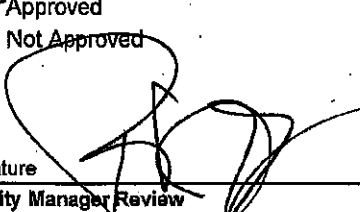





City of Oakland - Oakland Police Department
TRAVEL AUTHORIZATION
ATH/OPD2016 - 122

FOR ACCOUNTING USE ONLY			
Period	Batch #	Type	Item

1. Employee Name HARRIS-GILYARD, Regina		2. Date 5-Sep-15		3. Vendor Number 64991			
4. Department Police		5. Position Title Police Services Manager					
6. Travel Destination Henderson NV		7. Number of Work Days 4		8. Departure Date 4-Oct-15			
				9. Return Date 8-Oct-15			
10. Purpose of Travel 2015 Motorola Smart Public Safety User Conference							
11. Funding Source <input type="checkbox"/> Budgeted <input type="checkbox"/> Funds Available <input checked="" type="checkbox"/> Other: <u>Motorola pays all expenses</u>		12. Total Cost Estimate \$0.00		13. Total advance to employee \$0.00			
14. Transportation <input type="checkbox"/> Use of City vehicle requested <input type="checkbox"/> Use of private vehicle requested: Estimated Round-trip Miles _____ Total: 0.00 <input type="checkbox"/> Use of rental vehicle requested: Estimated Rental Cost _____ Parking: _____ <input type="checkbox"/> Airfare/Other (baggage, ground transportation) Estimated Airfare _____ Other: _____				Personal Vehicle Authorized? <input type="checkbox"/>			
15. Registration or Fees <input type="checkbox"/> Fee paid by employee _____ <input type="checkbox"/> City will be billed _____ <input type="checkbox"/> Fee to be paid in advance _____ Vendor check payable to: _____ Vendor No. _____		16. Meals (see attached for details)		FISCAL USE ONLY - Vendor Payment Check No. _____ Date _____ Amount _____			
		17. Estimated Lodging Per Day _____ No. Days _____ Total 0.00		FISCAL USE ONLY - Advance Payment Check No. _____ Date _____ Amount _____			
18. Department Head Review <input checked="" type="checkbox"/> Approved <input type="checkbox"/> Not Approved Signature  Date 9/5/15		19. Department Remarks All expenses paid by Motorola					
20. City Manager Review <input checked="" type="checkbox"/> Approved <input type="checkbox"/> Not Approved Signature  Date 9/16/15		21. City Manager Remarks					
Sub Item	Amount	Fund/SF	Org	Account	Project / Grant	Program	Dept Specific
1	\$			55111			Rental Vehicle / Fuel
2	\$			55112			Transportation (Mileage, Airfare, etc.)
3	\$			55113			Meals
4	\$			55114			Lodging
5	\$			55119			Parking
6	\$			55212			Registration
Total	\$						

Entered By _____
Account Payable _____

Date _____
Date _____

SEP 08 2015

Quaintance, Linda

From: Harris, Regina
Sent: Thursday, September 17, 2015 4:30 PM
To: Quaintance, Linda
Subject: Re: Motorola Smart Public Safety User Conference - 04 Oct 15

Linda,

Please disregard my attendance. I will not be attending.

Thanks,

Regina

On Sep 17, 2015, at 4:27 PM, Quaintance, Linda <LQuaintance@oaklandnet.com> wrote:

Hello Everyone,

The Chief of Police and City Administrator have approved your referenced travel.

You will not need to submit an expense voucher since the travel request indicated there are no costs associated with your travel to this training. However, please submit the course itinerary and certificate of completion, if they provide these, and complete the attached After-Action Report. You must provide the requested information within five (5) days of your return from the training, per travel policy.

Thank you!

Linda

Linda Quaintance
Account Clerk II
Oakland Police Department
Fiscal Services
455 7th Street, 7th Floor
Oakland, CA 94607
Phone: (510) 238-6973
Fax: (510) 238-7490
lquaintance@oaklandnet.com

<OPD Travel Training After-Action Report.xlsx>

TRAVEL REQUEST MEMORANDUM 2016-122

OAKLAND POLICE DEPARTMENT

TO: Chief Sean Whent/ Sabrina Landreth
(Chief / City Administrator)

Date: 11-Aug-15

FROM: Harris-Gilyard, Regina
Name (Last, First, M.I.)

Police Services Manager 3167
(Position Title) (Employee #)

64991

Assignment Location: Communications

Traveler's Contact # (510) 777 - 8803

Event Name Motorola Integrated Command & Control Users
Do not abbreviate

City, State Henderson, NV

Start Date 5-Oct-15

End Date 7-Oct-15

Start Time 9:00 am

End Time 5:00 pm

Total Training Hours 24

	Estimated Cost		Estimated Cost
55112 Transportation:		55113 Meals** (applicable if overnight lodging)	
City Vehicle <input type="checkbox"/>			
Personal Vehicle* (Est. Miles:)		55212 Registration/Tuition Do not send payment to vendor	
Airfare (RT)		55114 Lodging (only if over 75 miles)	
Other: _____		Total Estimated Cost	

* Mileage reimbursement consists of .56 cents per mile. Attach MapQuest

** Meal reimbursement consists of \$11.00 breakfast, \$16.00 lunch, \$29.00 dinner

All requests for advance funds must be submitted **45 days before** travel or training.

For further information review City AI-120 at <http://oaknetnews.oaklandnet.com>.

If you have any questions email OPDAP@oaklandnet.com

I agree to submit to the Fiscal Services Division within **five days of my return**: 1) a **completed Expense Voucher** with all dated original receipts; 2) a **completed After Action Report**; and 3) such other information that may be required (i.e. Certificate of Completion, course itinerary, etc.).

Traveler's Signature *X*

Date

Proposed Funding Source:

- ☒ Training Section *or* ☐ Other
- POST ☐ POST Plan I (Lodging, Meals, Travel, Tuition, Back-fill)
☐ POST Plan II (Lodging, Meals, Travel, Back-fill)
☐ POST Plan III (Lodging, Meals, Travel, Tuition)
☐ POST Plan IV (Lodging, Meals, Travel)
☐ POST Plan V (Lodging, Meals, Travel, Training Pres.)
☐ Letter of Agreement (LOA)

Fund No. Org. No. Project No. Program

Approved by Traveler's Unit Commander <i>See Original</i>	Date	<input type="checkbox"/> Not approved; Return to Traveler
If approved, forward this form, seminar brochure and any other pertinent information to your Deputy Chief		
Approved by Deputy Chief of Traveler <i>See Original</i>	Date	<input type="checkbox"/> Not approved; Return to Traveler
If approved, forward this form, seminar brochure and any other pertinent information to Training		
Approved by Training Section Commander <i>See Original</i>	Date 11 Aug 15	<input type="checkbox"/> Not approved; Return to Traveler

RECEIVED AUG 12 2015

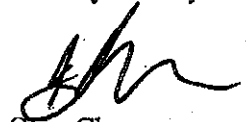
CITY OF OAKLAND

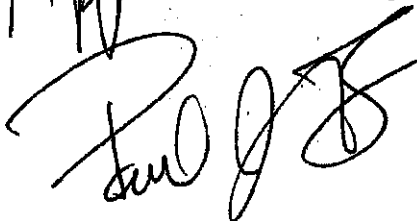
Memorandum

DATE: September 11, 2015
TO: Sabrina Landreth, City Administrator
FROM: Gary Chan, Project Manager III
SUBJECT: Training Justification

Please accept this request to attend the Motorola 2015 Smart Public Safety User Conference which is scheduled for October 4 through October 8, 2015 in Henderson, Nevada. The conference registration and hotel accommodations were confirmed by Motorola. OPD will send 6 personnel from various units (Communications, Records, and Technology) to this conference. The Motorola systems are used throughout OPD and the 6 personnel are key system users. By attending this conference, OPD attendees would be able to meet directly with the Motorola Public Safety support team members and other subject matter experts on Motorola Computer Aided Dispatch and Records Management Systems which are used by the Oakland Police Department to provide public safety services to the community.

Thank you for your consideration.


Gary Chan
Project Manager III

Approved for forwarding
 11 SEP 15



CITY OF OAKLAND

Memorandum

To: Chief Sean Whent/ Deanna Santana
(Chief/Deputy Chief of Traveler) / City Administrator

From: Harris-Gilyard, Regina Police Services Manager 3167
Name (Last, First, M.I.) (Position Title) Employee #

Date: 8/7/2015 Traveler's Contact # _____

Name of Training Course/Event: Motorola Integrated Command & Control Users City/State: HENDERSON, NV

Date Starting: 10/5/2015 Date Ending: 10/7/2015 Total Training/ Conference Hours: 24

Reason for Training: Funding approved via City Motorola maintenance contract
To participate in multiple days of education, in-depth certified training, to seek
resolution to Oakland's unique application and data issues, meet and network with other
Motorola application and data users to learn about best practices. It will also allow first
hand information about the latest technologies designed to enhance public safety operations.

Training Requirement (Select One):
Mandatory (POST): ☐
Essential: ☒
Discretionary: ☐

POST Funding Plan: (Check only one box if POST reimbursable)

- ☐ POST Plan I (Subsistence, Commuter Lunch, Travel, Tuition, Back-Fill Salary)
☐ POST Plan II (Subsistence, Commuter Lunch, Travel, Back-Fill Salary)
☐ POST Plan III (Subsistence, Commuter Lunch, Travel, Tuition)
☐ POST Plan IV (Subsistence, Commuter Lunch, Travel)
☐ POST Plan V (Subsistence, Commuter Lunch, Travel, Training Presentation)
☐ POST Letter of Agreement (LOA)

COMPLETED BY TRAVELER			COMPLETED BY UNIT COMMANDER			
Account Code	Description	Estimated Cost	Account Code	Description	Amount Reimbursed by Outside Agency	Other Information
55111	City Vehicle		55111	City Vehicle		Check box if you wish payment sent to service provider or school. <input type="checkbox"/>
55112	Rental Vehicle		55112	Rental Vehicle		
	Personal Vehicle			Personal Vehicle		
	Est. Miles* * (Mileage reimbursement consists 55.50 cents per mile.)			Airfare (RT)		
	Airfare (RT)		55212	Registration/Tuition		
55212	Registration/Tuition			Meals** (Breakdown: \$11.00 breakfast, \$16.00 lunch, \$29.00 dinner)		No Cost to Department <input checked="" type="checkbox"/>
55113	Meals** (Breakdown: \$11.00 breakfast, \$16.00 lunch, \$29.00 dinner)		55113	Lodging		
55114	Lodging		55114	Parking		
55119	Parking		55119	Other Travel Expenses		
	Other Travel Expenses					

Estimated Cost of Travel: \$ -

Estimated Reimbursement \$ -

Cost to City: **See Maint Contract**

FOR FISCAL USE ONLY:

Funding Source (Select One): ☐ General Purpose Fund ☐ Other Funding Source

Coding Block:



CITY OF OAKLAND

A brochure describing the training/conference is attached. I agree to submit to the Fiscal Services Division within five (5) days of my return: 1) a completed Expense Voucher with all dated original receipts; 2) all unexpended advance monies; 3) a completed After Action Report; and 4) such other information that may be required (i.e. Certificate of Completion).

All requests for advance funds must be submitted 30 calendar days before travel or training. Employees that have prior outstanding Expense Vouchers are not eligible for an advance payment. For further information review City AI-120 at <http://oaknetnews.oaklandnet.com> and General Order F-2 at <http://www.oaklandpolice.com/geninfo/geninfo.html>. If you have any questions contact the Fiscal Services Division at (510) 238-3416.

Enter Name: Regina Harris
Enter Rank: Police Services Manager
Enter Unit: Communications Section

Traveler's Signature: X [Signature]

Date 08 Aug 15

Traveler's Unit Commander's Signature		Date
X <u>[Signature]</u>		<u>10 Aug 15</u>
Approved by Deputy Chief of Traveler***	Date	Not approved****
X <u>[Signature]</u>	<u>10 Aug 15</u>	Return to Traveler
Approved by Training Section Commander	Date	Not approved****
X <u>[Signature]</u> 8303	<u>11 Aug 15</u>	Return to Unit Commander
*** If approved, forward this form, training/conference brochure and any other pertinent information to Fiscal Services Division. **** If denied, location where documentation may be returned to Traveler:		

CITY OF OAKLAND

Memorandum

TO: City Administrator
ATTN: Sabrina Landreth
FROM: Regina Harris
DATE: 07 Aug 15

RE: Justification for Travel

Name of Training Course or Event: Motorola Integrated Command & Control Users Conference/Training

Reason for Training: To allow an opportunity to participate in multiple days of educational, in depth, certified training we would not otherwise be able to obtain, to meet and network with other Motorola application and data users, as well as industry leaders, to learn about real-life, innovative solutions and best practices.

Please note: I understand City attendance is included and paid for through the City Maintenance Contract with Motorola.

Training Requirement (Select One): ☐ Mandatory; ☒ Essential; ☐ Discretionary

Cite Reference Source for Mandatory Training:

Total Cost: 0 Dollars

Anticipated Reimbursement of Cost: N/A

Funding Source (Select One): ☒ General Fund; ☐ Outside Funding Source

Explain Outside Funding Source:

If Training Course is certified by POST, complete below information:

Agency/Presenter:

POST Course Control Number:

POST Funding Plan: (Check only one box if POST reimbursable)

- ☐ POST Plan I (Subsistence, Commuter Lunch, Travel, Tuition, Back-Fill Salary)
- ☐ POST Plan II (Subsistence, Commuter Lunch, Travel, Back-Fill Salary)
- ☐ POST Plan III (Subsistence, Commuter Lunch, Travel, Tuition)
- ☐ POST Plan IV (Subsistence, Commuter Lunch, Travel)
- ☐ POST Plan V (Subsistence, Commuter Lunch, Travel, Training Presentation)
- ☐ POST Letter of Agreement (LOA)

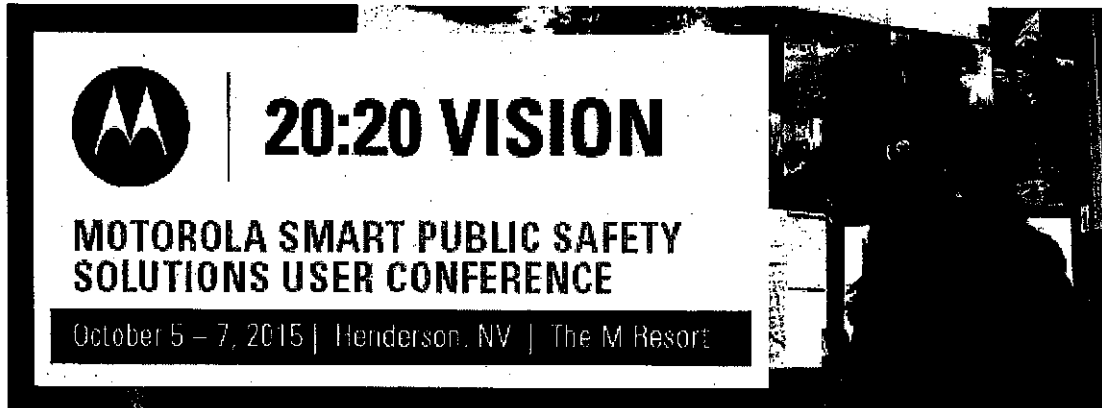
Signature X _____

Harris, Regina

From: Motorola <info@rm.motorolasolutions.com>
Sent: Tuesday, April 28, 2015 12:43 PM
To: Harris, Regina
Subject: 2015 Smart Public Safety Solutions User Conference



If you can't see this email, [click here](#).



SAVE THE DATE:

October 5 – October 7, 2015

CLEAR VISION TOWARD THE FUTURE!

Save the date to explore Motorola Public Safety and Public Service solutions technology that will demonstrate our **20:20 VISION**. You will gain the ability to capture, manage and interpret critical safety indicators, to see around corners and predict potential outcomes so you may act upon the information in THE MOMENTS THAT MATTER!

Join us for this exciting event in Henderson, NV to experience how Motorola Solutions' clear vision is defining how we build our future together.

CONFERENCE HIGHLIGHTS

Here is what you can look forward to at this year's Motorola Smart Public Safety Solutions User Conference for the Mobile Data, Customer Service Request and Public Safety Users Groups:

- The opportunity to participate in product training sessions
- Participate in customer led sessions to learn firsthand how Motorola products can help your city/agency
- Learn about real life innovative solutions, best practices and expertise on how to solve problems similar to your own needs
- Hands-on computer labs where you can "test drive" many of the Motorola products
- Demonstrations of the latest technology and applications

Prepare for the Conference

**October 5-7, 2015
The M Resort
Henderson, NV**

[Download Justification Letter](#)

Questions?

Email:
valerie.damolaris@motorolasolutions.com

Phone:
312-614-4266

- Meet directly with Motorola subject matter experts to discuss trends in technology solutions
- Networking opportunities with the Motorola application and data users, as well as industry leaders

Stay tuned for the registration information, agenda and conference activities. Make sure to make room on your calendar for the 2015 Smart Public Safety Solutions User Conference October 5-7, 2015. We look forward to seeing you in October!

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[Click here](#) if you would like to unsubscribe from receiving all future communications from Motorola Solutions, Inc. Or, you can also manage your communications preferences by [clicking here](#), or write to the address displayed.

Motorola Solutions, Inc., Attention: Privacy Compliance Program,
P.O. Box 59263, Schaumburg, IL USA 60159-0263

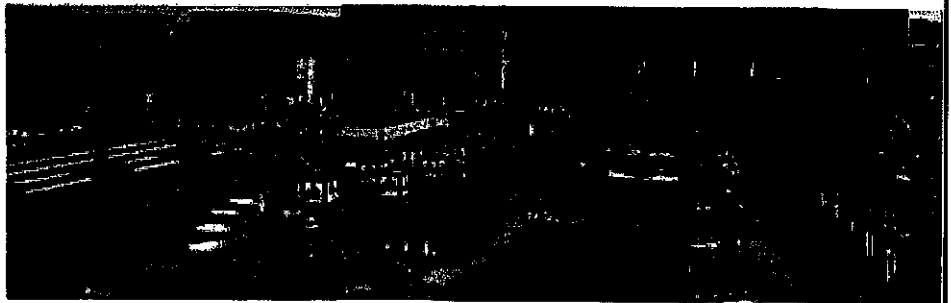
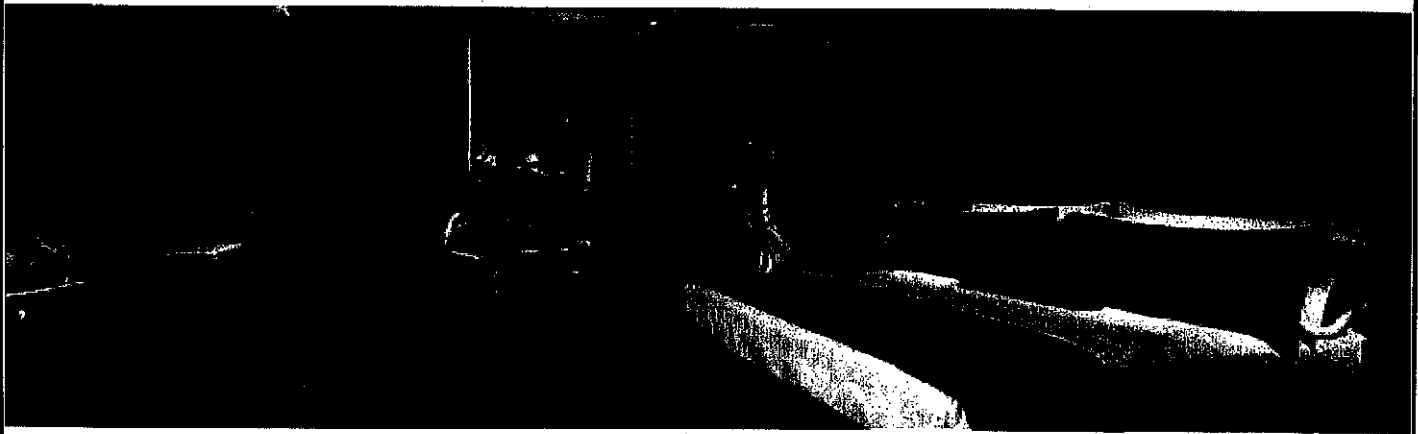
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Harris, Regina

From: resinquiry@crm.data2gold.com on behalf of M Resort Spa and Casino
<callcenter@theMresort.com>
Sent: Friday, July 03, 2015 1:06 PM
To: Harris, Regina
Subject: M Resort Spa and Casino: Your Reservation Confirmation

View: [HTML](#) | [Mobile](#) | [Text](#)

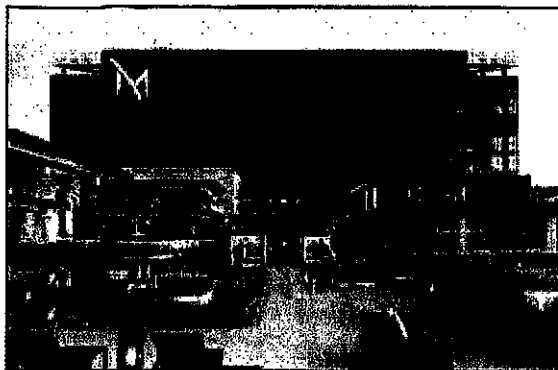
M Resort Reservation Confirmation



Dear Regina Harris,

It is our pleasure to confirm your hotel accommodations and we look forward to welcoming you to the M Resort Spa Casino. Please review your reservation information below and if you should require any changes, please contact our reservations department immediately at 877-673-7678.

Guest Name: Regina Harris
Confirmation Number: KXFB4
Arrival Date: Sunday, October 4, 2015
Departure Date: Wednesday, October 7, 2015
Requested Room Type: Resort Strip View Guest Room
No. of Guests: 1
Nightly Rate: \$155.00 from October 4 - October 6
City/State Tax: 13%
Cancel By: Thursday, October 1, 2015
Check-in Time: 3:00 PM
Check-out Time: 11:00 AM



Thank you for choosing the M Resort Spa Casino in Las Vegas.

To learn more about the all-new M Resort please visit our website
www.theMresort.com

The above rate(s) may not reflect all possible fees, additional charges or taxes associated with this reservation. For clarification regarding these charges, please contact our reservations department.

M
RESORT • SPA • CASINO
LAS VEGAS

12300 Las Vegas Boulevard So. • Henderson, NV 89044 • (702) 797-1000 • (877) 673-7678

2015 SPSS USERS CONFERENCE AGENDA

Sunday, October 4

TRACK COLOR LEGEND						
ALL ATTENDEES	PRE-CONFERENCE TRAINING	IT/NETWORK INFRASTRUCTURE	MOBILE SOLUTIONS & DEVICES	SOLUTION TECHNOLOGY/GIS/QUERY	VOICE OF CUSTOMER	CSR
	PROFESSIONAL DEVELOPMENT	CJIS	CAD	RECORDS/JAIL	POSTER SESSIONS	ONE-ON-ONE

TIME	TRACK/TITLE	ABSTRACT
	PremierOne Records - Advanced Workflow	Improve your agency's vision with workflow that efficiently defines your agency's life cycle of a case report documentation, and provides mechanisms for routing the work to who must do the work. Workflow can significantly improve the operational efficiency of an agency as it provides a consistent approach, regardless of the data or structure of the document. Our Records deployment experts will show you how to improve the efficiency of your business practices through Advanced Workflow.
	Advanced Provisioning of Fire, EMS and Law Recommendations	Recommendations and Incident Responses are key to keeping your Command Center operations in sight. Come and learn from our Business Analyst team as they lead you in the best practices for developing recommendations and incident responses in PremierOne CAD. This extended course will have a strong focus on Fire with more complex recommendation provisioning but will also include Law and EMS.
	What to Know When You're a PremierOne System Administrator - Technical support - Care and Feeding of your PremierOne Servers	Agencies don't replace public safety applications very often. The system administration and maintenance of PremierOne includes processes and tools that may be quite a bit different from your legacy system. Join this session to learn about the key topics to understand to maintain and support your PremierOne systems.
	Best Practices When Provisioning/Configuring Your Agency in CAD	Come attend this training session to learn the best practices on how to maximize the efficiency of provisioning your PremierOne CAD system. Learn tips and tricks that will save you time down the road, after your system is provisioned.
	Customer Reporting with SSRS for CAD Reporting DW	This hands on training session will help you learn how to use Microsoft Reporting Services and Report Builder to meet your agency's reporting needs for secure scheduled and adhoc statistical reports. The training will also explore building of custom dashboards. This will be a lab environment to provide attendees with first hand experience to help foster learning and application of the materials.
	PremierOne CSR Report Training	Attend this Advanced Report Studio Training class to learn tips and tricks to assist you in building the more complex reports including such functionality as relative date reporting, using codes in reports, how to build a prompt page and more. This is an Advanced class and attendees should have experience using Report Studio.
	PremierOne Mapping Best Practices	Come see some of the tips, tricks and techniques that will help you succeed with your GIS configuration resulting in improved dispatching, more accurate maps and improved routing which will save time. Topics will include ArcGIS shortcuts for editing, creating advanced network datasets and best practices for building .mxd map documents. Sourcing maps, cartography, map performance, moving maps from ArcGIS machine to consoles will also be discussed.

2015 SPSS USERS CONFERENCE AGENDA

Monday, October 5

TRACK COLOR LEGEND						
ALL ATTENDEES	PRE-CONFERENCE TRAINING	IT/NETWORK INFRASTRUCTURE	MOBILE SOLUTIONS & DEVICES	SOLUTION TECHNOLOGY/GIS/ QUERY	VOICE OF CUSTOMER	CSR
	PROFESSIONAL DEVELOPMENT	CJIS	CAD	RECORDS / JAIL	POSTER SESSIONS	ONE-ON-ONE

TIME	TRACK/TITLE	ABSTRACT
	Welcome & Opening Presentation & Keynote Speaker	Don't miss the opening of the 2015 ICC Users Conference followed by our Dynamic Keynote Speaker who will engage and enlighten you and prepare you for a great conference.
	PremierOne Solutions Update	As Motorola Solutions continues to make advancements in the PremierOne Products, listen to our Product Management team as they explain how our solutions are keeping up with the vision of your agencies.
	PremierCAD Roundtable	Have you upgraded to Version 7.0? Do you have upgrade/product questions or tips for other customers? Join a roundtable with Motorola for an interactive discussion to learn and share PremierCAD upgrades and usage.
	New Features, Products & Services for PremierOne CSR Users	Come see the latest Product and Service offerings from the Public Service Team and our Mobile Application Partner.
	PremierOne Mobile Feature Prioritization	Come make your voice heard! During this session we will work through prioritizing the list of all customer feature requests included in the 2015 PremierOne Mobile FRM process.
	What's going on with Text to 9-1-1 and How It Impacts the PSAP, Call Takers, Dispatchers and the Public.	A range of Text-to-9-1-1 topics will be covered including: Standards, Deployment Experiences, Implementation Approaches, and other Text related issues of concern to PSAP's. We will also highlight the difference between "Interfaced" and "Integrated" solutions. This session will provide a good lead in to the customer led discussion of Text, Multimedia and 9-1-1 issues.
	IBR Reporting in PremierOne Records	This session will go into the detail of the IBR process and how it integrates within Records. It will help you understand and manage the intricacies of the IBR process all the way to submission. Please select either the IBR or UCR session that corresponds with your state requirements.
	Virtual Desktops	Use of virtualized desktops can be a significant benefit in the management of workstations throughout your enterprise. In this session you will hear examples from fellow agencies on their usage of virtualized desktops and from Motorola on where we see specific potential for use of virtual desktops with PremierOne.
	PremierOne CSR Citizen Mobile Application Support	Learn from your peers who have the Citizen Mobile Application deployed how to maximize efficiencies with the application. Topics will include lessons learned, adding new SR Types, and suggestions on how to expand and improve the footprint of the Citizen Mobile Applications within your organization.
	Ins and Outs of Your Support and Maintenance Agreement	This session covers the Motorola Applications maintenance and support agreement details and provides an overview of the standard and optional services available within the maintenance contract. Let our customer support team increase your comprehension of the service contract so that you are armed to interpret the maintenance and support deliverables. Learn how to leverage this knowledge to customize a support agreement that works for your agency service and budget needs.
	"Empowering your Mobile Users Through Shortcut Commands and Quick Features	Are you leveraging all of the Mobile functionality possible? Are your dispatchers performing actions that could easily occur in the field? Attend this briefing to gain ideas on quick Mobile actions which may reduce demands on the Dispatcher.
	Asset Management	This session will provide a high level overview of the functions of Asset Management including managing assets, performing work orders, tracking inventory, bar-coding/mobile computing, and reporting.
	Leadership and Change Management: Keys to a Successful Project	Leading the way through the implementation of a new System can be challenging. This session will discuss leadership practices that can be used to help meet those challenges. Change can be difficult in a Public Safety agency and managing that change effectively can help the project run smoothly with less disruption and stress on the Project Team and end-users.
	PremierOne Migration Planning	Learn how to future proof your CAD decisions now to ensure decisions you make now can be supported/transition by PremierOne Migration Planning.
	The Vision of FirstNet and Private LTE Technology: How Can It Fit Your Agency	Improve your agency's visibility to recent developments with FirstNet, including their RFP process and state consultation status, and possible deployment and operational models. We'll provide an update on worldwide market trends and deployments for Private LTE technology as well as share MSI's broadband portfolio: Private LTE networks, Unified Network Services, WAVE Push-to-Talk, and mobile and handheld devices.

TIME	TRACK/TITLE	ABSTRACT
	PremierOne Mobile Introductory Lab (Mobile Basics)	This lab offers a hands-on introduction to PremierOne Mobile and will focus on the high-level functionality instructions with login, status monitors, queries, viewing, creating and updating incidents, and sending messages. This session is a prerequisite to the PremierOne Mobile/HH Lab for any customers who are not live on PremierOne. Join this session and see if you can find the hidden "treasures" in the application.
	PremierOne CAD Introductory Lab (CAD Basics)	This lab offers a hands-on introduction to PremierOne CAD and will focus on the high-level functionality instructions with login, status monitors, queries, viewing, creating and updating incidents, and sending messages. This is prerequisite to the PremierOne CAD Advanced Lab for any customers who are not live on PremierOne. Join this session and see if you can find the hidden "treasures" in the application.
	Mobile Technology and Introduction to PremierOne CSR Mobile	This session will explore how you can use PremierOne CSR Mobile to expand your reach into user departments, improve efficiencies in the field, and reduce time to completion for activities. The session will include a product demonstration of the features and functionality available in PremierOne CSR Mobile, how it seamlessly integrates with the Citizen Mobile Application, as well as feedback from customers on how the application benefits their organization. The session will also include a roundtable discussion on mobile technology is being used by various customers and what business processes are in place to support it.
	Broaden Your Vision in Any Situation	Designed for public safety, this session will discuss how this cloud-based mobile application integrates data from disparate public safety systems and third-party providers, enabling responders in the field with critical information for improved decision making and multi-agency collaboration. Intelligent Data Portal(IDP) can be used on nearly any device, operating system, and network to enhance the overall vision of any situation that may arise.
	Mobility Device Management Panel Discussion	The increase of smart phone and tablets throughout the Mobile workforce, brings additional device management and security concerns. Participate in this panel discussion to hear how agencies are addressing today's complex mobility challenge.
	PremierOne Technology Platform Updates & System Planning Overview	The latest release of PremierOne brings significant and exciting changes to the technology platform. Configurations become virtualized, enabling more flexible deployments. Updated versions of Microsoft and ESRI software have been adopted to leverage the leading solutions of these key partners. A new line of HP storage array is now at the core of SAN configurations. The CAD/Mobile design for database Availability and Disaster Recovery shifts to SQL Server AlwaysOn, bringing improved performance for failovers. Join this session to learn more about these critical advancements in the PremierOne technology platform and architecture.
	Leveraging Your Data for Smarter Decisions	Clarify the vision of your supervisors and first responders with information contained in your systems and those accessible to your agencies. With PremierOne, you already have the data and the technology to implement best practices in your agencies today. Learn how to make your investment go further by hearing how agencies use PremierOne Intelligent Data Discovery to solve real life problems and improve daily operations. Meet with your peers and Motorola resources that can help you leverage your data to achieve 20:20 vision.
	PremierOne CAD Feature Prioritization	Come make your voice heard! During this session we will work through prioritizing the list of all customer feature requests included in the 2015 PremierOne CAD FRM process.
	Offender Management with PremierOne Jail	See the newest developments in PremierOne Jail including sentence maintenance, payor stay, weekenders, consolidated booking folders and re-booking functionality.
	PMDC 2015 Feature Highlights	2015 is a big year for PMDC with two releases so far and one more planned by year-end. Join this session to learn about the significant user experience improvements and product reliability refinements. We will also highlight our newest PMDC customers.
	Sharing Your CSR Data with the Public: A Case Study	Open Data, Open 311, Government Transparency and Accountability. These are all terms associated with sharing information with citizens on everything from Service Levels to Public Meetings. Learn from your peers on how they utilize various technologies and tools to share their data with the public.
	Technology Showcase Grand Opening	Come explore our Technology Showcase where you can visit with our Business Partners, learn about their solutions as well as see many of the Motorola products and solutions available.

2015 SPSS USERS CONFERENCE AGENDA

Tuesday, October 6

TIME	TRACK/TITLE	ABSTRACT
	Text, Multimedia and 9-1-1	Share your vision with your peers on how your agency is preparing for NG9-1-1 and the influx of text and multimedia. Topics will include training, stress debriefing, technology and citizen preparedness. Members of the PSA Executive Committee will lead this round table discussion with the help of Motorola Product Management to help you outline preparation tasks for your center to have NG9-1-1 Impacts well insight.
	PremierOne Records Review of Features & Functions	This session will provide a high level overview of PremierOne Records from Animal Control to Warrants. This session is for new users, those wanting a refresher course on PremierOne Records functionality or who are looking to take advantage of functionality beyond case reporting.
	Improving Officer Out of Vehicle Vision - Advanced Messaging & Responder Location	Learn how Dispatchers, Supervisors and First Responders can improve safety and enhance situational awareness from Integrated Data applications. Leveraging ASTRO Radio and PremierOne, users can effectively access and share information from their portable radios. Come learn about new enhancements including Talk Group Messaging, Responder Location Tracking and provide your feedback on potential new features.
	Virtualization (Servers)	With Release 4.0, PremierOne standard configurations shift to virtualization based designs. Join this session to learn more about the PremierOne R4.0 virtual server configurations and the rational, benefits and ramifications of this exciting change to the PremierOne solution.
	PremierOne CAD Product Lab - Advanced - Session One	THIS SESSION IS OFFERED AT TWO DIFFERENT TIMES - PLEASE ONLY REGISTER FOR ONE OF THE TWO SESSIONS IF INTERESTED. In this lab you will experience PremierOne CAD 4.0 and focus on the new features released: Backdating Unit Status's, Priority P/H notifications, Orphan Query window and more. Get your hands on these features and understand how your agency can take advantage of them before you upgrade. Join this session and see if you can find the hidden "treasures" in the application.
	PremierOne CSR Product Lab	Join this session to try out PremierOne CSR 4.4 and get hands on experience with some of the new features. Join this session and see if you can find the hidden "treasures" in the application.
	Predictive Analytics: Extending Your Vision Into the Future	Come learn how you can focus officers on targeted, actionable areas in your jurisdiction where crime is most likely to occur. We will show you how criminals' past actions are giving you a clear view of where they'll strike next.
	UCR Reporting in PremierOne Records	This session will go into the detail of the UCR process and how it integrates within Records. It will help you understand and manage the intricacies of the UCR process all the way to submission. Please select either the IIR or UCR session that corresponds with your state requirements.
	Expanding Your Dispatch Options	DispatchStation® is Motorola Solutions' latest all-in-one application for providing receipt of 9-1-1 calls, managing the location by map and dispatching field resources. Attend this session to view our newest application design to natively integrate multiple functions, Call Taking and Dispatching is available directly from the Map, supporting traditional 9-1-1, Mapped ALI, CAD and call receipt-to-resolution reporting from a simple browser window. For customers that don't need a mobile client, automatic vehicle location or query, DispatchStation is a great fit for you.
	PremierOne Mobile and Handheld 2015 Highlights	Curious about our latest releases? Hear Fire and Law agencies share their experience with PremierOne Handheld and PremierOne Mobile R4.0, and learn what is coming on our next release.
	Optimal PSAP Architecture and Cyber Security	IT systems are critical to the operations of your PSAP. A robust system architecture and positioning for cyber security are critical for your IT systems. This session will discuss key considerations for the architecture and cyber security of your PSAP's IT systems and environment.
	PremierOne Call Control Update	This session will provide a brief demonstration of PremierOne Call Control as well as updates on the latest capabilities, and what to expect in PremierOne R4.1 and R4.2. Specific focus will be provided on Text and Multi-media capability including ProQA integration for Text-to-9-1-1.
	Instructor Development	This session will allow an opportunity for trainers or training coordinators from different agencies to openly discuss strategies, required training, and changed functionality. Conversation will likely include a trainer's presentation and training skills along with understanding adult learning concepts and creating relevant learning activities.
	PremierOne Records/Feature Prioritization	Come make your voice heard! During this session we will work through prioritizing the list of all customer feature requests included in the 2015 PremierOne Records FRM process.
	PMDC and PICAD Advanced Lab	This is an advanced lab offering hands-on experience with PMDC 6.4 and PremierOne CAD 4.0. Attendees must be familiar with PMDC to attend this session. Join this session and see if you can find the hidden "treasures" in the application.
	Mutual Aid Response (Law could be considered here as well) and Impact of GeoFencing	The need of resources from your neighboring agencies is becoming common practice. Join us for an interactive session on provisioning your CAD system and understanding related functionality that will enhance your business practices.
	Lunch Break with Technology Showcase	Come back to the Technology Showcase to get any answers you didn't get on Monday evening, or to visit with Business Partners you may have missed.
	Descriptive Analytics: The View You Need to Prevent, Reduce, and Solve Crime	Every law enforcement agency is faced with the challenge of doing more with fewer resources. Deliver on the promise of intelligence-led policing with new insights into the patterns, profiles, and trends of crime in your jurisdiction.
	PremierOne Jail Feature Prioritization	Come make your voice heard! During this session we will work through prioritizing the list of all customer feature requests included in the 2015 PremierOne Jail FRM process.

TIME	TRACK/TITLE	ABSTRACT
	PremierOne Records Advanced Configuration Tool - Basic Class	In this Introductory session, learn how to tailor PremierOne Records to meet your agency's needs. This lab based training will focus on leveraging the Advanced Configuration tool to create agency specific modules.
	CJIS Policy Update - New Requirements for Version 5.4	As your agency prepares for CJIS Security Policy 5.4, this session will help you prepare for the latest security mandates. This newest version has significant impacts to your IT and operational environments.
	The Status of FCC Focus Areas and Regulatory Initiatives and Their Impact of the Dispatch Center/PSAP Space	Currently the FCC has been working on FNPRM/NPRM's for: 1) Location Accuracy that includes improved indoor location and a vertical axis (Z axis) as part of Dispatchable Address; 2) 9-1-1 Governance and network resiliency which could expand the number and type of entities that would be required to be certified by the FCC for providing 9-1-1 services. This session will provide a summary of the key FCC regulatory activity and initiative within the dispatch center/PSAP space.
	PremierOne CSR Common Report Usage	Join this roundtable session with Motorola where customers can discuss various reporting solutions they have in place, ask questions about reporting challenges, and customers can collectively brainstorm best practices on specific issues. The session is designed to be a fast paced Q & A on reporting. Any outstanding questions will be parked for future follow-up.
	PremierOne CAD Product Lab - Advanced - Session Two	THIS SESSION IS OFFERED AT TWO DIFFERENT TIMES - PLEASE ONLY REGISTER FOR ONE OF THE TWO SESSIONS IF INTERESTED. In this lab you will experience PremierOne CAD 4.0 and focus on the new features released: Backdating Unit Status's, Priority P/H notifications, Orphan Query window and more. Get your hands on these features and understand how your agency can take advantage of them before you upgrade. Join this session and see if you can find the hidden "treasures" in the application.
	How To Get The Most Out of Your Motorola Help Application	Calling all trainers, system administrators and shift leads. You use PremierOne Applications in unique ways. You've documented and created training materials and SOP's around these operations. Did you know you can store and link your content within the applications help systems and customize existing help to follow YOUR agency's process. In this session learn how to augment the application help system by adding job aids, unique tasks, training, cue cards and other links so your people have access to everything they need to be the best in the moment they need to shine.
	Citizen Engagement in Public Safety and Public Service	Hear from your peers and join in a round table discussion on how both Public Service and Public Safety agencies share and receive information from their citizens. Citizens have an ever increasing thirst for information and are a critical source of incoming information. This session will explore the types of information that is currently being shared, and what could be shared in the future.
	Electronic Collaboration - CAD to CAD and Alarm Interfaces	Very few PSAPs are isolated from their neighbors; mutual aid agreements, particularly for Fire & Rescue apparatus allow sharing of resources across PSAP boundaries, and the CAD-to-CAD interface allows this to occur electronically. Instead of sharing resources, the alarm interface using the ASAP protocol allows the alarm company to share an event with a PSAP electronically. This session will discuss these interfaces both from a technical and a business perspective.
	Product Lab - PremierOne Mobile & Mobile Records	Attendees will learn how the PremierOne Mobile and Mobile Records Suite improves Officer efficiency for Field Based Reporting within your agency. This lab session will allow you to test drive the integrated solution and assumes that attendees are already experienced PremierOne Mobile users. If you are not an advanced Mobile user, please attend the PremierOne Mobile Introductory Lab prior to attending this session.
	Use of SCOM for System Monitoring - Monitoring & Logging Deep Dive	PremierOne CAD/Mobile uses Microsoft System Center Operations Manager (Ops Manager) as an integral part of the system monitoring and management. We continue to expand our usage of Ops Manager in the product and identify ways to enhance the on-going maintenance and management PremierOne. This session will explore in more detail how Ops Manager can be used for enhanced system monitoring and management.
	Is Your Entire Organization Using PremierOne CSR?	This collaborative session will address challenges and questions related to the business side of the CSR operation in your organization. Examples include identifying how to expand the CSR Services to additional departments/agencies within your organization. Customers will share the requirements their organization has to begin to provide services to a department? Best practices and lessons learned on expanding service across the organization will be shared and discussed.
	Civil Process with PremierOne Records	Does your department handle Civil Paper Service? If so, attend this session to see how the integrated Civil Process system in PremierOne Records can assist your department.
	Query Distribution and Association Functionality and Provisioning	Review the R4.0 query distribution and association feature with functionality across CAD, Mobile, Handheld and ASTRO clients. This will be a detailed discussion covering the functionality and provisioning options for this feature.
	Planning for Successful Integration of Disparate Systems	Learn from other customers and MSI integration experts how to plan and execute for successful integration between disparate systems. The panel of customers and experts will share their lessons learned of key success factors, as well as pitfalls to avoid in order to ensure your integration efforts are successful.
	PremierOne CSR Configuration - Beyond the Basics	Come and share some configuration tips and tricks from your application and learn from your peers. Many of you have used PremierOne CSR in unique ways to not only handle municipal issues reported by citizens, but also to help reduce business process bottlenecks. Come share your experiences in this interactive discussion.
	Telephone Solutions that Expand your Agency's NG911 Vision into the Future	Get the inside view of Motorola's new call handling solution. During this session Emergency CallWorks resources will demonstrate the capabilities of CallStation and describe how it benefits over one hundred PSAP's to address current and future 911 needs and challenges
	Technology Showcase Cocktail Hour	Last chance to visit with our Technology Partners and get the information you need to help your organization.

2015 SPSS USERS CONFERENCE AGENDA

Wednesday, October 7

TIME	TRACK/TITLE	ABSTRACT
	Stress Management	Shift work, length of shift hours, mandatory overtime, poor working environment, lack of adequate compensation, wages and recognition, the internal "us-vs.-them" mentality, and simply missing major family events, all add up to a stressful working environment, etc. Throw in constant exposure to duty-related trauma. Interact with your peers while sharing ideas on how to help your staff deal with these constant and inevitable stressors.
	Dispatchers, Managers of Information	Are your dispatchers experiencing information overload? Do you have too many disparate systems to name in order to retrieve vital information? Join a session with your fellow agencies to share your challenges and methods on how to organize and prioritize the information your agency receives.
	Case Reporting with PremierOne Records	Explore how the Case Folder in PremierOne Records can be used to fully document the criminal event from the initial call for service to prosecution.
	Tips & Tricks - Making ArcGIS Help You Thrive - GIS Preparation & Best Practices for PremierOne	Come participate in this round-table discussion and see some of the tips, tricks and techniques that will help you succeed with your GIS configuration resulting in improved dispatching, more accurate maps and improved routing which will save time. Topics will include ArcGIS shortcuts for editing, creating advanced network datasets and best practices for building .mxd map documents.
	PremierOne CSR - Service Offerings	Get caught up on current EZ Suite and Live Suite features in production and review the latest enhancements including Real-Time Scheduling, Enhanced Correspondence Management, Citizen Engagement, Service Delivery Ratings, and EZ Events and EZ Stats to keep on top of the developing trends.
	PremierOne CAD/Mobile Advanced Product Lab	Experience PremierOne CAD and Mobile in a hands-on R4.0 feature focused lab. Attendees are encouraged to come to this session in pairs to participate in combined CAD and Mobile interactive scenarios. Each team should have familiarity with both PremierOne CAD and Mobile or should attend the Introductory labs as a prerequisite to this course. Join this session and see if you can find the hidden "treasures" in the application.
	Status Monitors - All Things "Right Click"	PremierOne status monitors have more personality than you can imagine. Join this customer led session to learn how to interact and make the most out of your status monitors with right-click functionality. You'll leave with all kinds of options as well as information on how to build all things "right click."
	PremierCAD: Opening the World of Analytics	Looking for a quick and easy way to leverage your PCAD data to help you gain critical operational intelligence? Come and join our session where we review the powerful features of our CommandCentral offering. Learn how easy it is to connect your existing system to our powerful analytics tool set, unlocking the power and intelligence in your agency's data.
	Prepare for Your CJIS Technical Audit	This round table session will allow you to discuss and confer with fellow customers on how to best prepare for your CJIS Technical Audit. This includes assuring your technical environments meet the CJIS security policies regarding hardware and software systems and access. You'll want to attend this session to prepare for when the FBI comes to your department.
	Real World SSRS Reporting and Dashboards with PremierOne Records	Come to this customer led session and see how agencies have leveraged SSRS Reporting Services to create Reports and Dashboards to provide accurate and timely information to their users.
	Use of SharePoint in Your Command Center	Microsoft SharePoint is a valuable tool for private and public entities because it organizes and displays information in ways that help supervisors and staff be more productive and collaborative. But this only works if companies sweat the details on certain tasks, such as defining site taxonomies. Meet with your peers on how implementing SharePoint can help your Command Center operations.
	What Does Single Sign-On Mean? And What Will It Provide to Your Agency Resources.	No where is the ability to securely identify an individual over open networks in a seamless manner more important than within Mission Critical environments such as Public Safety. First Responders are leveraging broadband and mobile revolution to bring situational awareness in an unprecedented way. Sensitive applications demand high assurance of the user of the application, but this cannot come at the price of usability where an officer has to spend the first 20 minutes of their shift logging into their applications. Meet with Motorola experts who are implementing this technology into our operations.
	PremierOne CAD - Addressing	We all recognize the crucial importance of getting the address right. It drives everything else that happens with an incident. Come provide US with your real-life insight into how we should "address" addressing in CAD. What is the right workflow? What data do you want to capture? What do your SOPs require you to do, and how can CAD help you meet those requirements?
	Advanced Resource Management	Does your agency's fire personnel staff multiple pieces of equipment? Do you need to know when your stations are less than fully staffed? Would you like to see this information on demand? This session will cover PremierOne's new features that provide the dispatcher with staffing levels of units and stations providing real time information to effectively manage resources for maximized incident response.
	CSR Business Meeting & Elections	Don't miss this year's CSR Business Meeting which is facilitated by your Executive Committee. This session is an opportunity to discuss issues as well as elect new members to the CSR Executive Committee.

TIME	TRACK/TITLE	ABSTRACT
	SaaS - What Could it Mean for Your Agency?	Software as a Service (SaaS) is becoming prevalent in IT solutions and usage in public safety / public sector applications is following that trend. While not necessarily the right model for all solutions, SaaS can offer faster deployments, minimized system maintenance, and more flexible cost structure. Utilize this session to learn what solutions are available in a SaaS model, share how your agency has adopted or is considering SaaS solutions, and discuss the SaaS related topics of your choice.
	Legacy customer - What Are They Asking for from Support	Meet with our Support Leaders on how they can help you manage, administer and use your Legacy Systems (PCAD, MCAD, Friends of CAD, NetRMS & Infotrak).
	Custom Commands	The command line for mobile is a function that many customer's shy away from thinking that it is too complicated for the end-user. With the configuration of Custom Commands for use on the Mobile command line the end-user can easily access functions that will enhance their experience.
	Contractor Rotation	This session will cover Contractor Rotations from creating the layer in the GIS Data to provisioning the rotation(s) in PremierOne to using the contractor rotation functionality in PremierOne CAD and Mobile.
	Increase Contextual Awareness, Accelerate Responsiveness, Improve Decision-making and Make a Safer City	Law Enforcement requires real-time information for better situational awareness and more informed decisions in the field and at the command center. Mission critical intelligence gives law enforcement the power to access information, stream video and collaborate in real time. Through this session, we'll show you how to transform vast amounts of disjointed data into actionable intelligence and capabilities to work safer and smarter to improve real-time decision-making capabilities.
	New User Group Website	During this session we will discuss the new User Group Website. Now is the chance to tell us what you think. What information should be available here? How do want it presented? How do you intend to use the site? What type of user would you like to be able to access it?
	Dispatch Modifications Through PremierOne or Interfacing with 3rd party Notification Systems	Notifying the right people at the right time can be critical to incident management or a necessary procedure for specific events. Learn how PremierOne provides your agency the ability to automatically or manually send notifications and via a 3rd party system if necessary.
	Q & A Roundtable Discussion with CJIS Auditor and ISO Representatives	This session will provide an opportunity to discuss the CJIS Policy and ask any questions you may have relative to the Policy, a Technical Audit, or any new requirements relative to version 5.4.
	How to Create Effective Training Programs for Call Takers and Technical Support Staff using PremierOne CSR	Staff learn in different ways depending on numerous factors like their generation, technical ability, and overall preferred method of training. Come share your experiences with your peers on how to create and develop an effective training program that will work with all staff.
	PremierOne Mobile/HH Product Lab	This is an advanced session offering hands-on experience with the PremierOne Mobile R4.0 functionality and integration with PremierOne Handheld. During this lab you can try out our newest PremierOne Mobile features and gain exposure to PremierOne Handheld when used together and independently from PremierOne Mobile. This lab assumes that attendees are already experienced PremierOne Mobile users. If you are not an advanced Mobile user, please attend the PremierOne Mobile Introductory Lab prior to attending this session. Join this session and see if you can find the hidden "treasures" in the application.
	Helping Staff Address the Challenges when Handling Multiple Data Sources, Multiple Media Formats, Noise and Translate Them Into Actionable Information	Mastering data management is a critical success factor for successful staff in your organization. Information is coming at your staff in multiple formats including multi media, voice, video, photo, text and social media. Consistency surrounding these key data sets is non-existent yet mastering how to process and make them intelligible is critical. Talk with your peers on how to prepare your staff to become successful when managing the varying formats of data presented to them and turn it into to trust behind their data and decisions.
	CJIS Compliance with Data & Records Management Systems	This session will provide an opportunity for attendees to learn about the CJIS compliance as it relates to Data & Records Management Systems. Come and learn how these requirements relate to data and records management, what the challenges are, and how you can develop an effective plan to obtain compliance.
	PremierOne Records-Advanced Configuration Tool - Advanced Class - Beyond the Basics	After you have seen the power of the Advanced Configuration Tool attend this session to learn how to leverage it for your department, share modules with other agencies and learn best practices to make you deployments successful. Attendees should have previous experience/knowledge with the ACT tool or have attended the ACT Basic Course prior to attending this Advanced Course.

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Wednesday, October 7

PremierOne Network Infrastructure	The network is a critical aspect of a PremierOne deployment. Join the Motorola Solution and Architecture team as they review the various aspects of networking and network infrastructure for a PremierOne solution. The session will include discussion of network considerations for PremierOne client connections, Disaster Recovery replication as well as an overview of the intra-service networking design internal to a PremierOne system.
Preparation for a PremierOne CAD and Mobile Deployment	Your CAD and mobile systems are configured, testing and training has begun, when you discover and the workflow is not jiving as you envisioned. Join Motorola's Business Analysts for a session to talk about and demonstrate how different actions in PremierOne CAD will affect the Mobile User. Learn what is needed to prepare, what to avoid, data to gather, things to change and what to keep to ensure your agency's transition to PremierOne goes flawlessly.
Cloud Computing and the CJS Security Policy	This session will help your agency prepare in understanding the CJS policy as it applies to deployment of public safety systems in a Cloud Environment.
Premise Hazard Prioritization and Management Techniques	Can you improve officer safety with creative Premise Hazard management techniques? Are you concerned that officers may miss a critical hazard warnings? Do you need to prioritize premise hazards? Learn creative solutions to express imminent threats while still presenting passive threats and general premise information. Gain ideas on setting logical boundaries based on urban and rural locations. Understand the Mobile high priority premise hazard notifications and the new CAD premise/hazard alerts in R4.0.
Cloud, Hosted and Managed Solutions Overview & Roundtable	There is a continuing evolution of IT solutions to Cloud, Hosted and Managed solutions. What are these solution models and what do they offer public safety? Can they enhance your operations? What applications are other agencies enabling through these models? This session will discuss various emerging solution delivery models and provide an opportunity for agencies to share their experience, plans and thoughts.
Wrap Up Session	This session will review any outstanding issues identified during the conference, ensure any action items are captured and assigned to the appropriate resource for follow-up, and provide an opportunity to answer any remaining questions.
PSA Business Meeting/Techniques	Come join with your colleagues to elect your new Executive Committee and conduct any other related business relative to the Executive Committee. Anyone interested in applying for any open Executive Committee position MUST be present at this meeting.
Customer Appreciation Event	Now that the conference sessions are complete, come and enjoy an evening of relaxation, fun & interaction with your colleagues.

2015 SPSS USERS CONFERENCE AGENDA

One-on-One Opportunities (By Appointment)

9

TRACK/TITLE	TOPIC
CJIS Compliance with the FBI	Come meet with the FBI to discuss your CJIS compliance.
PMDC	This is your chance to participate in a one-on-one consultation with our PMDC Engineering Manager, Huberto Batiz-Benet. Bring copies of your custom pack(s) and setup.ini files for on-the-spot modifications during your session.
PCAD	Would you like information on a 7.0 upgrade? Do you have questions on your outstanding issues? Sign up for a One-on-One session with Motorola personnel to discuss your situation.
PremierOne CAD	Meet with Motorola personnel to discuss specific PremierOne needs whether you are currently using PremierOne or are looking to migrate.
PremierOne Mobile	Do you have specific Mobile Functionality and Provisioning challenges? Interested in command line short cuts? This is your opportunity for one-on-one Q&A with a Mobile expert.
PremierOne Records	Schedule a one-on-one session with one of our PremierOne Records experts.
PremierOne Jail	Schedule a one-on-one session with one of our PremierOne Jail experts.
PremierOne Handheld	Curious about how PremierOne Handheld would work for your agency? Schedule a hands-on PremierOne Handheld session to participate in a one-on-one interactive demonstration and Q&A session with the Product Manager and Lead Engineer.
Usability Studies	Meet one-on-one with a member of the PremierOne Human Factors Engineering team to review, use and provide usability and design input on different areas of the PremierOne Applications. Signups on the different product areas will be available at the registration desk.

If you have already signed up for one of these sessions online, please go to the registration desk to confirm the day and time. If you wish to sign up for one of these sessions, please see one of the staff members at the registration desk for assistance.

AMENDMENT

MAINTENANCE AND SUPPORT AGREEMENT NO. 178 / DO2014-000

CITY OF OAKLAND and MOTOROLA SOLUTIONS, INC.
(Terms 2013-2018)

This Amendment to the Maintenance and Support Agreement ("Amendment") is made effective as of August 1, 2013 ("Effective Date") between the City of Oakland ("City"), having offices at 150 Frank Ogawa Plaza, Oakland, CA 91642, and Motorola Solutions, Inc., formerly known as Motorola, Inc., ("Motorola"), having offices at 7237 Church Ranch Blvd. Westminster, CO 80021.

Recitals

1. On or about December 17, 2002, City and Motorola entered into a Maintenance and Support Agreement ("Agreement") for the maintenance of the City's Computer Aided Dispatch, Records Management and Mobile Data Computing systems.
2. The Agreement has been modified and extended from time to time and the most recent extension will expire on July 31, 2018.
3. The parties hereto wish to again amend the Maintenance and Support Agreement in order to extend the term for another year.

Agreement

NOW, THEREFORE, for good and valuable consideration, the receipt of which is hereby acknowledged, City and Motorola agree as follows:

1. The term of the Agreement shall be extended from August 1, 2013 through July 31, 2018.
2. Exhibit B, Support Plan; Exhibit C, Support Plan Options and Pricing Worksheet; and Exhibit D, Billable Rates, from last year's amendment did not change. Exhibit A, Description of Covered Products, is revised and the new Exhibit A is attached hereto:
3. The City shall have the right upon ninety (90) days prior written notice to Motorola to terminate this Agreement, in whole or in part, for its convenience or for non-appropriation of funds. If the City exercises this right, then the notice will indicate the effective date of the termination and whether it is in whole or in part. The City will pay to Motorola (i) the price for the services performed and (if applicable) products delivered through the effective date of the

AMENDMENT

MAINTENANCE AND SUPPORT AGREEMENT NO. 178 / DO2014-000

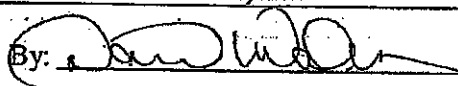
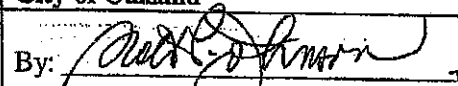
**CITY OF OAKLAND and MOTOROLA SOLUTIONS, INC.
(Terms 2013-2018)**

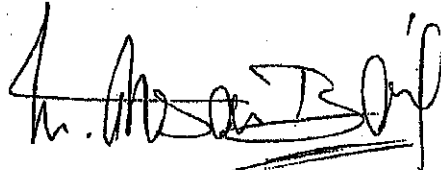
termination, plus (ii) any non-refundable amounts that Motorola has paid or owes to third party suppliers or subcontractors for the services. (The sum of elements (i) and (ii) is referred to as the "Termination Payment.") If the City has prepaid for the services and the prepaid amount exceeds the Termination Payment as of the effective date of the termination, Motorola will refund or credit to the City (at the City's option) the amount of the overpayment."

4. City to issue one Purchase Order for the full five year amount. Motorola will only invoice annually for the corresponding yearly amount in Exhibit A. Annual invoicing in advance of services.


If there are any inconsistencies between the provisions of this Amendment and the provisions of the Agreement, the provisions of this Amendment will prevail. Except as specifically stated in this Amendment, the Agreement and previous Amendments and Change Orders are in all other respects ratified, confirmed and continue in full force and effect.

IN WITNESS WHEREOF the parties have executed this Change Order as of the above Effective Date.

Motorola Solutions, Inc.	City of Oakland
By: 	By: 
Name: <u>David Walker</u>	Name: <u>SCOTT JOHNSON</u>
Title: <u>MSSSL Vice President</u>	Title: <u>ASST. CITY ADMINISTRATOR</u>
Date: <u>8/28/13</u>	Date: <u>09/12/13</u>


AHSAN BAIG, INTERIM CIO

APPROVED AS TO FORM AND LEGALITY


CITY ATTORNEY

Analysis

The following applies to Motorola Solutions® Computer Aided Dispatch Software with on Stratus #Server only:

- Update Equipment drivers
- Upload Equipment patches, hot fixes and firmware
- Evaluate effectiveness of System configuration for current load based upon overall CPU Utilization

Based on the Annual System Performance Review and Reports, Motorola Solutions Technical Support Analyst will review findings and recommend software or hardware changes to improve overall operations.

- 4.1.16 **Maintenance Contract Administration.** Motorola Solutions Maintenance Contracts Administration Department manages the maintenance agreement following the warranty term that may be included in the purchase of a Motorola Solutions system.

Approximately four months prior to the expiration of the warranty period, the Motorola Solutions Contracts territory specialist will contact the customer to discuss the options available for their specific site. The terms of the agreement can be customized to your agency's budgetary requirements and cycle. Motorola Solutions offers various levels of support to meet an agency's requirements, for example:

- Telephone, VPN support for software fixes
- Varying hours of coverage
- Third party vendor services
- On-site services
- Users Conference
- Professional Services

4.2 **Customer Responsibilities**

- 4.2.1 **Initiate Service Request Cases.** Contact Motorola Solution through authorized tools and processes outlined in the Motorola Maintenance and Support agreement Exhibit B to initiate technical support request case.
- 4.2.2 **Assess Severity Level.** Assist in assessing the correct severity level per the severity level definitions found in Motorola Maintenance and Support Agreement Exhibit B.
- 4.2.3 **Escalate Appropriately.** Contact Motorola Solutions to add information or make changes to existing technical support cases, or escalate service requests to Motorola management. Motorola Services management contact information provided in the Motorola Solutions Maintenance and Support Agreement Exhibit B.
- 4.2.4 **Support on Hardware.** Customer will provide all on-site hardware service or is responsible for purchasing on-going maintenance for 3rd party on-site hardware support. Third party support on some system components may be available through Motorola Solutions maintenance and support agreement. Customer will contact the appropriate vendor directly for parts and hardware service if not purchased through Motorola Solutions maintenance and support agreement.
- 4.2.5 **VPN connectivity.** Provide VPN connectivity and telephone access to Motorola Solutions personnel.
- 4.2.6 **Anti-virus software.** Run installed anti-virus software.
- 4.2.7 **Operating System ("OS") Upgrades.** Unless otherwise stated herein, Customer is responsible for any OS upgrades to the System. Before installing OS upgrades, Customer will contact Motorola Solutions to verify that a given OS upgrade is appropriate.

Exhibit C

SUPPORT PLAN OPTIONS AND PRICING WORKSHEET

Maintenance and Support Agreement # 178

Term Length 60 Months

Term Start Date 8/1/13

Term End Date 7/31/18

CUSTOMER AGENCY
 City of Oakland
 Address 150 Frank H. Ogawa Plaza
 City, State, Zip Oakland, CA 95612
 Contact Name Ahsan Baig
 Contact Title
 Telephone Number 510-238-3010
 Fax Number
 Email Address abaig@oaklandnet.com

BILLING AGENCY
 City of Oakland
 Address 150 Frank H. Ogawa Plaza
 City, State, Zip Oakland, CA 95612
 Contact Name
 Contact Title
 Telephone Number
 Fax Number
 Email Address

For support and updates on products below, please contact Motorola Solutions Public Safety Application's Customer Support: (800) 323-9949 Option 2, Option 6, then select the corresponding product prompts as follows:

1 CAD PRODUCTS <input type="checkbox"/> PremierOne CAD™ <input checked="" type="checkbox"/> Premier CAD™ <input type="checkbox"/> Motorola Solutions® Computer Aided Dispatch <input checked="" type="checkbox"/> CAD HP NonStop™ Series hardware <input checked="" type="checkbox"/> HP DL380 Server	2 RMS <input type="checkbox"/> PremierOne Records™ <input type="checkbox"/> FRMS <input type="checkbox"/> NetRMS <input type="checkbox"/> Cruiser <input type="checkbox"/> ActivePaper	3 MOBILE APPLICATIONS <input type="checkbox"/> PremierOne Mobile™ <input checked="" type="checkbox"/> Premier MDC™ <input type="checkbox"/> AirMobile™ <input type="checkbox"/> TxMessenger™	4 JAIL MANAGEMENT <input type="checkbox"/> Offendertrak™ <input type="checkbox"/> Imagertrak™ <input type="checkbox"/> Case Management System
5 LRMS <input checked="" type="checkbox"/> Infotrak™ (LRMS)	<input type="checkbox"/> Integration Framework <input type="checkbox"/> UCRP <input type="checkbox"/> Customer Service Request System	0 OTHER <input type="checkbox"/> Custom Software <input type="checkbox"/> Enhancements to Products <input type="checkbox"/> Other	

MOTOROLA SOLUTIONS SERVICES

TERM FEES

☒ STANDARD SUPPORT SERVICES

\$ See Exhibit A

- Customer Support Plan
- Case Management 24x7
- Technical Support Monday through Friday 8:00 a.m. to 5:00 p.m. Customer local time
- Third-party Vendor Coordination
- On-site Support (when applicable)
- System Audit for PremierCAD HP NonStop
- SW Releases: Standard & Supplemental
- Access to Users Group Site

\$ Included
 \$ Included
 \$ Included
 \$ Included
 \$ Included
 \$ Included
 \$ Included
 \$ Included

See Exhibit A for Third Party and Discounts

☒ SUPPLEMENTAL SERVICE OPTIONS

Service Descriptions Available Upon Request

- 24x7 Technical Support Svcs.
- Time and Materials
- Professional Services Training
- Professional Services Upgrades
- Preventive Maintenance
- Users Conference Advance Purchase
- On-site Support (Dedicated Resource)
- GeoFile Services

\$ Included
 \$
 \$
 \$
 \$
 \$
 \$
 \$

MOTOROLA SOLUTIONS TOTAL FEES \$ See Exhibit A

USERS CONFERENCE ATTENDANCE ADVANCE PURCHASE DETAILS

☒ Users Conference Attendance (\$2,650 per Attendee)

- Registration fee
- Hotel accommodations (booked by Motorola Solutions)
- Daily meal allowance (determined by Motorola Solutions guidelines)

Year

2013

Number Attendees

10

- Roundtrip travel for event (booked by Motorola Solutions)
- Rental car (booked by Motorola Solutions)

TERM GRAND TOTAL* \$ See Exhibit A

*Excludes taxes if applicable

Prepared by: Cindy Marnin, 303-818-3313, CindyMarnin@motorolasolutions.com

Quaintance, Linda

From: Quaintance, Linda
Sent: Wednesday, August 26, 2015 12:25 PM
To: Norfleet, Vijay; Harris, Regina; Taylor, Irabe; Sidney, Ametrius
Subject: Motorola Smart Public Safety Users Conference - 03 Oct 15

Hello Everyone,

I am processing your Travel Request for the referenced training which I received between 12 - 24 August . Thank you for submitting your paperwork sufficiently in advance of travel in compliance with City policy.

Your travel package will now be routed for administrative approval. I will notify you by email when approved at which time you can finalize your travel arrangements.

Please do not hesitate to contact me if you have any questions.

Thank you!

Linda

Linda Quaintance
Account Clerk II
Oakland Police Department
Fiscal Services
455 7th Street, 7th Floor
Oakland, CA 94607
Phone: (510) 238-6973
Fax: (510) 238-7490
lquaintance@oaklandnet.com

Quaintance, Linda

From: Quaintance, Linda
Sent: Thursday, September 17, 2015 4:27 PM
To: Burke, Dave; Harris, Regina; Taylor, Irabe; Sidney, Ametrius; Norfleet, Vijay
Subject: Motorola Smart Public Safety User Conference - 04 Oct 15
Attachments: OPD Travel Training After-Action Report.xlsx

Hello Everyone,

The Chief of Police and City Administrator have approved your referenced travel.

You will not need to submit an expense voucher since the travel request indicated there are no costs associated with your travel to this training. However, please submit the course itinerary and certificate of completion, if they provide these, and complete the attached After-Action Report. You must provide the requested information within five (5) days of your return from the training, per travel policy.

Thank you!



Linda Quaintance
Account Clerk II
Oakland Police Department
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Oakland, CA 94607
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