

BI Monitoring Operations

Monitoring Success

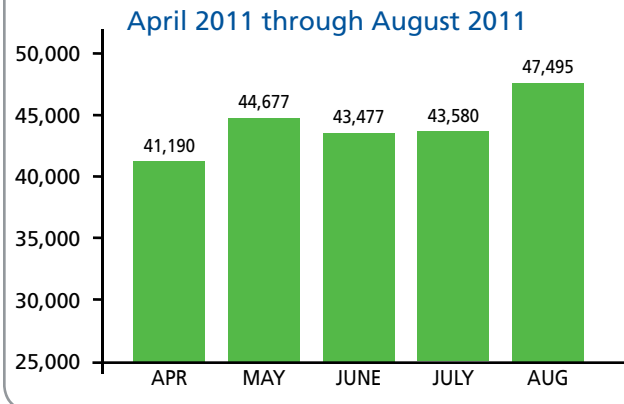


Success in the offender monitoring business requires dedicated attention to the specific needs of community corrections agencies. The consequences of underestimating these requirements can directly impact public safety, officer safety, and offender accountability. Having served the needs of these agencies for over two decades, BI understands the complexities of offender monitoring. The proof is in the numbers: More than 2,000 community corrections agencies and 4 million offenders have relied on the accurate and timely information supplied by BI Monitoring Operations.

BI Monitoring Operations specialists handle an average of 84,250 calls every month.

BI's monitoring service center, provides the most reliable, secure, and advanced compliance monitoring system available on the market today. Superior technology and automated response systems are combined with trained and certified staff to provide the highest quality customer service and compliance monitoring that agencies depend on.

TOTAL OUTBOUND CALL VOLUME



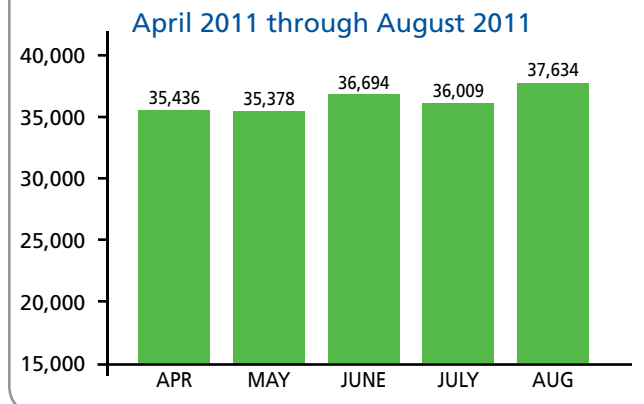
Comprehensive Service

BI offers a wide range of monitoring, reentry, and treatment services designed to help criminal justice professionals alleviate jail overcrowding and limit the risk of recidivism by performing effective compliance monitoring of community-based offenders. The continuum of sanctions allows agencies to match the level of supervision to each offender's risk assessment level. BI helps an agency define its supervision and/or treatment objectives and then recommends the best products and services to achieve those goals.

Specialization

For nearly a decade, BI has specialized in community corrections. BI Monitoring Operations is no exception. Monitoring Specialists are trained and certified to handle any compliance monitoring scenario. They can quickly and easily handle an average of 84,250 calls each month on topics ranging from complex monitoring issues to equipment troubleshooting. The result: BI's corrections expertise yields more time for officers to focus their efforts on other mission-critical responsibilities. Call to speak with a local BI Business Development Representative who will demonstrate how BI's technology and service can enhance new or existing EM programs.

TOTAL INBOUND CALL VOLUME





- Calls are answered within an average 3.94 seconds.
- Each month, BI Monitoring Operations helps agencies monitor more than 34,000 offenders.
- BI Monitoring Operations has an average alert notification time less than 2½ minutes.

Quality Standards

Because reliability and security are cornerstones of quality monitoring services, BI Monitoring Operations provides consistent, uninterrupted customer support and protection of critical offender data. BI personnel are rigorously trained and regularly re-certified on all systems and procedures. Our record speaks for itself. Monitoring Operations quickly responds to alerts and notifies officers within an average of less than two-and-one-half minutes following the grace window set up for event pairing, automatic correction, or explanation from the offender. And, an average of 98 percent of inbound calls are answered in less than 60 seconds.

AVERAGE SPEED OF CALLS ANSWERED

April 2011 through August 2011



- 98.20% Calls answered in fewer than 60 seconds
- 1.80% Calls answered in more than 60 seconds

By implementing and maintaining performance standards, BI Monitoring Operations was the first monitoring service to obtain ISO 9001 certification, recognized worldwide as an achievement in quality. Agencies can depend on BI to meet reliability, security, and confidentiality requirements.



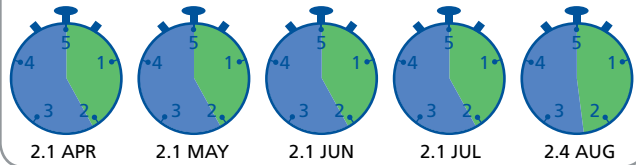
Scope: The design, production, installation and support of EM services and products in the Boulder, CO and Anderson, IN facilities.

Customer Support

BI has layers of customer support to ensure agencies receive top-notch service from responsive and knowledgeable professionals. BI monitoring specialists deliver the industry's highest level of customer service. Each month, they

AVERAGE ALERT NOTIFICATION TIME

Minutes to Notification (after the grace window)
April 2011 through August 2011



provide immediate, round-the-clock support to agencies nationwide and reliably monitor more than 34,000 offenders. BI's customer service team understands the intricacies of compliance monitoring, enabling them to quickly respond to agency inquiries. BI's business development representatives provide agencies with a single point of contact for service, program support, as well as customized, on-site training. Additionally, BI implemented a self-pay system to collect funds directly from offenders and defendants, thereby relieving agencies of the administrative burden associated with offender collections, processing, and reporting.

BI understands and respects the enormous responsibility and public trust placed in agencies managing community corrections programs. That is why BI is continually improving and expanding our suite of comprehensive technologies and services based on evolving agency needs and emerging technology. BI's commitment to our customers and to the communities they serve assures corporate stability, expanded alternative sanctions, corrections-focused service, and the highest standards of quality and program support.

Call us at 1.800.701.5171 to learn more about BI's compliance monitoring services.