

SCHEDULE A ADDENDUM TO THE SERVICE LEVEL AGREEMENT BETWEEN UTAH INTERACTIVE AND THE UTAH DEPARTMENT OF PUBLIC SAFETY

This document will serve as the latest Schedule A addendum to the Service Level Agreement with the Network, Utah Interactive, adding additional Utah Department of Public Safety transactions or services to the Network, subject to Board approval.

Impounded Vehicle Service (IVS) Maintenance

AGREEMENTS

1. Access By the Network Manager Utah Department of Public Safety authorizes the Network Manager, to provide electronic access to information contained in the Utah Department of Public Safety Impounded Vehicle Database, in accordance with this Agreement. Description of Service is as follows:

The Impounded Vehicle Application is an online system that resolves many of the shortcomings of the current system by providing a centralized web accessible database of impounded vehicles in the State of Utah twenty-four hours a day, seven days a week. This centralized system will improve access to information and act as a coordination point for all interested parties including law enforcement, towing companies, citizens and government agencies.

Law Enforcement – With the IVS system, law enforcement (via MVED) will have the ability to record information on impounded vehicles in a web accessible database. This information will then be available to other parties for identification and adjudication purposes.

Towing Companies – Towing companies can determine the status of vehicles received in their lots by accessing the record(s) initiated by law enforcement in the proposed web accessible impound database. Towing companies can then update a record with impound location, vehicle release date and any additional comments of interest to law enforcement. Towing companies may also have the ability to initiate an impound record (which is typically the responsibility of law enforcement) and record an authorization number received from law enforcement authorities.

Vehicle owners – Vehicle owners may utilize the proposed system to search for their impounded vehicle and access information on vehicle release requirements and procedures. For those vehicles that require an impound fee to be paid before release, this application will allow the payment for these fees with the use of a credit card.

Government Agencies – The IVS system will provide government agencies responsible for administrative oversight of vehicles impounded in the State of Utah with dramatically improved access to vehicle impound information.

2. Record Classification and User Access Utah Department of Public Safety represents to the Network Manager the record classification: Private

The Network Manager certifies that they will offer the following security and authorization for access to the application outlined above:

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Towing Company Users will be required to register with the network through the subscription agreement and issued a unique username and password. This username and password will be required to access the service. The application will allow access to only those records to which the user is eligible to access as established by the Utah Department of Public Safety.

Vehicle Owners will be able to locate their vehicle through the system, but no personal information will be provided.

3. Record Supply Costs and Computer Programs. The Network Manager shall be responsible for costs and expenses in establishing access to the records and providing record transactions to Users and Subscribers, including without limitation, the cost for purchasing or developing and maintaining all programs used to interface with the Utah Department of Public Safety computer programs and to access the Records. Computer programs used by the Network Manager shall:
 - a.) Protect information from unauthorized access;
 - b.) Supply records to Subscribers on a timely basis in an accurate, understandable and logical format acceptable to Utah Department of Public Safety;
 - c.) Be prototyped for Utah Department of Public Safety, and;
 - d.) Be tested by the Network Manager and the Department of Public Safety will review and approve before it is offered to the public.
4. Use messages. If required by Utah Department of Public Safety, the Network Manager shall cause the Network to require Users to signify online that they will comply with any restriction on use of the records required by law, as amended from time to time. Such user agreement will be in the form of a use message displayed online, with a required positive response, all as captured in a log file, prior to the User being permitted to further search or view the record.
5. Subscriber Agreements. The Network Manager shall obtain initial written agreements from all Subscribers that they will comply with any other applicable federal or Utah laws, regulations, or policies relating to record use and confidentiality. Such agreements shall be maintained by the Network Manager for inspection by the Utah Department of Public Safety.
6. Transaction Logs. Utah Department of Public Safety shall have access to the Network's Subscriber Transaction Log for the purpose of auditing the collection and dissemination of Utah Department of Public Safety's records. Unless otherwise specified by Utah Department of Public Safety, this Log shall contain the following data: Subscriber name, transaction data and time and type of inquiry/transaction.
7. Payment and Collection. A Network Charge is requested for this service. In addition, a subscription to the Network shall be required to access this application.
 - a. Collection: The Network Manager shall be wholly responsible for the collection of payments according to the chart below. No additional amounts may be charged by the Network Manager for the identified without the prior written agreement of the Utah Department of Public Safety and the Network Board. The fee charged by Network represents a fee for services to gateway system users. The Network hereby represents to the Utah Department of Public Safety that it believes the following charges will fairly and reasonably recompense the Network Manager in order to make the Impound Vehicle Service a success:

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<u>Agency/Project/ Priority</u>	<u>Statutory Fee</u>	<u>Network Charge</u>	<u>Total</u>
1. IVS research and development	N/A	\$37,585	\$37,585
2. additional IVS development*	N/A	up to \$10,720	\$10,720
3. DUI fee payments	\$200.00	\$15.00	\$215.00/release
4. User registration, administration fees**	N/A	\$75.00	\$75.00/year

* The additional development includes the ability to verify vehicle/owner information by establishing a connection to TLRIS. It also includes a greatly expanded admin system for various agencies, namely USTC, UDOT, and DPS.

** As an incentive for adoption, the first year's registration fee will be waived for tow companies who sign up before January 2003. Their fees will instead be paid from the remainder of the original funding provided for the development of this application. The number of waived registrations will be capped at 300 (\$22,500).

- b. Payment: The Network transaction charge will be added to the total order and will be authenticated at the time of transaction. Proceeds from completed transactions will be directly deposited to the agency account. All revenue collected through the automatic payment system will be processed and deposited into the agency account within forty-eight hours from the time of transaction. The Network will invoice the agency on a monthly basis for the Network transaction charge.
8. Records and Finances. All Network documents and records maintained by the Network Manager relating to Utah Department of Public Safety records shall be available for inspection, auditing and copying by the agency or other authorized representatives.
9. Efficiency Gain Calculation. The Utah Department of Public Safety and the Network will establish baseline cost for the accessing records both prior to making the enhanced service available and after the service is made available to estimate the cost savings of offering this service.

IN WITNESS WHEREOF, the parties hereto have caused this instrument to be executed by their duly authorized officials or officers.

Utah Department of Public Safety

By _____

Date _____

The Network

By _____
Amy Sawyer, General Manager

Date _____

The Board

By _____
Alan Sherwood, Chair

Date _____