

FY13

PSAP GRANT PROGRAM APPLICATION



VIRGINIA INFORMATION
TECHNOLOGIES AGENCY
Integrated Services Division
FY13



FY13 PSAP GRANT PROGRAM APPLICATION

HOW TO APPLY/DEADLINE

The grant application is available and accessible from VITA's Integrated Services Program's website

(<http://www.vita.virginia.gov/isp/default.aspx?id=8578>). Upon completion of the application, it is to be submitted to the PSAP Grant Manager, Lisa Nicholson, at lisa.nicholson@vita.virginia.gov. Any supporting documentation must also be submitted along with the application, including mandatory budgets for projects (if applicable).

After submission, the PSAP Grant Manager will assign a Grant ID and send an e-mail notification to the project contact e-mail address listed on the application received.

All funding requests must be submitted using the grant application. Technical assistance is available from VITA's Public Safety Communications (PSC) staff throughout the grant process. The FY13 PSAP Grant Application Cycle starts July 1, 2011 and concludes on October 31, 2011 at 5:00 pm.

ALL APPLICABLE SECTIONS MUST BE COMPLETED IN ITS ENTIRETY OR THE APPLICATION WILL BE CONSIDERED INCOMPLETE AND NOT ACCEPTED FOR CONSIDERATION.



FY13 PSAP GRANT APPLICATION

PROJECT TITLE

Amelia County Police Dispatch Protocols

GRANT APPLICANT PROFILE/PROJECT CONTACT

PSAP/HOST PSAP NAME: Amelia County
 CONTACT TITLE: E 9-1-1 Coordinator
 CONTACT FIRST NAME: Jason
 CONTACT LAST NAME: Malloy
 ADDRESS 1: PO Box 463
 ADDRESS 2: 16441 Court St.
 CITY: Amelia
 ZIP CODE: 23002
 CONTACT EMAIL: rjmalloy@ameliasheriff.org
 CONTACT PHONE NUMBER: 804-561-2118
 CONTACT MOBILE NUMBER: 804-314-2634
 CONTACT FAX NUMBER: 804-561-2269
 REGIONAL COORDINATOR: Sam Keys

HOST PSAP AND PARTICIPATING PSAPS/LOCALITIES

Amelia County

_____	_____
_____	_____
_____	_____
_____	_____

GRANT TYPE

- | | |
|---|--|
| <input checked="" type="checkbox"/> Individual PSAP | <input type="checkbox"/> Regional Initiative |
| <input type="checkbox"/> Consolidation | <input type="checkbox"/> Secondary Consolidation |



GRANT PROGRAM TYPE

- Wireless E-911 PSAP Education Program
- Continuity and Consolidation Enhancement

TIER

- Out of Service Non-Vendor Supported*
- Technically Outdated* Strengthen
- Not Applicable

If technically outdated or non-vendor supported, application MUST include age and/or version of hardware/software.

VERSION: _____

YEARS of HARDWARE/SOFTWARE: _____

PROJECT FOCUS OTHER

If "Other" selected, please specify: Police Dispatch Protocols

FINANCIAL DATA

Amount Requested: \$ 54,003

Total Project Cost: \$ 54,003

STATEMENT OF NEED

This statement should reference the relationship to the current funding priorities established by the Grant Committee and include evidence of any financial need, along with additional information on the impact on operational services; consequences of not receiving funding; inclusion of project in a long-term or a strategic plan; and local sustainability:

See Attached Document – Amelia Co. EPD Protocols – FY2013 PSAP Grant Supporting Documentation (Section 1)



Describe how the grant will be maintained and supported in the future, if applicable.

The grant, its associated paperwork, ordering of equipment, etc. shall be maintained and conducted by the E 9-1-1 Coordinator. Additional support shall be obtained through the administrative staff of the Amelia County Sheriff's Office.

COMPREHENSIVE PROJECT DESCRIPTION

**WIRELESS E-911 PSAP EDUCATION PROGRAM
GRANT REQUESTS ONLY:**

Describe how the education/training is 9-1-1/public safety communications specific and how this will benefit E-911 and the employee(s) and/or PSAP.

N/A



FOR CONTINUITY AND CONSOLIDATION OR ENHANCEMENT PROJECTS:

Provide a thorough, concise, and complete description of the project, including an outline of the goals and objectives, implementation strategy, and a work plan.

[Click here to enter text](#)

FOR CONTINUITY AND CONSOLIDATION OR ENHANCEMENT PROJECTS:

PROJECT TIMELINE – Select each applicable phase of the project and indicate the estimated completion date. Sample activities for each phase can be found in the PSAP Grant Program Guidelines as well as on the addendum to this form.

PROJECT PHASE	ESTIMATED COMPLETION DATE
<input checked="" type="checkbox"/> INITIATION (Project approved by appropriate stakeholders)	07 / 31 / 12
<input checked="" type="checkbox"/> DESIGN/PLANNING (Project, system, or solution requirements are developed)	08 / 31 / 12
<input checked="" type="checkbox"/> ACQUISITION (Selected system or solution is procured)	10 / 31 / 12
<input checked="" type="checkbox"/> IMPLEMENTATION (Selected system or solution is configured and installed)	04 / 01 / 13
<input checked="" type="checkbox"/> TESTING/COMPLETION (Selected system or solution is tested and put in production)	04 / 15 / 13



Identify the longevity or sustainability of the project.

See Attached Document – Amelia Co. EPD Protocols – FY2013 PSAP Grant Supporting Documentation (Section 3)

Describe how this project supports the Virginia Statewide Comprehensive 9-1-1 Plan.

See Attached Document – Amelia Co. EPD Protocols – FY2013 PSAP Grant Supporting Documentation (Section 4)

REGIONAL INITIATIVE (if applicable)

The relationship of the initiative to the participating PSAPs:
N/A



Intended collaborative efforts: N/A
Resource sharing: N/A
How does the initiative impacts the operational or strategic plans of the participating agencies: N/A

CONSOLIDATION (Primary or Secondary) - (if applicable)

How would a consolidation take place and provide improved service: N/A



How should it be organized and staffed:

N/A

What services should it perform:

N/A

How should policies be made and changed:

N/A

How should it be funded:

N/A



What communication changes or improvements should be made in order to better support operations:

N/A

BUDGET AND BUDGET NARRATIVE

List the planned expenditures to be made with grant funds. (NOTE: In lieu of a line item breakdown, an itemized cost schedule or detailed vendor prepared quote may be submitted as an attachment.) Briefly explain the reason for each requested budget item and provide the basis for its cost:

See Attached Document – Amelia Co. EPD Protocols – FY2013 PSAP Grant Supporting Documentation (Section 5)

For Vendor Quotes, See Attached Document – Amelia Co. EPD Protocols – FY2013 PSAP Grant Supporting Documentation (Section 7)

EVALUATION



How will the project be evaluated and measured for achievement and success:

See Attached Document – Amelia Co. EPD Protocols – FY2013 PSAP Grant Supporting Documentation (Section 6)



FINANCIAL AND PROGRAMMATIC REPORT

PROJECT PHASES

SAMPLE ACTIVITIES

PHASE

SAMPLE ACTIVITIES

INITIATION

(Project approved by appropriate stakeholders)

- Project concept is documented
- Local Board or governing authority approval or endorsement is received
- PSAP grant application is filed
- Local budgets are obtained
- Appropriated grant funds are approved
- Budgetary estimates are obtained

DESIGN/PLANNING

(Project, system, or solution requirements are developed)

- Requirements are documented
- Components to be purchased are identified
- General design is documented

ACQUISITION

(Selected system or solution is procured)

- RFP (or other bid related processes) are drafted
- Proposals are evaluated
- Contract is signed
- Purchase orders are issued
- Quotes are obtained/grant funds draw down

IMPLEMENTATION

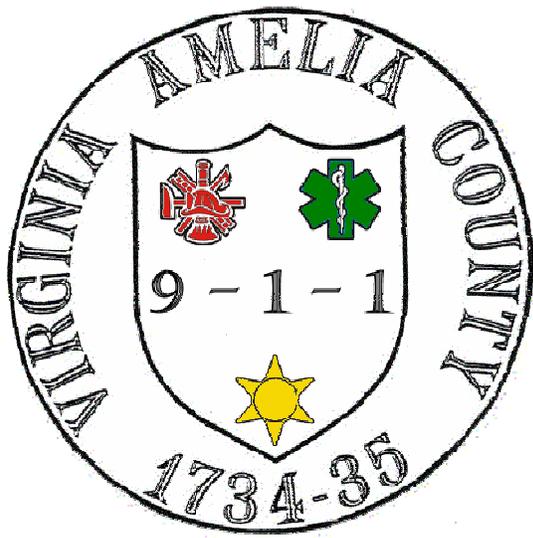
(Selected system or solution is configured and installed)

- Purchased components are delivered and installed
- Training is performed

TESTING/COMPLETION

(Selected system or solution is tested and put in production)

- Performance of system/solution is validated
- System/solution goes "live"

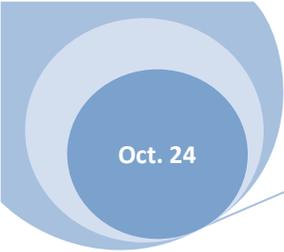


Amelia Co. EPD Protocols

FY2013 PSAP Grant Supporting Documentation

The following document contains grant narratives, as well as budgetary quotes to support the FY2013 PSAP Grant Application listed above, being submitted by the Amelia County Sheriff's Office.

R. Jason Malloy, B.S., PEM
10/24/2011



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Document Definitions

CAD – Computer Aided Dispatch

CDE – Continuing Dispatch Education

DRC – Dispatch Review Committee

DSC – Dispatch Steering Committee

EFD – Emergency Fire Dispatch

EMD – Emergency Medical Dispatch

EPD – Emergency Police Dispatch

NAED – National Academies of Emergency Dispatch

QA/QI – Quality Assurance/Quality Improvement

Section 1 – Statement of Need

The Amelia County Sheriff's Office operates the PSAP for Amelia County. Amelia County presently conducts standard caller interrogation and pre-arrival instructions for medical emergencies using the NAED EMD program. This program has been proven to save lives, as well as time for the communications officer. It also strengthens our liability as individuals, an agency and the county as a whole.

When a caller requests law enforcement services however, there is no standard caller interrogation. Each individual communications officer is allowed to freelance their questions and overall simply “fly by the seat of their pants.” Often times, with unfortunately frequency, the communications officers do not obtain the proper or needed information to process a call for service. This could range from issues such as scene safety, the involvement of drugs or alcohol, the presence of a weapon, etc.

Not only do the communications officers not obtain the proper information, but they are not able to provide any sort of pre-arrival instructions to callers. The lack of information able to be provided to responders is a colossal safety problem for law enforcement first responders. If the correct information is not obtained and provided to first responders, they could be walking into a deadly situation without any prior knowledge. The lack of pre-arrival instructions able to be provided to citizens, who call 911 expecting help for their emergency, is ethically and morally incorrect.

Further, standardized caller interrogation and pre-arrival instructions are the standard of care across the nation. From a legal standpoint, if we as a PSAP continue to process police calls for service in different manners for each communications officer, without any sort of standardization we are opening ourselves, the Sheriff's Office and the County of Amelia up to a great liability. It is our job as county employees and as a county agency to provide the very best level of service possible to our citizens. With the current way of doing things, we are not able to provide that high level of service that our citizens require; providing standardized caller interrogation and pre-arrival instructions through the EPD protocols would elevate our communications officers to the highest of professional standards and provide the very best for our community. The provision of this service (EPD) is also listed in the funding priorities of the Wireless Board for this grant program.

Once awarded, this project will be able to sustain itself through the normal budgetary process. Fees such as maintenance fees and contracts will be included each year during the budget process. Funding for Amelia County agencies has been cut by as much as 30% in some cases for the past four years consecutively. Therefore, without this grant award the lump sum needed to make the initial purchase will not be possible and the public will not receive the level of service they need and require.

The EPD protocols will also be sustainable through the individual efforts of the PSAP management. The implementation of EMD, EFD and EPD were planned for in a strategic plan composed by the E 911 Coordinator and provided to the Sheriff some three years ago. Working through this plan, EMD has been implemented however the Amelia County PSAP requires grant assistance from this grant program to be able to implement the EPD protocols. The strategic plan should be revisited and revised over the next one to two years. (Note – the EFD protocols are being sought through a separate grant program for fire-related issues only. Should that grant application be denied, EFD protocols will be requested as part of the FY2014 911 Grant Request.)

Section 2 – Project Description

The backbone to any organization is its ability to communicate. This especially true in the dispatch environment, considering communication is the primary responsibility of those in its employ. At the present time, there are “many pieces of the puzzle” that are either missing or broken in Amelia County. This has rendered the 911 center for Amelia County disabled and inefficient. This is not a helpless

situation however, and with the right guidance and leadership the Communications Center can be turned in to a model PSAP for other small jurisdictions.

Amelia County would like to implement the NAED EPD protocol system. By implementing this program, many of the inefficiencies currently experienced in the 911 center will be eliminated. By eliminating these inefficiencies we will increase our service to the public, decrease our potential for liability, etc. With these programs, Amelia County will be a model PSAP not only for other small jurisdictions but for the Commonwealth as a whole.

Section 2.1 – Goals and Objectives

Goal 1 – To provide the citizens of Amelia County and the Commonwealth of Virginia, as well as the first responders of Amelia County and the Commonwealth of Virginia, the best possible level of emergency response/care.

Goal 2 – To ultimately raise our level and quality of service to the point where Amelia County can become accredited by the NAED. Should Amelia County reach these levels, we shall become one of only a small handful of 911 centers in the world that will be ACE Accredited in EMD, EFD and EPD.

- **Objective 1 – Implement structured call taking (for police calls) to provide a standard level of emergency response service to the public.** The citizens of Amelia County deserve better than what they receive now. The level of emergency response, at times, can be described as haphazard at best. By implementing structured call taking, every 911 caller gets the same standard of service regardless of which call taker answers the call and regardless of what their emergency is. Structured call taking was implemented in April, 2009 for medical calls (EMD) and is working very well to date.
- **Objective 2 – Enable prioritized responses to eliminate the risk of vehicle crashes involving emergency apparatus/vehicles.** Currently, emergency vehicle crashes are the second leading cause of line of duty deaths in the fire department and leading cause of line of duty deaths for law enforcement nationwide. Prioritized responses allow law enforcement units to be dispatched non-emergency to specific call types. These “cold” responses greatly reduce the risk to the public and the first responder that is associated with responding using lights and sirens.
- **Objective 3 – Reduce potential liability associated with normal dispatch operations by implementing a standardized protocol system.** Every day dispatch operations have an inherent liability risk. Under the current method, communications personnel in Amelia County follow whatever line of questioning they feel appropriate for the call they are receiving. This poses a great

risk of liability, since not every person is asking the same questions and some questions (such as scene safety) are not being asked at all. EPD will allow Amelia County to provide the highest standard of service by reducing this variance. A well-developed and well-managed protocol system provides the best possible shield against potential liability. The EPD protocol system is regarded worldwide as “best in class.”

- **Objective 4 – Reduce potential liability associated with normal dispatch operations by enabling a highly successful Quality Improvement program.** The EPD protocol has a highly detailed QA/QI program, just as EMD does. Amelia County currently does not perform any sort of QA/QI on law enforcement calls. Without any sort of QA/QI, communications personnel are not made aware of what they are doing well or poorly on. This increases the agency’s liability exponentially, as bad behavior or habits are not corrected. With the EPD QA/QI program, communications personnel would receive feedback on their calls within 72 hours. This quick turnaround will allow for ongoing education, correction of errors and identification of exemplary calls for service.
- **Objective 5 – Reduce call processing times through well-managed protocol systems.** Currently, call processing time in Amelia County can reach and exceed five minutes or more. This is the time it takes for communications personnel to receive a 911 call, question the caller and initiate a response. Amelia County is aware that NFPA 1221, Section 7.4.2 now states that “Ninety percent of emergency alarm processing shall be completed within 60 seconds, and 99 percent of alarm processing shall be completed within 90 seconds.” The implementation of the EPD protocol system, and the accompanying software systems, will allow Amelia County to decrease our overall call processing time frames in an attempt to more closely adhere to the current NFPA 1221 guidelines.
- **Objective 6 – Position Amelia County as a regional leader in public safety.** The Amelia County E 911 Coordinator would obtain regional instructor status for EPD through this grant program (to match already possessed regional EMD instructor status.) There are several jurisdictions in Virginia that currently utilize the NAED protocols, however more and more are researching these protocols in the hopes of being able to implement them in the coming years. By possessing instructor status for all three NAED programs, Amelia County could either host regional courses, or the E 911 Coordinator (as a representative of Amelia County and the Commonwealth) could travel within Virginia and the surrounding states to train additional agencies and jurisdictions. This would position the Commonwealth of Virginia as a leader in communications training throughout the region.

Section 2.2 – Implementation Strategy / Work Plan

It is the intention of the Amelia County Sheriff's Office to purchase the EPD protocol set and associated training as soon as confirmation of the grant approval is received and the grant period begins. The following is a listing of items pertinent to implement the program successfully, and will be occurring simultaneously to the entire Activities Timeline as listed below.

Under the NAED regulations, Dispatch Review and Dispatch Steering Committees must be established for the EPD protocols. The purpose of the DRC is to review the QA/QI program and its results on a monthly basis. This will allow for trends (both negative and positive) to be evaluated and training recommendations made for both individual communications personnel as well as for the group as a whole. The purpose of the DSC is to establish policies and procedures relating to the use of the EPD protocols. This committee meets quarterly, and will also review the results of the QA/QI program. Both the DRC and the DSC will meet in conjunction with the DRC and DSC from the EMD program already in place.

The initial job of the DSC, prior to implementation, will be to establish running assignments for both fire and law enforcement call types. The DSC will also develop any policies necessary for communications personnel which are not already in place to govern the EPD programs. The DRC will be minimally involved prior to implementation, however once the program begins the committee will meet monthly as stated.

The first half of the grant period will primarily be a logistical time frame. Materials and software will be scheduled, paperwork shall be completed, contracts signed, etc. During this time, all communications personnel will be trained on the EPD program. The EPD program shall then be instituted as close to April 15, 2013 as humanly possible. Implementation of all items shall be accomplished prior to the end of the grant period.

Section 2.3 – Activities Timeline

Following confirmation of grant approval, the following activities shall take place beginning July 1, 2013:

- July, 2012 – Complete all necessary paperwork, contracts, etc. to begin implementation process
- August, 2012 – Finalize all paperwork and begin purchase process
- September, 2011 thru October, 2011 – Take receipt of protocol sets, schedule training, begin software installation

- November, 2011 – Train and certify E 911 Coordinator as an EPD Instructor
- December, 2011 – Conduct EPD training and certification for all communications personnel, conduct EPD-Q training for personnel responsible for EPD QA/QI process
- January 1, 2012 thru April 1, 2013 – Testing to verify operation of software systems. If testing is completed successfully prior to April 1, 2013 and all personnel are trained, the next line item can be moved up as needed
- April 15, 2012 – “Go Live” date for EPD program
- April 15, 2012 thru May, 2012 – Begin EPD QA/QI program
- June, 2012 – Complete any required items to finalize the EPD program

Section 3 – Project Sustainability

It is the intention of the Amelia County Sheriff’s Office to purchase the EPD protocol set and associated training as soon as confirmation of the grant approval is received and the grant period begins. Once the purchases have been made, training shall be scheduled with the vendor and personnel shall become certified. Following the certification process, the programs shall be implemented.

The EPD program will be sustainable internally indefinitely through several methods:

- The E 911 Coordinator will attend Instructor Academies for both EFD and EPD. Once certified, the E 911 Coordinator will be able to conduct future training in-house as needed. CDE courses can also be taught in-house in this manner as well.
- The E 911 Coordinator and two other individuals will be certified for QA for both EFD and EPD. This will allow in-house evaluation of a percentage of all 911 calls received. By evaluating 911 calls, suggestions for improvement and praise for a job well done can be given to communications personnel within 72 hours of receiving a call. This will facilitate continuous learning and improvement for all personnel.
- The ESP Gold (Service/Maintenance) fees will be included in the upcoming 2013 fiscal budget. Recertification fees and any potential course registration fees shall also be included in the 2013 fiscal budget.
- Courses hosted locally can be opened up to the surrounding counties (and nationally.) This will allow other jurisdictions to send their personnel to Amelia for certification, which will help to offset the cost of the program.

Section 4 – Statewide E-911 Comprehensive Plan

The Virginia Statewide E-911 Comprehensive Plan outlines several goals for providing 911 services to the citizens of the Commonwealth today and beyond. The implementation of the EPD program will support the following Commonwealth goals in Amelia County:

Goal A: Provide a standard level of emergency response service to the public EPD, just like EMD, is a standardized set of caller interrogation protocols as well as pre-arrival instructions which can be provided to callers in the event of an emergency or crisis. By providing for a standardized system, all callers receive the same level of service and thereby emergency response. All emergency responses shall be prioritized and dispatched using a standard set of criteria established by the NAED.

Goal B: Position 911 centers to continuously meet the public's expectations The public is expecting more and more from local government, and 911 service is no exception. By providing a standardized 911 caller interrogation and pre-arrival instruction system, the public is receiving a higher standard of care which will meet or exceed their increasingly high expectations.

Section 5 – Budget Narrative

The Amelia County PSAP is solely funded by the county budget. Amelia County is a small, rural county with an approximate population of 13,500. This small population gives Amelia County a relatively small tax base to work with each year. Current funding levels for all county departments, due to the poor economy, are at a bare minimum. ALL county budgets have been cut by up to 30% during the last budget cycle. This includes all branches of emergency services, including the Sheriff's Office, volunteer fire department, rescue squad and Communication Center.

Without Wireless 911 Board grant assistance, Amelia County will not be able to implement an EFD or EPD program. Amelia County received grant funding from the Virginia Office of EMS to implement an EMD program last budget year, however it did not provide for the implementation of an EFD or EPD program. At this point in time, we have sought and received all available grant monies from State sources and this grant program would be our only method of implementing these programs. Given the current dispatch methods, it is but a matter of time before someone needs the information that can be provided through an EFD or EPD program and does not receive it, placing the county in a very precarious legal predicament. Not receiving this information could have very dire consequences.

This grant request is broken down into the following categories and amounts (quotes are included at the end of this document):

- Services/Equipment provided by Priority Dispatch:
 - Dispatch Software – \$21,920 Police dispatch software will be purchased to speed the caller interrogation and pre-arrival instruction process. This software, in the event of a system failure, is backed up by manual dispatch card sets (listed under Cards in attached quote.) There will also be a supervisor/training software station installed.
 - Aqua – \$1,000 Aqua is the Quality Assurance software program. All calls which are to be put through the QA/QI program are evaluated using this software. Aqua will assign a score to each call section, show which problem areas exist for each call, etc. The software also allows for feedback to each communications officer.
 - Cards – \$2,115 Manual dispatch card sets will be purchased as a backup system to the dispatch software.
 - Training – \$30,150 Basic EPD certification courses will be taught to all communications personnel. Following the basic certification courses, QA/QI certification courses will be taught for a select group of supervisory personnel. Once the certification courses have all been taught, software training will be conducted for all appropriate software packages being purchased. During the training period, as early as physically possible, the 911 Coordinator will attend training to be certified as an in-house instructor for EPD.
 - Support – \$3,513 Annual maintenance fees will include tech support, free updates, etc. The value of this is self-evident and necessary.
 - Priority Dispatch Total – \$58,698 (minus \$4,695 discount for multiple protocols) = \$54,003.

- **Grant Request Grand Total – \$54,003**

Section 6 – Evaluation

The EPD program through the NAED has Quality Assurance requirements for each call type (just like with EMD.) Each communications officer will have a specific portion of their 911 calls processed through a QA/QI program. A QA/QI program is already in place for our EMD program and is working as intended. The QA/QI programs do/will identify areas of weakness as well as areas which are strong points for each

communications officer as well as the PSAP as a whole. The EPD protocols will operate using the model currently utilized for our EMD program, which includes average call scores for three month, six month and one year benchmarks. These benchmarks will not only serve to evaluate the success of the project, but also serve to drive future continuing dispatch education needs this and every future year. Final evaluation of the success of the project will come within one to two years of the grant period beginning when Academy Center of Excellence designation is sought. This is a national recognition that is only successfully received by the best of communications centers.

Section 7 - Quote - Priority Dispatch Corporation



Priority Dispatch Corp.
 139 E. South Temple, 5th Floor
 Salt Lake City, Utah 84111
 United States of America
 800-363-9127 ext. 114

Name Amelia County Sheriffs Office
 Attn: Jason Malloy
 Phone _____ Fax _____

Date 08/30/11
 By Dixon Brown
 Title Regional Account Manager
 Dept. Sales

	Qty	Description	Unit Price	TOTAL
Dispatch Software				-
	4	Police Software Stations CAD NAE	4,900.00	19,600.00
	1	Police Software Stations Back-up/Supervisor CAD NAE	1,500.00	1,500.00
	1	Faircom Server Software Application	820.00	820.00
AQUA	1	EPD Module	1,000.00	1,000.00
Cards				-
	4	EPD Manual Dispatch Card Sets NAE	495.00	1,980.00
	3	EPD Quality Assurance Guides	45.00	135.00
Training	10	EPD Protocol Training and Certification (3 days)	295.00	2,950.00
	3	ED-Q Protocol Training and Certification	500.00	1,500.00
	1	ProQA Software Training (+1500.00 per trip)	1,500.00	3,000.00
	1	AQUA Software Training (+1500.00 per trip)	1,500.00	3,000.00
	5	Development/Install days (+1500.00 per trip)	1,500.00	9,000.00
	2	Software Install and System Admin Training (+1500.00 Trip)	1,500.00	4,500.00
	1	Police Instructor Kit and Training	6,200.00	6,200.00
Support		Year 1 Annual AQUA Maintenance (ESP@15%)**		150.00
		Year 1 Annual ProQA Maintenance (ESP@15%)**		3,165.00
		Year 1 Annual Card Set Maintenance (ESP@10%)**		198.00
* Assumes training site with 2/1 PC training stations ** ESP (Extended Service Plan) adds additional technical telephone support, free updates to current version, and additional discounts on new versions (editions). All Amounts are in U.S. Dollars				

Year 1 Total \$ 58,698.00

Signature _____
 Expires 180 Days Delivery Upon Request

Multiple Protocol discount \$ (4,695.00)
 State Tax 0.00%
 Local Tax 0.00%
Total \$ 54,003.00