GRIP FAQ - Answering some anticipated questions

ABOUT GRIP

Q: What are we saving comparatively by using GRIP?

A: By comparison if you are using another server base system which actually only does about 25% of what Grip does, you will immediately save anywhere from $2000.00 to around $15,000 depending on others fees and server charges.

Q: What if we choose to use GRIP'S analysis and data entry services instead of internal entry or we wish to switch over to GRIP from other companies?

A: GRIPS staff have over 10 years field experience in graffiti reading and analysis. If you choose to have us perform this for you as with others you simply send us the images and sheets and we do it for you. We do thousands of entries a week for state rail operators, cities and towns just like yours who do prefer to outsource. GRIPS pricing for this service is at least half that of others as we aren't profit driven but still need to pay our staff of course. Either option is perfectly fine and if we do your entry work for graffiti still means all other departments can use GRIP for any other need at the same time on their own of course.

GRIPS free offer is simply presented as the first and most cost efficient model for you to consider in that it is only an hour or so a week to have the best system working for you. Have a look at the pricing section for rates and costs for other services we provide. Remember also if you elect to enter data in, in house yourselves you have the ability for a small reader fee to send troublesome records to us at entry point for us to read for you and return completed. This way your covered both ways.

TRAINING AND START UP

Q: How quickly can we get up and running on GRIP and start entering our images and data and get our training?

A: Typically, within the week you will have your access codes and we can book your training straight away. It simply depends on the number of cities at any given time that require training and start up.

Q: Will GRIP train our staff in how to enter data, search and create reporting?

A: Of course. Part of the GRIP experience is an hours in depth one on one training with the staff who will be entering the data.

Q: Why are you offering 50 free entries to us?

A: By providing this it will get your city on the map and realize how it looks in the system, its search ability and envision the full potential of GRIP be it for graffiti or any other data harvesting.

Q: We would like to do our own data entry with your assistance to get set up but have reservations about how long it takes to do the entry work.

A: The best way is to look at how many images per annum you would have or per month. Divide this by say an average of 60-80 entries per hour and that will give you a real idea of how long the entry work takes using the digital camera and paper form method. As an example you have 3000 entries per annum at a base of 60 entries per hour. That's one hour per week doing data entry which should be easily achieved or handed to your volunteers we'd suggest.

COLLECTING DATA - Existing Digital cameras or live uploads or both?

Q: Do we need expensive GPS cameras or mobile devices to have mapping and plotting and get the full mapping capabilities?

A: No. GRIP's unique design allows any city to start tomorrow using existing digital camera that your abatement teams, Police and city use now. Using our editable field form all departments can use the same form, hand in their cameras memory card for your staff to readily enter the data and have it plot immediately.

Q: In future can we switch to GPS cameras or mobile live loading to database devices?

A: Of course. GRIP can be used in many forms. We suggest the initial method to get started if budgets are tight, but at any time you can advance to live data entry from the field or GPS cameras quite easily.

Q: The city hasn't used a database for graffiti before and we are concerned we don't have experts to read and enter the data.

A: Graffiti for the most part is completely readable and any volunteer or city or LEA entry clerk can readily do it. Graffiti is writing on a wall. Some data entry companies insist its expert and only they can do it which is purely self serving. With our guidance and your staffs enthusiasm we will have them set as your own specialized graffiti readers in no time. Although some profess that you must read the graffiti and appreciate the underlying messages on the wall, here at GRIP we dispel the myth that its absolutely vital to know the background of every single tag.

GRAFFITI HOTLINES- CITIZEN REPORTING TO GRIP- CONTRACTOR ENTRIES

Q: Can our City staff operators enter hot line entries in to GRIP for action?

A: Yes. GRIP has special modules for hot line entries. This will create a job request which can be immediately dispatched to the contractor for action by email.

Q: Can Citizens contribute to GRIP

A: Yes. We have a low level access module that allows your pre selected citizens such as schools, commercial operators (Stores) or responsible members of the public to actively report graffiti, vandalism or other issues live to the database. Your officers or admin simply review these reports and action them for correction to the correct department. Citizen reporting never goes live to the database.

NON GRAFFITI USE OF GRIP

Q: Can we use GRIP for all other crime types such as vandalism, code issues, prostitution, illegal dumping and other types that are relevant to not only Police but say our sanitation division or building maintenance?

A: Of course. We have 26 standard crime or incident types which can be entered with or without images so you can record the incidents, see them in mapping and use the data in reporting and the same search abilities as your graffiti. GRIPS design allows your LEA to correlate crime types such as graffiti and vandalism incidents, enter case files, plot sex offenders, anything they wish to use it for. For the City they can enter code violations, maintenance issues, Pot holes, illegal dumping issues or safety concerns such as broken street lights and other types. Your use is unrestricted for any department and to be enjoyed to its full potential.

Q: Our public works staff want to plot incidents of parks damage, general vandalism and general maintenance.

A: This is the beauty of GRIP. Any department can use GRIP for their own internal needs be it to track work orders, map damage and costs and review reports of same for any incident or crime type.

Q: Our youth services department wants to track and review incidents of drug use, alcohol use, truancy, loitering and similar events in the city.

A: Whether you ask all city staff to monitor these items or do your own mini audit, you can enter these events and map these the same way as any other crime. It will allow you to focus on projects such as Youth at Risk, vagrancy, Public Safety and have a clear representation of where these issue congregate for affirmative action and policy review.

USE AND CONDITIONS

Q: How many images and record can we enter into GRIP during the free term

A: Whether you enter 100 or 1 million, there is no limit. Its our servers, our cost without a catch

Q: What terms and conditions form part of this free use period?
A: The terms and conditions of use over your 12 month period will be sent to you upon validating your position within a city or LEA. We simply like to keep our information reserved from those who choose to follow what we do.

Q: What's the catch? Are we going to be stung and charged a fortune after the 12 months?

A: No. No catch, no gimmick, and no ridiculous ongoing fee. In fact our fees are considered pocket change and kind of ridiculous. Your benefit.....

OTHER USERS & DEPARTMENTS

Q: Can we have our Transit or Rail operators on GRIP?

A: Yes you can. GRIP has a special transit module so all their special entries can be within the same data and fully searchable by non transit officers. This allows a city to have their transit on board and sharing data readily. The only provision is there would be a small fee to have their 200 stations or stops entered into the GRIP database as a drop down list.

Q: An officer arrests a kid one night and suspects he's a major player in the city. How long does it take for him to be interview and case ready?
A: We recently had a case for our rail client. Within 10 minutes they had all his events printed in A4 format with the image and synopsis of each event ready for his admission. They knew all his co offenders he's ever offended with and were searching their events also. They reviewed his master file and had his You Tube site, internet pages, other evidence gathered printed and ready. On arrival at the station they had his image report on the screen for the interview ready for him to review with the officer and admit to each event. All in a matter of moments. While being interviewed his co offenders were also being searched upon for additional evidence.

GRIPS GROWTH, FLEXIBILITY, EXPANSION

Q: How many cities or towns currently use the GRIP database?
A: As of September 2009 we have well over 250 cities shires and suburbs and rail networks entries in the GRIP database and we anticipate that to double by year's end. The whole purpose is to get your city and its direct neighboring cities sharing data and offences openly on the one platform in snyc without exception. The ultimate solution for catching your serial cross boundary offenders.

Q: Is GRIP rigid in its design? Can we make suggestions or requests for added modules or design changes?

A: Yes. Part of GRIPS growth and acceptance is that it is affordable, and we listen to all our clients requests intently. Where we would like to provide every request with a change we need to look at consensus from all users that what is suggested is for the good of all users. We also have to be aware of cost blow outs in that requesting options that will cost us $10,000 in programming time is simply not something we will do for a free user.

Q: What new items are coming to GRIP?

A: While being wary of competitions interest and their need to follow every move we make, we can tell you that there are always new items upcoming which will make GRIPS use further reaching and user friendly than it already is. As we come into to new designs and options you as a registered user will be made aware of new features and functions.

<u>SECURITY</u>

Q: How secure is the data and server?

A: In order to meet CJIS requirements for security of personal information that is kept on the database, we have moved the database from its original location on the web-server, to a new server. The new server is a non-windows server which helps in security as most attacks are to windows based systems. We are running FreeBSD as the operating system and have a firewall installed. Access to the database is through a connection from the original web server. There are no services running on the database server. We have uninstalled all web and FTP services so that there is no outside connections to the database. Access to the database is through the use of a username and encrypted passwords. We are using a Trustwave Class 3 256-Bit digital encryption SSL Certificate which is one of the highest levels of Digital Encryption available in industry. All data transmitted to and from the database is digitally encrypted in order to provide the most secure access to the information.

There are several levels of access and security on the database.

<u>Citizen</u> - Low level basic access for entry of base information and image to a parking bay for review - No Live upload.

<u>Clerk Entry</u> - base and extended entry for city law enforcement

<u>LEA</u> - extended ability and fields to input personal information and comments and added ability to add suspect image. Reader Only - Can review information with no ability to enter or edit any information

<u>Contractor / Field form</u> - Ability for contractor to enter data but has no other abilities.

These passwords and security codes are generated by GRIP for exact persons and not open sharing between departments.