etc.

CAD/RMS/Mobile Go-Live

Training Type	Onsite
Description	- Go-Live Week 1: Multiple Spillman trainers will be onsite for 3-4 days addressing each functional group. - Go-Live Week 2: Multiple Spillman trainers onsite (although less than week 1) for 3 days covering areas of special need.

JMS Go-Live

Training Type	Onsite
Description	- Go Live Week 1: Spillman Trainer will be onsite for 3-4 days addressing each functional group - Go Live Week 2: Spillman Trainer will be onsite for 3 days addressing areas of special need.

Refresher Training (Post Go-live)	
Training Type	Onsite
Description	• A Spillman Trainer will return 3-6 months following Go-live to provide further instruction on specific topics and functionality identified by the Customer. • This additional training will help to ensure end users are fully proficient in their use of the software.

End User Training Course Descriptions

General System

Inquiry Introduction (required for all participants)

Attendees

All personnel that will use any section of the Spillman Software regardless of which modules they will use or to what extent. **This course is a prerequisite** to any other Spillman Software training.

- Records Personnel
- Communications Personnel
- Corrections Personnel
- Investigation Personnel
- Patrol Personnel
- Spillman Administrators
- Data Entry Personnel
- Administrations

Course Summary

- Software: Accessing, Moving Around, Fundamentals and Features
- Searching for a Name Record and the List, View Options
- Searching in Other Fields
- Searching the Scar, Mark, and Tattoo Fields
- Searching the MO and Addresses with Geobase
- Name Information, Associate Name Information and Involvements
- Working with Multiple Spillman Windows; the Vehicle, Property, and Wanted Persons Table
- Software Reports

Course Objectives

The objectives of this course are to teach the user(s) how to use the system's features and functions, how to access the system (log on and off), move around the system, search for and find information in the database, and find and run system reports. This course teaches the basic system functionality that is required, and is consistent with each module. In other words, learn this class and the specific module training will be much easier. This class will also cover and explain the strengths and benefits of using the Spillman system daily, and how it will make each student's job much easier to manage. Each student will, at a minimum, complete the practical exercises contained in this course.

Data Entry (required for all participants)

Prerequisite Course(s)
Inquiry Introduction

Attendees
All personnel that will use any section of the Spillman Software regardless of which modules they will use or to what extent. **This course is a prerequisite** to any other Spillman Software training.

- Records Personnel
- Communications Personnel
- Corrections Personnel
- Investigation Personnel
- Patrol Personnel
- System Administrators
- Data Entry Personnel
- Agency Administration

Course Summary
- Adding Names to the Names Table
- Modifying Records, Adding Alert Codes, Previous Addresses & Phone Numbers
- Adding Address Information to Geobase
- Adding S.M.T.'s, and MO Information
- Adding Comments, Using the Spillman Editor
- Additional Name Information
- Adding Vehicles
- Adding Property
- Adding Custody Records to the Property Table
- Creating Alias Records
- Adding Involvements to Records

Course Objectives
The objectives of the Data Entry course are to teach the students how to add data into the database, pointing out software features that will allow them to better utilize the software's functionality. This class will also cover and explain the strengths, benefits, and consistency of adding data into this database, and how it will make each student's daily job much easier to manage. Each student will, at a minimum, complete the practical exercises contained in this objective for the purpose of understanding how to apply each task to their job and their agency.

Advanced Searching

Prerequisite Course(s)
- Inquiry Introduction
- Data Entry

Attendees
- Records Personnel Supervisors
- Communications Personnel Supervisors
- Corrections Personnel Supervisors
- Investigation Personnel Supervisors
- Patrol Personnel Supervisors
- Spillman Administrators

Course Summary
- Using the JADD Search
- Using the JRES Search
- Using the JTBL Search
- Searching Addresses using Geobase
- System Reports
- Searching/Adding the On-Call Scheduling, On-Call Status and Resource Table
- Adding On Call Scheduling, and Resource Information
- Dissemination Table

Course Objectives
The objective of the Advanced Searching course is to teach the students more system search features that will allow them to better utilize the software's functionality. This class will also cover and explain the strengths and benefits of advanced searching using multiple tables in one search. Each student will, at a minimum, complete the practical exercises contained in this objective for the purpose of understanding how to apply each task to their job and their agency.

Spillman Imaging

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry

Attendees
- Spillman Administrator(s)
- Patrol Officers
- Data Entry Clerks
- Anyone who will add images to the Spillman Software

Course Summary
- What is Spillman Imaging?
- Capturing and Importing Images
- Editing Images
- Viewing and Printing Images
- Copying & Pasting an Image
- Exporting Images
- Replacing & Archiving Images
- View Archived Images
- Deleting Images
- Merging Duplicate Name Records that Have Attached Images

Course Objective
The objective of the Spillman Imaging course is to teach the students how to capture/import images into the Spillman software then how to format those images.

Law Records Management

Law Incident Management

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry
- (This course is required UCR and Case Management courses)

Attendees
- Data Entry Personnel
- Records Clerks
- Spillman Administrator(s)
- Patrol Supervisors
- Investigation (Required for Case Management)
- Chiefs, Sheriffs, etc., for decision making purposes
- Patrol (Only if they will add and manage the incident reports)

Personnel that should attend this class are those responsible for the entry and management of the agency's Law Incident Reports. The agency's departmental structure will determine exactly who should attend. It is not necessary for patrol, dispatch, etc. to attend this class unless they enter and manage Incident reports and/or narratives. Most commonly today agencies have personnel assigned to this task for the purposes of consistency and reporting UCR and/or IBR. The following list contains possible attendees.

Course Summary
- The Incident Table
- Finding and Modifying Incident Reports
- Adding Narratives
- Adding Supplemental Narratives
- Printing Narratives
- Incident Involvements
- Narrative Security
- Reports
- Option Line Features and Access

Course Objectives
The objectives of the Incident Management course are to teach the students how to add, modify, and manage the data entered into the system, pointing out system features that will allow them to better utilize the software's functionality. This class will also cover and explain the strengths, benefits, and consistency of adding data into the Incident table and how it will make each student's daily job much easier to manage. Each student will, at a minimum, complete the practical exercises contained in this course for the purpose of understanding how to apply each task to their job and their agency procedures.

Law Case Management

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry
- Law Incident Management

Attendees
- Spillman Administrators
- Patrol Supervisors
- Investigation
- Chiefs, Sheriffs, etc., for decision making purposes
- Patrol (Only if they will add and manage the Case Management Records)

Personnel that should attend this class are those persons responsible for the entry and management of the agency's Cases as they relate to the Law Incident Reports. The agency's departmental structure will determine exactly who should attend. It is not necessary for patrol, dispatch, etc. to attend this class unless they enter and manage Case Management Incident reports. It is recommend that the Chief Investigator and all other investigators attend this class. The following is a possible list of attendees by title.

Course Summary
- Case Management Introduction
- The Case Management Record; Assignment and Status
- Incident Narrative and Case Notes
- Solvability Evaluation and Officer Activity
- Case Management Involvements
- Case Management Reports

Course Objectives
The objective of the Case Management course is to teach the students how to add data into the Case Management module for the purpose of tracking and managing their cases. This class will also cover and explain the strengths, benefits, and consistency of using this module, and how it will make each student's daily job much easier to manage. Each student will, at a minimum, complete the practical exercises contained in this objective for the purpose of understanding how to apply each task to their job and their agency.

Law Criminal History Records

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry

Attendees
- Spillman Administrators
- Data Entry Personnel (Only if they will add and manage the Criminal History Bookings.)
- Records Personnel (Only if they will add and manage the Criminal History Bookings.)
- Patrol Supervisors (Only if they will add and manage the Criminal History Bookings.)
- Investigation (Only if they will add and manage the Criminal History Bookings.)
- Chiefs, Sheriffs, etc., for decision making purposes
- Patrol (Only if they will add and manage the Criminal History Bookings.)

Personnel that should attend this class are those persons responsible for the entry and management of the agency's Criminal History Bookings (Non-Custody/Site and Release) as they relate to the Law Incident Reports, UCR and IBR. The agency's departmental structure will determine exactly who should attend. It is not necessary for patrol, dispatch, etc. to attend this class unless they enter and manage Criminal History Bookings. This course is not designed for the Jail Staff Personnel because the same course is covered during the Jail Training. The following is a possible list of attendees by title.

Course Summary
- Introduction Arrest and Offense
- Bonds, Fines and Payments
- Management of Criminal History Bookings
- Offense Summary Screen
- Criminal History Reports
- Transferring/Deleting Bookings

Course Objectives
The objectives of the Criminal History course are to teach the students how to add and manage non-custody bookings, pointing out system features that will allow them to better utilize the software's functionality. This class will also cover and explain the strengths, benefits, and consistency of how adding data into the Criminal History module affects UCR and IBR reporting, and how it will make each student's daily job much easier to manage. Each student will, at a minimum, complete the practical exercises contained in this course for the purpose of understanding how to apply each task to their job and agency

Law Wanted Persons

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry

Attendees
- Data Entry Personnel (Only if they will add and manage the Wanted Person Records)
- Records Clerks (Only if they will add and manage the Wanted Person Records)
- Dispatch (Only if they will add and manage the Wanted Person Records)
- Spillman Administrators
- Patrol Supervisors (Only if they will add and manage the Wanted Person Records)
- Investigation (Only if they will add and manage the Wanted Person Records)
- Patrol (Only if they will add and manage the Wanted Person Records)

Personnel that should attend this class are those persons responsible for the entry and management of the agency's Wanted Persons Records. The agency's departmental structure will determine exactly who should attend. It is not necessary for patrol, dispatch, etc. to attend this class unless they enter and manage Wanted Persons. Most commonly today agencies have personnel assigned to this task for the purposes of consistence and reporting UCR and/or IBR. The following list contains possible attendees.

Course Summary
- Wanted Persons Screen
- Wanted Persons Reports

Course Objectives
The objectives of the Wanted Persons course are to teach the students how to add, modify, and manage the data entered into the system, pointing out system features that will allow them to better utilize the software's functionality. This class will also cover and explain the strengths, benefits, and consistency of adding data into the Wanted Persons table, and how it will make each student's daily job much easier to manage. Each student will, at a minimum, complete the practical exercises contained in this course.

Law Intelligence Records

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry

Attendees
- Spillman Administrators
- Task Force Members, i.e., Drugs, Gangs, etc.
- Patrol Supervisors (Only if they will add and manage the Intelligence Records.)
- Investigation (Only if they will add and manage the Intelligence Records.)
- Chiefs, Sheriffs, etc., for decision making purposes
- Patrol (Only if they will add and manage the Intelligence Records.)

Personnel that should attend this class are those persons responsible for the entry and management of the agency's Intelligence activity. The agency's departmental structure will determine exactly who should attend. It is not necessary or recommended for patrol, dispatch, etc. to attend this class unless they enter and manage Intelligence Records. It is recommended that the Chief Investigator and the investigators assigned to a task force unit, gangs, drugs, etc., attend this class. The following is a possible list of attendees by title.

Course Summary
- Intelligence Table Overview
- Hangouts
- Associates, Vehicles
- Residence, Employment
- Suspicious Activities, Miscellaneous Comments
- Protect Records

Course Objectives
The objective of the Intelligence Records course is to teach the students how to add data into the Intelligence Records module for the purpose of tracking and managing their suspects, drug dealers, gang members, and criminal activity.

This class will also cover and explain the strengths, benefits, and consistency of using this module and how it can make each student's daily job much easier to manage. Each student will, at a minimum, complete the practical exercises contained in this course for the purpose of understanding how to apply each task contained in this objective to their job and agency.

Law UCR

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry
- Law Incident Management Course
- Arrest & Offense Course (i.e., Criminal History or Jail Course)

Attendees
- Data Entry Personnel
- Records Clerks
- Spillman Administrators
- Patrol Supervisors
- Personnel that manage and report UCR for your agency

Personnel that should attend this class are those responsible for the entry and management of the agency's Law Incident Reports. The agency's departmental structure will determine exactly who should attend. It is not necessary for patrol, dispatch, etc. to attend this class, unless they enter and manage incident reports and/or narratives. Today, most commonly, agencies have personnel assigned to this task for the purposes of consistency and reporting UCR and/or IBR. The following list contains possible attendees:

Course Summary
- Software Setup
- Tables and Fields Used by UCR
- Domestic Violence Reporting
- Homicide Reporting
- Officers Killed/Assaulted
- UCR Reports

Course Objectives
The objective of the Incident Management course is to teach the students how to add, modify and manage the data entered into the database, pointing out system features that will allow them to better utilize the software's functionality. This class will also cover and explain the strengths, benefits and consistency of adding data into the Incident Table, and how it will make each student's daily job much easier to manage. Each student will, at a minimum, complete the practical exercises contained in this course for the purpose of understanding how to apply each task to their job and their agency procedures.

If applicable, the instructor should teach this course in conjunction with the agency's policies, procedures, needs and requirements. This gives the agency a better understanding of how the Incident Table applies to their daily jobs and data entry standards.

Demographic Summary

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry

Attendees
- Personnel Responsible for entering and maintaining Demographic Summary data.
- Supervisors
- Spillman Administrators

Course Summary
- Explanation of the Demographic Summary Table
- Searching the Demographic Summary Table
- Adding Demographic Summary Records

Course Objectives
The objective of this course is to teach the students how to find and add data into the Demographic Summary Table. In addition this course will explain the possible uses of the data entered into this table and how the agency can use the data for agency static's. Each student will at a minimum, complete the practical exercises contained in this objective for the purpose of understanding how to apply each task contained in this objective, to their job and their agency.

Traffic Information

Prerequisite Course(s)

- Spillman Inquiry Introduction
- Spillman Data Entry

Attendees

- Personnel that will enter and manage traffic information in the Spillman Software (i.e., Data Entry Clerks, Records Clerks, Patrol Personnel)

Course Summary

- Accident Table
- Traffic Citations
- Traffic Warnings

Course Objectives

The objectives of the Traffic Information Course is to teach the students how to add data into the system pointing out system features that will allow them to better utilize the software's functionality. This class will also cover and explain the strengths, benefits and consistency of adding data into the Traffic Module and how managing the data will make each students daily job much easier.

Computer-Aided Dispatch

Dispatch Overview

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry

Attendees
- Dispatchers Personnel
- Call Takers Personnel
- Dispatch Supervisors
- Spillman Administrator(s)

Course Summary
- CAD Screen, Moving Around and Help Features
- Radio Log Entries
- Adding Calls, Dispatching Calls, Updating Calls, Units and Call Completion
- CAD Screen Sizing, Sorting and Configurations
- Using the Mouse to Manage the CAD Screen
- Modifying Calls, CAD Comments & with Units, Viewing Comments, Call Information
- Calls Screen
- Sending Backup Units
- Canceling Calls, Units and Changing Responsible Units
- Exchange Units and Update Unit Zones
- Traffic Stop Command and The Traffic Stop Table
- Turn Traffic Stops into Calls
- Dispatching Using Intersection & Common place names
- Dispatching and Managing Incidents for Call Types
- Adding & Dispatching Multiple Calls types with Special Instructions
- Final Exercise I
- Adding Calls for On-Site Activity
- Radio History, Unit and Officer Information
- Adding Alarm Calls
- Adding Information Calls
- Adding Miscellaneous Calls
- Dispatching Wreckers
- Dispatcher Positions and Responsible Unit Review
- Configuring Numeric Keypad; Saving and Loading Function Key Assignments
- Adding & Dispatching, Simultaneous Tasks, Current Calls with Function Keys
- Radio Log – Name and Vehicle Inquiries
- Access to Tables from CAD
- Re-Opening Completed Calls
- Time Lapse Alerts & Pager Numbers
- Merging Duplicate Calls
- Water Sources
- Dispatching with Premises Information
- Hazardous Materials Table
- Racial Profiling Table

- Final Practical Examination II
- What Recommended Units Does
- Dispatching with Recommended Units
- Letting the Software Automatically Recommend Units
- Dispatching When the Response Calls for Multiple Units of Multiple Kinds
- Address Specific Recommended Units

Course Objectives

The objective of the Computer Aided Dispatch (CAD) course is to teach the students how to use the CAD system with its features and functions. This class will also cover and explain the strengths and benefits of using this system daily and how it will make each students daily job much easier to manage. Each student will at a minimum, complete the practical exercises contained in this course for the purpose of understanding how to apply each task contained in this course, to their job and their agency.

Dispatching with Response Plans

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry
- Computer Aided Dispatch (CAD)

Attendees
- Spillman Administrator(s)
- Call-Taker Personnel
- Police Dispatch Personnel
- Fire Dispatch Personnel
- Fire Commander(s) and possibly Police Commander(s)

Course Summary
- Finding the Response Plan
- Dispatching Level 1
- Dispatching Subsequent Levels
- Covering Units
- Final Practical Examination
- What Recommended Units Does
- Dispatching with Recommended Units
- Letting the Software Automatically Recommend Units
- Dispatching When the Response Calls for Multiple Units of Multiple Kinds
- Address Specific Recommended Units

Course Objectives
The objectives of this course are to give a basic understanding of what response plans are and to give the ability, with practice, to dispatch with those response plans. Students will learn how to dispatch different levels of response for each plan.

Response Plan Management

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry

Attendees
- Spillman Administrator(s)
- Key Communications Personnel
- Sr. Administration (if involved in decision making)
- Fire Supervisors (if used for fire)

Course Summary
- Application Parameters
- Creating Response Plans
- Creating Levels
- Map References & Water Sources
- Time of Day & Days of the Week
- Verifying Response Plans
- The Recommended Unit Table
- Final Practical Exercises

Course Objectives
The objectives of this course are to give a basic understanding of what response plans are, and to give the ability, with practice, to set up and administer those response plans. Students will learn how to set up different levels of response for each plan.

Spillman Mapping

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry
- CAD

Attendees
- Dispatch Personnel
- Call Taker Personnel
- Dispatch Supervisors
- Spillman Administrator(s)

Course Summary
- What is Spillman Mapping?
- Configuring the Map for a Single Session
- Introduction to Spillman Mapping
- Performing CAD Tasks from the Map
- AVL Functions
- CAD Position List

Course Objectives
The objective of the Spillman Mapping course is to teach the students how to use the CAD software in relation to Spillman Mapping, with its features and functions. This class will also cover and explain the strengths and benefits of using this software to display calls, and possibly units, on a graphical map.

Spillman Mapping Administration

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry
- CAD

Attendees
- Dispatch Supervisors
- Spillman Administrator(s)

Course Summary
- Administration Application
- Converting MapInfo files to ESRI shape(.shp) files
- Directory Structure for the Map Files
- Adding and Arranging Map Layers
- Non-Latitude/Longitude Map Settings
- Updating the Map
- Application Parameters

Course Objectives
The objective of the Spillman Mapping course is to teach the administrators how to setup the CAD software in relation to Spillman Mapping, with its features and functions.

Geo-validation

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry

Attendees
- Agency Administration
- Spillman Application Administration
- GIS personnel

Course Summary
- Explanation of differences in terminology in ArcGis and ArcView
- Layout of Arc Map Screen
- ArcMap Toolbars and Buttons
- Spillman.mxt template
- Adding Spillman Toolbar
- Layers
- Gbsteet layer attribute table
- Common Place layer attribute table
- Setting Snapping tolerances
- Creating features within a layer
- Editing features within a layer
- Using the tools within the Spillman Toolbar
- Transferring the files to Spillman

Course Objectives
The objectives of the ArcView course are to introduce the students to basic concepts of building a map in ArcView for use in the Spillman software.

Premises Information

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry

Attendees
- Spillman Administrators
- Communication Supervisors
- Records Personnel
- Communications Personnel
- Fire Personnel

Course Summary
- Adding a premises record
- Adding Hazardous Materials
- Premises Involvements

Course Objectives
The objectives of this course are to teach the user (s) how to use the premises features and functions, how to access the table, how to add data to the table, including hazardous materials if used by the agency. Also this course gives an overview of the involvements created automatically by the database when using this module. Each student will at a minimum, complete the practical exercises contained in this course.

Jail Management

Jail Inquiry Introduction

Prerequisite(s)

Attendees should be familiar with the standard features of Microsoft® Windows® before using Spillman. At minimum, users should know how to do the following:

- Use a mouse or the keyboard to do basic tasks, such as choosing menu options and buttons.
- Work with Windows (selecting, minimizing, restoring, maximizing, sizing, scrolling, closing, etc.).
- Work with dialog boxes.

If the user does not know how to do these tasks, they should refer to Windows online documentation or complete an online Windows tour.

Attendees

- Corrections Personnel
- Software Administrators [only if the SAA did not complete the HUB courses]
- Jail Data Entry Personnel
- Jail Administrations

All Jail personnel that will use the Spillman software, regardless of the Jail modules they may use. **This course is a prerequisite** to all other Spillman Jail Management training.

Note: If the student attended the HUB Introduction and Data Entry courses, it is not necessary for them to attend this course. If the students responsibilities include more than Jail Management, they must attend the HUB introduction and Data Entry courses.

Course Summary

- Software: Accessing, Moving Around, Fundamentals and Features
- Searching for a Name Record and the List Option
- Searching in Other Fields
- Searching the Scar, Mark, and Tattoo Fields
- Name Information, Associate Name Information, and Involvements
- Working with Multiple Spillman Windows, and Accessing other Tables
- Software Reports

Course Objectives

The objectives of this course are to teach the user(s) how to use the system features and functions, how to access the system (log on and off), move around the system, search for and find information in the database, and find and run system reports. This course teaches the basic system functionality that is required, and is consistent with each module. In other words, learn this class and the specific module training will be much easier. This class will also cover and explain the strengths and benefits of using the Spillman system daily, and how it will make each student's job much easier to manage. Each student will, at a minimum, complete the practical exercises contained in this course.

Jail Data Entry

Prerequisite Course(s)
- Spillman Inquiry Introduction Course

Attendees
- Corrections Personnel
- Data Entry Personnel [Corrections Only]
- Correction Administration

All personnel that will use any section of the Spillman Software, regardless of which modules they will use or to what extent. **This course is a prerequisite** to any other Spillman Software training.

Course Summary
- Adding Names to the Names Table
- Modifying Records, Adding Alert Codes, Previous Addresses & Phone Numbers
- Adding Address Information to Geobase
- Adding SMTs Information
- Adding Comments, Using the Spillman Editor
- Additional Name Information & Names Review
- Adding Vehicles
- Creating Alias Records
- Adding Involvements to Records

Course Objectives
The objectives of the Data Entry course are to teach the students how to add data into the database, pointing out software features that will allow them to better utilize the software's functionality. This class will also cover and explain the strengths, benefits, and consistency of adding data into this database and how it will make each student's daily job much easier to manage. Each student will, at a minimum, complete the practical exercises contained in this objective for the purpose of understanding how to apply each task to their job, and their agency.

Jail Management Introduction and Inmate Property Taken

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry

Attendees
- Booking and Processing Officers
- Medical and Risk Assessment personnel (only if they perform tasks other than medical or risk)
- Intake Officers
- Billing Officers
- Property Officers
- Commissary Officers
- Spillman Administrators
- Jail Commander/Administrator
- Jail Clerks or Data Entry Personnel

All personnel that will use this module or any section of the Jail Management Module. If the facility's staff performs all duties and are not broken into categories, then all employees must attend all Jail Training.

Course Summary
- Starting a Full Booking and Additional Name Information
- Full Bookings with Different Software Prompts and Messages
- Booking Inquiry & Modification
- Inmate Property Taken
- Returning Inmate Property Taken

This course is taught in two sections. Data entered in this course directly affects the remaining Jail Management Module courses. The course is divided into two sections; section one is the Introduction to Jail Management and is **mandatory** for any personnel using any section of the Jail Management Module. It is important that the agency send all jail personnel to section one of this course.

Section two is the Jail Inmate Property Course. Information taught in this section tracks the inmate's property from the time of booking until the time of release. The database tracks and documents property as follows: itemized inmate property taken, inmate property storage locations, inmate cash accounts being created from the Property Taken screen, generating receipts, and the release and return of inmate's property.

Course Objectives
The objectives of this course are to teach the user(s) how to begin a full booking and inquiry into an active booking, for the purpose of modifying a booking. This course will also cover how the system assigns booking numbers, manages juveniles, and uses the Additional Name Information screen. In addition, this course includes the management of inmate property taken and released to the inmate or other individuals. The Inmate Property section will explain how the system manages, documents, and tracks property taken. Each student will, at a minimum, complete the

practical exercises contained in this objective, and understand how each is applied to their facility.

Medical Assessments, History/Meds, and Risk Assessment

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry
- Jail Management Introduction

Attendees/Course Description
The Jail Assessments & Medical Records course is divided into three sections or modules. This has been done in order to accommodate various jail facilities and their needs. The following is a breakdown of what is covered in each section, and which personnel should attend.

- The first section contains the Initial Inmate Assessment and Inmate Medical Screening. This section covers the assessments completed at the time of booking. The personnel attending should be those that complete the booking process, or the booking/processing officers for your facility.

- The second section contains medical history information. This section covers the inmate's medical history information (which should be considered confidential), and nurse's or medical staff's chart notes, such as inmate's vital signs, weight, etc. This section also addresses setting up inmate required medications, medication reports, and the posting of dispensed medications. The personnel attending this section should be medical staff personnel, or those persons responsible for performing the information contained in this section. If the medical staff needs to schedule medical appointments, they must attend Jail Course VI, Scheduled Events.

- The third section contains risk assessment information, or inmate classification. This section addresses inmate risk assessment or classification information that should be completed according to department policy. Risk assessments allow for the classification of inmates to determine housing location, security type(s), work release eligibility, and escape risk, etc. The personnel attending this section should be the classification officers or the personnel responsible for performing the information contained in this section.

- If all three sections pertain to the same group of personnel, then this group would need to attend all sections.

Course Summary
- Initial Inmate Assessment
- Inmate Medical Screening
- Medical History
- Required Medications
- Required Medications Report and Post Medications Utility
- Risk Assessment

Course Objectives
The objectives of this course are to teach the user(s) how to use the software to document and maintain inmate assessments, medical history information, risk assessments, and inmate medications. Each student will, at a minimum, complete practical exercises contained in this objective, and understand how each is applied to their facility.

Arrest and Offense Information

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry
- Jail Management Introduction and Inmate Property Taken

Attendees
Booking or Processing officers, personnel that audit and manage UCR reporting. However those persons may take the Criminal History Booking Section and receive the same IBR/UCR information. Personnel that audit and manage Jail Billings. Personnel who enter and manage Sentence and Commitments.

Course Summary
- Entering Arrests
- Entering Offenses
- Bond, Fines, Fees, Restitution and Other
- Payments
- Reports
- Arrest and Offenses Final Examination

The Jail Arrest and Offense course is taught in one section or module. Information contained and managed in this course is important for the integrity of the database. Data entered in this course directly affects agency billing, UCR reporting, arrests as related to offense, dispositions of inmates, and related incidents. Related incidents include daily billing and medical billing to the appropriate agency, credit to the appropriate arresting agency for UCR purposes, offenses to the appropriate bond, fine, or restitution, etc., inmate disposition (i.e., pre-sentenced and related incidents, such as, "Did the arrest close an opened Law Incident report?").

Course Objectives
The objectives of this course are to teach the user (s) how to use the software to enter, document and track Arrest, Offense, Bond, Fines, etc, and Arresting agencies information. This course will also address and explain how the database manages data entered to calculate UCR reporting, IBR Reporting, Agency Billing, Related Incidents and Inmate Dispositions. Each student will, at a minimum, complete the practical exercises contained in this objective and understand how each is applied to their facility.

Property Issue, Intake and Release, Supplemental Bookings

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry
- Jail Management Introduction and Inmate Property Taken
- Jail Arrest and Offense

Attendees
- All personnel that enters this information for the Agency. Booking or Processing Officers, Sentencing and Commitment Officers, personnel that audit and manages Jail Billing.

Course Summary
- Jail Issued Property
- Returning Jail Issued Property
- Types of Bookings
- Relationship of Bookings to Names, Involvements, Confined Alert Flags
- Defining Inmate Housing Facilities
- Inmate Intake and Housing
- The Phone Call Option; Booking Involvements, Keep Separate Inmate Association
- Inmate Holds
- Clearing Holds
- Inmate Release
- Active, Inactive, and Closed Bookings
- Closing and Unclosing Bookings
- Supplemental Booking

The Intake and Release course is taught in three sections. Information contained and managed in this course is important for the integrity of the database. Data entered in this course directly affects information posted to the Inmate Log, which contains data pertaining to an inmate's Name record, not the booking. Example: Inmate cell changes, inmate phone calls, inmate arrival time, and inmate release. This course also tracks inmate issued property, searches, charges for housing, inmate holds, arrival times, and credits.

Course Objectives
The objectives of this course are to teach the user (s) how to enter, document, and track information, and use full and supplemental bookings. This course will also address and explain how the database manages jail issued property, data entered to house inmates, change inmate cell assignments, place and clear holds, enter initial inmate phone call (s), add booking involvements, (active, inactive, closed booking), closing and unclosing bookings, and inmate release. Each student will, at a minimum, complete the practical exercises contained in this objective, and understand how each is applied to their facility.

Express, Criminal, Quick Bookings, and Inmate Log

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry Introduction
- Jail Management Introduction & Inmate Property Taken
- Jail Inmate Assessments, Medical Histories and Medications
- Jail Arrest and Offense Information
- Jail Intake and Release

Attendees
- Booking or Processing Officers, Sentencing and Commitment Officers, Personnel that manage inmate medical billing.

Course Summary
- Types of Bookings
- Express Bookings
- Criminal History Bookings
- Quick Intake
- Quick Release
- Inmate Log
- Final Exercise I

This course is taught in one section or module. Information contained and managed in this course is important for the integrity of the database. Data entered in this course directly effects information posted to the inmate log, which contains data pertaining to an inmate name record not the booking. Example, inmate cell changes, inmate phone calls, inmate arrival time and inmate release. This course also shows how data entered can be found and used by the facility to track inmate movement, jail events, inmate disciplinary actions, etc.

Course Objectives
The objectives of this course are to teach the user (s) how to enter, document, track information and use each booking module. This course will also addresses and explain how the database manages data entered in the Inmate Log, i.e., inmate cell assignments, initial inmate Phone call (s), add and track inmate/facility information, Inmate Bookings, Inmate Releases. Each student will, at a minimum, complete the practical exercises contained in this objective and understand how each is applied to their facility.

Events, Movement, Summary Information, and Reports

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry
- Jail Management Introduction and Inmate Property Taken

Attendees
- Jail Records Personnel
- Corrections Personnel
- Spillman Administrators
- Data Entry Personnel
- Jail Administrations
- Jail Transport Officers
- Jail Medical Staff (If they schedule medical events)

Note: the job titles terminology/descriptions listed below vary from site to site.

Course Summary
- Scheduled Events
- Scheduled Medical Events/Appointments
- Medical Events
- Posting Scheduled Events to the History Log
- Work Release
- Confined Inmate Movement
- Inmate Location Log
- Booking Summary
- Jail Reports

Course Objectives
The objectives of the Scheduled Events and Movement course is to teach the students how to add data into these modules pointing out software features that will allow them to utilize the software's functionality in Scheduling Events for Inmates and the Facility, i.e., Inmate Medical appointment Inmate Court appearances, etc. In addition this course will also address and explain how to move inmates to and from areas of the facility or areas outside the facility, i.e., Court, Exercise Yard, etc. Finally this course teaches the use of the Jail Reports associated with Schedule Events. Each student will at a minimum, complete the practical exercises contained in this objective for the purpose of understanding how to apply each task contained in this objective, to their job and their agency.

Cash Accounts, Visitation

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry
- Jail Management Introduction and Inmate Property Taken

Attendees
- Jail Records Personnel
- Corrections Personnel
- Spillman Administrators
- Data Entry Personnel
- Jail Administrations
- Commissary Personnel (cash accounts section)
- Visitation Officers

Note: the job titles terminology/descriptions listed below vary from site to site.

Course Summary
- Section One (Cash Accounts)
  - Inmate Property Taken (Review)
  - Cash Account Receipts
  - Cash Account Disbursements
  - Cash Account Adjustments
  - Voiding Checks
  - Managing Inactive Cash Accounts
  - Inmate Cash Account Reports

- Section Two (Visitation)
  - Inmate Visitors
  - Printing Passes, Checking Out Visitors
  - Viewing Visitor and Visitee Information
  - Visitation Summary Report

Course Objectives
The objectives of the **Inmate Cash Accounts** section is to teach the students how to add and manage data entered into this module pointing out system features that will allow them to utilize the software's functionality in Managing Inmate monies for the purpose of Commissary, Receipt, Disbursement and tracking the ledgers of Inmate monies. In addition this course will also address and explain how to run the necessary reports related to this module. Each student will at a minimum, complete the practical exercises contained in this objective for the purpose of understanding how to apply each task contained in this objective, to their job and their agency.

The objectives of the **Inmate Visitation** section is to teach the students how to add and manage data entered into this module pointing out system features that will allow them to utilize the software's functionality in Managing Inmate Visitation for the purpose of tracking persons that visit Inmates. In addition this course will also address and explain how to run the necessary reports related to this module. Each student will at a minimum, complete the practical exercises contained in this objective for the purpose of understanding how to apply each task contained in this objective, to their job and their agency.

Sentence and Commitments

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry
- Jail Management Introduction
- Arrests and Offenses
- Inmate Intake and Release

Attendees
- Those who enter sentence and commitments for inmates.

Course Summary
- Adding Sentence Information
- Consecutive Sentence Information
- Sentence Adjustments
- Sentence/Scheduled Commitments
- Reports
- Releasing Inmates

The Sentence and Commitment course is taught in one section or module. Information contained and managed in this course is important for the integrity of the database. Data entered and managed in this course will affect the length of an inmate's incarceration. Therefore, it is recommended that the facility send personnel that is responsible for the management of inmate Sentences and Commitments and to limit the system privileges to only those persons that will be advantageous for the facility.

Course Objectives
The objectives of this course are to teach the user (s) how to enter and manage inmate sentence and commitments. This course covers concurrent and consecutive sentences, sentence adjustments, schedule commitments, reports, and releasing inmates with a sentence record. The Sentence and Commitment course will explain how inmate good time, administrative time, disciplinary, and sentence adjustments are managed. Each student will, at a minimum, complete the practical exercises contained in this objective and understand how each is applied. Note. This course is designed to introduce you to the sentencing module and how it functions. However, there is no possible way to cover all the different types of creative sentencing that may exist at your agency. Refer to the Jail Users Manual for more sentencing information.

Billing Information

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry
- Jail Management Introduction
- Arrests and Offenses
- Inmate Intake and Release
- Sentences and Commitments (at a minimum observe the class because data entered could affect billing.)

Attendees
- Personnel Responsible for Agency Billing
- Spillman Administrator

Course Summary
- Data Entry Affecting Billing
- Auditing and Billing
- Report Selection Criteria
- Master Audit Billing Report
- Error Messages
- Master Audit Billing Report w/Matrix
- Monthly Billing Statement

Course Objectives
The objective of this course is to provide an introduction to the billing programs and reports. It is essential for the user to study the manuals and the materials provided in the course, and to practice using the programs in the training database before using them for actual billings.

Commissary Management

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry
- Jail Management Courses I and II
- Inmate Cash Accounts Course

Attendees
- Personnel that will manage the facility's commissary
- Personnel that will input order and print the commissary order sheets
- Spillman Administrator (s) commissary admin is covered during this course

Course Summary
- Commissary Suppliers
- Commissary Inventory Items
- Inmate Cash Accounts Review
- Printing Commissary Item Lists
- Entering Inmate Orders
- Commissary Inventory Adjustments
- Reordering and Restocking Inventory
- Restocking Pending Orders
- Printing Commissary Checks
- Printing Commissary Cash Disbursements
- Commissary History Table
- Commissary Reports

Course Objectives
The objective of the Commissary course is to teach the students how to use the software in managing the facility's commissary. Included in this course are the items listed above in the Course Summary Title. This course includes information, outlines, and practical exercises which address system setup and maintenance, input, and printing inmate orders. At a minimum, each student will complete the information and exercises contained in this course.

Personnel

Personnel Employee Records

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry

Attendees
- The Spillman Administrator (s) [software setup issues are addressed in this course]
- Departmental Personnel Staff
- Supervisors
- Any personnel that performs this duty
- Caution: Due to the content of data managed and stored, restriction of staff is advised.

Course Summary
- The Employee Record
- Children
- Administrative Actions Record
- Training Record and Schedule
- Employee Medical History
- Employee Skills
- Employee Inquiry Screens
- Personnel Management Reports
- Personnel Final Practical Examination

Course Objectives

The objectives of the employee management course are to teach the students how to use the software to manage personnel information, and how to search, add, modify, and manage the data entered into the software, pointing out software features that will allow them to better utilize the software's functionality. This class will also cover and explain the strengths, benefits, and consistency of adding data into the Personnel Management Module, and how it will make each student's daily job much easier to manage. Each student will, at a minimum, complete the practical exercises contained in this objective for the purpose of understanding how to apply each task to their job and their agency.

If applicable, the instructor should teach this course in a manner consist with the agency's policies, procedures, needs, and requirements. This gives the agency a better understanding of how the Personnel Management Module applies to their daily jobs and data entry standards.

Personnel Leave and Attendance Records

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry
- Employees Records Management

Attendees
- The Spillman Administrator (s) [software setup issues are addressed in this course]
- Departmental personnel staff that enters and tracks leave and overtime
- Supervisors
- Any personnel that performs this duty
- Caution: Due to the content of data managed and stored, restriction of staff is advised.

Course Summary
- Introduction
- Leave Records, Adding and Posting Leave Time
- Overtime Tables: Design & Use
- Posting Current Overtime to the Accrued Overtime Detail Window
- Leave Reports
- Employee Workload and Attendance Tables
- Employee Workload Table
- Employee Attendance Screen
- Employee Attendance Entry Screen
- Employee Attendance Defaults Screen
- Employee Workload and Attendance Reports

Course Objectives
The objectives of the Personnel Leave and Attendance Management course are to teach the students how to use the software to manage personnel information, and how to search, add, modify, and manage the data entered into the software, pointing out software features that will allow them to better utilize the software's functionality. This class will also cover and explain the strengths, benefits, and consistency of adding data into the Personnel Management Module, and how it will make each student's daily job much easier to manage. Each student will, at a minimum, complete the practical exercises contained in this objective for the purpose of understanding how to apply each task to their job and their agency.

Position Management and Time Service

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry
- Employee Management Course

Attendees
- The Spillman Administrator (s) [software setup issues are addressed in this course]
- Departmental personnel staff that enters and tracks leave and overtime
- Supervisors
- Any personnel that performs this duty
- Caution: Due to the content of data managed and stored, restriction of staff is advised.

Note: This course contains two sections; section 1 is the Position Management course and section 2 is the Time Service Management course. Depending on your agency's needs and policies, one or both sections may be omitted.

Course Summary
- The Position Table
- Position History
- Incumbent History
- Position Reports
- Service Time Records
- Service Time Reports

Course Objectives
The objectives of the Position/Time Service Management Course are to teach the students how to use the software to manage personnel information, and how to search, add, modify, and manage the data entered into the software, pointing out software features that will allow them to better utilize the software's functionality. This class will also cover and explain the strengths, benefits, and consistency of adding data into the Personnel Management Module, and how it will make each student's daily job much easier to manage. Each student will, at a minimum, complete the practical exercises contained in this objective for the purpose of understanding how to apply each task to their job and their agency.

If applicable, the instructor should teach this course in a manner consist with the agency's policies, procedures, needs, and requirements. This gives the agency a better understanding of how the Personnel Management Module applies to their daily jobs and data entry standards.

Evidence Management

Evidence Management Overview

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry

Attendees
- Evidence Personnel
- Spillman Administrator(s)
- Personnel that will enter such data into this module

Course Summary
- Evidence Entry
- Custody Entry
- Evidence History
- Evidence Reports

Course Objectives

The Evidence Management Course will teach the students how to use the software to manage and track items of evidence, lost and found property. This course will teach the students the functions and features to successfully manage evidence and chain of custody records. Each student will complete the exercises contained in this course for the purpose of learning how to use this module.

Evidence Barcoding

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry
- Evidence Management

Attendees
Personnel that should attend this class are those responsible for Evidence Management, Inventory Management, and Jail functions. This would include the data entry for these areas. The agency's departmental structure will determine exactly who should attend. It is recommended that the Spillman Administrator attend this course.

Course Summary
- History of Barcoding
- Hardware
- Why Bar Code
- Printing a Bar Code and Bar Code Sheet
- Handheld Inventory Auditing
- Handheld Inventory Auditing Reports
- Setup of Evidence Bar-coding
- Final Exam

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Course Objectives
The objective of the Barcoding course is to give students a better understanding of how Bar Coding can help them enter and manage data. This class will also cover and explain how Bar Coding can make each student's daily job easier by reducing the time involved in data management and increase data integrity by reducing entry error. The student will be introduced to the hardware required for Bar Coding and which hardware best integrates with the Spillman application. The student will also explore the possible uses for Bar Coding as it applies to daily agency functions.

Mobile Data Computing

Mobile Administration

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry
- Mobile State, RMS, Voiceless Dispatch and AVL as appropriate

Attendees
- Spillman Administrators

Course Summary
- Installing Mobile
    - Adding new Mobile Clients
    - Setting user privileges for Mobile
    - Administrative access
    - Changing the IP address and host port
    - Defining MDC Units
    - Creating a status sequence for MDC units
- General Setup
    - The Options menu
    - Customizing Toolbars and Menus
- Mobile Modules
    - State Queries
    - Voiceless CAD
    - AVL & Mapping
- Setup Options

Mobile RMS (Forms)/State Queries

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry

Attendees
- Patrol Officers
- Employees that will be using Spillman Mobile

Course Summary
- Software: Accessing, Toolbars
- Name, Vehicles and Property Screens
- Searching for Names, Vehicles, and Property
- State Queries for Name, Vehicles, Property and Guns

Course Objectives
Upon completion of this course, the student will be able to conduct queries from a patrol car, using a laptop, to the State. This course also covers using the forms to enter Law Incident information from a mobile device.

Mobile Voiceless Dispatch/AVL

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry
- Spillman Mobile RMS-State Queries

Attendees
- Patrol Officers
- Employees that will be using Spillman Mobile

Course Summary
- Software: Accessing, Toolbars
- Computer Aided Dispatch (CAD) Screen
- Radio Log and Histories
- Understanding the AVL Software
- Starting the Trimble Placer GPS Receiver
- Map Screen
- Selecting the Category of Units/Calls to be Displayed
- Setting up the Map
- Arranging the Map Layers
- Location's latitude and longitude
- List of Window commands used in Spillman Mobile

Mobile Premises Information/Hazardous Materials

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry
- Spillman Mobile RMS-State Queries

Attendees
- Patrol Officers
- Employees that will be using Spillman Mobile

Course Summary
- Searching and Viewing Premise Information
- Searching and Viewing Hazardous Materials
- Viewing Premise Information from CAD

Course Objectives
Upon completion of this course, the student will learn how to query your agency's local database for premise and hazardous material information.

Additional Courses

Fleet Maintenance

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry

Attendees
- Fleet Management Personnel
- Spillman Administrator
- Personnel that will enter such data into this module

Course Summary
- The Fleet Record
- Regular Maintenance/Gas Consumption Table
- Maintenance Schedule
- Repair & Maintenance Record, with Parts
- Reports

Course Objectives
The Fleet Maintenance Course will teach the students how to use the software to manage and track fleet items, histories, scheduled and completed maintenance, and track any items that may be distributed to personnel. This course will teach the students the functions and features of successful fleet maintenance. Each student will complete the exercises contained in this course for the purpose of learning how to use this module.

Equipment Maintenance

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry

Attendees
- Equipment Management Personnel
- Spillman Administrator
- Personnel that will enter such data into this module

Course Summary
- Equipment Search
- Entering Equipment Records
- Equipment History Records
- Modifying Equipment Records
- Entering Next Scheduled Maintenance Records
- Entering Completed Maintenance Records
- Equipment Reports

Course Objectives
The Equipment Management Course will teach the students how to use the software to manage and track equipment items, histories, scheduled and completed maintenance, and track any items that may be distributed to personnel. This course will teach the students the functions and features of successful equipment maintenance. Each student will complete the exercises contained in this course for the purpose of learning how to use this module.

Licenses and Permits

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry

Attendees
- Personnel that issue collect money and manage licenses and permits, i.e., Data Entry Personnel, Records Personnel
- Spillman Administrator(s)

Course Summary
- License and Permit Records Overview
- Bicycle Permit
- Weapon Permit
- Other Permit
- Permit and License Fees
- Printing the Permit

Course Objectives
The objectives of the License & Permit Course is to teach the students how to add data into the system pointing out system features that will allow them to better utilize the software's functionality. This class will also cover and explain the strengths, benefits and consistency of adding data into the Module and how managing the monies and printing permits will make each students job much easier. Each student will at a minimum, complete the practical exercises contained in this objective for the purpose of understanding how to apply each task contained in this objective, to their job and their agency.

Pawned Property

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry

Attendees
- Personnel that will enter and manage pawned information in the Spillman Software, i.e. Data Entry Clerks, Records Clerks, Patrol Personnel, Investigators and Spillman Administrator(s)

Course Summary
- The Pawn Shop Table
- The Pawned Property Table
- Transferring Pawn Data
- The Pawn Activities Table
- The Pawn Activities Table
- Pawned Property Reports

Course Objectives
The objectives of the Pawned Property Course is to teach the students how to add data into the system pointing out system features that will allow them to better utilize the software's functionality. This class will also cover and explain the strengths, benefits and consistency of adding data into the Pawned Property Module and how managing the data will make each students daily job much easier. Each student will at a minimum, complete the practical exercises contained in this objective for the purpose of understanding how to apply each task contained in this objective, to their job and their agency.

Impounded Vehicles

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry

Attendees
- Personnel that mange vehicle impound data including any money that may be collected or tracked i.e. Data Entry Personnel, Records Personnel, Dispatch

Course Summary
- The Impounded Vehicle Table
- Modifying Impound Information
- Impounded Vehicle Fees
- Printing Impounded Vehicle Notices
- Impounded Vehicle Notices
- Entering Vehicle Sales
- Software Reports

Course Objectives
The objectives of the Vehicle Impound Course is to teach the students how to add information into the database pointing out software features that will allow them to better utilize the software's functionality. This class will also address and explain the strengths, benefits and consistency of adding data into the Module and how to manage vehicle impound monies and sales within the software. Each student will at a minimum, complete the practical exercises.

Inventory Management

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry

Attendees
- Inventory/Supply Personnel
- Spillman Administrator
- Any personnel that will enter such data into this module.

Course Summary
- Suppliers
- Inventory Items
- Entering Item Use
- Reordering Inventory
- Restocking Inventory
- Searching for Order Information
- Reports

Course Objectives
The Inventory Management Course will teach the students how to use the software to manage and track items of supplies, orders, create orders, and track items that are distributed to personnel. This course will teach the students the functions and features of successfully managing inventory and orders. Each student will complete the exercises contained in this course for the purpose of learning how to use this module.

Alarm Tracking

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry
- Incident Management
- Licenses and Permits [If Applicable}

Attendees
- Personnel Assigned to Manage Alarm Information
- Spillman Administrator (s)

Course Summary
- Adding an Alarm Tracking Record and Alarm Module Overview
- Entering the Alarm Types
- Adding False Alarm Incidents to the Alarm Tracking Module
- Resolving Discrepancies in the Alarm Tracking Module
- Deleting Incidents that Indicate Discrepancies
- Updating Alarm Tracking Fees
- Managing Fees
- Additional Alarm Tracking Reports
- Alarm Tracking Administration [covers module setup]

Course Objectives
The objectives of this course are to teach the user(s) how to use the Alarm Tracking software's features and functions. This course teaches the basic software functionality that is required to use this module. However, each user should read the Alarm Tracking user handbook/documentation. This class will also cover and explain the strengths and benefits of using the Alarm Tracking Module to manage false alarms, pointing out how it will make each student's daily job much easier to manage. Each student will, at a minimum, complete the practical exercises contained in this course.

Sex Offender

Prerequisite Course(s)
- Spillman Inquiry Introduction
- Spillman Data Entry

Attendees
- Personnel Assigned to track or register sex offenders
- Spillman Administrator (s)

Course Summary
- Adding a Sex Offender Record
- Adding a Sex Offender Offense Record
- Adding a Sex Offender Vehicle Record
- Sex Offenders System Involvements
- Relationship to the Names Screen
- Generating Sex Offenders Reports

Course Objectives
The objectives of this course are to teach the user(s) how to use the Sex Offenders software's features and functions. This course teaches the basic software functionality that is required to use this module. However, each user should read the Sex Offender user handbook/documentation. This class will also cover and explain the strengths and benefits of using the Sex Offender Module to manage Offenders, pointing out how it will make each student's daily job much easier to manage. Each student will, at a minimum, complete the practical exercises contained in this course.

EXHIBIT E

Project Schedule

ID	Task Name	Start	Finish
1	Contract Processed		
2	Project Planning Phase	Mon 4/24/17	Mon 5/29/17
3	Install Checklist Needs Analysis Surveys	Mon 4/24/17	Mon 5/29/17
4	Pre-Implementation	Mon 6/5/17	Fri 6/30/17
5	Internal Sales - Project Management Kickoff Meeting	Mon 4/10/17	Mon 4/17/17
6	Pre-Implementation Call	Mon 6/5/17	Mon 6/5/17
7	Pre-Implementation Call	Mon 6/12/17	Mon 6/12/17
8	Kickoff Meeting & Open House	Tue 8/1/17	Fri 8/4/17
9	Kickoff Meeting Onsite	Tue 8/1/17	Tue 8/1/17
10	Open House	Wed 8/2/17	Thu 8/3/17
11	Technical Briefing	Fri 8/4/17	Fri 8/4/17
12	Workflow and Forms Review	Mon 7/10/17	Fri 7/21/17
13	Review agency's current workflow processes	Mon 7/10/17	Fri 7/14/17
14	Identify changes in current workflow process by New System	Mon 7/17/17	Fri 7/21/17
15	Identify Paper Forms needed/not needed	Mon 7/17/17	Fri 7/21/17
16	Identify Manual Reports needed/not needed	Mon 7/17/17	Fri 7/21/17
17	Network Review and Analysis	Mon 8/7/17	Fri 8/11/17
18	Conduct detailed IPS Network Review & Analysis	Mon 8/7/17	Tue 8/8/17
19	Document Pre-Existing Conditions	Wed 8/9/17	Fri 8/11/17
20	Produce Project Planning Report	Thu 7/27/17	Fri 8/25/17
21	Document results of the Workflow and Forms Review for each	Thu 7/27/17	Fri 7/28/17
22	Document results of the network review and analysis	Mon 8/14/17	Mon 8/14/17
23	Identify and Document City resources and estimated time	Mon 8/21/17	Fri 8/25/17
24	Training Planning	Tue 8/1/17	Fri 4/20/18
25	Provide Training Schedule	Tue 8/1/17	Tue 8/1/17
26	Review and Revise Training Schedule	Wed 8/9/17	Tue 9/5/17
27	Invite Attendees for Each Class	Wed 9/6/17	Fri 9/29/17
28	Setup Training Room	Mon 4/23/18	Fri 4/20/18
29	Older Provide Training Handbooks	Wed 2/21/18	Wed 2/21/18
30	Implementation Phase	Tue 8/15/17	Wed 10/10/18
31	Server & Miscellaneous Hardware	Mon 8/14/17	Fri 8/18/17
32	Verify Server Specifications	Mon 8/14/17	Fri 8/18/17
33	Older Server	Mon 8/21/17	Fri 9/22/17
34	Verify Exhibit H Hardware	Wed 8/16/17	Fri 8/18/17
35	Older Exhibit H Hardware	Mon 8/21/17	Fri 9/22/17
36	Verify receipt of all hardware	Mon 8/21/17	Fri 9/22/17
37	3rd Party Software	Mon 8/14/17	Fri 10/2017
38	Verify 3rd Party Software	Mon 8/14/17	Fri 9/22/17
39	Older 3rd Party Software	Mon 8/21/17	Fri 9/22/17
40	Demonstrate all 3rd Party Software are complete and	Mon 9/25/17	Fri 10/20/17
41	Data Entry Standards	Mon 6/5/17	Tue 3/13/18
42	Provide Sample Data Entry Standards	Mon 8/7/17	Tue 8/8/17
43	Review Sample Data Entry Standards	Wed 8/9/17	Fri 9/8/17
44	Revise Create New Standards	Mon 9/11/17	Fri 9/29/17
45	Formalize Policy and Create Forms	Mon 10/2/17	Fri 3/30/18
46	Print and Distribute Forms	Mon 4/2/18	Fri 4/6/18
47	Custom Mapping	Mon 8/14/17	Wed 10/10/18
48	Older ArcView Software	Mon 8/14/17	Fri 9/1/17
49	Provide Sample Data Entry Standards	Tue 8/7/17	Tue 8/8/17
50	Overview of Current GIS Data	Tue 10/3/17	Thu 10/5/18
51	Building of Map	Mon 10/9/17	Fri 1/5/18
52	Map Data Loaded for Testing	Mon 1/8/18	Wed 1/10/18
53	Building of Map Config	Thu 1/11/18	Fri 10/5/18
54	Map Data Loaded for Production	Mon 10/8/18	Wed 10/10/18
55	Server Hardware and 3rd party Software Installation	Mon 10/23/17	Fri 11/3/17
56	Install all 3rd party hardware and software including Linux, server	Mon 10/23/17	Fri 10/27/17
57	Configure Database storage space allocation	Mon 10/23/17	Fri 10/27/17
58	Conduct initial tests of the equipment and correct any problems	Mon 10/23/17	Fri 10/27/17
59	Setup Disaster Recovery Solution	Mon 10/30/17	Fri 11/3/17
60	Establish connectivity to Spillman Headquarters	Mon 10/23/17	Fri 10/27/17
61	Install, Test & Debug Core Spillman Software	Mon 11/6/17	Fri 4/27/18
62	Install Spillman Core Software	Mon 11/6/17	Fri 11/10/17
63	Initiate Installation of External Interfaces	Mon 11/6/17	Fri 11/10/17
64	Install Spillman Client on workstations	Mon 2/12/18	Fri 4/27/18
65	Develop, Test, Debug, and Install Custom Interfaces	Tue 8/1/17	Fri 5/4/18
66	Review Specifications	Tue 8/1/17	Fri 4/20/18
67	Develop Interfaces	Tue 12/1/18	Fri 4/20/18
68	Overview of Current Custom Interfaces to Live environment	Mon 4/23/18	Fri 4/27/18
69	Conduct Testing of Interfaces	Mon 4/23/18	Fri 5/4/18
70	Install, Test, Debug, and Install Standard Interfaces	Mon 11/13/17	Fri 2/16/18
71	Design, develop, test and debug as necessary	Mon 11/13/17	Fri 2/9/18
72	Update interface and system documentation	Tue 1/2/18	Fri 1/4/18
73	Test interfaces	Mon 2/5/18	Fri 2/16/18
74	Install, Configure & Test Field Tablet Devices	Mon 8/21/17	Fri 9/25/17
75	Order equipment	Mon 8/21/17	Fri 9/22/17
76	Install hardware if necessary	Mon 9/25/17	Fri 9/25/17
77	System Admin Training	Mon 4/23/18	Wed 4/27/18
78	Project Team Training	Tue 12/5/17	Thu 12/7/17
79	System Administration Training	Tue 12/12/17	Thu 12/14/17
80	CAD Admin Training	Tue 12/19/17	Thu 12/21/17
81	Law Admin Training	Tue 1/2/18	Thu 1/4/18
82	Jail Admin Training	Tue 1/9/18	Thu 1/11/18
83	Enter Code Tables	Tue 12/5/17	Fri 2/16/18
84	Pre-Go Live Software Testing	Mon 2/19/18	Fri 3/23/18
85	Spillman Standard Functional tests	Mon 2/19/18	Fri 3/23/18
86	CAD/Records/Mobile End User Training	Mon 4/30/18	Wed 8/22/18
87	User Training	Mon 4/30/18	Fri 7/27/18
88	Module Testing/Mock Go Live	Mon 7/30/18	Wed 8/1/18
89	Jail End User Training	Mon 8/13/18	Thu 8/16/18
90	User Training	Mon 8/13/18	Fri 8/31/18
91	Module Testing/Mock Go Live	Tue 9/4/18	Thu 9/6/18
92	Go Live Phase	Mon 6/18/18	Wed 1/9/19
93	Go Live Kickoff Meeting	Mon 6/18/18	Wed 10/10/18
94	Determine Record Numbering	Mon 8/6/18	Mon 8/6/18
95	Go Live Week 1	Tue 8/14/18	Thu 9/6/18
96	CAD/Records/Mobile Preliminary Acceptance	Mon 8/6/18	Thu 9/6/18
97	Jail	Mon 9/10/18	Wed 10/10/18
98	Go Live Kickoff Meeting	Mon 9/10/18	Mon 9/10/18
99	Go Live Week 1	Tue 9/18/18	Thu 9/20/18
100	Go Live Week 2	Mon 9/10/18	Wed 10/10/18
101	Jail Preliminary Acceptance	Tue 10/23/18	Thu 10/25/18
102	Site Audit & Analysis	Tue 10/23/18	Thu 10/25/18
103	Onsite Follow Up	Tue 10/23/18	Thu 10/25/18
104	Subsystem 30 Day Preliminary Acceptance Test Period(s)	Mon 9/10/18	Wed 10/10/18
105	Monitor Spillman System and log defects if any	Mon 9/10/18	Wed 10/10/18
106	90 Day Final Acceptance Test Period	Thu 10/11/18	Wed 1/9/19
107	Successfully complete the requirements for Final System	Thu 10/11/18	Wed 1/9/19
	Final System Acceptance	Wed 1/9/19	Wed 1/9/19

Exhibit F
Maintenance and Support Agreement

This Maintenance and Support Agreement (the "Support Agreement"), dated effective as of the date this Agreement is signed by both parties below, is by and between Spillman Technologies, Inc. ("Spillman") and the City of Redding (the "City"). In connection with the Professional Services, Purchase and Software License Agreement between the parties (the "License Agreement"), the City desires to purchase from Spillman certain maintenance and support services for the Software. All capitalized terms used and not otherwise defined herein shall have the meanings set forth in the License Agreement.

In consideration of the mutual agreements set forth herein, the sufficiency of which is hereby acknowledged, the parties agree as follows:

Section 1: Definitions

1.1 **"Coverage Hours"** means the hours between 8:00 a.m. and 5:00 p.m., Mountain Time, Monday through Friday, excluding regularly scheduled holidays of Spillman.

1.2 **"Enhancement"** means any modification or addition that, when made or added to the Software, changes its utility, efficiency, functional capability, or application, but that does not constitute solely an Error Correction. Spillman may designate Enhancements as minor or major, depending on Spillman's assessment of their value and of the function added to the preexisting Software.

1.3 **"Error"** means any failure of the Software to conform in all material respects to its functional specifications as published from time to time by Spillman, subject to the exceptions set forth in Section 4.

1.4 **"Error Correction"** means either a software modification or addition that, when made or added to the Software, establishes material conformity of the Software to the functional specifications, or a procedure or routine that, when observed in the regular operation of the Software, eliminates the practical adverse effect on the City of such nonconformity. Error Correction services are subject to the exceptions set forth in Section 4.

1.5 **"Releases"** means new versions of the Software, including all Error Corrections and Enhancements.

1.6 **"Response Time"** means six (6) or less Coverage Hours, from the time the City first notifies Spillman of an Error until Spillman initiates work toward development of an Error Correction.

1.7 **"Support Term"** means the entire period during which the City is receiving support services for the Software under the terms of this Support Agreement, beginning on the installation date of the Software. Support services are included during the Software's Warranty Period, as defined in Section 11.1 of the License Agreement, which is the "Initial Support Term." Thereafter, the Support Term shall automatically renew for successive periods of one year each, unless and until terminated pursuant to Section 8 hereof. In no event, however, shall the Support Term extend beyond the term of the License Agreement.

Section 2: Eligibility For Support

2.1 **Support Termination.** Spillman's obligation to provide the support and maintenance services described in this Support Agreement with respect to the Software may be terminated pursuant to Section 8.2.2 or suspended, at Spillman's discretion, if at any time during the term of this Support Agreement any of the following requirements are not met:

    2.1.1 The License Agreement must remain valid and in effect at all times;

    2.1.2 The Software must be operated on a hardware platform, operating system and version approved by Spillman; and

    2.1.3 The City must be current on payment of maintenance and support fees.

2.2 **SAA Replacement.** Spillman may require the City to appoint a new Spillman Application Administrator ("SAA") in order to continue receiving support services or increase the City's support fees, if Spillman reasonably determines that the acting SAA does not have the training or experience necessary to communicate effectively with Spillman support personnel.

Section 3: Scope of Services

During the Support Term, Spillman shall render the following services in support of the Software, during Coverage Hours:

3.1 **Support Center.** Spillman shall maintain a Support Services Control Center capable of receiving from the SAA reports of any software irregularities, and requests for assistance in use of the Software.

3.2 **Services Staff.** Spillman shall maintain a trained staff capable of rendering support services set forth in this Support Agreement.

3.3 **Error Correction.** Spillman shall be responsible for using all reasonable diligence in correcting verifiable and reproducible Errors when reported to Spillman in accordance with Spillman's standard reporting procedures. Spillman shall, after verifying that such an Error is present, initiate work within the Response Time in a diligent manner toward development of an Error Correction. Following completion of the Error Correction, Spillman shall provide the Error Correction through a "temporary fix" consisting of sufficient programming and operating instructions to implement the Error Correction, and Spillman shall include the Error Correction in all subsequent Releases of the Software. Spillman supports two (2) versions back from the most recent release version. However, Spillman may, but is not obligated to, provide Error Corrections for any version of the Software other than the most recent Release.

3.4 **Software Releases.** Spillman may, from time to time, issue new Releases of the Software to its customers generally, containing Error Corrections, minor Enhancements, and, in certain instances, if Spillman so elects, major Enhancements. Spillman reserves the right to require additional license fees for major Enhancements. Spillman shall provide the City with one copy of each new Release, without additional charge. Spillman shall provide reasonable assistance to help the City install and

operate each new Release, provided that such assistance, if required to be provided at the City's facility, shall be subject to the supplemental charges set forth in Spillman's current Fee Schedule.

3.5 **Enhancements.** Spillman shall consider and evaluate the development of Enhancements for the specific use of the City and shall respond to the City's requests for additional services pertaining to the Software (including, without limitation, data conversion and report-formatting assistance), provided that such assistance, if agreed to be provided, shall be subject to supplemental charges mutually agreed to in writing by Spillman and the City.

Section 4: Services Not Covered by this Support Agreement

The services identified in this section are NOT covered by this Support Agreement. Spillman strongly recommends that the City secure a separate support agreement with third party vendors for all non-Spillman products. Spillman may, in its discretion, provide such services to the City upon request, for an additional fee as the parties may agree in writing.

4.1 **Third Party Products.** Except as otherwise set forth in the License Agreement with respect to the Warranty Period, Spillman will not provide support for any third party products, including hardware, or support for hardware failure due to the use of any third party products. After the Warranty Period, Spillman may in its discretion provide first-line support for Third Party Software distributed by Spillman; if not, Spillman will refer Customer to the vendor of such software for resolution of support issues.

4.2 **Customized Interfaces and Software.** Spillman's standard support does not include support for any custom interfaces or other customized Software developed by Spillman or any third party for the City. Support and maintenance services for customized Software are subject to an additional support fee, if agreed in writing between the parties. Such support and maintenance services include bug fixes and minor modifications to the custom interface or software. They do NOT include major revisions or rewrites, such as those required to make a custom interface work with a new or upgraded version of the applicable Third Party Software. Custom interfaces and support therefor are specific to the designated version of the applicable Third Party Software or system. Any major changes to such Third Party Software or system will require a new custom quote for Spillman to modify the custom interface to work with the new version of the Third Party Software or system. Spillman's support fees may also differ for the new version of the custom interface.

4.3 **Network Failures.** Spillman will not provide support for any network failures or problems including, but not limited to, cabling, communication lines, routers, connectors, and network software.

4.4 **Data Recovery.** Spillman's standard support does not include restoration and/or recovery of data files and/or the operating system. Spillman will, upon request of the City and subject to its then-current fees for such services, use reasonable efforts to assist the City in recovering lost data.

4.5 **Unauthorized Use.** Spillman will not provide support where the problem arises out of any breach of warranty, damages to the Software or its database, data corruption, or support issues, security issues, or performance issues arising out of the City's or a third party's use of the Utilities or any software not specifically licensed by Spillman to the City for use in connection with the

Software. Any assistance provided by Spillman in resolving such problems shall be charged to the City on a time and materials basis. Additionally, any unauthorized use of the Utilities or other software in connection with the Software by the City (or by a third party with the City's knowledge) may result, at Spillman's sole option, in voidance of warranties, an increase in the annual maintenance and support fees under this Support Agreement, and/or loss of rights to upgrades under this Support Agreement.

4.6 **Database Modifications.** Spillman will not provide support for any damages to or problems with the Software or its database, data corruption, support issues, security issues, or performance issues arising from the City's utilization of the "write" feature of the ODBC interface to write to or modify the database in any way.

4.7 **Misuse or Damage.** Spillman will not provide support for Software problems caused by the City's misuse, alteration or damage to the Software or the City's combining or merging the Software with any hardware or software not supplied by or identified as compatible by Spillman, customizing of programs, accident, neglect, power surge or failure, lightning, operating environment not in conformance with the manufacturer's specifications (for electric power, air quality, humidity or temperature), or Third Party Software or hardware malfunction.

4.8 **Operating System.** Spillman is not responsible for supporting, configuring, maintaining, or upgrading the operating system, including, but not limited to, backups, restores, fixes, and patches, or for providing assistance with problems caused by operating system installation, configuration, errors, maintenance or repair, or using incorrect versions of the operating system.

4.9 **Onsite Visits.** Onsite service visits to the City's facility by Spillman are subject to additional charges, as set forth in Section 7.5.

4.10 **Printers.** Spillman is not responsible for supporting printers connected to the back of terminals/personal computers (commonly called pass-through printing) or network printers are not supported by Spillman.

Section 5: Obligations of the City

5.1 **Software Connectivity.** The City must maintain and provide, at no cost to Spillman, a CJIS-approved broadband internet connection to the server used with the Software, 24 hours per day, 7 days per week, to facilitate remote support utilities enabling Spillman support personnel to connect to and provide assistance with the server used with the Software. Third party connectivity tools, such as client VPN software, which must be installed on Spillman equipment, cannot be required by the City.

5.2 **City Representative During Onsite Visits.** The City's SAA or another authorized representative of the City must be present when any onsite support is provided. The City agrees that if such representative is not present when the Spillman representative arrives onsite, the Spillman representative shall notify an appropriate representative of the City, if feasible, that there is no the City IT representative present. If the City's IT representative does not arrive within a reasonable time, no work will be performed and the City will be charged for Spillman's expenses relating to the visit. If Spillman's on-site support person determines that changes to the City's system (hardware or software) are required or advisable, it will inform the City's representative. If

such representative is not authorized to make or approve changes to the City's system, as applicable, the City will promptly make available such a person.

5.3 **English Language.** All communications between the City and Spillman must be in the English language.

5.4 **SAA Assignment.** The City is responsible for providing one or more qualified Spillman Application Administrators as described in Section 6 of this Support Agreement. At least one authorized representative, as specified in Appendix 1 attached hereto, must be available at all times; however, after-hours availability is required only when and if the City is requesting after-hours support from Spillman.

5.5 **Security.** The City is responsible for providing all network and server security.

5.6 **Error Information.** The City must provide Spillman with information sufficient for Spillman to duplicate the circumstances under which an Error in the Software became apparent.

5.7 **CJIS Compliance.** The City is responsible for its own adherence to the FBI Criminal Justice Information Services (CJIS) Security Policy, the Health Insurance Portability and Accountability Act of 1996 (HIPAA) (to the extent applicable) and any other applicable security and privacy laws and regulations. Spillman will reasonably cooperate with the City in connection therewith.

Section 6: SAA and Support Contact Requirements

6.1 **Certification.** The City's designated SAA must be certified by Spillman within one year of the date of the City's cutover to live operation of the Software ("Go-live"). The designated SAA must meet the following requirements in order to certify at the basic level:

    6.1.1 Attend and participate in, and successfully pass the final written and practical examinations from the following courses within one hundred twenty (120) days of installation of the Software:

        i.   System Introduction – Inquiry,
        ii. System Introduction – Data Entry & Modification,
        iii. Basic System Administration, and
        iv. General training applicable to the Software used by the City.

    6.1.2 Pass the Basic SAA exam within one year after the agency's Go-live date.

6.2 **SAA Training Costs.** The City will be responsible for the costs of such training, including any course fees, travel, and lodging expenses.

6.3 **SAA and Support Contact Information.** Contact information for the City's SAA(s) and other authorized support contacts must be provided by the City to Spillman's Technical Services department. Any changes to the City's SAA and support contacts names and contact information must be promptly provided to Spillman's support department.

6.4 **Qualifications.** Each designated SAA and the City support contact must be qualified to address, or have other support resources to address, without the aid of Spillman, all problems relating to hardware, software, or operating system not directly associated with the Software.

Section 7: Fees and Charges

7.1 **Support Fees.** During the Initial Support Term, support services are included as part of the initial purchase price paid by the City. Thereafter, the City shall pay Spillman the support fee identified in Exhibit G (Purchased Products and Services) or Spillman support invoice, and any other charges or fees described herein. Spillman reserves the right to change its support fee, effective upon no less than 90 days written notice to the City prior to the end of the current annual period.

7.2 **Support Fee Invoices.** Spillman shall invoice the City for annual Support Fees at the beginning of each contract year. In the event that additional billable work is performed, all billable charges and expenses will be invoiced to the City at the beginning of the month following the month in which those charges and expenses accrued or were incurred. the City shall pay the invoiced amounts immediately upon receipt of such invoices. Any amount not paid within thirty (30) days after the invoice date shall bear interest at the rate of eighteen (18) percent per year or the highest rate allowed by applicable law, whichever is less.

7.3 **Equipment Fees.** The City shall be responsible for and agrees to pay the fees and charges incurred for procuring, installing, and maintaining all equipment, telephone lines, modems, communications interfaces, networks, and other products necessary to operate the Software.

7.4 **After-Hours Charges.** The City agrees to pay additional charges according to the Spillman Fee Schedule for all work required by the City and performed outside of Coverage Hours. These charges are applicable for any work performed outside of the Coverage Hours, REGARDLESS OF THE CAUSE, even if the requested work was reported and/or initiated during normal Coverage Hours.

7.5 **Onsite Support** If the City requests onsite support services, the City shall reimburse Spillman for all labor, travel, and related expenses incurred by Spillman in providing such support services.

7.6 **Additional Fees.** Additional support fees may be required by Spillman if there is a significant increase in the City's size with respect to use of the Software. An increase in size may arise either out of the City's internal growth or out of a Host Agency/Shared Agency arrangement as described in Section 4.4 of the License Agreement, if applicable. Relevant factors include number of employees, number of dispatchers and/or number of jail beds. Payment of such additional Support Fees is due within thirty (30) days of the date of the invoice for such fees. Such fees will be prorated, based upon the date during the contract year the increase in the City's size occurred. Additionally, Spillman may adjust support fees based on changes in (1) additional licenses or modules purchased by the City, (2) the City's hardware, (3) the Coverage Hours selected by the City, or (4) the City's violation of the restrictions set forth in Section 4.5 of this Support Agreement.

Section 8: Termination

8.1 **Automatic Termination.** This Support Agreement shall automatically terminate immediately upon termination of the License Agreement for any reason.

8.2 **Termination by a Party.** Either party may terminate this Support Agreement as follows:

    8.2.1 If either Spillman or the City provides a written notice to the other party, at least 90 days prior to the end of the then-current Support Term, of its intent to terminate this Support Agreement at the end of such Support Term; or

    8.2.2 Upon 30 days prior written notice, if the other party has materially breached any provision of this Support Agreement and the offending party has not cured such breach within the 30-day notice period.

8.3 **Final Invoicing upon Termination.** Following termination of this Support Agreement, Spillman shall immediately invoice the City for all accrued fees, charges, and reimbursable expenses; and the City shall pay the invoiced amount immediately upon receipt of such invoice.

Section 9: General

9.1 **Incorporation of General Terms.** The terms of Sections 12, 14.14, 14.15, 14.16, 14.17, 19 and 20 of the License Agreement are hereby incorporated into this Support Agreement by reference; provided, however, that for any breach by Spillman or claim against Spillman arising under this Support Agreement, Spillman's cumulative liability will be limited to the support fees paid by the City to Spillman during the preceding twelve (12) month period.

IN WITNESS WHEREOF, the City and Spillman have executed this Support Agreement on the days and year set forth below.

CITY OF REDDING, a municipal corporation:

Signature:_____

Print Name: Missy McArthur, Mayor

Date:_____

APPROVED AS TO FORM:

Signature:_____

Print Name: Barry DeWalt, City Attorney

Date: _____

SPILLMAN TECHNOLOGIES, INC.:

Signature:_____

Print Name:

Date:_____

EXHIBIT G

Pricing and Summary Detail

Section 1: Professional Services

Professional Services	Price
Project Management	$55,350
Installation	$42,642
Training	$58,134
Travel & Per Diem	$160,400
Phase 1 Network Analysis	no cost
*At no additional cost Spillman agrees to provide a Network Analysis, see Letter of Clarification Response to Item #1	
Services Total	$316,526

Trip Details

Project Management	Personnel Onsite	Days Onsite	Number of Trips
Pre-implementation Meeting	Project Manager	1	1
Open House	Project Manager	3	1
Project Team Training	Project Manager	3	1
Acceptance Testing	Project Manager	1-2	1
Go-live	Project Manager	3-4	1
Status Meeting Trips	Project Manager	7	7

Installation	Personnel Onsite	Days Onsite	Number of Trips
Server Installation	Install Technician	3	1
Open House / Technical Briefing	Install Technician	1-2	1
Client Installation	Install Technician	9-11	3
Go-live	Install Technician	3-4	1

Training / Class	Personnel Onsite	Days Onsite	Number of Trips
Technical Briefing / Workflow & For	Lead Trainer	4-5	2
Project Team Training	Lead Trainer	3	1
System Admin Training	Lead Trainer	3	1
CAD Admin Training	Spillman Trainer	3	1
Law Admin Training	Spillman Trainer	3	1
Jail Admin Training	Spillman Trainer	3	1
Geobase Training*	GIS Trainer	1	1
Follow-Up Geobase Training*	GIS Trainer	1	1
Hub / System Fundamentals	Spillman Trainer	9	3
Law & Mobile	Spillman Trainer	12	4
CAD	Spillman Trainer	6	2
Hub / JMS	Spillman Trainer	6	2
Miscellaneous Classes (Pin Mapping, Sex Offender Tracking, Evidence, Etc.)	Spillman Trainer	6	2

Acceptance Testing	Lead Trainer	1-2	1
Mock Go-live	Lead Trainer	1	1
CAD/RMS/Mobile Go-live	Multiple Trainers	6-7	5
JMS Go Live	Multiple Trainers	6-7	5
Refresher Training (3-6 months after Go-live)	Spillman Trainer	3	1

*Geobase training is completed online. If discovered that onsite help is needed, Spillman will provide onsite Geobase training as shown in the table above at no extra charge.

Per Spillman's response to the Letter of Clarification Item # 21, we also agree to train the following agencies on Spillman Message Center for no additional cost: Child Support Services, Probation, District Attorney, National Park Service, US Forest Service, Marshall's Office, Redding Fire Admin, Shasta County Fire.

Section 2: Law Application Software License

Expires : 12/30/2017

System Core (functionality used by CAD, RMS, Mobile, AFR, and JMS)	Quantity	Unit Price	Ext. Price
Hub	Site License	NA	$156,541
Imaging	Site License	NA	$44,871
Premise & Hazmat	Site License	NA	$26,917
Data Replication Module	Site License	NA	$39,678
System Core Subtotal	Site License	NA	**$268,007**

Computer Aided Dispatch (CAD)	Quantity	Unit Price	Ext. Price
CAD with Geobase	Site License	NA	$10,315
CAD Mapping	Site License	NA	$10,258
Response Plans	Site License	NA	$5,158
Rip and Run	Site License	NA	$3,941
CAD Subtotal	Site License	NA	**$29,672**

Law Records Management System (RMS)	Quantity	Unit Price	Ext. Price
Law Records	Site License	NA	$79,412
Evidence Management	Site License	NA	$23,822
Traffic Information	Site License	NA	$23,822
Pin Mapping	Site License	NA	$23,822
Licenses & Permits	Site License	NA	$19,852
Pawned Property	Site License	NA	$11,911
Alarm Tracking and Billing	Site License	NA	$26,917
Sex Offender Tracking	Site License	NA	$23,822
Vehicle Impound	Site License	NA	$11,911
Spillman Analytics & CrimeMonitor**	Subscription License	NA	$21,360
**third party product, source code owned by Lexus Nexus, formerly BAIR Analytics			
RMS Subtotal	Site License	NA	**$266,651**

Resource Management	Quantity	Unit Price	Ext. Price
Personnel Management	Site License	NA	$23,822
Equipment Maintenance	Site License	NA	$19,852
Fleet Maintenance	Site License	NA	$11,911
Inventory Management	Site License	NA	$11,911
Resource Subtotal	Site License	NA	**$67,496**

Mobile	Quantity	Unit Price	Ext. Price
Mobile Records	Site License	NA	$30,342
Mobile Voiceless CAD	Site License	NA	$30,342
Mobile StateLink (CLETS/NCIC)	Site License	NA	$30,342
Mobile AVL & Mapping	Site License	NA	$30,342
Mobile Quickest Route	Site License	NA	$19,852
Mobile Premise & Hazmat	Site License	NA	$11,911
Spillman Touch	Site License	NA	$39,713
Mobile Subtotal	Site License	NA	**$192,844**

Automated Field Reporting	Quantity	Unit Price	Ext. Price
Law Incident/Offense Form	Site License	NA	$39,713
Mobile Arrest Form	Site License	NA	*no cost*
California Electronic Citation Form (CHP 215)*	Site License	NA	$92,297
California Electronic Accident Form (CHP 555)	Site License	NA	$84,813

*Included in the price for the California Electronic Citation Form is the interface and services related to the interface between the Citation Form and the Shasta County Superior Court JALAN system. The timing of the completed interface is expected prior to system Go-live but does require availability and cooperation from the court to work through interface specifics.

	Quantity	Unit Price	Ext. Price
Field Reporting Subtotal	Site License	NA	**$216,823**

Corrections Management	Quantity	Unit Price	Ext. Price
Jail Management	Site License	NA	$40,991
Corrections Subtotal	Site License	NA	**$40,991**

SECTION 2 LAW APPLICATION SOFTWARE TOTAL			**$1,082,484**