

## SERVICE CONTRACT

THIS CONTRACT is made and entered into by and between the CITY OF FRESNO, a California municipal corporation (hereinafter referred to as "City"), and Turbo Data Systems, Inc. (hereinafter referred to as "Contractor") as follows:

1. CONTRACT DOCUMENTS. The "Notice Inviting Proposals," "Instructions to Proposers," "Proposal" and the "Specifications" including "General Conditions," "Special Conditions", "Federal Conditions", "Functional Specifications" and "Technical Requirements" for the following: Parking Citation Processing and Support (Request for Proposals No. 9341) copies of which are annexed hereto, together with all the documents specifically referred to in said annexed documents, including the Performance Bond, if required, are hereby incorporated into and made a part of this Contract, and shall be known as the Contract Documents.

2. PRICE. For the estimated monetary consideration of FIVE HUNDRED EIGHT THOUSAND SIX HUNDRED FORTY DOLLARS AND ZERO CENTS (\$508,640) as set forth in the Proposal, Contractor promises and agrees to perform or cause to be performed, in a good and workmanlike manner, and to the satisfaction of City, and in strict accordance with the Specifications, all of the work as set forth in the Contract Documents.

3. PAYMENT. City accepts Contractor's Proposal as stated and agrees to pay the consideration stated, at the times, in the amounts, and under the conditions specified in the Contract Documents.

4. INDEMNIFICATION: Contractor shall indemnify, hold harmless and defend City and each of its officers, officials employees, agents and volunteers from any and all loss, liability, fines, penalties, forfeitures, costs and damages (whether in contract, tort or strict liability, including but not limited to personal injury, death at any time and property damage) incurred by City, Contractor or any other person, and from any and all claims, demands and actions in law or equity (including attorney's fees and litigation expenses), arising or alleged to have arisen directly or indirectly out of performance of this Contract. Contractor's obligations under the preceding sentence shall apply regardless of whether City or any of its officers, officials, employees, agents or volunteers are actively or passively negligent, but shall not apply to any loss, liability, fines, penalties, forfeitures, costs or damages caused solely by the gross negligence, or caused by the willful misconduct, of the City or any of its officers, officials, employees, agents or volunteers.

If Contractor should subcontract all or any portion of the work to be performed under this Contract, Contractor shall require each subcontractor to indemnify, hold harmless and defend City and each of its officers, officials, employees, agents and volunteers in accordance with the terms of the preceding paragraph.

This section shall survive termination or expiration of this Contract.

////

////

IN WITNESS WHEREOF, the parties have executed this Contract on the day and year here below written, of which the date of execution by City shall be subsequent to that of Contractor's, and this Contract shall be binding and effective upon execution by both parties.

TURBO DATA SYSTEMS, INC.,  
[Legal Identity]

By: Robert J. Rosen

Name: ROBERTA J. ROSEN  
(Type or print written signature.)

Title: PRESIDENT

Dated: 3/31/2016

By: [Signature]

Name: ELIE M. SLEIMAN  
(Type or print written signature.)

Title: SECRETARY

Dated: 3/31/2016

CITY OF FRESNO,  
a California municipal corporation

By: [Signature]

BRUCE RUDD  
City Manager

Dated: 4/22/16

ATTEST:  
YVONNE SPENCE  
City Clerk

By: Cindy Bruer 4/22/16  
Deputy Date

APPROVED AS TO FORM:

DOUGLAS T. SLOAN  
City Attorney

By: [Signature]  
Deputy/Senior Deputy  
Brendon H. Collet

# City of Fresno



**Proposal:** RFP NO. 9341  
Parking Citation Processing and Support

**Submitted to:** City of Fresno  
Attn: Purchasing Manager  
2600 Fresno Street, Room 2156  
Fresno, Ca. 93721

**Submitted on:** December 1, 2015

**Submitted by:**

**turboDATA**  
SYSTEMS



*Certified Small Business*

**30**  
Years  
OF EXCELLENCE  
**turboDATA**  
SYSTEMS

**CONFIDENTIAL INFORMATION DISCLAIMER:** This proposal contains certain confidential and valuable information in the form of ideas, know-how, concepts, processes, plans and trade secrets that belong to Turbo Data Systems, Inc. In accordance with the California Public Records Act, this confidential information shall not be disclosed outside the agency and shall not be duplicated, used, or disclosed in whole or in part for any purpose except in the procurement process. Confidential information contained in this document is noted on each applicable page or image. Serious and irreparable competitive disadvantage in future procurements could result from the release of any confidential information contained in this proposal. Please notify us immediately, in writing, if there is a request for disclosure of any confidential information, so that we will have an opportunity to participate in any disclosure discussions.

Proposer's Name: **Turbo Data Systems**

### **CHECK LIST**

Proposals shall be submitted in a three-ring binder, **one original and FOUR copies**. The total proposal packet must be sealed and clearly marked on the outside **RFP No. 9341 for PARKING CITATION PROCESSING AND SUPPORT**. **An entire copy of the proposal will also be required to be submitted electronically on a USB or Thumb drive.**

Proposers are requested to submit this Checklist and the following information, providing the content in the sequence shown below. If documentation provided is incomplete, the Proposer may be considered non-responsive and ineligible for award of a Contract.

1. **COVER LETTER**, including company name, address, contact name, phone number and fax number.
2. **PROPOSAL DEPOSIT** in the form of:

<input type="checkbox"/> Certified Check	<input checked="" type="checkbox"/> Proposer's Bond
<input type="checkbox"/> Cashier's Check	<input type="checkbox"/> Irrevocable Letter of Credit
<input type="checkbox"/> Certificate of Deposit	<input type="checkbox"/> Annual Bidder's Bond
3. **COST PROPOSAL** (p.10-11)(complete attached form)
4. **STATEMENT OF QUALIFICATIONS AND EXPERIENCE**
5. **CITY FORMS** (pp. 16-20) (complete/return attached forms)

STATEMENT INDICATING ACCEPTANCE OF INDEMNIFICATION AND  
INSURANCE REQUIREMENTS  
CERTIFICATION FOR LOCAL PREFERENCE, if applicable  
NON-COLLUSION AFFIDAVIT  
ADDENDA AND PROPOSAL DEPOSIT
6. Signature page of all **ADDENDA** issued, Addendum No. **1,2,3 and 4**  
(Enter numbers, if applicable).
7. **REFERENCES** (p. 15)
8. **PROPOSER QUESTIONNAIRE** (pp. 12-14) (complete attached form)
9. **SIGNATURE PAGES** (pp. 21-22), including (for corporations) Notary Acknowledgment in corporate form, certification by secretary and board resolution or other document to authorize individual who signs proposal.



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**RFP NO. 9341-Proposal for Parking**  
**Citation Processing and Support**  
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December 1, 2015

City of Fresno  
Attn: Purchasing Manager  
2600 Fresno Street, Room 2156  
Fresno, CA 93721

### **RFP 9341 - Parking Citation Processing and Support**

Turbo Data Systems, Inc., (TDS) has proven itself as a successful partner with the City of Fresno for many years. We have been effectively providing the City with a Parking Citation Processing and Collection System that has grown with the City as their parking citation issuance has increased. During this time, Fresno has taken advantage of virtually all of the citation processing services and products that we provide and they continue to benefit from our commitment to quality service and advancement in technology.

**TicketPRO Mobile** handheld ticketwriters have been deployed in Fresno since 2006. The investment the City made has definitely been a good one and we recently introduced our newest and most successful model, the **ticketPRO Magic**. The solution has been installed throughout California to rave reviews. The **Magic** provides real-time citation uploads allowing instant payments to be received as soon as the citation is issued. Smart enforcement empowers the parking officers in the field with more real-time information about permits, meter payments, etc. A connected enforcement device is a necessity in today's environment of digital solutions.

**Integration** – the word of the year. We have partnered and integrated with industry leaders such as Parkmobile, Digital Paytech and others. The **ticketPRO Magic** mobile solution reduces errors during issuance and is an efficient and proactive solution for enforcement.

**Revenue** – another good word. *We are experts at efficiently and methodically collecting large volumes of outstanding citations.* Our processes are tested and they work. Our ICS Delinquent Collection Service and the FTB Interagency Offset Program have assisted the City with collecting over \$2.2 million dollars per year for the last 2 years. The ICS program alone has collected over \$650,000 for the City. The FTB program has collected over \$90,000 and \$94,000 per year respectively in each of the last 2 years. The percentage collected increases each year.

Our **ticketPRO Web** application is the primary access point for the citation system, and gives our customers the ability to view all aspects of a citation, digital photos, a related appeal, and the uploaded digital images that are now necessary in today's environment. It fully integrates citations, appeals, ticketwriter photos and maps, and collections information. It is the launching point for reporting and other critical metrics.

#### **Turbo Data Systems, Inc.**

*Premier Parking Citation  
Processing Solutions*

18302 Irvine Blvd.  
Suite 200  
Tustin, California  
92780-3464

T: 714.573.5757  
F: 714.573.0101

210 N. 4th Street  
Suite 150  
San Jose, California  
95112-5569

T: 408.971.1238  
F: 408.918.0973

[www.turbodata.com](http://www.turbodata.com)



The **TDS Support** that is provided as a part of our solutions is of a very high quality. Whether it is mobile ticketer support or citation processing support, TDS is responsive. We have a service oriented staff with high retention levels that we are proud of.

TDS has continued to grow and remain a leader in the industry. We have added eight new customers since November of last year; notably, the City of Anaheim who is a returning customer utilizing all of our services, as well as our **ticketPRO Magic** enforcement solution. We are supporting 4 departments for Anaheim (Public Works, Police, Code Enforcement and Convention Center).

We have added staff to support the growth of our business, and we stand ready to continue working closely with the City to provide the professional, quality service that they have come to expect. We look forward to continuing our partnership and will continue to provide superior services to the City of Fresno.

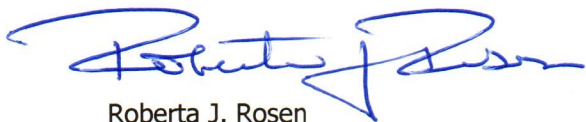
In this proposal we have made our best effort to remain competitive while at the same time continue providing a high level of service.

We are a 100% woman-owned company, and we are a certified State of California small business.

All prices quoted in this proposal are valid for 120 days from the date submitted.

I can be reached directly at (714) 368-4808 or [roberta@turbodata.com](mailto:roberta@turbodata.com).

Sincerely,



Roberta J. Rosen  
President



**The following data, furnished in connection with this solicitation, shall not be disclosed except to those who are directly involved with the evaluation within the Agency and shall not be duplicated, used or disclosed in whole or in part for any purpose other than to evaluate the proposal; provided that if a contract is awarded to this offer or as a result of, or in connection with, the submission of this data, the Agency shall have the right to duplicate, use or disclose the data to the extent provided in the contract. This restriction does not limit the Agency's right to use information contained in the data, if it is obtained under proper authorization from another source without restriction.**

2.1 Proposal Deposit
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The proposal bid bond is on the following pages:

*THIS PAGE INTENTIONALLY LEFT BLANK*

# THE AMERICAN INSTITUTE OF ARCHITECTS

## AIA Document A310 Bid Bond

KNOW ALL MEN BY THESE PRESENTS, THAT WE Turbo Data Systems, Inc.

18302 Irvine Blvd., Suite 200, Tustin, CA 92780

as Principal, hereinafter called the Principal, and International Fidelity Insurance Company

2999 Oak Road, Ste 820, Walnut Creek, CA 94597

a corporation duly organized under the laws of the State of NJ

as Surety, hereinafter called the Surety, are held and firmly bound unto City of Fresno

2600 Fresno Street, Room 2156, Fresno, CA 93721

as Obligee, hereinafter called the Obligee, in the sum of Five Thousand Dollars and 00/100

Dollars (\$ 5,000 ),

for the payment of which sum well and truly to be made, the said Principal and the said Surety, bind ourselves, our heirs, executors, administrators, successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, the Principal has submitted a bid for Parking Citation Processing and Support #9341

NOW, THEREFORE, if the Obligee shall accept the bid of the Principal and the Principal shall enter into a Contract with the Obligee in accordance with the terms of such bid, and give such bond or bonds as may be specified in the bidding or Contract Documents with good and sufficient surety for the faithful performance of such Contract and for the prompt payment of labor and materials furnished in the prosecution thereof, or in the event of the failure of the Principal to enter such Contract and give such bond or bonds, if the Principal shall pay to the Obligee the difference not to exceed the penalty hereof between the amount specified in said bid and such larger amount for which the Obligee may in good faith contract with another party to perform the Work covered by said bid, then this obligation shall be null and void, otherwise to remain in full force and effect.

Signed and sealed this 23rd day of November, 2015

Turbo Data Systems, Inc.

(Principal)

(Seal)

By: 

PRESIDENT

(Title)

  
(Witness)

International Fidelity Insurance Company

(Surety)

(Seal)

By: 

Attorney-in-Fact Lawrence F. McMahon

(Title)

  
John Flores

(Witness)



# CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT Civil Code § 1189

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document, to which this certificate is attached, and not the truthfulness, accuracy or validity of that document.

STATE OF CALIFORNIA

County of San Diego

On NOV 23 2015 before me, Sarah Myers, Notary Public,  
Date Insert Name of Notary exactly as it appears on the official seal

personally appeared Lawrence F. McMahon

Name(s) of Signer(s)



Place Notary Seal Above

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

Witness my hand and official seal.

Signature

Signature of Notary Public Sarah Myers

## OPTIONAL

*Though the information below is not required by law, it may prove valuable to persons relying on the document and could prevent fraudulent removal and reattachment of the form to another document.*

### Description of Attached Document

Title or Type of Document: \_\_\_\_\_

Document Date: \_\_\_\_\_ Number of Pages: \_\_\_\_\_

Signer(s) Other Than Named Above: \_\_\_\_\_

### Capacity(ies) Claimed by Signer(s)

Signer's Name: \_\_\_\_\_

- ☐ Individual  
☐ Corporate Officer — Title(s): \_\_\_\_\_  
☐ Partner ☐ Limited ☐ General  
☒ Attorney in Fact  
☐ Trustee  
☐ Guardian or Conservator  
☐ Other: \_\_\_\_\_

**RIGHT THUMBPRINT  
OF SIGNER**

Top of thumb here

Signer is Representing:

Surety Company

Signer's Name: \_\_\_\_\_

- ☐ Individual  
☐ Corporate Officer — Title(s): \_\_\_\_\_  
☐ Partner ☐ Limited ☐ General  
☐ Attorney in Fact  
☐ Trustee  
☐ Guardian or Conservator  
☐ Other: \_\_\_\_\_

**RIGHT THUMBPRINT  
OF SIGNER**

Top of thumb here

Signer is Representing:



# POWER OF ATTORNEY

## INTERNATIONAL FIDELITY INSURANCE COMPANY ALLEGHENY CASUALTY COMPANY

ONE NEWARK CENTER, 20TH FLOOR NEWARK, NEW JERSEY 07102-5207

**KNOW ALL MEN BY THESE PRESENTS:** That **INTERNATIONAL FIDELITY INSURANCE COMPANY**, a corporation organized and existing under the laws of the State of New Jersey, and **ALLEGHENY CASUALTY COMPANY** a corporation organized and existing under the laws of the State of Pennsylvania, having their principal office in the City of Newark, New Jersey, do hereby constitute and appoint

**JAMES D. CASTLE, LAWRENCE F. MCMAHON**

San Diego, CA.

their true and lawful attorney(s)-in-fact to execute, seal and deliver for and on its behalf as surety, any and all bonds and undertakings, contracts of indemnity and other writings obligatory in the nature thereof, which are or may be allowed, required or permitted by law, statute, rule, regulation, contract or otherwise, and the execution of such instrument(s) in pursuance of these presents, shall be as binding upon the said **INTERNATIONAL FIDELITY INSURANCE COMPANY** and **ALLEGHENY CASUALTY COMPANY**, as fully and amply, to all intents and purposes, as if the same had been duly executed and acknowledged by their regularly elected officers at their principal offices.

This Power of Attorney is executed, and may be revoked, pursuant to and by authority of the By-Laws of **INTERNATIONAL FIDELITY INSURANCE COMPANY** and **ALLEGHENY CASUALTY COMPANY** and is granted under and by authority of the following resolution adopted by the Board of Directors of **INTERNATIONAL FIDELITY INSURANCE COMPANY** at a meeting duly held on the 20th day of July, 2010 and by the Board of Directors of **ALLEGHENY CASUALTY COMPANY** at a meeting duly held on the 15th day of August, 2000:

"RESOLVED, that (1) the President, Vice President, Executive Vice President or Secretary of the Corporation shall have the power to appoint, and to revoke the appointments of, Attorneys-in-Fact or agents with power and authority as defined or limited in their respective powers of attorney, and to execute on behalf of the Corporation and affix the Corporation's seal thereto, bonds, undertakings, recognizances, contracts of indemnity and other written obligations in the nature thereof or related thereto; and (2) any such Officers of the Corporation may appoint and revoke the appointments of joint-control custodians, agents for acceptance of process, and Attorneys-in-fact with authority to execute waivers and consents on behalf of the Corporation; and (3) the signature of any such Officer of the Corporation and the Corporation's seal may be affixed by facsimile to any power of attorney or certification given for the execution of any bond, undertaking, recognizance, contract of indemnity or other written obligation in the nature thereof or related thereto, such signature and seals when so used whether heretofore or hereafter, being hereby adopted by the Corporation as the original signature of such officer and the original seal of the Corporation, to be valid and binding upon the Corporation with the same force and effect as though manually affixed."

IN WITNESS WHEREOF, **INTERNATIONAL FIDELITY INSURANCE COMPANY** and **ALLEGHENY CASUALTY COMPANY** have each executed and attested these presents on this 12th day of March, 2012.



STATE OF NEW JERSEY  
County of Essex

ROBERT W. MINSTER  
Executive Vice President/Chief Operating Officer  
(International Fidelity Insurance Company)  
and President (Allegheny Casualty Company)



On this 12th day of March 2012, before me came the individual who executed the preceding instrument, to me personally known, and, being by me duly sworn, said he is the therein described and authorized officer of **INTERNATIONAL FIDELITY INSURANCE COMPANY** and **ALLEGHENY CASUALTY COMPANY**; that the seals affixed to said instrument are the Corporate Seals of said Companies; that the said Corporate Seals and his signature were duly affixed by order of the Boards of Directors of said Companies.

IN TESTIMONY WHEREOF, I have hereunto set my hand affixed my Official Seal, at the City of Newark, New Jersey the day and year first above written.



A NOTARY PUBLIC OF NEW JERSEY  
My Commission Expires Mar. 27, 2014

### CERTIFICATION

I, the undersigned officer of **INTERNATIONAL FIDELITY INSURANCE COMPANY** and **ALLEGHENY CASUALTY COMPANY** do hereby certify that I have compared the foregoing copy of the Power of Attorney and affidavit, and the copy of the Sections of the By-Laws of said Companies as set forth in said Power of Attorney, with the originals on file in the home office of said companies, and that the same are correct transcripts thereof, and of the whole of the said originals, and that the said Power of Attorney has not been revoked and is now in full force and effect.

IN TESTIMONY WHEREOF, I have hereunto set my hand this **NOV 23 2015** day of

MARIA BRANCO, Assistant Secretary



## 3.1 Parking Citation Processing Services – City Pricing Form

(Submit with Proposal)  
 Proposer's Name: **Turbo Data Systems**

**PARKING CITATION PROCESSING AND SUPPORT  
 REQUEST FOR PROPOSAL NO. 9341**

INTRODUCTION  
 TO THE PURCHASING MANAGER, CITY OF FRESNO

**COST PROPOSAL**

Having carefully examined the Request for Proposal, attachments and related documents, the undersigned proposes and agrees to provide to the City of Fresno, in accordance with the Specifications annexed hereto and made a part thereof, the following services at the following rates:

	Rate	Year 1		Year 2		Year 3	
		Qty	Amount	Qty	Amount	Qty	Amount
Automated Citation Processing	\$0.40 Each	47,900	\$19,160	48,400	\$19,360	48,900	\$19,560
Automated Citation Processing after 48 hours	\$0.00 n/a	670	\$0	700	\$0	740	\$0
Manual Citation Processing	\$0.40 Each	2,000	\$800	2,000	\$800	2,000	\$800
Monthly Minimum (if required)	\$0.00 n/a	-	\$0		\$0		\$0
Notice Processing	\$0.80 Each	39,200	\$31,360	40,700	\$32,560	42,300	\$33,840
Final Notice Letters***	\$0.80 Each	24,100	\$19,280	24,300	\$19,440	24,600	\$19,680
DMV Hold Letters	\$0.80 Each	1,700	\$1,360	2,100	\$1,680	2,700	\$2,160
Out of State Processing at 30% of Amount Collected	30.00%	21,000	\$6,300	21,000	\$6,300	21,000	\$6,300
Administrative Adjudication Letters	\$0.80 Each	3,100	\$2,480	3,200	\$2,560	3,300	\$2,640
Adjudication Scanning - Online and Mail	\$1.50 per appeal	1,600	\$2,400	1,700	\$2,550	1,800	\$2,700
ICS Processing @ 30% of Amount Collected***	30.00%	77,700	\$23,310	85,500	\$25,650	94,000	\$28,200
Franchise Tax Board Letters	\$2.50 Per account	7,300	\$18,250	7,400	\$18,500	7,500	\$18,750
Franchise Tax Board Processing @ 15% of Amount Collected	15.00%	65,600	\$9,840	68,300	\$10,245	71,000	\$10,650
FTB Processing after notices mailed @ 15% of Amount Collected	15.00%	14,200	\$2,130	14,700	\$2,205	15,100	\$2,265
DMV Transaction Services Monthly Fee	\$0.00		\$0		\$0		\$0
DMV Registered Owner Inquiries	\$0.00		\$0		\$0		\$0
DMV Holds and Releases	\$0.00		\$0		\$0		\$0
DMV Monthly Payment File	\$0.00		\$0		\$0		\$0
Cell Phone Service*	\$25.00 /mo./unit	20	\$6,000	20	\$6,000	20	\$6,000
Annual Handheld Issuance System Fees/Maintenance/Support*	\$75.00 /mo./unit	20	\$18,000	20	\$18,000	20	\$18,000
Annual Server Software Maintenance	Included		included		included		included
Handheld Issuance System Replacement**	\$100.00		\$0		\$0		\$0
Battery Replacement*	\$50.00 /batt.	3	\$150	3	\$150	3	\$150
Handheld Citations - Rolls of 100*	\$4.50 /roll	700	\$3,150	750	\$3,375	800	\$3,600
Handheld Case			included		included		included
Annual Performance Bond - 1.5% of contract amount (Optional)			\$0		\$0		\$0

\$175,295\$169,375\$163,970

Total Cost per Year (Based on Appendix A estimates):

Startup Costs by Unit	Rate	Qty	Amount
PC Dispatch Work Station	Included	2	\$0.00
Handheld Issuance System	Included		\$0.00
Citation Printer	Included		\$0.00

Total Startup Costs (Based on Appendix A estimates):

\$0.00

Total Cost for 3 Years plus Startup Costs (Based on Appendix A estimates):

\$508,640

The Total Amount of Proposal for 3 Years plus Startup Costs is

Five Hundred Eight Thousand Six Hundred Forty Dollars and Zero Cents**Please see Appendix A to determine total projected costs of the proposal.**

The above amount shall include any and all applicable taxes.

The quantities listed on the proposal page(s) are estimates. The actual requirement of the City may be more or less than the quantities specified. The City will pay for only those items which it actually delivered or received during the term of the Contract.

The City reserves the right to reject any and all proposals.

\*Sales Tax Applies

\*\*Replacable 2x per year per device (Phone only); Same model or equivalent

\*\*\*Alternative Pricing Arrangements are available



## 3.2 Pricing Details

<b>Processing Fees – Parking Citations</b>		<b>Annual issuance of 50,000+</b>
This offer is contingent on having an active contract for Parking Collection Services with Turbo Data Systems.		
<b>Fee per Electronic Parking Citation Issued</b>		<b>\$0.40 per citation</b>
<b>Fee per Manual Parking Citation Issued</b>		<b>\$0.40 per citation</b>
<b>Included</b>	<b>The price includes the following services:</b>	
✓	Entry/import of all citations	
✓	Citation dispositions (bounced checks, payments, extensions, etc.)	
✓	DMV interface (r/o retrieval and placing and releasing registration holds)	
✓	Weekly/monthly reporting readily available and accessible over the Internet	
✓	Toll-free telephone number (for public access)	
✓	Interactive Voice Response System (IVR)	
✓	Customer Service Representatives (8:00 am – 5:00 pm, Mon - Fri, excluding holidays)	
✓	Daily pick up of payments and other documents from a TDS provided P. O. Box	
✓	<a href="http://www.pticket.com/Fresno">www.pticket.com/Fresno</a> Web pages customized for the City	
✓	Database maintenance / Daily system backups	
✓	Secure, online access for City Staff to citation database; City provides PC with internet access	
✓	Documentation and training for use of TDS provided online system	
✓	Ongoing Client support and Training	
<b>Reminder Notices (Notice of Violation)</b>		<b>\$0.80 per notice mailed (Includes Postage)</b>
Includes: all forms, envelopes, return envelopes, printing and <u>postage</u> . Reminder notices are mailed 21 days after issuance or per agency timeline.		
<b>Other Correspondence, Notices &amp; Letters</b>		<b>\$0.80 per notice mailed (Includes Postage)</b>
Includes: all forms, envelopes, printing and <u>postage</u> . NSF letters, Partial payments, Name and address changes, Drive away notice, Final Notices***, DMV Hold Letters, etc. (Excludes FTB and ICS notices)		
<b>Review &amp; Hearing Notices/ Letters</b>		<b>\$0.80 per letter mailed (Includes Postage)</b>
TDS mails all initial review result letters, hearing notification letters and hearing result letters as required. All forms, envelopes, and printing are included with the mailings.		
<b>Paperless Appeals (Scanned and Mailed-in)</b>		<b>\$1.50 per Appeal</b>
This service allows for <b>online submitted appeals</b> and a <b>100% PAPERLESS</b> appeal system. All mailed-in appeals are scanned in to the system and are reviewable by City staff using the <b>eAppealsPRO</b> online review system. All appeals are in the same place, and the documentation is saved electronically. A complete history of all appeals and their results, who made the decisions, etc., is available online at all times for the City. Includes Hearing services, scheduling and coordination. Documents for Court provided to agency when required.		

\*\*\*Alternative pricing arrangements are available

<i>Out-of-State Processing</i>	<i>30% of amt. collected</i>
No charge for payments off the windshield. <b>Nlets</b> electronic access for all 50 states.	
<i>Franchise Tax Board Collections</i>	<i>*\$2.50 per account plus 15% of amount collected</i>
TDS pursues otherwise uncollectible accounts by retrieving social security numbers from a third party, mailing required pre-intercept letters (no fee), and then sending the accounts to the FTB to intercept any state tax refunds or lottery winnings. <i>*This fee is subject to change each new FTB year.</i>	
<i>Innovative Collection Services-ICS***</i>	<i>30% of amt. collected</i>
Further collection efforts from a collection agency. Additional penalties applied, and up to two letters mailed from Innovative at no cost to the City, then placement at credit reporting agency for outstanding amounts. Includes taking toll-free phone calls from ICS customers and other follow-up efforts.	
<i>Credit Card Payments (Internet and Phone/IVR)</i>	<i>No Charge to Agency</i>
A <b>\$3.95</b> fee per citation paid is charged to the customer for this service. This fee covers the cost of ongoing maintenance, support and enhancements of the web payment system, and includes daily and monthly reconciliation of all payments. (Fee subject to change).	

\*\*\*Alternative pricing arrangements are available

#### Cost Increases:

##### **Postal Rate Increase Offset:**

If postal rates increase during the term of this agreement, fees to TDS shall be raised immediately to offset the effect of the postal rate increase.

##### **CPI Increases:**

Pricing may be adjusted by the CPI increase annually.

## 3.3 Rental/Lease of ticketPRO magic Moblie Solution

Lease of Presented Option 1* - Smartphone with Data Plan	Monthly/Unit
<b>3-Year ticketPRO magic Lease**:</b> Samsung RugbyPRO, Bluetooth Printer, ticketPRO magic software, maintenance and support	<b>\$75</b>
<b>Cellular Phone Service-4G Data Plan**:</b> Features made available with 4G access: Live citation transfer // License Plate Recognition (LPR) // Real-time Data Share across all units // Real-Time alerts // Plate & Permit Lookups // Live Chalk Xchange and alerts // Violator Quick Pay // Custom Live Integration // Unlimited Voice & Txt // RemoteConnect servicing & training directly to the user while in the field	<b>\$25</b>

## Smartphone, Software and Support Details

Item & Description	Rate
<b>Smartphone:</b> Dual core, 1500 MHz processor // 4" Color touch-screen // Rugged, Water and Shock Resistant <b>Military spec. MIL-810G</b> // Car Charger //Includes heavy-duty case	<b>Included</b>
<b>ticketPRO magic Software</b>	<b>Included</b>
<b>ticketPRO magic Software Setup/Configuration:</b> Initial setup and installation of software with Agency specific information // Includes 1 Day Training with initial purchase	<b>Included</b>
<b>ticketPRO magic Software Maintenance and Support:</b> TicketPRO magic software and ticketPRO Server software // Remote servicing and updates // Fast phone and email support for Agency requests	<b>Included</b>
<b>Enhanced Push-to-Talk Radio (ePTT):</b> Phone-to-Phone or Group communication. Desktop Dispatch interface is included with every 10 phones activated with ePTT. City may choose how many phones to activate with ePTT.	<b>Included</b>
<b>Lost/Stolen/Damaged Replacement</b> A fully configured smartphone with ticketPRO magic software will be replaced within 3 full business days of reported incident with a \$100 deductible fee. Each covered phone can have two replacements in a 12 month period with a same or equivalent smartphone.	<b>Included</b>
Printer Details	
Item & Description	Rate
<b>Bluetooth Printer:</b> Datamax MF2Te printer // Includes Lithium-Ion Battery // AC Charger // Configured to Agency's ticketPRO magic system	<b>Included</b>
<b>Extended and Comprehensive Warranty</b> Parts & Labor, including physical damage or abuse // TDS will provide a loaner unit while unit is in repair //excludes batteries and accessories	<b>Included</b>
<b>Belt Clip:</b> Heavy Duty // Fits all utility belts // Wraps around belt with Velcro release Or <b>Shoulder Strap:</b> Heavy Duty Nylon // Adjustable comfort-wide	<b>Included (1 per printer)</b>

\*Pricing for presented options 2 and 3 (see section 4, pgs 14-15) are available upon request

\*\*Sales tax applies

**A processing contract with Turbo Data Systems is required for ongoing support.**

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## 4.1 Brief History

Turbo Data Systems (TDS) currently processes parking citations for the City of Fresno so we understand the importance of a solid relationship between City and vendor. We are aware of your needs and requirements as set forth in the RFP and we are excited for the opportunity to continue working with the City of Fresno.

TDS proposes to continue to provide the City of Fresno with a comprehensive, flexible processing and management solution for parking citations and mobile ticket writers. It is important to us that Fresno continues to enjoy the benefits of having a processing company that will handle all of its needs efficiently and effectively while increasing collections.

Over the years, TDS has proven time and time again that we are able to provide all of our clients not only with the services originally requested, but additional services that have become an integral part of their processing solution. Our reputation for excellent customer service and technologically advanced services are benefits our customers and the public have come to appreciate and expect.

TDS prides itself on partnering with our customers and responding to their requests and concerns. Customer input is welcomed, and we continue to make improvements and enhancements as technology advances and our clients' needs change.

Our full line of services include:	Internet Services
<ul style="list-style-type: none"> <li>■ Daily Courier Service</li> <li>■ Data Entry</li> <li>■ Payment Processing</li> <li>■ Interactive Voice Response System</li> <li>■ Internet Credit Card Payments &amp; Info</li> <li>■ Customer Service – Call Center</li> <li>■ Electronic Data Transfer - handheld units</li> <li>■ DMV Interface (Parking Citations)</li> <li>■ Reminder Notification</li> <li>■ Reports</li> <li>■ Cashiering Systems</li> <li>■ Special Delinquent Collections</li> <li>■ Franchise Tax Board Collections</li> <li>■ Administrative Adjudication</li> <li>■ Online Appeals – Paperless Appeals</li> </ul>	<ul style="list-style-type: none"> <li>■ Web Inquiry</li> <li>■ E-Commerce Credit Card Payments</li> <li>■ Real Time Public Inquiry via Internet</li> <li>■ <b>ReportNet</b> - Reporting Online</li> <li>■ <b>Parking Information Portal</b></li> <li>■ <b>Visual Analysis Reports</b></li> </ul>
	<div data-bbox="1024 1409 1255 1444" data-label="Section-Header"> <h4>Mobile Solution</h4> </div> <div data-bbox="995 1486 1281 1535" data-label="Image"> </div> <p data-bbox="846 1541 1435 1738">Our comprehensive electronic citation issuing system. Real-time Mobile solution offering ease of use, speed and technology features such as automatic citation upload, LPR, pay-by-phone compatible, color photos &amp; GPS.</p>

The difference between processing agencies will become apparent with our customer service, which is not always easy to quantify:

- Is there always someone available to take citizen calls during business hours?
- Are citizens treated with respect when contacting the call center?
- Is information provided by the system accurate and up-to-date?
- Are client requests completed timely?
- Are phone calls and emails addressed quickly and efficiently?

All of these functions are considered priorities at TDS. As the processing company, we know that we are representing the client and we don't take that responsibility lightly.

*Continued Dedication To Provide Technologically Advanced Services:* TDS has proven our commitment to remain on the cutting edge. Our public Internet information and payment system, [pticket.com](http://pticket.com), allows citizens to pay, inquire or contest a citation online. The client [\*Parking Information Portal\*](#) provides a dedicated web site for an agency's parking information, reporting and resources. For ticket issuance, our [\*ticketPRO magic\*](#) Automated Citation Issuance system is the preferred solution for our customers. In 2007 TDS released the [\*eAppeals\*](#) online adjudication system, which allows City staff to review the appeals online, which creates a totally paperless adjudication system.

We have designed our processing services to be efficient and cost effective for both your agency and the public. Our goal is to have your parking enforcement operation focus on higher level duties. Our systems provide ease of access to the public for payment and contesting. Our ticket writers interface with convenient public parking services, for example, pay-by-phone and pay-by-space. This stops unnecessary ticket issuance, again benefitting both the public and enforcement.

The true cost for any processing agency should be measured by how much revenue per citation issued stays with the City. Processing and Collection procedures and timelines vary by vendor. With TDS Processing and Collections procedures, Fresno net citation revenue will continue to exceed that obtained by other processing companies. If you have an opportunity to check with other Cities that have joined TDS, you will find this to be true. Each step, from citation issuance, notice mailing, DMV holds, and finally delinquent collections and FTB collections, will result in your agency achieving the highest collection revenue at the lowest processing costs.

Our motto is "You enforce, we'll take care of the rest." We will not just make empty promises. We are dedicated to getting results. TDS will continue to make it happen!

Turbo Data Systems, Inc. has been a leading service provider for the processing of in-state and out-of-state parking citations on the West Coast since 1985. We are a privately held company, with two offices and thirty-two employees to effectively serve our California clients. Our Corporate headquarters is in Tustin, California. Our northern California office, located in San Jose, offers full-service walk-in payment capabilities.

TDS is a woman-owned small business, and we currently serve over 100 issuing clients in California for citation processing. All of our clients have experienced the reliable, flexible and innovative solutions that TDS offers.

TDS parking customers issue from 500 to 250,000 citations annually. Parking citations are processed per California Vehicle Code and local municipal code.

Our clients benefit from our knowledgeable staff with extensive experience in the parking citation industry. Utilizing our time proven services and collection options, we added administrative citation processing as a service in 2008.

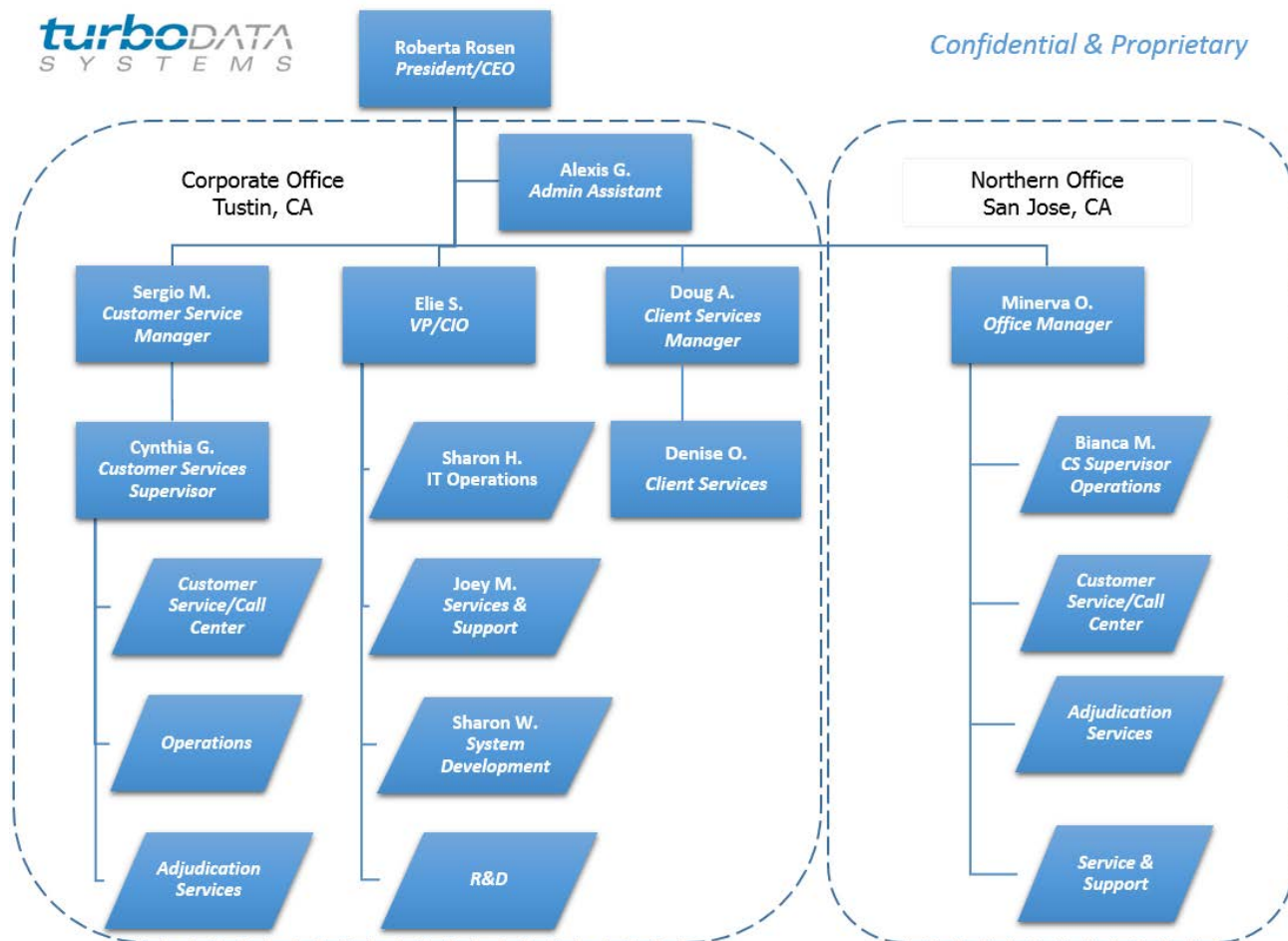
We offer Fresno stability and a quality of service that will be hard to find in the marketplace, no matter the price. Customer references are included in this proposal.

***TURBO DATA HISTORY TIMELINE:***

- 1985 – Turbo Data Systems, Inc. is founded.
- 1985 – Roberta J. Rosen is CEO/President of TDS and still is today.
- 1993 – TDS offers adjudication services with notices integrated into citation system.
- 1996 – TDS adds delinquent collections for parking citations through Innovative Collection Services. Collections tracked on citation system.
- 1998 – TDS opens second office in San Jose to service Northern California customers.
- 2001 – Online credit card payments for the public through pticket.com.
- 2003 – Agency Reporting made available online through the TDS Parking Portal.
- 2005 – ticketPRO Mobile is introduced. Handhelds fully serviced and supported by TDS.
- 2006 – Franchise Tax Board Collections added as a TDS service
- 2007 – eAppeals Online appeals for the public. Reviews/decisions entered online by Agency.
- 2008 – TDS adds Administrative Citation Processing Services and Collections.
- 2010 – eAppealsPRO: Mailed-in appeals are scanned into the online eAppeal system for a paperless review and decision process for the agency.
- 2012 – Nlets approves TDS to become a strategic partner
- 2012 – ticketPRO magic: Smartphone, Always-Connected, real-time citation issuance.
- 2015 – TDS adds Permit Manager: complete permit management and fulfillment system

## 4.2 TDS Organizational Chart

Turbo Data Systems, Inc. Corporate Officers and Key Personnel are fully proficient in our services and systems as well as parking processing requirements in the State of California. The average years of experience for our key staff is over 20 years each in parking citation processing:



**4.3 Corporate Officers****Roberta J. Rosen**

**Ms. Roberta Rosen is the President and owner of Turbo Data Systems, Inc.** She serves as the Chief Executive Officer for TDS and acts as a liaison with clientele management.

Ms. Rosen has been the President of Turbo Data Systems, Inc. since its incorporation in 1985. Under her direction, the company has grown and expanded its list of services and technology offerings, including payment processing services, out-of-state collections, Interactive Voice Response System developments and installations, various computer system platform migrations and the development and implementation of a web-based parking citation information and payment processing system. In addition to the administrative responsibilities of the corporation, she has been responsible for overseeing parking citation processing projects during many system conversions and implementations. Major accounts and management experience include the Tri-Cities/Westside Cities Joint Database Project, the addition of the Administrative Adjudication Process to the Parking Citation Collection System, and the addition of a fully-staffed processing center in San Jose with a full-service walk-up payment center.

Prior to her work with Turbo Data Systems, Ms. Rosen was in the Information Technology field working with an international oil drilling and exploration company on their material requisition systems.

Ms. Rosen is a graduate of Cal State Long Beach where she completed a Bachelor's Degree in Business Administration. She has over 30 years of experience dedicated to providing service and innovative solutions to the corporate environment as well as municipalities and universities.

**Elie M. Sleiman**

**Mr. Elie Sleiman is the Vice President and Chief Information Officer of Turbo Data Systems, Inc.** In November 2002, he rejoined Turbo Data Systems to assist with its ongoing growth and development and since that time has been involved in every aspect of the company, particularly systems and operations. Mr. Sleiman previously worked for Turbo Data Systems from 1986 through 1991, developing some of the systems that are still in place today.

The development of our most recent technology solutions has been under the direct supervision of Mr. Sleiman. **ReportNet**, our Internet Reporting Tool, the **Parking Information Portal**, which brings management information to our customers in a dashboard format, and **ticketPRO** handheld ticket writers, the newest handheld software on the market, are all directly attributable to Mr. Sleiman.

Mr. Sleiman has an extensive information technology and customer service background spanning over 25 years. Prior to rejoining Turbo Data Systems in 2002, Mr. Sleiman worked in various technical and management capacities with Prudential Real Estate Affiliates. Task and projects include MIS management, Security and controls, Disaster recovery/Business Continuation Planning, customer service and help-desk management supporting in-house and field personnel for over 11 years.

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**4.4 Key Associates****Minerva Ortiz**

**Ms. Minerva Ortiz is the Office Manager** for our San Jose office. In addition to her role of managing operations in northern California including the Office of Parking Violations, she serves as the primary liaison for our existing clients in the north as well as coordinating the marketing efforts in that region.

Ms. Ortiz' duties also include hiring, developing, mentoring, and retaining staff for our San Jose operations. Ms. Ortiz works closely with upper management to implement efficiency improvement ideas and process improvement initiatives including the implementation and support of technological solutions.

Ms. Ortiz has over 20 years of experience in the parking citation processing industry and customer service. She started working for TDS in 1999. Prior to that, Ms. Ortiz worked for Lockheed Martin in several positions related to parking citation processing. Over the years, Ms. Ortiz has received extensive industry-related professional training in addition to attending and participating in several professional conventions such as the CPPA.

**Bianca Cruz**

**Ms. Bianca Cruz is the Customer Service Supervisor and Primary Operations Support Technician** in our San Jose office.

She has been with TDS since 1999. Ms. Cruz provides administrative and technical support for our operations in San Jose.

She supervises the day to day activities of all operations, including courier services, data entry operations, cashiering, customer service center, payment processing and banking, administrative adjudication processes, incoming and outgoing mail and customer calls.

**Patricia Gutierrez**

**Ms. Patricia Gutierrez is a Lead Customer Care Representative** in our San Jose office. She has been with TDS since 2000. Ms. Gutierrez provides customer support for issues related to parking citation processing.

**Felicia Garcia**

**Ms. Felicia Garcia is a Customer Care Representative** in our San Jose office. She has been with TDS since 2001. She is responsible for coordinating the day to day adjudication activities for many of our customers. In addition, Ms. Garcia provides clients with support for issues related to parking citation processing.

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Sharon M. Hayes

**Ms. Sharon Hayes is the Operations and Systems Administrator and a member of the customer support team.** She works out of our corporate headquarters in Tustin and has been with TDS since its inception in 1985. Ms. Hayes has worked in every aspect of our parking citation processing service operation. Her technical and operations experience includes work on all of our production systems. Her responsibilities include:

- DMV Interface Coordination
- Computer Operations Support
- Database Administration and Maintenance
- Report Generation
- Customer Support

Sharon A. Watroba

**Ms. Sharon Watroba serves as the Project Manager for the development group as well as technical and installation support.** Since 1990, she has worked out of our corporate office in Tustin and has maintained and developed technical solutions for the company. She is the primary customer support and vendor liaison for all Hand Held integrations. Ms. Watroba has put extensive analysis and development effort into keeping the citation system current with the many new features and enhancements that have been implemented over the years. Her responsibilities include:

- Program Maintenance/Development
- Technical Training & Support
- Equipment Installation
- Telecommunications Support
- In-House Technical Support

Joseph C. Mendez

**Mr. Joseph Mendez serves as our Telecommunications and Network Administrator.** He has worked out of the corporate headquarters supporting TDS since 1988. His primary responsibilities include:

- Customer Technical Support
- System Administration
- Equipment Installation
- Telecommunications Support
- In-House Technical Support

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## 4.5 Data Entry from Manual Citations

Manual citations are forwarded to TDS via mail or scan. All manual citations are entered into the database within two working days of receipt. All citation transactions are entered online with tight controls to prevent errors.

Each batch of citations is entered into a log for tracking through the process. The date of receipt and who received it, the data entry operators' ID and the date it was keyed, the count of citations in the batch, the filing person's ID and the date it was filed are all tracked on the log. This citation batch log is updated as the batch goes through the process. The log is a tool for supervisors to verify that all work is completed in a timely manner.

Edit capability allows corrections for all citation information fields.

The citation database includes the following information:

CITATION INFORMATION	
<ul style="list-style-type: none"> <li>■ Citation Number</li> <li>■ Issue Date &amp; Time</li> <li>■ Issue Day</li> <li>■ Meter Number</li> <li>■ Permit Number</li> <li>■ Issuing Officer Badge Number</li> <li>■ Violation Code</li> <li>■ Vehicle License Number</li> <li>■ Reminder Notice Date</li> <li>■ Additional Notice Dates</li> <li>■ DMV Hold Date</li> <li>■ DMV Hold Status (Placed, Released, Etc.)</li> <li>■ Associated Penalties</li> </ul>	<ul style="list-style-type: none"> <li>■ Date Citation Entered System</li> <li>■ Operator Initials</li> <li>■ Citation Batch Number</li> <li>■ Citation Comment Lines (64 characters)</li> <li>■ Vehicle License State &amp; Type</li> <li>■ Registration Expiration Date on citation</li> <li>■ Citation Vehicle Make</li> <li>■ DMV Vehicle Make</li> <li>■ Vehicle Color</li> <li>■ Vehicle Identification Number</li> <li>■ Violation Location</li> <li>■ Citation Fine Amount</li> <li>■ Delinquent Date</li> </ul>
REGISTERED OWNER INFORMATION	
<ul style="list-style-type: none"> <li>■ Registered Owner Name and Address</li> <li>■ Registration Expiration Date from DMV</li> <li>■ Date Name Entered System</li> <li>■ Operator Initials</li> <li>■ Old Name Retention from Changes due to Sold/Rented/Leased Vehicles</li> </ul>	
PAYMENT POSTING INFORMATION	
<ul style="list-style-type: none"> <li>■ Citation Number</li> <li>■ Disposition Code</li> <li>■ Payment or Dismissal Date</li> </ul>	<ul style="list-style-type: none"> <li>■ Date Entered</li> <li>■ Amount Received</li> <li>■ Operator Initials</li> </ul>

Citations not processed due to incorrect or missing information are returned to the City for clarification.

Entry of disposition and other non-citation information is also a critical step in the processing cycle. Citations that have been dismissed by City staff are updated to reflect the reduction or cancellation action that has been taken. Also, suspensions and extensions are recorded when requested in writing by the City. Dismissals, suspensions and extensions are processes that can be performed either by City staff or by TDS.

**TDS scans all Manual citations and they are viewable by the City online from our Citation Inquiry and Online Appeals systems at the touch of a button.** TDS files all hard copy citations and can provide these documents upon request by the Agency.

#### 4.6 Automated Input of Handheld Computer Citations

Since 1985, TDS has interfaced with electronic handheld citation devices to import electronic citation data. We have done so for several manufacturer makes and software systems

As electronic tickets are transferred to our servers via the internet, they are immediately loaded into the citation database. This allows timely access to citation information for Fresno, the public and TDS.

A file containing the most current habitual offender (scofflaw) list is generated daily for downloading into the handheld ticket writers. The criteria making a vehicle eligible can be changed as some agencies are more lenient, allowing vehicles to obtain more than five delinquent citations before booting/towing as stated in the California Vehicle Code.

#### 4.7 ticketPRO Mobile Ticket Writers

*ticketPRO* is a custom software solution that was designed and developed by TDS in 2005 as a major initiative to provide a more comprehensive parking service solution to our customers.

We've enhanced our current service offering which complements our philosophy of providing the best service to our customers. With that in mind, we have planned and designed a system that will provide a one-of-a-kind ticket issuance solution, with provisions to support unique requirements for each customer. Our mobile solution uses the latest smartphone technologies offering an always connected device with Bluetooth, GPS, barcode scanning, color photos and License Plate Recognition "LPR".



We released our latest advancement in ticket issuance technology, *ticketPRO magic*. This is an Android app that runs on a rugged, water-submersible (MIL-STD-810G rated) Smartphone with 4G technology. Citations are printed on a small, rugged, wireless Bluetooth printer.

*ticketPRO magic* has capabilities never offered before in citation issuance products. The concept is revolutionary and incomparable to other solutions in the parking industry.

#### California Agencies using *ticketPRO magic*:

Anaheim Code Enforcement	Fountain Valley	Placentia	<u>Colleges/Universities</u>
Anaheim Police	Fresno	Redlands	Canada College
Anaheim Public Works	Fullerton	San Carlos	CSU Northridge
Bellflower	Garden Grove	San Fernando	Fresno State
Brea	Hanford	San Mateo PD	Palomar College
Burlingame	Hawaiian	San Mateo Sheriff	Mission College
Calexico	Gardens	Santa Rosa	Napa Valley College
Chico	Indio	S. San Francisco	San Jose College/Evergreen College
Coachella	Lancaster	UCI Medical Center	San Mateo College
Culver City	La Verne		Santa Clara University
Daly City	Malibu		Skyline College
East Palo Alto	Menlo Park		Solano Community College
El Centro	Millbrae		West Valley College
	Monterey		

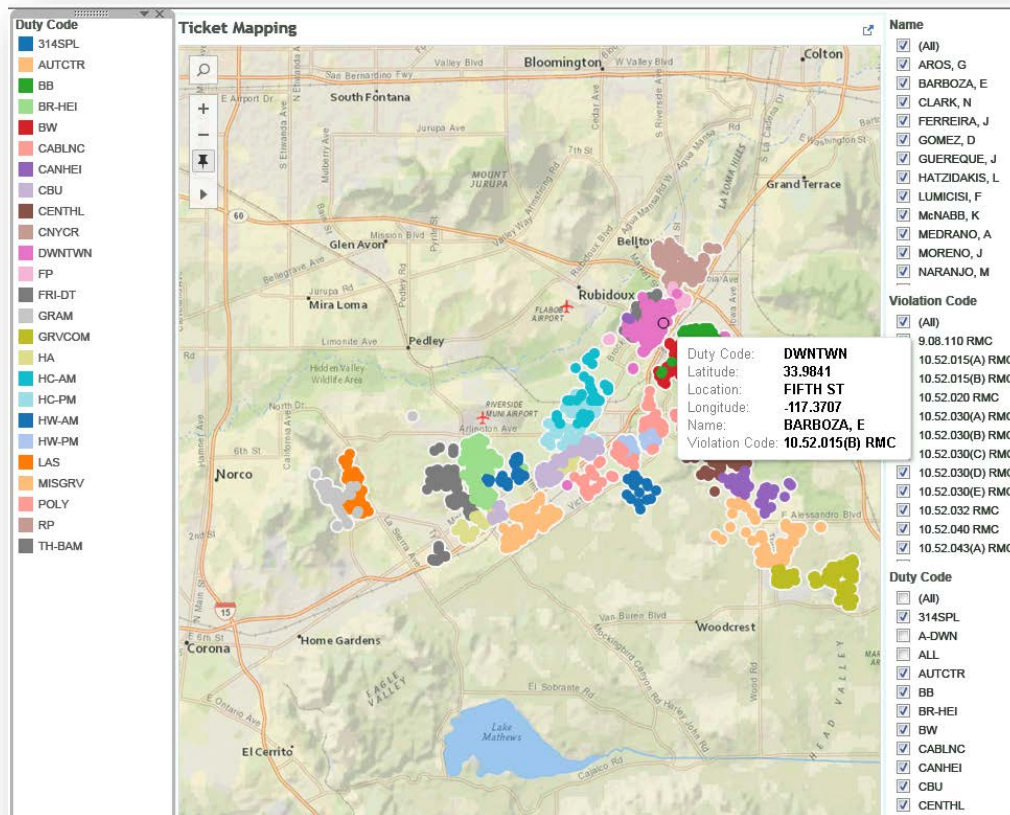
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The new *ticketPRO magic* smartphones offers many features. Below is a short list:

- **Live Always Connected Device**-Citation data and photos are transferred to and from all handheld units into our server in real-time. Agency and public will have immediate access for information and payment. No workstation computer is needed.
- **Real-Time Scofflaw and VIP Alerts**-Scofflaw and VIP alerts notify the issuing officer of 5 or more previous violations or other important information, even if updated same-day.
- **Real-Time Meter and Permit Lookup**-Meter and permit information from the City can be integrated into the system and used during issuance for lookups and validation.
- **Meter Mapping** – By entering or scanning a meter number only, violation and location are automatically filled in, saving issuance time.
- **Pay-by-Phone integration**- Integrates with pay-by-phone and pay-by-space systems that provide real-time reporting to officer so they will know if Plate/Space has additional paid time.
- **Real-Time data sharing to all units**-All units can share citation data information, even if issued within minutes by another handheld.
- **License Plate Recognition**-LPR technology retrieves plate number from photo, ensuring quality and accuracy.
- **Sticky Fields** – State, Location, Violation and Comment can be easily set by user to remain for the next issued citation. Ideal for Street Sweeping enforcement.
- **Ticket History, Retention and Lookup**-The system allows for automatic notification if a ticket is about to be issued to a plate that has previously been cited or warned. The information from the previous ticket is used to populate the current ticket information.
- **Marking/Chalking** -The software allows tracking of vehicles by time, zone, location or photo. Chalk alerts and Maps show expired vehicles and locations.
- **Shared Chalks**-Enforcement staff can retrieve chalk records from other magic units on the same day to allow for continual chalking enforcement, even after shift changes.
- **Tow Agency Notifications**-Email notifications with map, photos, issued citations and amounts due can be sent directly to a designated tow company or police department.
- **Live Software Support to Each Device**-Our infrastructure is set up to allow us to interact remotely with each individual device. This is used for training and troubleshooting, even while in the field.
- **Software Upgrade with Minimal or No User Intervention**-Software upgrades are done remotely to each individual unit by our support staff.
- **Issue and Warn**-Officer can issue warnings and tickets for different violations at the same time. Save time and provides public service for citizens.
- **Voice Memo Record** – One touch record option on citation issue screen; no interruption to issue process.
- **GPS**-Citations are geo-tagged and mapped on *ticketPRO Viewer* for Agency access.

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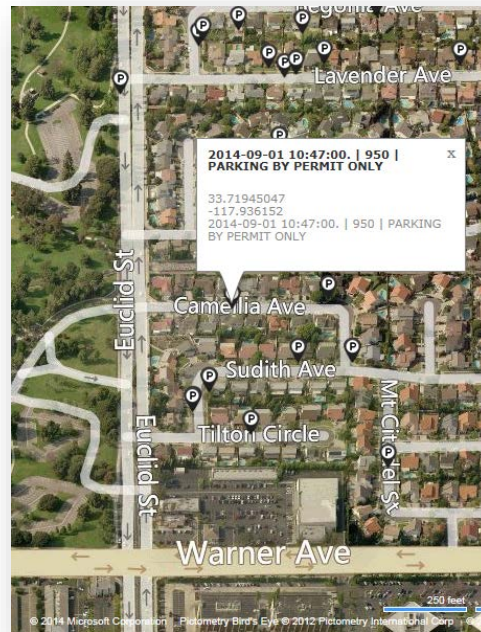
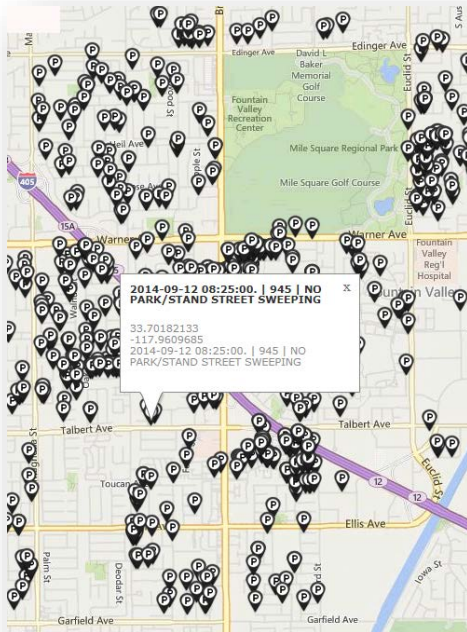
- **Visual Reporting/Mapping** – Sample visual dashboard showing issuance activities. Options to filter by Officer, Violation, Route, etc. This a very flexible reporting tool that offers management a quick glance at vital parking information including mapping, date driven counts and statistics, Top10 information by Officer, Violation, etc.



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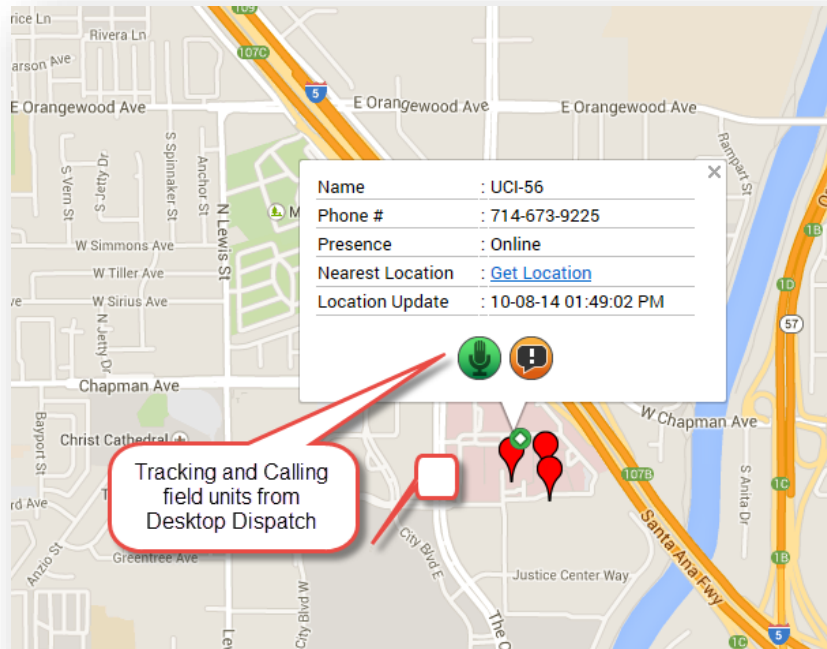


Parking tickets around Mile Square Park, Fountain Valley



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**Enhanced Push-to-Talk (ePTT)** - With a data plan, the smartphones double as a full communication device with two-way push-to-talk group radio, text messaging or as a cellphone. This can eliminate additional devices and costs. A **Desktop Dispatch** is available with ePTT to allow an office to locate/communicate with devices in the field. Desktop Dispatch improves safety and compliance. Listen mode allows you to monitor calls between devices:



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Three ticketPRO magic mobile solutions are available:

Option 1	<i>Samsung Galaxy RugbyPRO w/Datamax MF2Te 2" Printer</i>
	
Option 1 Details	
<b>Two-Piece Smartphone with 2" Printer</b>	
<b>Smartphone:</b> Samsung Galaxy RugbyPRO // 4.0" Color touch-screen // <b>Military spec. MIL-810G</b> // Car Charger //Includes protective case	
<b>ticketPRO Magic Software and License</b>	
<b>Software Setup/Configuration</b> Initial setup and installation of software with Agency specific information	
<b>Software Maintenance and Support:</b> Remote servicing and updates // Fast phone replacement swap // user support including RemoteConnect assistance // email support for Agency requests	
<b>Managed 4G Data Plan:</b>	
<b>Lost/Stolen/Damaged Replacement:</b> A fully configured smartphone with ticketPRO Magic software will be replaced within 5 full business days of reported incident with a deductible fee. Each covered phone can have two replacements in a 12 month period (\$100 per replacement; \$600 for 3 <sup>rd</sup> time).	
<b>Enhanced Push-to-Talk Radio (ePTT):</b> Phone-to-Phone or Group communication. A Desktop Dispatch interface is included with every 10 phones activated with ePPT. County may choose how many phones to activate with ePTT.	
Printer Items	
<b>Datamax MF2Te printer</b>	
<b>2" Bluetooth Printer:</b> Includes Lithium-Ion Battery // AC Charger // Configured to Agency's ticketPRO Magic system	
<b>One AC Charger per each Printer</b>	
<b>Extended and Comprehensive Warranty:</b> Parts & Labor, including physical damage or abuse // TDS will provide a loaner unit while unit is in repair //excludes batteries and accessories	
<b>Belt Clip:</b> Heavy Duty // Fits all utility belts // Wraps around belt with Velcro release -OR -	
<b>Shoulder Strap:</b> Heavy Duty Nylon // Adjustable comfort-wide	

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## Option 2

*Samsung Galaxy S6 Active w/Datamax MF2Te 2" Printer*

## Option 2 Details

**Two-Piece Smartphone with 2"Printer**

**Smartphone:** Samsung Galaxy S6 Active // 5.1" Color touch-screen // **Military spec. MIL-810G**// Car Charger //Includes protective case

**ticketPRO Magic Software and License**

**Software Setup/Configuration** Initial setup and installation of software with Agency specific information

**Software Maintenance and Support:** Remote servicing and updates // Fast phone replacement swap // user support including RemoteConnect assistance // email support for Agency requests

**Managed 4G Data Plan:**

**Lost/Stolen/Damaged Replacement:** A fully configured smartphone with ticketPRO Magic software will be replaced within 5 full business days of reported incident with a deductible fee. Each covered phone can have two replacements in a 12 month period (\$250 per replacement; \$750 for 3<sup>rd</sup> time).

**Enhanced Push-to-Talk Radio (ePTT):** Phone-to-Phone or Group communication. A Desktop Dispatch interface is included with every 10 phones activated with ePPT. County may choose how many phones to activate with ePTT.

**Printer Items****Datamax MF2Te printer**

**2" Bluetooth Printer:** 100 tickets per roll // Includes Lithium-Ion Battery // AC Charger // Configured to Agency's ticketPRO Magic system

**One AC Charger per each Printer**

**Extended and Comprehensive Warranty:** Parts & Labor, including physical damage or abuse // TDS will provide a loaner unit while unit is in repair //excludes batteries and accessories

**Belt Clip:** Heavy Duty // Fits all utility belts // Wraps around belt with Velcro release

-OR -

**Shoulder Strap:** Heavy Duty Nylon // Adjustable comfort-wide

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**Option 3*****ticketPRO nFORCER All-in-One  
w/Built-in 3" Printer*****Option 3 Details****All-in-One Android 4G Display with 3" Printer**

**Display:** Android 4G // 5.7" Color touch-screen // **Military spec. MIL-810G**// IP67 rated

**ticketPRO Magic Software and License**

**Software Setup/Configuration** Initial setup and installation of software with Agency specific information

**Software Maintenance and Support:** Remote software maintenance and updates // user support including RemoteConnect assistance // email support for Agency requests

**Managed 4G Data Plan**

**Extended Service Warranty:** Standard manufacturer warranty can be extended up to 5 years// Warranty covered service repair/replacement within 10 full business days of reported incident with a deductible fee.

**3" Built-in Printer:** 65-75 tickets per roll (depends on paper type and ticket length) // Includes Lithium-Ion Battery

**AC charger per each All-in-One Device (Optional Docking cradle available)**

**Durable Holster/Case with shoulder strap and belt clip**

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**ticketPRO Magic Support Features** – Our support offering includes constant monitoring of device vital information such as storage, battery, memory and other resources. Our support team can instantly connect to any device in the field to provide training, troubleshooting or to perform software update. Our solution offers an always-connected device that is independent of the City's network.

- Calling or email directly from device
- Remote Control/In-field Support
- Unattended Software Deployment & Upgrade
- Quick & Easy Recovery
- Hot Swap Program to ensure continuous operation
- Phone/email Support



#### 4.8 Client Online Access – ticketPRO Web

Cloud-based access is available to the City using a web-browser and a secure Internet Connection 24/7. Real-time access offers our clients the most current database information. All transactions such as citation records, payments, dismissals, administrative adjudication information, notes, registered owner information and all other citation data are immediately displayed and can be printed if desired. Proactive Notifications from device to support team.

ticketPRO Web allows retrieval of information by citation, license plate with wild-card search, name and VIN. The search results can be sorted or used to select individual citation details, plates or registered owner names. Results can be filtered by citation status types of All, Open, Delinquent and Closed. Searches can also be done by predefined or custom date periods.

Our citation details screen contain all pertinent information on each citation:

- Citation Date/Time
- Violations and Fines
- Location of Violation
- Current Status
- Vehicle Information
- DMV Vehicle Make
- DMV Vehicle VIN
- DMV Registration Expiration
- DMV Registered Owner Name/Address
- Responsible Party Name/Address
- Payment Status and Due Dates
- Contesting Dates and Results
- Notices Mailed and Dates
- Payment and Collections History

Additional information is easily available through toolbar buttons:

- Scan of Original Manual Citation
- Listing and Amount Due for Habitual Offender (Bootable/Towable) Vehicles
- View PDFs of Notices Mailed
- View Photos/Map taken by ticketPRO Mobile
- View Submitted Contesting Documents for appealed citations
- View all Prior Names/Addresses associated with citation
- Review or Add Notes added to the Citation by City Staff or TDS Call Center

The screenshot displays the ticketPRO Web interface. At the top, there is a toolbar with buttons for 'Payment', 'Original', 'Bootable', 'Notices', 'Photos', and 'Appeals'. Below this, the 'Citation Info' section shows details for citation 64000006, issued on 01/16/2015 at 08:36 AM. The violation is '5204 (A) CVC NO CURRENT TABS ON VEHICLE' with a fine of \$73.00. The location is '19907-21179 PACIFIC COAST HWY'. The operator is '99' and the batch is 'HHLD'. The 'Vehicle Info' section shows plate '4CEF102', state 'CALIFORNIA', expiration '12/14', DMV exp. '12/26/2015', and VIN '117048616'. A 'PARKING VIOLATION REMINDER NOTICE' is displayed, showing the notice date as 02/05/2015, total amount due now as \$73.00, and amount due if paid after 02/19/2015 as \$146.00. The notice also includes payment instructions and a map of the location on Pacific Coast Hwy.

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City personnel can easily inquire on and update citation information using a single interface. Dismissals, administrative holds, payments, extensions and fine reductions can be completed by authorized staff. All access is granted by using role-based security. For audit tracking, each transaction is stored with the ID of the person entering the transaction.

Dismissals, administrative holds and payments can be entered with a prior received date. Partial payments and write-offs can be entered through this system as well.

#### **4.9 Registered Owner Name Retrieval**

TDS has a direct online interface with the California Department of Motor Vehicles (DMV) for the retrieval of registered owners' names and addresses for California vehicles.

Requests for registered owners are submitted to the DMV each business day. Multiple citations issued under one plate or VIN may have different registered owners depending on the issue date of the citation. Most registered owner information is retrieved within 48 hours of a citation being entered.

During the name retrieval process, the vehicle make on file with DMV is obtained and compared with the make from the original citation. Discrepancies are reported and investigated to ensure the license has been entered correctly. Upon correction the citation is once again eligible for DMV name retrieval through our automated system.

Also during the name retrieval process, the full vehicle identification number (VIN) and the registration expiration date is retrieved and placed on the system. This allows a comparison of the last 4 of the VIN on the citation with the VIN from the DMV and also the registration expiration date on the citation with the registration expiration date at the DMV. These are important tools to verify that the license plate on the citation was recorded properly and that the correct violator is pursued.

When a name and address is not available from the DMV on the first inquiry, multiple attempts are made until we successfully obtain an R/O or at a minimum nine (9) attempts. Corrections are made when necessary and the DMV name retrieval process continues. This process has been successful in ensuring accuracy and increasing both our DMV Hit Rate and our collection rate.

Updates are conducted on citations when a change of ownership or notification of a rental with bona fide proof is received. All prior name information is kept on the system for historical reference. Once these updates are made, another notice is mailed to the responsible party.

#### **4.10 Out-of-State Registered Owner Name Retrieval**

A Registered Owner inquiry is generated for citations issued to vehicles registered outside California. TDS currently has agreements to retrieve registered owner information from all DMVs in the United States, Washington DC, and Canadian Provinces that allow retrieval of registered owner information.



TDS is a member of Nlets (National Law Enforcement Telecommunications System), which is similar to Clets, only on a national basis. Nlets allows electronic access for all 50 states for vehicle registered owner information. Non California registered owner names are retrieved quickly and without delay.

All specific out-of-state activities (generation of inquiries, sending inquiries, update of citation records with name and address information), are functions of the out-of-state process and happen automatically.



**4.11 DMV Registration Holds/Releases**

DMV registration holds are placed each business day for delinquent citations in accordance with standards set by the City, the California Vehicle Code and any other applicable laws. Releases of registration holds are sent to the DMV each business day for every paid or dismissed citation that was on DMV hold.

TDS has the ability to inquire/update DMV records and Disabled Placards on demand based on a request by the City. This eliminates the need for issuing abstracts on closed citations.

The DMV is notified each business day to modify the amount due on citations already on DMV hold that receive a partial payment.

DMV Status Reports are published monthly for citations placed/released from DMV hold. A report of payments made at the DMV is provided to the City for reconciliation.

**4.12 Processing of Administrative Review Requests**

TDS has provided Administrative Appeal/Review & Hearing Tracking Services to our clients since 1993 and the inception of California Vehicle Code 40215, which governs the processes for appealing parking citations.

Our Administrative Appeals process was designed to save our clients a significant amount of time, relieving the staff of the day-to-day clerical tasks associated with the process, and to provide an organized, efficient and professional way to process their appeals. TDS' Administrative Appeals processing tracks relevant dates, automatically interfaces with and updates the citation system, provides adjudication status on our IVR (automated telephone system) and [pticket.com](http://pticket.com) (public website) and mails all notifications. We provide the scheduling of hearings and mail all required hearing notifications.

**Benefits of Using TDS' Adjudication Service**

- Automatically tracks each citation through the adjudication process
- Dispositions (liable, not liable, liable for a reduced amount, etc.) are updated automatically
- Custom decision codes entered online
- Automatically posts refunds to the citation database on dismissed citations that are already paid, and generates a request for refund
- Automatically tracks due dates for contesting as described in CVC 40215 by interacting with the citation database and the specific citation data
- Interacts with other automated systems - IVR and citizen Website - [pticket.com](http://pticket.com)
- Public can appeal online, with the ability to upload photos and files
- City can perform paperless online reviews and decisions through [eAppealsPRO](http://eAppealsPRO)
- Provides specific status on IVR and [pticket.com](http://pticket.com) on contested citations for the public
- Automated hearing scheduling
- TDS staff works directly with the hearing officer and City when scheduling in-person hearings
- Automated letter mailings which include decision codes at 1<sup>st</sup> and 2<sup>nd</sup> level and also hearing notification letters which provide specific date, time, location and directions to the hearing.

Using this service has proven successful by having appeal information easily accessible in the parking citation database. All adjudication activities are tracked real-time by the system and therefore are available to the public 24/7 online and by telephone.

The system tracks information pertaining to each citation contested through the administrative adjudication process and allows for updates as each citation progresses through the steps for contesting. The Administrative Review and Hearing Tracking System is fully integrated with the parking citation database and has complete inquiry capabilities.

The process starts with TDS entering all mailed-in Initial Review requests into the system. Citations are stopped at this point from progressing further in the citation process (no notices, etc.). The City determines the disposition of each contested citation. A decision code corresponding to a brief description of the reason that will appear on the result letter is selected.

The system automatically activates the citation and sends a result letter with information relating to the decision and amount due.

If a citation is dismissed and an amount has been paid, a refund letter is generated.

**Administrative fines for disabled parking violations (CVC 40226):** These reductions are handled through the adjudication system. When the appellant shows proof that they had been issued a valid placard at the time the citation was received, the fine can be reduced to \$25 (or whatever the City has determined to be their administrative fee) and the initial review result letter will explain that and request the reduced fine. Also, when the fine has been reduced to an administrative fee, this amount is not included in the monthly surcharge calculations.

**Reporting:** Reporting for the Adjudication system includes a monthly report of Outstanding Administrative Reviews and the Administrative Adjudication Services report which provides a summary of the adjudication activities for the month.

#### 4.13 eAppealsPRO – Online and Scanned Appeals

Through our online review system, the City can review the submitted online appeals, including uploaded files and photos. Mailed in appeals are scanned and added for a fully *paperless* appeal review process. Prior citations, phone notes and City notes for all citations issued for the same license can also be viewed. For our clients that use *TicketPRO Mobile* handheld ticket writers, citation photos taken are added to each online appeal. Notices are automatically stopped at appeal submission and activated when the online decision is made.

All appeal and decision documents are stored electronically on *eAppealsPRO* for immediate access and viewing by the City. Results can be filtered by violation, decision reason, etc. Additional documents may be added for appeals continuing to the hearing level.

#### 4.14 Administrative Hearing Scheduling Services

Payment of the citation fine is required at the time of hearing entry. In the case of indigence, the system allows an override to accept the hearing request without payment of the fine.

TDS schedules in-person hearings based on City specific dates and times within the 90 day CVC requirement. In-person hearing requests receive a hearing date notification letter with detailed instructions for the scheduled hearing. If requested, one reschedule is allowed for the appellant. A new hearing date notification letter is mailed with the new date and time once the hearing is rescheduled.

The hearing examiner receives a packet containing a cover sheet and all documentation required for each hearing. The hearing examiner records the decision for each hearing. TDS then sends the hearing result letter out to the appellant. The TDS Hearing Result letter includes the reason that the violator was found liable, the requirement based on AB 602 from January 2009.

Hearing schedules are available online for City viewing. Reporting for the Administrative Hearing portion of the system includes a monthly report of Hearing Results by Violation and a report of Outstanding Hearing Requests.

#### 4.15 Hearing Officer Coordination

TDS staff coordinates with Fresno regarding the dates and times for hearings to be scheduled. TDS staff ensures that both the Hearing Officer and a room are available three (3) weeks in advance of scheduling hearings and prior to mailing Hearing Notification Letters to the citizens. TDS notifies the agency and Hearing Officer of any hearing reschedules.

Hearing information and documentation is prepared in advance of the hearings. The Hearing Officer selects from a custom hearing disposition code list and enter the results electronically. TDS mails result letters and files any required documentation.

When a liable decision is appealed further through the court system, TDS provides the City with all related documents for the City to appear at court. Information regarding court appeals is also tracked in the system for each citation.

#### 4.16 Payment Processing

Mail is picked up each weekday from a Post Office Box provided by TDS. Payments are processed immediately. All information entered into our systems is updated real-time.

Payments are sorted by postmark date and processed each day. Audit controls are in place to ensure accountability of all transactions and monies for payment processing, from initial receipt through final resolution and filing.

TDS staff does all payment processing in-house. Payment batches are balanced and reconciled at three separate steps of our process. Payments are processed into the system within two (2) business days of receipt.

**TDS currently scans and deposits checks to several of our customer's bank accounts on a daily basis. This electronic check deposit option is fast, safe and secure.**

To reduce the number of refunds required to be processed by the City's finance department, TDS does not accept duplicate payments or payments attempting to be made toward citations which are already closed.

Deposit slips are matched to the payment batches prior to the daily bank deposits. Bank deposits are made by courier each day. Deposits are made within two (2) business days of receipt (one day for scanned check deposits). Online reporting to the City is available to review daily processed payments.

All payment documents are stored in an easily retrievable format. Payment documents are stored for two years and then periodically shredded.

**Unmatched Payments:** Our system has the ability to accept payments for citations that are not yet in the system. Basic information about the citation is entered into the database with the payment. Upon receipt of the original citation, the basic information entered with the payment is compared for accuracy and all other data fields are updated.

**Partial Payments and Returned Checks:** A second notice is mailed for bounced checks (adding a returned check charge to the system that is established by the City), and for the balance due on partial payments or payment plans. If no payment is received on these second notices, the system continues processing the citation through the penalty phase and additional notification.

**Due Date Extensions:** The system has the capability to accept suspensions or due date extensions when requested by the City. These entries can be entered by the City or by TDS upon request.

**Payment Plans:** TDS can set a payment plan expiration date with or without late penalties. After each payment, a notice will mail showing the total amount paid and amount due. If full payment is not received, the system automatically resumes the citation process (DMV, Collections, etc.).

**Refunds:** Two options are available. With our Bank Management Option, TDS will process and issue refund checks. Without the TDS Bank Management Option, TDS will record and report refunds to the City. The City issues the refund checks.

#### 4.17 Internet Capability for the Public (*pticket.com*)

**pticket.COM™** is a fully interactive web-based system which provides the public with online inquiry, payment capability, and online appeal access for their parking citations.

Information provided to the public includes:

- Detailed citation information
- Adjudication information
- Contesting information
- Pay single or multiple citations

Citizens accessing the [www.pticket.com/Fresno](http://www.pticket.com/Fresno) website find only specific information related to Fresno citations. No other agency data will be displayed. Fresno city graphics (logos, banners, etc.) can be used to compliment the look and feel of the Fresno web site. Also included are several web pages with content unique to the City. These pages are customized to reflect the desired information about your parking program; contesting, payment options, parking forms, etc.

City of  
**FRESNO**

**Find, Pay or Appeal Your Citation for FRESNO**

Citation number:

**Franchise Tax Board Pre-Intercept Notice Recipients:**  
Please use the citation number on the back of the notice to look up or pay for your citation and not the account number.

VISA MasterCard DISCOVER

**MORE INFORMATION**

- [Other Methods of payment](#)
- [How to contest](#)
- [Inability to pay](#)
- [Correctable violations](#)
- [Sold Vehicle](#)
- [Printable forms](#)
- [Franchise Tax Board Intercept Program](#)

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Data security is provided using the highest industry SSL encryption. [pticket.com](http://pticket.com) is fully PCI compliant. An address link can be placed on the City's website to provide convenient public access.

**Online Appeals:** Through the [pticket.com](http://pticket.com) website, we provide an integrated online appeals process that is completely paperless. The system is dynamic in that it will prevent late appeals from being submitted, saving the City time, money and resources. Once they have submitted their electronic appeal, and uploaded any desired documents, the appeals are then reviewed online. A confirmation of each submitted appeal is emailed to the citizen.

The citation process is suspended pending review of the appeal, saving considerable processing effort and time. All processed appeals and decisions can be reviewed at any time by City personnel.

All results and key dates for initial reviews and hearings are viewable on [pticket.com](http://pticket.com), including the written reasons if the citation is upheld. Result and notification letters are automatically mailed as per requirement of CVC 40215.

#### 4.18 Credit Card Payments (*Internet & Phone/IVR*)

**Payments by Credit Card:** Payments by Credit Card are accepted 24/7. The system secures immediate authorization from the processor, with immediate updates to the citation status in real time. Our credit card processing is fully PCI compliant

For online payments, an email is generated to the payee on the web with their unique confirmation number/payment information.

Monies collected are deposited daily into a TDS bank account. Daily reconciliations are performed by TDS. Each month, after a final reconciliation, TDS will transfer funds to the City's parking citation bank account. TDS will then provide summary and detail reconciliation reports.

**Credit Card Chargebacks:** When a chargeback is received, the monies are deducted from a TDS bank account and TDS staff performs any required adjustment to the parking citation database. We reopen the citation, and send a delinquent notice to the violator. We then adjust the monthly payment amount for credit cards to the city to account for the chargeback. The city is not involved in the chargeback process. All credit card reconciliations and chargeback issues are dealt with entirely by TDS staff.

**4.19 Systems Interfacing and Integration**

TDS Systems are designed to perform flexible data interfacing to send and/or retrieve required information with City systems and other vendor applications. We have successfully integrated with City payment systems, specialty hot lists, LPR systems, meter, and permit systems.

**Remote Deposit** – TDS works with various customers and their banks to scan checks for daily automated deposits. Funds are received same-day and information is available electronically.

**LPR Import/Export** – TDS can import up to real-time from License Plate Recognition systems to our ticketPRO magic Mobile solution. This can be used for scofflaw and parking permit enforcement. Exports of habitual offender and other citation information can also be exported to LPR systems as needed.

**Data Export** - TDS exports citation data for several of our agencies as requested. For example, TDS currently exports citation data to Coplink for the San Mateo County Cities. TDS has also partnered with License Plate Recognition systems to provide scofflaw information to flag 5 or more delinquent citation vehicles to send an alert to the agency's tow service.

**Pay-by-Space** – TDS' ticketPRO magic Mobile is compatible with pay-by-space services that provide live status access to parking spaces/meters. Enforcement can lookup status directly on the ticketPRO magic software.

**Parking Permits/Data Import** – TDS' ticketPRO magic Mobile can import parking permit data from the City for residential/lot permit status (expired, stolen, invalid).

**Pay-by-Phone** – TDS' ticketPRO magic Mobile is compatible with pay-by-phone services that provide live status access to space/meter payments. TDS currently supports MobileNow!, Parkmobile and Passport Parking. TicketPRO magic Mobile is ready and operational with Fresno's PassportParking account.



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**4.20 Correspondence Processing**

All mail received at TDS is sorted by category (payments, correspondence, etc.). Correspondence related to citations is opened and forwarded immediately to the appropriate department for further investigation by staff experienced in identifying and separating contesting information from complaints.

All correspondence is processed within two (2) business days of receipt. Envelopes for all correspondence are stamped with the date received and kept with the source documents to validate the posting dates used for processing.

**Vehicle Change of Ownership/Rented Vehicles:** Daily updates are performed on citations when a change of ownership or notification of a rental with bona fide proof is received. All prior name information is kept on the system for historical reference. Once these updates are made, another notice is mailed to the new responsible party.

Upon receiving unidentifiable payments or incomplete information from a citizen, TDS staff requests additional information or documentation when necessary. All correspondence mailed to citizens on behalf of the City is automatically laser printed by the system and documented in the system for future reference.

All correspondence to the public provides complete citation information, amount due and instructions regarding how to make a payment. A bar-coded, pre-addressed stub is included for payment and documentation return.

**4.21 Reporting-Client Parking Information Portal**

TDS provides its customers with a dedicated web site accessible to authorized personnel. This site provides access to parking related information and resources available 24/7. Some of the information includes:

- Access to **REPORTNet** for online reporting
- Statistical information for various parking metrics, measures and comparisons
- Access to **ticketPRO** management functions
- Turbo Data contact information
- Agency-specific information such as violation schedule and officer roster
- Industry-specific links such as California Vehicle Code, DMV and Parking Associations

TDS will provide the City with a wide variety of electronic reports. Over 40 standard reports are generated. Custom reports can be created on an as needed basis upon request at no additional cost to the City. Frequency of reports generated can be on a one time only basis, monthly, weekly or as the City desires.

Report categories currently provided include:

- |                                       |  |
|---------------------------------------|--|
| ■ Officer Activity Reports            | ■ Financials                                   |
| ■ Administrative Adjudication Reports | ■ Innovative Collection Services               |
| ■ Billing Reports                     | ■ Management Reports                           |
| ■ Citation Reports                    | ■ State/County Allocation of Parking Penalties |
| ■ DMV Transactions                    |  |

City of **FRESNO** "Where Quality Counts" Turbo Data Systems, Inc.

Home DASHBoard REPORTNet ticketPRO References Contact Turbo Site Map Help | Logoff

October 23, 2013 Carl Farmer

Parking Services Reports

Email Refresh

File Name	Date	File Size
2012-07 Credit_Card_Postlog_By_Day.pdf	8/2/2012 11:13:07 PM	3,865
2012-07 Credit_Card_Postlog_Detail.pdf	8/2/2012 11:13:07 PM	52,053
2012-07 FY Revenue_Distribution_Analysis.pdf	8/5/2012 6:02:16 AM	17,742
2012-07 Payments_by_Violation.pdf	8/5/2012 6:02:24 AM	7,073
2012-07 TDS_Deposits_by_Date.pdf	7/31/2012 11:02:51 PM	3,286
2012-08 Credit_Card_Postlog_By_Day.pdf	9/4/2012 4:04:24 PM	3,865
2012-08 Credit_Card_Postlog_Detail.pdf	9/4/2012 4:04:23 PM	75,385
2012-08 FY Revenue_Distribution_Analysis.pdf	9/19/2012 4:35:39 PM	17,742
2012-08 Payments_by_Violation.pdf	9/19/2012 4:35:50 PM	8,877
2012-08 TDS_Deposits_by_Date.pdf	8/31/2012 11:02:50 PM	3,195

Page 1 of 7.

REPORTNet\2012-2013\Financials\ Folder Read Depth: 2 Items Per Page: 10

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Using the Internet, authorized City staff is provided with a unique logon and password. These reports are provided in PDF format and can be viewed and printed. Reports can be viewed online 24/7 and will remain online for a minimum of three (3) years.

### 4.22 Toll-Free Telephone Service for the Public

TDS will provide a toll-free telephone number for the public to inquire on parking citations 24/7. The phone switch in our Tustin office currently receives over 12,000 calls per week.

**Interactive Voice Response System:** TDS' Interactive Voice Response system (IVR) provides real-time, detailed citation information directly linked to the City's database. Each caller has the option of hearing the information in English or Spanish.

The IVR allows parking citation recipients 24/7 access (with a brief interval maintenance occurring between 12:00 midnight and 1:00 a.m.). The public can inquire by citation number or license plate number and obtain the issue date, citation number, delinquent date and amount due on all open citations.

The system has the unique ability to relay contesting status on citations in the adjudication process.

Pre-recorded, Fresno specific information includes a greeting, the address for mailing a payment, making a payment over the Internet, instructions for contesting a citation and instructions for correcting equipment violations.

Options for reaching a Customer Service Representative are also available through this system. All calls can be recorded and provided to the agency.



**Customer Service Representatives:** TDS Customer Service Representatives are available during our normal business hours (8:00 am – 5:00 pm). TDS employs and trains staff with the ability to respond to calls received in English and Spanish.

We provide in-house training to all of our Customer Service staff allowing them to provide general information on each City's policies and procedures with the ability to research information and respond accordingly. In addition the staff is also trained to handle complaints professionally and provide information on all levels of the administrative adjudication process.

TDS has the ability to enter "Notes" on a particular citation or license plate as calls are taken in instances where specific information will be helpful for future reference. All "Notes" entered can be viewed and/or printed by the City and TDS staff.

#### 4.23 Custom Notices

Our professionally printed notices are printed in color and were designed for ease of reading and providing important information to the public, as well as containing all information required by the California Vehicle Code. Our notices meet all current requirements for size, proportion and weight as defined by the USPS.

All notices, letters, and postage are provided by TDS and mailed using first-class mail.

Parking violation notices are mailed based on a City-determined schedule. All mailings are imprinted with the post net barcode and FIM markings as requested by the USPS.

#### INCLUDED NOTICE FORM INFORMATION

<ul style="list-style-type: none"> <li>■ Issuing Agency &amp; Description</li> <li>■ Phone Number for Inquiries/Questions</li> <li>■ Registered Owner Name &amp; Address</li> <li>■ Vehicle State &amp; License Plate Number</li> <li>■ Vehicle Registration Expiration Date</li> <li>■ Vehicle Make/Color/Full VIN</li> <li>■ Citation Number, Issue Date &amp; Time</li> <li>■ Violation Location</li> <li>■ Notice Mailing Date</li> <li>■ Violation Description</li> <li>■ Due Date</li> </ul>	<ul style="list-style-type: none"> <li>■ Amount Due Before Due Date</li> <li>■ Amount Due After Due Date</li> <li>■ Consequences of Late Payment</li> <li>■ Consequences of No Payment (DMV Hold)</li> <li>■ Scofflaw/Repeat Offender Repercussions</li> <li>■ Payment Mailing Address</li> <li>■ Return Envelope</li> <li>■ Payee Name</li> <li>■ Inquiry/Payment Website Address</li> <li>■ Instructions to Clear/Contest Citation</li> </ul>
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Using the Postal Service **National Change of Address (NCOA)** database allows TDS to ensure the most rapid and accurate delivery of notices. This feature allows the new address of respondents that have moved (and filed a notice with the USPS) to be directly printed on the notice form as it is mailed, to eliminate the time delay normally encountered by the mail piece going to the old address, getting a forwarding sticker, and then going to the new address.

Mail returned as undeliverable is tracked and identified as returned mail on the inquiry screen.

All notices contain information required by the California Vehicle Code.

A unique feature of our system is the ability to modify the agency-specific text that is printed on the notice. This allows the City the flexibility of changing the text should policies or procedures change (i.e. hours of operation, etc.).

**4.24 Special Collections and Delinquent Follow-up**

TDS provides two special collection programs to help maximize collection efforts. Our delinquent collections processes have been designed to deliver maximum revenue for our Agencies with minimum possible costs.

While other vendors are offering low percentage collection pricing, they are often collecting earlier in the citation timeline or providing little more than another mailed notice, or both. TDS uses the highest quality of collection service to get consistent high results. More important, we successfully collect more citation revenue before entering special delinquent collections. You get more, you pay less.

TDS offers Cost Recovery options, which add collection fees to accounts. Cost Recovery effectively offsets the normal percentage costs charged by collection agencies, helping your Agency retain most all of your parking fine dollars.

**Innovative Collection Services:** Innovative Collection Services (ICS) has been providing supplemental collection services since 1996. The ICS system is fully integrated with our citation system allowing for easy retrieval of parking citation and collection agency data.

ICS provides a complete solution:

- Option to add penalties to offset administrative costs
- Generating two demand letters at no cost to agency
- Providing monthly and historic reporting
- Interfacing with credit reporting agencies
- Providing a unique toll-free number and a call center
- Experienced staff trained in handling collection matters
- Letters, correspondence, payments, credit holds and call center notes viewable in TDS' ticketPRO Web system.

Incoming new accounts as well as payment and "stop" information transmitted from the citation system are monitored and validated to ensure accuracy.

ICS collects many citations considered otherwise uncollectible. Violators become responsive when a collection agency becomes involved and their credit rating becomes an issue, resulting in payments that normally would remain uncollected.

**4.25 Franchise Tax Board Collections**

Our Franchise Tax Board Interagency Offset Program complies with all requirements set forth by the FTB for the Interagency Offset Program. TDS provides all of the resources necessary so that you don't have to.

For all FTB-qualified citations, TDS:

- Assists Agency with FTB and SWIFT account setup
- Combines all amounts together by registered owner into single accounts
- Retrieves Social Security numbers
- Mails the pre-intercept notice to each registered owner. No multiple notices required.
- Process the mailed payments and enter FTB intercept payments
- Handle all calls from the public.
- The public may also make credit card payments online at [pticket.com](http://pticket.com).

All FTB-qualified accounts that remain unpaid are sent to the FTB to be ready for the submission of State tax returns. The FTB will send all intercepted funds and detailed reports directly to the City. The City must provide a copy of the check and a copy of the detailed reports to TDS immediately so that we can update the system to show the accounts/citations as closed, and to perform an ongoing reconciliation for the City.

TDS notifies the FTB of any interim payments received on our end, so they will close the account on their system.

TDS provides full reporting for FTB notices mailed, payments from notices and collected offset payments from the FTB.

**4.26 Internet, Security and Data Backup**

**Network Infrastructure:** TDS' network and security infrastructure provides secure access to all systems including City access to the TDS hosted applications and public access to [pticket.com](http://pticket.com). Redundant Internet availability is based on a two-way scheme which includes Fiber connection to an MPLS network and dedicated wireless links. Dual firewalls provide redundancy and automatic failover in case of hardware failure and Internet link failover in case of circuit failure. Primary access is provided via local Data Center that offers a reliable and highly-secure Managed Internet service. Critical servers are hosted in the Data Center which provides the following benefits:

- Advanced MPLS WAN via DSL, Fiber, Ethernet & Wireless
- Cutting Edge Infrastructure
- Fully Redundant, Data Grade Power
- Finest Internet Backbone
- Hi-Tech Physical and Network Security
- PCI Compliant, HIPPA, SSAE16
- IDS/IPS/Cloud Firewall/Content Filtering



Our Tustin corporate office also host redundant server and network to enhance availability.

TDS takes every measure and every precaution to ensure that the data is managed and properly protected. We incorporate high-industry standard security with SHA256withRSA data encryption for all our web server and online systems. Our managed firewalls employ Intrusion Detection Service (IDS) and Intrusion Prevention Service (IPS) with hourly updates of new signatures and threats. TDS staff are required to connect via an SSL-Virtual Private Network (VPN) with multi-factor authentication for remote access control and support.



TDS has taken the leap into virtualization. We have reduced our physical server footprint and implemented the latest in the area of optimization. Virtualization provides us with benefits including high-availability and replication. We have also invested into a cutting-edge multi-site SAN technology that provides us with scalable storage; high-performance and site-to-site replication to protect our critical servers and data and ensure a backup that can be as real-time as possible.

**PCI Compliance:** Our [pticket.com](http://pticket.com) e-commerce web site goes through a monthly intrusion detection test to make sure that our firewall and web servers adhere to the Payment Card Industry Data Security Standard (PCI DSS). The site is recertified at least quarterly to guarantee continued PCI compliance. Certification and encryption seals are visible to visitors to ensure their trust and confidence when conducting a payment transaction. As part of the PCI compliance, we also complete an annual questionnaire in order to maintain a valid certification. An active certificate can be made available if requested.



**Security Policy:** TDS has a strict internal policy regarding the security of information. Access to information is confined to a select few individuals strictly on a need-to-know basis. Our technology department staff is provided access to systems on an as needed basis to service the hardware and software and to support our on-going operations.

All access to our systems requires, at a minimum, a unique username and password combination. This access is governed by rules associated with each user's access level within the applications. By policy, usernames and passwords cannot be written down, nor stored in a computer anywhere, and as an added measure all passwords are regularly updated.



**Email Security & Virus Protection:** Since email has become one of the primary methods of communication and collaboration with our clients, TDS feels that email security and protection is as important and as critical as any web or online system. TDS employs a third party solution/service that not only filters out SPAM, Spyware and viruses, but also stores and forwards email in case of failure or network outages. This ensures that emails sent to our clients are SPAM and Virus free.

All systems including PCs, Laptops and servers within our network have managed anti-virus software tools to protect against file, system and email viruses and Spyware. Virus signature and protection policies are managed and updated by a centralized management console with reporting and alerting capabilities.

**Data Backup:** System backups occur daily. Backups are directed to disk as well as tape media. Our backup media are sent from our corporate headquarters to an off-site facility in southern California and a duplicate is sent to our northern California facility in San Jose. Backups are scheduled to run automatically. Backup logs are created and reviewed by our operations staff for exceptions and errors.

**Systems and Network Services:** Our core network services are located in an SSAE16 datacenter facility. This is a highly-secure off-site facility designed to withstand major disasters. Our equipment is housed in a controlled environment providing a complete access lock-down. Furthermore, having redundant power generators, Air Conditioning and Internet backup, guarantees a continuous systems operation, data safety and integrity.



Access policy requires credentials and bio-scan to enter facility, along with another bio-scan to enter the server space. TDS's systems are locked in an unshared space with no external access possible. Video surveillance cameras are available throughout the facility.

**Office Security (Tustin & San Jose):** Our office space facilities are secured at the building level by access cards allowing entrance to only certain individuals outside of normal business hours. Our suites are secured by access cards for all staff allowing entrance to the suite only at permissible hours. An intercom system is used to grant access to vendors and visitors after identification by company staff. Our data center is secured by access cards allowing only certain individuals access. All entries are logged and reviewed on a regular basis. Our suite is also secured by a monitoring service that detects entry and motion within our suite during off hours. Surveillance cameras are throughout the facility with 24 hour recording and monitoring capability so any activity may be reviewed.



**Symantec**

#### 4.27 File Storage

Hard copy citations will be stored for a minimum two (2) years and then shredded. Closed citation records will be stored electronically for a minimum three (3) years. Open citation records will be stored electronically for a minimum five (5) years.

**4.28 Subcontracting**

TDS has contracted with InfoSend, Inc. to print and mail our notices since 2004. We electronically transmit our notice files to them and they duplex and color print, fold, stuff and mail our notices out of their facility with their modern and very rapid equipment multiple times each week. InfoSend helps us mail out over 35,000 letters and notices each week. Their main production facilities are in Anaheim, California and serve many clients including municipalities. They provide a backup facility for printing and mailing. Working with InfoSend allows us to take advantage of their ability to pre-certify addresses using the USPS NCOA database. Utilizing a vendor that specializes in mailing services increases our compliance with ever-changing postal regulations and ensures our notices get into the mail stream faster and with the most accurate postal bar-coding.

**4.29 Support**

**Staff Support:** TDS provides in-house staff for all aspects of processing parking citations during normal business hours. All key contacts direct phone numbers and emails will be provided to the City's contract administrator and all designated City staff.

User manuals for the citation system are provided during training sessions and clearly identify all steps required to access and use system information.

Initial onsite training at the City is provided for all systems to be used. Additional training is provided to the City as requested throughout the term of the contract.

**Technical Support:** TDS provides City staff with telephone support between 8:00 a.m. and 5:00 p.m. Pacific Standard Time (PST), Monday through Friday, except TDS' holidays. Our staff follows up on client requests to ensure an effective solution is provided in a timely manner. With permission, we can conduct remote support sessions to assist or train users when necessary.

Support via email is also available during normal hours and monitored before and after hours and weekends. TDS provides special customer service and technical support emails which are viewed by primary staff and operations to insure requests are responded to quickly, usually in minutes.

**4.30 Implementation Plan**

The City of Fresno is already a TDS customer for the parking program so there will be no need for conversion or down time of any kind. We will simply continue to provide the very best service to Fresno city staff and residents.

TDS will be able upgrade the City to our ticketPRO magic Mobile devices 2-3 weeks after award of contract. For the new and existing services, TDS will:

- Conduct site surveys and prepare site as necessary for system installation and operation
- Provide all on-site user training, manuals for implementation
- Additional training will be available in person and online as needed at no cost to the City
- Prepare and maintain system documentation
- Implement a fully tested, functional system
- TDS will attend all meetings requested by the City of Riverside, at its own expense.

**An Implementation Timeline Chart is on the following pages:**

ID	Task Name	Duration	Start	Finish	27	3	10	17	24	31
1	TESTING AND IMPLEMENTATION PLAN	11 days	Mon 1/4/16	Mon 1/18/16						
2	Sign Contract	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
3	Planning Meeting	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
4	- Determine possible start date	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
5	- Verify processing requirements	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
6	- Approval of milestones	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
7	- Approval of implementation plan	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
8	Site Preparation	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
9	Determine new citation prefix	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
10	Review citations to be ordered	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
11	Order citations/envelopes (manual)	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
12	Determine equipment being used	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
13	Install / setup communication Software	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
14	Set up User access	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
15	Provide documentation	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
16	Provide User training (Onsite and Web)	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
17	Ready for access to Turbo	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
18	Citation Management Information System	11 days	Mon 1/4/16	Mon 1/18/16		◆	◆	◆	◆	◆
19	Database setup	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
20	Obtain and load table information	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
21	Officer names/badge numbers	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
22	Fine schedule / delinquent fees	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
23	Bounce fee	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
24	Database ready for citations	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
25	Processing	11 days	Mon 1/4/16	Mon 1/18/16		◆	◆	◆	◆	◆
26	Customer Service	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
27	Obtain PO Box	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
28	Obtain 800 number	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
29	Customize processing procedures	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
30	CSR / DE staff training	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
31	Customer Service Ready	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
32	Order Materials	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
33	Obtain deposit stamp	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
34	Obtain deposit slips	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆
35	Materials ready for processing	0 days	Mon 1/4/16	Mon 1/4/16		◆	◆	◆	◆	◆

Submitted to the City of Fresno Tue 12/01/2015  
 Project: Fresno Implementation Plan  
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ID	Task Name	Duration	Start	Finish		27	3	10	17	24	31
36	<b>ticketPRO Magic Mobile</b>	11 days	Mon 1/4/16	Mon 1/18/16							
37	Select equipment	1 day	Mon 1/4/16	Mon 1/4/16							
38	Order selected equipment	5 days	Tue 1/5/16	Mon 1/11/16							
39	Setup/Configure TPM Software	0 days	Mon 1/4/16	Mon 1/4/16							
40	Setup Configure Mobile Devices/Printers	3 days	Tue 1/12/16	Thu 1/14/16							
41	Deliver/Train ticketPRO magic Solution	1 day	Mon 1/18/16	Mon 1/18/16							
42	ticketPRO magic ready to go	0 days	Mon 1/18/16	Mon 1/18/16							
43	<b>Handheld ticket integration</b>	10 days	Mon 1/4/16	Fri 1/15/16							
44	Order Handheld citations/envelopes	10 days	Mon 1/4/16	Fri 1/15/16							
45	Obtain Officer and Bail Schedule	0 days	Mon 1/4/16	Mon 1/4/16							
46	Obtain Location and Meter Listings	0 days	Mon 1/4/16	Mon 1/4/16							
47	Set up transfer of files	0 days	Mon 1/4/16	Mon 1/4/16							
48	Create job for loading citations	0 days	Mon 1/4/16	Mon 1/4/16							
49	Create job for Habitual Offender file	0 days	Mon 1/4/16	Mon 1/4/16							
50	HHLD ticket processing ready	0 days	Mon 1/4/16	Mon 1/4/16							
51	<b>DMV processing</b>	0 days	Mon 1/4/16	Mon 1/4/16							
52	Court Code access	0 days	Mon 1/4/16	Mon 1/4/16							
53	Service center tape	0 days	Mon 1/4/16	Mon 1/4/16							
54	Ready for DMV processing	0 days	Mon 1/4/16	Mon 1/4/16							
55	<b>Operations processing</b>	0 days	Mon 1/4/16	Mon 1/4/16							
56	Customize notice text	0 days	Mon 1/4/16	Mon 1/4/16							
57	Set up standard/customized reports	0 days	Mon 1/4/16	Mon 1/4/16							
58	Set up Jobs	0 days	Mon 1/4/16	Mon 1/4/16							
59	<b>Set up ReportNet</b>	0 days	Mon 1/4/16	Mon 1/4/16							
60	Set up customer access	0 days	Mon 1/4/16	Mon 1/4/16							
61	Train customer	0 days	Mon 1/4/16	Mon 1/4/16							
62	Operations ready for processing	0 days	Mon 1/4/16	Mon 1/4/16							
63	<b>Adjudication processing</b>	0 days	Mon 1/4/16	Mon 1/4/16							
64	Set up controls	0 days	Mon 1/4/16	Mon 1/4/16							
65	Set up jobs	0 days	Mon 1/4/16	Mon 1/4/16							
66	Adjudication ready for processing	0 days	Mon 1/4/16	Mon 1/4/16							
67	<b>IVR setup</b>	0 days	Mon 1/4/16	Mon 1/4/16							
68	Create recordings	0 days	Mon 1/4/16	Mon 1/4/16							
69	Add agency information	0 days	Mon 1/4/16	Mon 1/4/16							
70	IVR ready to go	0 days	Mon 1/4/16	Mon 1/4/16							
71	<b>Picket setup</b>	0 days	Mon 1/4/16	Mon 1/4/16							
72	Information pages	0 days	Mon 1/4/16	Mon 1/4/16							

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ID	Task Name	Duration	Start	Finish	27	3	10	17	24	31
73	Agency setup	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
74	Test Picket	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
75	Picket ready to go	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
76	Credit card setup	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
77	IVR credit card setup	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
78	Order merchant account	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
79	Setup payment access	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
80	Test payments through IVR	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
81	IVR credit cards ready to go	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
82	Picket credit card setup	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
83	Order merchant account	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
84	Setup payment access	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
85	Test payments through Picket	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
86	Picket credit cards ready to go	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
87	Cutoff of old processing	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
88	Ready for Processing	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
89	Special collections / Franchise Tax Board	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
90	Determine special collections criteria	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
91	Set up special collections process	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
92	Set up special collections letters	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
93	Reporting of special collections	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
94	Approval of special collections processes	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
95	Conversion of data	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
96	Conversion planning meeting	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
97	Determine handling of old data	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
98	Create test data	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
99	Obtain code information / file formats	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
100	Develop conversion program	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
101	Conversion testing	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
102	DB conversion prog. complete	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
103	Create data media	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
104	Load converted data	0 days	Mon 1/4/16	Mon 1/4/16		1/4				
105	Conversion complete	0 days	Mon 1/4/16	Mon 1/4/16		1/4				


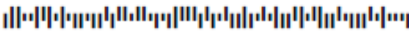






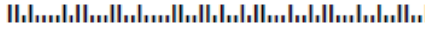
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**THE LISTED SAMPLE NOTICES AND FORMS ARE ON THE FOLLOWING PAGES:**

- Reminder Notice (Notice of Delinquent Parking)
- Reminder Notice (Reverse Side)
- Drive Away Notice
- NSF Letter
- Correspondence Letter
- Initial Review Letter
- Back of Initial Review Letter
- Denial of Initial Review
- Hearing Schedule Letter
- Hearing Result Letter
- Hearing Refund Letter
- Refund Report
- Delinquent Collection Letter (ICS)
- Franchise Tax Board Pre-Intercept
- Revenue Analysis Report
- Daily Shift Summary
- Multiple Citation Detail (Scofflaw)
- Allocation of Parking Penalties
- Administrative Adjudication Summary

**Reminder Notice (Notice of Delinquent Parking):** Reminder Notices are two-color laser printed and come with a return envelope for payment. A QR-Code can be scanned on the notice and take the violator directly to the pay screen for their specific citation(s).

<b>CITY OF RIVERSIDE</b> P O BOX 467 TUSTIN CA 92781-0467 		<b>PARKING VIOLATION REMINDER NOTICE</b> AND INTENTION TO NOTIFY DEPARTMENT OF MOTOR VEHICLES																						
TUR1205B AUTO SCH 3-DIGIT 923 7000000959 01.0005.0174 959/1  WACKERMAN PATRICIA MARIE 6948 ELMWOOD RD SAN BERNARDINO CA 92404-6366		<b>NOTICE SUMMARY</b> Notice Date: 12/06/2012 Total Amount Due Now: \$41.00 Amount due if paid AFTER 12/20/2012 : \$96.00 Citation Number: 20016228																						
<b>PAYMENT INSTRUCTIONS</b> TO PAY BY CREDIT CARD: • Pay online: <a href="http://www.pticket.com/riverside">www.pticket.com/riverside</a> • Pay by phone: (800) 418-4110, enter 7483 • There is a \$3.00 processing fee per citation    		TO PAY BY MAIL: 1. Send check or money order. NO CASH. (US funds only) 2. Print citation number(s) on your payment 3. To insure proper credit, return the bottom portion of this notice with your payment 4. Make payable to: CITY OF RIVERSIDE PLEASE SEE REVERSE SIDE FOR ADDITIONAL OPTIONS.																						
<b>NOTICE DETAIL</b> <table border="1"> <thead> <tr> <th>Citation #</th> <th>Location</th> <th>Date / Time</th> <th>Code Sections Violated</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>20016228</td> <td>FAIRMOUNT PARK</td> <td>11/19/2012 20:21</td> <td>9.08.110 RMC PARKS CLOSED</td> <td>41.00</td> </tr> </tbody> </table> PHOTO(S) ON FILE 		Citation #	Location	Date / Time	Code Sections Violated	Amount	20016228	FAIRMOUNT PARK	11/19/2012 20:21	9.08.110 RMC PARKS CLOSED	41.00	Total Amount Due Now: \$41.00 Amount due if paid AFTER 12/20/2012 : \$96.00												
Citation #	Location	Date / Time	Code Sections Violated	Amount																				
20016228	FAIRMOUNT PARK	11/19/2012 20:21	9.08.110 RMC PARKS CLOSED	41.00																				
RETAIN THIS PORTION FOR YOUR RECORDS PLEASE RETURN THIS PORTION WITH YOUR PAYMENT - USE THE ENCLOSED ENVELOPE																								
<table border="1"> <thead> <tr> <th>Citation #</th> <th>Date / Time</th> <th>Code Sections Violated</th> <th>Amount</th> <th>License</th> <th>State</th> <th>Exp.</th> <th>VIN</th> <th>Make</th> <th>Color</th> </tr> </thead> <tbody> <tr> <td>20016228</td> <td>11/19/2012 20:21</td> <td>9.08.110 RMC PARKS CLOSED</td> <td>\$41.00</td> <td>6TUZ948</td> <td>CA</td> <td>04/13</td> <td>4B3AG4</td> <td>DOD</td> <td>WHT</td> </tr> </tbody> </table>					Citation #	Date / Time	Code Sections Violated	Amount	License	State	Exp.	VIN	Make	Color	20016228	11/19/2012 20:21	9.08.110 RMC PARKS CLOSED	\$41.00	6TUZ948	CA	04/13	4B3AG4	DOD	WHT
Citation #	Date / Time	Code Sections Violated	Amount	License	State	Exp.	VIN	Make	Color															
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Notice Date: 12/06/2012 Total Amount Due Now: \$41.00 Amount due if paid AFTER 12/20/2012 : \$96.00 																								
WACKERMAN PATRICIA MARIE 6948 ELMWOOD RD SAN BERNARDINO CA 92404-6366																								
CITY OF RIVERSIDE P O BOX 3808 TUSTIN CA 92781-3808 																								

PROPRIETARY & CONFIDENTIAL

**Reminder Notice (Reverse Side):** The majority of our notices are printed on both sides to provide more information, including change of ownership and correctable violation signoff. The top half is for custom text specific for your agency.

**Additional Options:**

Our records show that a parking citation was issued to the vehicle listed. One of the following must be done within 21 calendar days of issuance to avoid the withholding of your vehicle registration and increased penalties. You may:

- 1) Pay the amount due (NO CASH, please include citation number on check), or
- 2) Request an Initial Review by sending a letter including the reason you believe the citation was issued in error, a copy of the citation, and copies of all applicable documentation (these will not be returned).

Initial review procedures and requirements are defined by California Vehicle Code Section 40215(a).

Failure to respond will result in the loss of your right to appeal.

If you have paid the citation(s) listed on the notice form, call the number provided to verify that the payment has been received.

Customer service hours are 8:00 am to 5:00 pm, Monday through Friday.

For more information about your citation:

[www.pticket.com/riverside](http://www.pticket.com/riverside)

(800) 418-4110, enter 7483 when prompted for the city or agency.

If you have sold this vehicle or do not own this vehicle please fill out and return the Affidavit of Nonliability shown below.

If you have 5 or more outstanding citations your vehicle may be booted or towed and impounded.

**Affidavit of Nonliability (For Sold, Leased or Rented Vehicles)**

You are charged with the violation(s) on the front of this notice. If you did not own the vehicle on the date indicated, please complete this Affidavit and return it in the enclosed envelope. CVC 40208

If all the information in the Affidavit of Nonliability is completed and returned, verification will be obtained from the DMV, for California vehicles, to ensure that the registered owner has complied with CVC Section 5602 (i.e. submitted a valid Release of Liability to the DMV). If subsequent verification is received from the DMV, the registered owner listed on this notice will be relieved of liability.

The Release of Liability form to comply with Section 5602 can be found at: <http://www.dmv.ca.gov/forms/reg/reg138.pdf> or, alternatively, the Release of Liability information may be submitted online at: <http://www.dmv.ca.gov/online/nrl/welcome.htm>

**THIS AFFIDAVIT WILL BE DISREGARDED UNLESS ALL THE INFORMATION BELOW IS COMPLETED, DATED, AND SIGNED.**

I hereby declare that the vehicle bearing the license number on the front of this notice was not owned by me on the violation date(s). The vehicle was (check only one):

- ☐ 1) **Sold to someone else.** You must provide evidence of a bona fide sale or transfer (a copy of the Bill of Sale or Release of Liability filed with the DMV which includes the name and address of the purchaser and the date of sale) with this Affidavit. CVC 40210
- ☐ 2) **Not yet purchased by me.** You must provide evidence of a bona fide sale or transfer (a copy of the Bill of Sale or Release of Liability filed with the DMV which includes the name and address of the seller and the date of sale) with this Affidavit. CVC 40210
- ☐ 3) **Leased / Rented to someone else.** Proof of a written lease or rental agreement, which includes the name, address, and driver's license number of the person to whom the vehicle was leased or rented, must be submitted within 30 days of the date of this notice. CVC 40209
- ☐ 4) **Described incorrectly.** You must enclose a copy of the registration to prove this statement.

NAME AND ADDRESS OF RESPONSIBLE PARTY (PLEASE PRINT):

NAME \_\_\_\_\_

STREET \_\_\_\_\_

CITY/STATE/ZIP \_\_\_\_\_

Date of sale, purchase, lease or rental \_\_\_\_\_ Citation# 20016228 License 6TUZ948


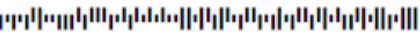







**I DECLARE UNDER PENALTY OF PERJURY THAT THE FOREGOING IS TRUE AND CORRECT.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

SECTION VIOLATED	CERTIFICATE OF CORRECTION		DATE
	AUTHORIZED SIGNATURE/INITIALS	BADGE NO. AGENCY	

**PROPRIETARY & CONFIDENTIAL**


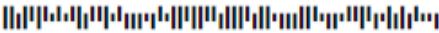







**Drive Away Notice:** When notified, TDS will mail this two-sided notice within 15 days of issuance. Text on the back includes details of CVC 40202D. Officers using ticketPRO Mobile devices can mark a citation as a drive away to automatically notify TDS.

<b>CITY OF CULVER CITY</b> P O BOX 487 TUSTIN CA 92781-0487 		<b>NOTICE OF PARKING VIOLATION</b> (DRIVE AWAY)													
TUR1202A SCH 3-DIGIT 902 7000008162 01.0034.0225 8162/1 		<b>NOTICE SUMMARY</b>													
HWANG SIN HYUN HONDA LEASE TRST LSR OR RHEE KUN DO LSE 6220 CANTERBURY DR 202 CULVER CITY CA 90230-7917		Notice Date: 12/03/2013 Total Amount Due Now: \$80.00 Citation Number: 77003669													
		<table border="1"> <tr> <th>License</th> <th>State</th> <th>Exp.</th> <th>VIN</th> <th>Make</th> <th>Color</th> </tr> <tr> <td>7CQT721</td> <td>CA</td> <td>07/14</td> <td>1HGCR2F75DA230542</td> <td>HON</td> <td>WHT</td> </tr> </table>		License	State	Exp.	VIN	Make	Color	7CQT721	CA	07/14	1HGCR2F75DA230542	HON	WHT
License	State	Exp.	VIN	Make	Color										
7CQT721	CA	07/14	1HGCR2F75DA230542	HON	WHT										
<b>PAYMENT INSTRUCTIONS</b>															
TO PAY BY CREDIT CARD: • Pay online: <a href="http://www.pticket.com/culvercity">www.pticket.com/culvercity</a> • Pay by phone: (888) 788-2755, enter 2858 • There is a \$3.00 processing fee per citation		TO PAY BY MAIL: 1. Send check or money order. NO CASH. (US funds only) 2. Print citation number(s) on your payment 3. To insure proper credit, return the bottom portion of this notice with your payment 4. Make payable to: CITY OF CULVER CITY													
															
  															
PLEASE SEE REVERSE SIDE FOR ADDITIONAL OPTIONS.															
<b>NOTICE DETAIL</b>															
Citation #	Location	Date / Time	Code Sections Violated	Amount											
77003669	5801 SAWTELLE BL	11/26/2013 08:38	7.01.240 A CCMC RED CURB	80.00											
 PHOTO(S) ON FILE				Total Amount Due Now: \$80.00											
RETAIN THIS PORTION FOR YOUR RECORDS															
PLEASE RETURN THIS PORTION WITH YOUR PAYMENT - USE THE ENCLOSED ENVELOPE															
DW															
Citation #	Date / Time	Code Sections Violated	Amount	License	State	Exp.	VIN	Make	Color						
77003669	11/26/2013 08:38	7.01.240 A CCMC RED CURB	\$80.00	7CQT721	CA	07/14	1HGCR2	HON	WHT						
Notice Date: 12/03/2013 Total Amount Due Now: \$80.00															
HWANG SIN HYUN HONDA LEASE TRST LSR OR RHEE KUN DO LSE 6220 CANTERBURY DR 202 CULVER CITY CA 90230-7917					CITY OF CULVER CITY P O BOX 4088 TUSTIN CA 92781-4088 										

**PROPRIETARY & CONFIDENTIAL**








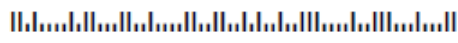


**NSF Letter:** When a citation is reopened for insufficient funds, a new notice is generated for the amount due plus NSF fees.

<b>CITY OF SAN CLEMENTE</b> P O BOX 487 TUSTIN CA 92781-0467 		<h2 style="text-align: center;">PARKING VIOLATION REMINDER NOTICE</h2> <p style="text-align: center;">AND INTENTION TO NOTIFY DEPARTMENT OF MOTOR VEHICLES</p>													
<b>NOTICE SUMMARY</b> Notice Date: 10/01/2013 Total Amount Due Now: \$91.00 Citation Number: SC428858		TUR0990A SCH 3-DIGIT 926 7000008974 01.0035.0062 8974/1 													
DALY MICHAEL C 120 CRISTIANITOS RD UNIT 12214 SAN CLEMENTE CA 92673-6989 		<table border="1"> <tr> <th>License</th> <th>State</th> <th>Exp.</th> <th>VIN</th> <th>Make</th> <th>Color</th> </tr> <tr> <td>6ZEN715</td> <td>CA</td> <td>04/13</td> <td>JA3AJ26E13U100913</td> <td>MIT</td> <td>BLU</td> </tr> </table>		License	State	Exp.	VIN	Make	Color	6ZEN715	CA	04/13	JA3AJ26E13U100913	MIT	BLU
License	State	Exp.	VIN	Make	Color										
6ZEN715	CA	04/13	JA3AJ26E13U100913	MIT	BLU										
<b>PAYMENT INSTRUCTIONS</b>															
TO PAY BY CREDIT CARD: • Pay online: <a href="http://www.pticket.com/sanclemente">www.pticket.com/sanclemente</a> • Pay by phone: (800) 553-4412, enter 7262 • There is a \$3.00 processing fee per citation 		TO PAY BY MAIL: 1. Send check or money order. NO CASH. (US funds only) 2. Print citation number(s) on your payment 3. To insure proper credit, return the bottom portion of this notice with your payment 4. Make payable to: <b>CITY OF SAN CLEMENTE</b>													
  		PLEASE SEE REVERSE SIDE FOR ADDITIONAL OPTIONS.													
<b>NOTICE DETAIL</b>															
Citation #	Location	Date / Time	Code Sections Violated	Amount											
SC428858	301 N CL SEVILLE	07/15/2013 03:00	4000 (A)(1) CVC EXPIRED REGISTRATION	76.00											
			RETURNED CHECK: REMIT CASHIER'S CHECK / MONEY ORDER	15.00											
<b>Total Amount Due Now:</b>				<b>\$91.00</b>											
RETAIN THIS PORTION FOR YOUR RECORDS PLEASE RETURN THIS PORTION WITH YOUR PAYMENT - USE THE ENCLOSED ENVELOPE															
RN															
Citation #	Date / Time	Code Sections Violated	Amount	License	State	Exp.	VIN	Make	Color						
SC428858	07/15/2013 03:00	4000 (A)(1) CVC EXPIRED REGISTRATION	\$76.00	6ZEN715	CA	04/13	JA3AJ26	MIT	BLU						
		RETURNED CHECK: REMIT CASHIER'S CHECK / MONEY ORDER	\$15.00												
<b>Notice Date:</b> 10/01/2013 <b>Total Amount Due Now:</b> \$91.00															
DALY MICHAEL C 120 CRISTIANITOS RD UNIT 12214 SAN CLEMENTE CA 92673-6989				CITY OF SAN CLEMENTE P O BOX 2081 TUSTIN CA 92781-2081 											

**PROPRIETARY & CONFIDENTIAL**

**Correspondence Letters:** TDS has over 100 letters to communicate or request more information from the public. The sample shown is for Notice of Correction.

<b>CITY OF LANCASTER</b> P O BOX 467 TUSTIN CA 92781-0467		<b>PARKING SERVICES CORRESPONDENCE</b>														
		<table border="1"> <tr> <th>License</th> <th>State</th> <th>Exp.</th> <th>VIN</th> <th>Make</th> <th>Color</th> </tr> <tr> <td>4MCB602</td> <td>CA</td> <td>05/11</td> <td>JH4DC2390YS001355</td> <td>ACU</td> <td>BLK</td> </tr> </table>		License	State	Exp.	VIN	Make	Color	4MCB602	CA	05/11	JH4DC2390YS001355	ACU	BLK	
License	State	Exp.	VIN	Make	Color											
4MCB602	CA	05/11	JH4DC2390YS001355	ACU	BLK											
TUR0411A AUTO 3-DIGIT 935 7000011215 01.0041.0334 11215/1 		Mailing Date: 04/12/2011 Citation Number: 23003960 Total Amount Due Now: \$34.00 Amount due if paid AFTER 04/26/2011 : \$63.00														
 JIMENEZ HECTOR 45403 17TH ST W LANCASTER CA 93534-5317																
<b>Citation #</b>	<b>Location</b>	<b>Date / Time</b>	<b>Code Sections Violated</b>	<b>Amount</b>												
23003960	45403 W 17TH ST WEST	01/10/2011 08:23	10.20.030 LMC PK G ST POSTED FOR ST SWEEPING	34.00												
California Vehicle Code Section 40202 states that if the issuing officer determines that there is incorrect data on the parking violation notice, the necessary correction shall be made and a copy of the correction shall be mailed to the registered owner of the vehicle. This notice of correction does not affect the validity of this citation or change any of the delinquent or adjudication due dates.																
The information indicated below has been changed, and this is your notification of the correction: Original license plate: 4MBC602 Corrected license plate: 4MCB602																
<b>PAYMENT INSTRUCTIONS</b>																
TO PAY BY CREDIT CARD: • Pay online: <a href="http://www.pticket.com/lancaster">www.pticket.com/lancaster</a> • Pay by phone: (888) 372-2040, enter 5262 • There is a \$3.00 processing fee per citation		TO PAY BY MAIL: 1. Send check or money order. NO CASH. (US funds only) 2. Print citation number(s) on your payment 3. To insure proper credit, return the bottom portion of this notice with your payment 4. Make payable to: CITY OF LANCASTER														
  																
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License	State	Exp.	VIN	Make	Color											
4MCB602	CA	05/11	JH4DC2	ACU	BLK											
23003960	01/10/2011 08:23	10.20.030 LMC PK G ST POSTED FOR ST SWEEPING	\$34.00													
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JIMENEZ HECTOR 45403 17TH ST W LANCASTER CA 93534-5317		CITY OF LANCASTER P O BOX 3540 TUSTIN CA 92781-3540 														

**PROPRIETARY & CONFIDENTIAL**


**Initial Review Result Letter:** A specific reason code is selected by the agency from a liable code list. The codes are exclusive and customizable for your agency. The citizen may select a hearing option and mail with their payment in the included return envelope.

<p><b>CSUN</b> P O BOX 2081 TUSTIN CA 92781-2081</p>  <p>TUR0923A AUTO SCH 3-DIGIT 913 7000004898 01.0022.0292 4898/1</p>  <p>MUNOZ DOMINIQUE C 18411 PLUMMER ST APT 25 NORTHRIDGE CA 91325-2171</p>	<p><b>RESULT OF INITIAL REVIEW AND NOTICE OF ILLEGAL PARKING</b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th>License</th> <th>State</th> <th>Exp.</th> <th>VIN</th> <th>Make</th> <th>Color</th> </tr> <tr> <td>5FPS977</td> <td>CA</td> <td>12/13</td> <td>WBAET37453NJ26852</td> <td>BMW</td> <td>GRY</td> </tr> </table> <p>Mailing Date: 09/24/2013 Citation Number: 04130344 Total Amount Due Now: \$25.00 Amount due if paid AFTER 10/15/2013 : \$59.00</p> <p>Hearing Request Due By: 10/15/2013</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th>Citation #</th> <th>Location</th> <th>Date / Time</th> <th>Code Sections Violated</th> <th>Amount</th> </tr> <tr> <td>04130344</td> <td>LOT B3</td> <td>07/19/2013 15:37</td> <td>21113(A)CVC-300 DISABLED ZONE</td> <td>25.00</td> </tr> </table> <p><b>Result:</b> We have received the information you submitted to contest the above citation. After careful review we have determined that the citation is valid. A valid disabled placard was not properly displayed. Proof of a valid disabled placard has been submitted. An administrative fee is charged to process cancellation of the citation.</p> <p><b>To Request a Hearing:</b> Return this letter with deposit of the ORIGINAL FINE AMOUNT, including late fees if applicable, within 21 calendar days of the mailing of this letter. Please indicate whether you prefer a hearing by mail (provide written declaration on the back of this form) or in person. If you request a hearing in person, a hearing date and time will be mailed to you. Determination of an inability to pay is governed by California Vehicle Code Section 40215(b) and may allow a waiver of the deposit of the amount due, provided the issuing agency is in possession of sufficient proof and has granted a variance. <b>NO HEARING WILL BE SCHEDULED (WRITTEN OR IN PERSON) IF THE CORRECT PENALTY AMOUNT DOES NOT ACCOMPANY THIS REQUEST.</b></p>	License	State	Exp.	VIN	Make	Color	5FPS977	CA	12/13	WBAET37453NJ26852	BMW	GRY	Citation #	Location	Date / Time	Code Sections Violated	Amount	04130344	LOT B3	07/19/2013 15:37	21113(A)CVC-300 DISABLED ZONE	25.00
License	State	Exp.	VIN	Make	Color																		
5FPS977	CA	12/13	WBAET37453NJ26852	BMW	GRY																		
Citation #	Location	Date / Time	Code Sections Violated	Amount																			
04130344	LOT B3	07/19/2013 15:37	21113(A)CVC-300 DISABLED ZONE	25.00																			

**PAYMENT INSTRUCTIONS**

<p><b>TO PAY BY CREDIT CARD:</b></p> <ul style="list-style-type: none"> <li>Pay online: <a href="http://www.pticket.com/csun">www.pticket.com/csun</a></li> <li>There is a \$3.95 processing fee per citation</li> </ul> 	<p><b>TO PAY BY MAIL:</b></p> <ol style="list-style-type: none"> <li>Send check or money order. NO CASH. (US funds only)</li> <li>Print citation number(s) on your payment</li> <li>To insure proper credit, return the bottom portion of this notice with your payment</li> <li>Make payable to: <b>CSUN</b></li> </ol>
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Citation #	Date / Time	Code Sections Violated	Amount	License	State	Exp.	VIN	Make	Color
04130344	07/19/2013 15:37	21113(A)CVC-300 DISABLED ZONE	\$25.00	5FPS977	CA	12/13	WBAET3	BMW	GRY

**FOR MORE INFORMATION:**  
(800) 553-4412 or [www.pticket.com/csun](http://www.pticket.com/csun)

Please provide a phone number where you can be reached if requesting a hearing: \_\_\_\_\_

**Please select one of the following:**

\_\_\_\_ (09) Hearing in person

\_\_\_\_ (99) Hearing in writing (see reverse)

\_\_\_\_ (00) No hearing requested



ADJUDICATION PROCESSING DEPT  
CSUN  
P O BOX 2081  
TUSTIN CA 92781-2081


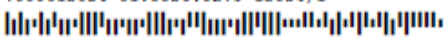








[1/1]

**PROPRIETARY & CONFIDENTIAL**



**Denial of Initial Review:** Citizens who contest after the allotted time per CVC 40215 receive this letter.

CITY OF LANCASTER P O BOX 3540 TUSTIN CA 92781-3540		<b>DENIAL OF INITIAL REVIEW</b>																	
		<table border="1"> <thead> <tr> <th>License</th> <th>State</th> <th>Exp.</th> <th>VIN</th> <th>Make</th> <th>Color</th> </tr> </thead> <tbody> <tr> <td>1LF2885</td> <td>CA</td> <td>10/11</td> <td>4X4FSXP307C019826</td> <td>UNK</td> <td>WHT</td> </tr> </tbody> </table>						License	State	Exp.	VIN	Make	Color	1LF2885	CA	10/11	4X4FSXP307C019826	UNK	WHT
License	State	Exp.	VIN	Make	Color														
1LF2885	CA	10/11	4X4FSXP307C019826	UNK	WHT														
TUR1101B AUTO 3-DIGIT 935 7000013034 01.0050.0279 13034/1 		Mailing Date: 11/02/2010 Citation Number: 23000679 Total Amount Due Now: \$120.50																	
 DOCKER ROY DALE/ MARTINDOCKER LISA ANN 44529 BUENA VISTA WAY LANCASTER CA 93536-8382																			
Citation #	Location	Date / Time	Code Sections Violated			Amount													
23000679	44529 W BUENA VISTA ST	09/01/2010 08:49	22500 (E) CVC PARKING/BLOCKING A DRIVEWAY			120.50													
<b>Result:</b> You have requested an Initial Review of the above citation. The California Vehicle Code defines the length of time allowed for requesting an initial review. Your request was received late and has therefore been denied. You must now pay the amount due indicated above to avoid the withholding of your vehicle registration and increased penalties.																			
PAYMENT INSTRUCTIONS																			
TO PAY BY CREDIT CARD: • Pay online: <a href="http://www.pticket.com/lancaster">www.pticket.com/lancaster</a> • Pay by phone: (888) 372-2040, enter 5262 • There is a \$3.00 processing fee per citation			TO PAY BY MAIL: 1. Send check or money order. NO CASH. (US funds only) 2. Print citation number(s) on your payment 3. To insure proper credit, return the bottom portion of this notice with your payment 4. Make payable to: <b>CITY OF LANCASTER</b>																
  																			
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23000679	09/01/2010 08:49	22500 (E) CVC PARKING/BLOCKING A DRIVEWAY			\$120.50														
						Mailing Date: 11/02/2010 Total Amount Due Now: \$120.50													
																			
						ADJUDICATION PROCESSING DEPT CITY OF LANCASTER P O BOX 3540 TUSTIN CA 92781-3540 													

**PROPRIETARY & CONFIDENTIAL**



**Hearing Schedule Letter:** Includes custom text for location and directions. Letters are mailed 3-5 weeks prior to the hearing date.

**LAS VIRGENES PARKING ADMIN**

P O BOX 2081  
TUSTIN CA 92781-2081

**NOTICE OF  
ADMINISTRATIVE HEARING**

License	St	Exp	VIN	Make	Color
6SCB856	CA	04/14	8126	HOND	GRY

BARNETT LARRY C  
5736 LAS VIRGENES APT 211  
CALABASAS CA 91302

Mailing Date: **11/29/2013**  
Citation Number: **CB111613**

Citation #	Location	Date/Time	Code Sections Violated
CB111613	5736 LAS VIRGENES	08/24/2013 07:00	22507.8 (A) CVC PKG IN HANDICAPPED SPACE

You are hereby notified of your hearing date to contest the parking citation described above. If you do not appear ON TIME to your scheduled hearing, your deposit will be forfeited and applied to your citation.

If you have not previously rescheduled, you may change the date of your hearing by calling (800) 553-4412 no later than 12/30/2013. Requests to be rescheduled received after this date will not be accepted.

**HEARING INFORMATION:**

Date	Time	Location
MONDAY, JANUARY 6, 2014	8:15 AM	Calabasas City Hall 100 Civic Center Way Calabasas CA, 91302

**DIRECTIONS:**

From Hwy 101 north, exit Parkway Calabasas exit, left onto Ventura Blvd., first left onto Parkway Calabasas, left onto Park Sorrento, Civic Ctr is on the right. From 101 south, exit Parkway Calabasas, left onto Calabasas Rd right onto Parkway Calabasas left to Park Sorrento, Civic Ctr on right.

**IMPORTANT:**

You may bring any witnesses, records, or documents with you that are applicable to your case.




Any interpreters needed, including sign language, must be provided by the contestant.

Any additional documents relating to the appeal of your citation must be submitted at the time of your hearing. No extensions will be granted to submit further documentation. Documentation will not be returned.

Results of the hearing will be mailed to you at the above address. Please bring this letter with you to your hearing.



**PROPRIETARY & CONFIDENTIAL**

**Hearing Result Letter:** Per CVC 40215(b), a specific reason code is provided by the hearing examiner and the description is on the letter. The letter also includes steps for civil appeal, including presiding court location and phone.

CITY OF HUNTINGTON BEACH P O BOX 3646 TUSTIN CA 92781-3646		<b>RESULT OF ADMINISTRATIVE HEARING</b>													
  TUR1028A AUTO 3-DIGIT 951 7000015161 01.0053.0371 15161/1   CALDERON TERESA 6134 UTE CT SAN JOSE CA 95123-4754		<table border="1"> <thead> <tr> <th>License</th> <th>State</th> <th>Exp.</th> <th>VIN</th> <th>Make</th> <th>Color</th> </tr> </thead> <tbody> <tr> <td>4XMY726</td> <td>CA</td> <td>06/14</td> <td>4T3ZF13C22U473964</td> <td>TOY</td> <td>SIL</td> </tr> </tbody> </table> Mailing Date: 10/29/2013 Citation Number: 38000583  Deposit Amount: \$44.00		License	State	Exp.	VIN	Make	Color	4XMY726	CA	06/14	4T3ZF13C22U473964	TOY	SIL
License	State	Exp.	VIN	Make	Color										
4XMY726	CA	06/14	4T3ZF13C22U473964	TOY	SIL										
Hearing Date: IN WRITING															
Citation #	Location	Date / Time	Code Sections Violated	Amount											
38000583	8092 FORELLE DR	07/17/2013 12:31	10.40.050(D)HBM STREET SWEEPING	0.00											
<p><b>Result:</b>            At the Administrative Hearing conducted on the date listed above, the Hearing Officer reviewed the information you submitted and has found the citation to be valid for the reason listed below. The deposit amount indicated above has been applied to your citation. No further action is required unless an amount due now is indicated above.  <b>Street sweeping signs were posted correctly. The citation was issued per ordinance.</b></p> <p>You may continue this matter by filing a civil appeal at the court in the jurisdiction in which the citation was issued. This appeal must be filed within 30 days of the date of this notice. A filing fee will be required by the court.</p> <p>Central Justice Center, County of Orange, 700 Civic Center Dr West, Santa Ana CA 92701, Tel:(657) 622-6878.  <b>LAST DATE TO FILE A CIVIL APPEAL: 11/28/2013</b></p>															

**PROPRIETARY & CONFIDENTIAL**

**Hearing Result Letter with Refund:** For dismissed citations requiring refund, the letter will be mailed to the agency to process and mail the refund. Letters will be accompanied with a Refund Report (shown below).

<b>CITY OF BREA</b> P O BOX 2081 TUSTIN CA 92781-2081		<b>RESULT OF ADMINISTRATIVE HEARING</b>													
		<table border="1"> <tr> <th>License</th> <th>State</th> <th>Exp.</th> <th>VIN</th> <th>Make</th> <th>Color</th> </tr> <tr> <td>4ASR024</td> <td>CA</td> <td>03/11</td> <td>1G3WS52K1WF323415</td> <td>OLD</td> <td>BLK</td> </tr> </table>		License	State	Exp.	VIN	Make	Color	4ASR024	CA	03/11	1G3WS52K1WF323415	OLD	BLK
License	State	Exp.	VIN	Make	Color										
4ASR024	CA	03/11	1G3WS52K1WF323415	OLD	BLK										
TU70811A 4000000009 9/1		Mailing Date: <b>08/12/2010</b> Citation Number: <b>11002086</b>													
 ADHVARYU UDAY NANUBHAI 1027 ORANGEWOOD DR BREA CA 92821-2517		Refund Amount: <b>\$15.00</b>													
Hearing Date: WEDNESDAY, AUGUST 4, 2010															
Citation #	Location	Date / Time	Code Sections Violated	Amount											
11002086	1027 ORANGEWOOD	05/03/2010 13:14	22507.6 CVC STREET SWEEPING	0.00											
<b>Result:</b> At the Administrative Hearing conducted on the date listed above, the Hearing Officer reviewed the information you submitted and has found you not liable.															


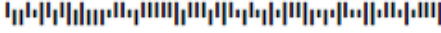







### PROPRIETARY & CONFIDENTIAL

**Hearing Refund Report:** Sent to agency with letters to process refund checks.

DATE: 06/28/2010		PARKING CITATION COLLECTION SYSTEM MANHATTAN BEACH PROCESSING CTR		PAGE: 1		
HEARING REFUND REPORT						
42201.6(a) A deposit of bail received with respect to an infraction violation of this code, or any local ordinance adopted pursuant to this code, including, but not limited to, a violation involving the standing or parking of a vehicle, shall be refunded by the agency which issued the notice of violation or the court within 30 days of a cancellation, dismissal, or finding of not guilty of the offense charged.						
CITATION	ISSUE DATE	RFND DATE	ENTRD DATE	STATUS	REFUND	PMT RCVD
-----	-----	-----	-----	-----	-----	-----
40042515	01/22/2010	06/24/2010	06/24/2010	HN	\$45.00	04/30/2010
40058750	03/05/2010	06/24/2010	06/24/2010	HN	\$45.00	04/21/2010
40056385	03/04/2010	06/24/2010	06/24/2010	HN	\$45.00	04/16/2010
GRAND TOTAL:		3	\$135.00			







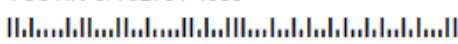
### PROPRIETARY & CONFIDENTIAL

**Delinquent Collection Letter (ICS):** TDS will mail two letters and then, if not paid, report any unpaid fines to a credit bureau to attach to an individuals credit. This provides an ongoing incentive for citizens to pay.

P O BOX 467 TUSTIN CA 92781-0467 		<b>INNOVATIVE COLLECTION SERVICES</b>															
Client: UC REGENTS C/O UCLA		<table border="1"> <tr> <th>ACCOUNT TYPE</th> <th>ISSUE DATE</th> <th>ACCOUNT NUMBER</th> </tr> <tr> <td>PARKING CITATION</td> <td>03/25/2012</td> <td>83010023 6TTZ240</td> </tr> </table>	ACCOUNT TYPE	ISSUE DATE	ACCOUNT NUMBER	PARKING CITATION	03/25/2012	83010023 6TTZ240	<table border="1"> <tr> <th>NOTICE DATE</th> <th>DEBT AMOUNT</th> <th>COLLECTION FEE</th> <th>TOTAL DUE</th> </tr> <tr> <td>08/01/2012</td> <td>\$110.00</td> <td>\$0.00</td> <td>\$110.00</td> </tr> </table>	NOTICE DATE	DEBT AMOUNT	COLLECTION FEE	TOTAL DUE	08/01/2012	\$110.00	\$0.00	\$110.00
ACCOUNT TYPE	ISSUE DATE	ACCOUNT NUMBER															
PARKING CITATION	03/25/2012	83010023 6TTZ240															
NOTICE DATE	DEBT AMOUNT	COLLECTION FEE	TOTAL DUE														
08/01/2012	\$110.00	\$0.00	\$110.00														
TU40731A AUTO MIXED AADC 926 7000006083 01.0025.0163 6083/1 		<b>IMPORTANT:</b> To stop this from becoming a mark on your credit please take care of this promptly! ICS is a collection agency. This is an attempt to collect a debt. Any information obtained will be used for that purpose. Penalties and collection fees may have been added to your debt amount as stated in California Vehicle Code Section 40203.5.															
AKIRA AKIMOTO 600 S CLYDE MORRIS BLVD ERAU MAIL 145577 DAYTONA BEACH FL 32114-3966		FOR MORE INFORMATION: <a href="http://www.pticket.com/ucla">www.pticket.com/ucla</a> or (800) 211-6053, enter 8252 (enter the first 8 characters of the account number)															
<b>NOTICE</b>																	
Your past due account has been assigned to us for collection. We would appreciate a prompt response to this demand to eliminate further collection action. If you have sold this vehicle, see the reverse side.  Due to the delinquency of this citation, you no longer have the right to claim the citation was issued in error. Prior notification regarding this debt has been mailed to you with no response.  Payment must be made within 10 days to avoid further collection efforts. When payment has been made in full, this account will be closed.  Please send the amount due immediately, making your check or money order payable directly to our client. We have pre-addressed the lower portion of this letter for your convenience.  See Consumer Rights information on reverse side.																	
<b>PAYMENT INSTRUCTIONS</b>																	
TO PAY BY CREDIT CARD: • Pay online: <a href="http://www.pticket.com/ucla">www.pticket.com/ucla</a> • Enter the first 8 characters of the account number		TO PAY BY MAIL: 1. Send check or money order. NO CASH. (US funds only) 2. Print account number on your payment 3. To insure proper credit, return the bottom portion of this notice with your payment 4. Make payable to: UC REGENTS C/O UCLA															
																	
   		Please return this portion with your payment -- Use the enclosed envelope. This will ensure prompt, accurate handling upon receipt. ICS1															
<table border="1"> <tr> <th>ACCOUNT NUMBER</th> <th>NOTICE DATE</th> </tr> <tr> <td>83010023 6TTZ240</td> <td>08/01/2012</td> </tr> </table>		ACCOUNT NUMBER	NOTICE DATE	83010023 6TTZ240	08/01/2012	If you have already paid this debt, send a copy of the front and back of your cancelled check or money order proving your payment. We will close this account only with verifiable proof of payment.											
ACCOUNT NUMBER	NOTICE DATE																
83010023 6TTZ240	08/01/2012																
<b>AMOUNT DUE NOW</b> <b>\$110.00</b>																	
AKIRA AKIMOTO 600 S CLYDE MORRIS BLVD ERAU MAIL 145577 DAYTONA BEACH FL 32114-3966		INNOVATIVE COLLECTION SERVICES UC REGENTS C/O UCLA P O BOX 3500 TUSTIN CA 92781-3500 															

PROPRIETARY & CONFIDENTIAL

**Franchise Tax Board Pre-Intercept:** This notice is mailed a minimum 30 days prior to reporting the unpaid amounts to the FTB. All qualified citations for a single individual are grouped and mailed on a single notice. The individual citations and amounts are listed on the back.

<b>CITY OF CULVER CITY</b> P O BOX 487 TUSTIN CA 92781-0487		<b>FRANCHISE TAX BOARD</b> <b>PRE-INTERCEPT NOTICE</b>											
		<b>FINAL NOTICE</b>											
TU41004A AUTO SCH 3-DIGIT 913 7000002582 01.0010.0064 2582/1		<table border="1"> <tr> <th>ACCOUNT TYPE</th> <th>ISSUE DATE</th> <th>ACCOUNT NUMBER</th> </tr> <tr> <td>PARKG CITE-SSN-7475</td> <td>11/01/2010</td> <td>06104999</td> </tr> </table>	ACCOUNT TYPE	ISSUE DATE	ACCOUNT NUMBER	PARKG CITE-SSN-7475	11/01/2010	06104999	<table border="1"> <tr> <th>NOTICE DATE</th> <th>TOTAL DUE</th> </tr> <tr> <td>10/05/2012</td> <td>\$494.00</td> </tr> </table>	NOTICE DATE	TOTAL DUE	10/05/2012	\$494.00
ACCOUNT TYPE	ISSUE DATE	ACCOUNT NUMBER											
PARKG CITE-SSN-7475	11/01/2010	06104999											
NOTICE DATE	TOTAL DUE												
10/05/2012	\$494.00												
 FELTON MICHAEL RENTAL: ENTERPRISE 8609 DE SOTO AVE APT 259 CANOGA PARK CA 91304-2876		FOR MORE INFORMATION: <a href="http://www.pticket.com/culvercity">www.pticket.com/culvercity</a> (888) 788-2755, enter 2858											
<p>Our records show that you have a delinquent debt that is now due and payable. You have 30 days to voluntarily pay this amount before we submit your account to the Franchise Tax Board (FTB) for interagency intercept collections.</p> <p>FTB operates an intercept program in conjunction with the State Controller's Office, collecting delinquent liabilities individuals owe to state and local agencies/colleges. FTB intercepts tax refunds, Unclaimed Property (UPD) claims, and lottery winnings owed to individuals. FTB redirects these funds to pay the individual's debts to the agencies/colleges (California Government Code Sections 12419.2, 12419.7, 12419.9, 12419.10, 12419.11, and 12419.12).</p> <p>If you have questions or do not believe you owe this debt, contact us within 30 days from the date of this letter. Please provide a copy of this letter, your current address, the last 4 digits of your social security number, a copy of your driver's license or ID card for identification purposes and any other information that will assist us in understanding your concern. We will review your situation and reply back to you by mail. If you do not contact us within 30 days we will proceed with intercept collections.</p> <p>Details for this account are located on the back of this notice.</p>													
<b>PAYMENT INSTRUCTIONS</b>													
<b>TO PAY BY CREDIT CARD:</b> <ul style="list-style-type: none"> <li>Pay online: <a href="http://www.pticket.com/culvercity">www.pticket.com/culvercity</a></li> <li>Pay by phone: (888) 788-2755, enter 2858</li> <li>There is a \$3.00 processing fee per citation</li> </ul>		<b>TO PAY BY MAIL:</b> <ol style="list-style-type: none"> <li>Send check or money order. NO CASH. (US funds only)</li> <li>Print account number on your payment</li> <li>To insure proper credit, return the bottom portion of this notice with your payment</li> <li><b>Make payable to: CITY OF CULVER CITY</b></li> </ol>											
  													
Please return this portion with your payment -- Use the enclosed envelope. This will ensure prompt, accurate handling upon receipt. FTBN													
<table border="1"> <tr> <th>ACCOUNT NUMBER</th> <th>NOTICE DATE</th> </tr> <tr> <td>06104999</td> <td>10/05/2012</td> </tr> </table>		ACCOUNT NUMBER	NOTICE DATE	06104999	10/05/2012	If you have already paid this debt, send a copy of the front and back of your cancelled check or money order proving your payment. We will close this account only with verifiable proof of payment.							
ACCOUNT NUMBER	NOTICE DATE												
06104999	10/05/2012												
<table border="1"> <tr> <td> <b>AMOUNT DUE NOW</b>  <b>\$494.00</b> </td> </tr> </table>		<b>AMOUNT DUE NOW</b> <b>\$494.00</b>											
<b>AMOUNT DUE NOW</b> <b>\$494.00</b>													
FELTON MICHAEL RENTAL: ENTERPRISE 8609 DE SOTO AVE APT 259 CANOGA PARK CA 91304-2876		CITY OF CULVER CITY P O BOX 4088 TUSTIN CA 92781-4088 											

**PROPRIETARY & CONFIDENTIAL**



**Revenue Analysis Report:** Revenue sources monthly by fiscal year & shows two prior years. You can compare month-to-month or comp values. Dollar amounts and payment counts are presented.

RIVERSIDE CITATION COLLECTION SYSTEM													PAGE: 3
AS OF: 10/06/2013													ID:RVAN
REVENUE DISTRIBUTION ANALYSIS TWO YEARS PRIOR: 07/2011 THRU 06/2012													
REV SOURCE	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	TOTAL
REVENUE DOLLARS:													
TDS DEPOSITS	118,026	134,239	104,374	106,828	101,885	84,213	81,484	125,362	108,013	89,537	94,126	91,581	\$ 1,239,668
DMV	72,312	61,400	79,899	67,610	62,936	60,322	65,658	74,819	75,753	74,077	61,722	64,255	\$ 820,763
IVR CC	31,698	32,138	30,343	29,706	29,098	24,948	22,134	45,809	29,807	30,444	28,830	23,810	\$ 358,765
WEB CC	106,485	108,353	92,212	102,318	99,164	75,601	83,903	155,204	105,207	93,481	106,143	95,720	\$ 1,223,791
OTHER	0	41	5	0	457	76	0	46	0	0	41	0	\$ 666
CASHIER	13,623	15,981	13,420	11,718	10,784	12,765	9,899	30,338	26,734	14,313	9,826	9,773	\$ 179,174
FTB	0	3,319	0	0	0	2,157	6,223	0	50,119	6,989	12,249	5,641	\$ 86,696
TOTAL	342,144	355,471	320,253	318,180	304,324	260,081	269,301	431,578	395,633	308,841	312,937	290,780	\$ 3,909,523
NSF CHECKS	578	510	657	133	205	0	502	488	586	563	425	41	\$ 4,688
REFUNDS	1,705	2,101	1,637	1,278	1,814	934	2,077	632	1,904	2,795	1,420	893	\$ 19,190
NET REVENUE	339,861	352,860	317,959	316,779	302,305	259,147	266,722	430,458	393,143	305,483	311,092	289,846	\$ 3,885,645
ICS*	8,135	6,188	7,185	5,783	6,383	4,177	4,624	54,590	17,505	7,531	7,072	4,939	\$ 134,112
FTB NOTICE*	0	0	0	7,318	9,258	3,552	1,131	0	0	0	0	0	\$ 21,259
CITATION*	334,009	349,283	313,068	305,079	288,683	252,352	263,546	376,988	378,128	301,310	305,865	285,841	\$ 3,754,153
TOTAL*	342,144	355,471	320,253	318,180	304,324	260,081	269,301	431,578	395,633	308,841	312,937	290,780	\$ 3,909,523
AMNESTY*	0	0	0	0	0	0	0	171,192	22,124	0	0	0	\$ 193,316
* INCLUDED ABOVE													
PAYMENT COUNTS:													
TDS DEPOSITS	2,384	2,646	2,044	2,077	1,950	1,618	1,622	2,590	2,139	1,762	1,886	1,826	24,544
DMV	669	567	745	630	580	557	623	692	670	647	533	578	7,491
IVR CC	548	554	504	512	483	403	375	839	470	507	495	406	6,096
WEB CC	1,905	1,954	1,663	1,788	1,772	1,316	1,455	3,076	1,822	1,637	1,893	1,687	21,968
OTHER	0	1	1	0	2	2	0	2	0	0	1	0	9
CASHIER	241	316	252	261	205	222	229	612	521	273	219	243	3,594
FTB	0	29	0	0	0	20	60	0	560	85	149	55	958
TOTAL	5,747	6,067	5,209	5,268	4,992	4,138	4,364	7,811	6,182	4,911	5,176	4,795	64,660
NSF CHECKS	7	8	5	3	5	0	7	6	12	8	6	1	68
REFUNDS	29	26	23	14	15	20	18	12	25	27	18	8	235
NET REVENUE	5,711	6,033	5,181	5,251	4,972	4,118	4,339	7,793	6,145	4,876	5,152	4,786	64,357
ICS*	74	62	74	58	60	50	58	1,157	238	80	77	58	2,046
FTB NOTICE*	0	0	0	71	90	32	14	0	0	0	0	0	207
CITATION*	5,673	6,005	5,135	5,139	4,842	4,056	4,292	6,654	5,944	4,831	5,099	4,737	62,407
TOTAL*	5,747	6,067	5,209	5,268	4,992	4,138	4,364	7,811	6,182	4,911	5,176	4,795	64,660
AMNESTY*	0	0	0	0	0	0	0	3,303	415	0	0	0	3,718
* INCLUDED ABOVE													

## PROPRIETARY & CONFIDENTIAL

**Daily Shift Summary:** Daily reports are automatically emailed to selected staff. Custom reports can be created to meet your agency's specific needs for temporary statistics or ongoing:

Summary										
Issued	Officer	Badge	Tickets	Chalk	D-Away	Voids	Warn	Citations	Total Fine	Ticket Bar
Monday 2014-10-20	XXXXXXXXXX	711	26	0	0	4	0	22	\$728	
	XXXXXXXXXX	711	30	1	3	0	0	30	\$1,719	
	XXXXXXXXXX	711	41	0	0	1	0	40	\$1,365	
	XXXXXXXXXX	711	19	0	0	0	0	19	\$627	
	XXXXXXXXXX	711	60	0	0	0	0	60	\$3,613	
	XXXXXXXXXX	711	55	0	2	1	0	54	\$1,794	
			231	1	5	6	0	225	\$9,846	
Total			231	1	5	6	0	225	\$9,846	

## PROPRIETARY & CONFIDENTIAL

**Multiple Citation Detail (Scofflaw):** This report lists location details by plate to help you find those scofflaw vehicles with 5 or more delinquent citations. They often park in the same location. Scofflaw information is sent to ticketPRO handhelds to alert officers when a scofflaw is cited.

CULVER CITY					CITATION COLLECTION SYSTEM											
RUN ON: 10/22/2013					MULTIPLE CITATION DETAIL ( 5+ )								PAGE: 3			
(AT LEAST 1 SINCE 10/22/2012)																
LIC #	ST	MAK	CLR	YEAR	NAME & ADDRESS	ZIP	CIT #	DATE	ISSUE TIME	TOTAL DUE	DISP CODE	NOTE SENT	VIOLATION	LOCATION		
6FKB025	CA	HON	GRY	0812	BONNER SUMMER 205 E PLYMOUTH 12 INGLEWOOD	90302	71016433	02/07/13	09:37	73.00	OD	Y	5204	XF 6605 GREEN VALLE		
							72013392	02/05/13	11:03	123.00	OD	Y	703215E	6275 CANTERBURY DR		
							70024753	02/04/13	09:11	73.00	OD	Y	5204	6275 CANTERBURY DR		
							70024646	01/29/13	10:54	73.00	OD	Y	5204	XF 6615 GREEN VALLE		
							CP112689	01/22/13	05:02	73.00	OD	Y	5204A	6415 GREEN VALLEY C		
							74019914	01/22/13	22:37	73.00	OD	Y	5204	BLK 5900 GREEN VALL		
							70024420	01/20/13	09:19	73.00	OD	Y	5204	6415 GREEN VALLEY C		
							COMBINED TOTAL:			561.00						
6HHH062	CA	FOR	GRN	0912	1ST DISTRIBUTING INC 1451 W 218TH ST TORRANCE	90501	70025473	04/14/13	12:00	73.00	OD	Y	5204	HERBERT ST		
							CP113683	03/13/13	02:27	73.00	OD	Y	5204A	HERBERT ST NORTH CU		
							72014023	03/11/13	09:36	123.00	OD	Y	703215E	4068 COOLIDGE AV		
							80009313	03/08/13	11:19	123.00	OD	Y	703040	4068 COOLIDGE AV		
							80009319	03/08/13	11:33	73.00	OD	Y	5204	4068 COOLIDGE AV		
							COMBINED TOTAL:			465.00						
B3413M	TN	TOY	GRN	0812	SIMONEAUX LANDRY 88 SNOW RD BIG SANDY	38221	72012206	12/13/12	12:02	135.00	IC	Y	703525	XF 11938 WASHINGTON		
							78010951	11/05/12	09:57	145.00	IC	Y	703215E	11915 ATLANTIC AV		
							72011528	10/01/12	11:39	145.00	IC	Y	703215E	XF 11354 STEVENS AV		
							71014611	08/31/12	08:52	145.00	IC	Y	703215E	11354 STEVENS AV		
							71014468	08/08/12	19:50	145.00	IC	Y	703305	4114 ALBRIGHT AV		
							COMBINED TOTAL:			715.00						
BSE6681	MI	CHE	BLK	1212	MCGEE GLEN A 1675 FEDERAL AVE APT 5A LOS ANGELES	90025	74020146	03/01/13	12:02	135.00	IC	Y	703525	BLK 10200 CULVER BL		
							72013720	02/22/13	10:51	135.00	IC	Y	703525	10201 CULVER BLVD		
							79004450	02/06/13	17:14	135.00	IC	Y	703525	XF 10242 CULVER BLV		
							79004318	01/31/13	12:09	135.00	IC	Y	703525	10201 CULVER BLVD		
							72012912	01/11/13	17:02	135.00	IC	Y	703525	10610 CULVER BLVD		
							71015976	12/14/12	16:39	135.00	IC	Y	703525	9900 CULVER BLVD		
							COMBINED TOTAL:			810.00						
BZE4299	GA	MBZ	SIL	1012	HOWE BENJAMIN J 3270 JONES BRIDGE ROAD JOHNS CREEK	30022	70024479	01/22/13	10:10	145.00	IC	Y	703215E	3927 VAN BUREN PL		
							74019826	01/16/13	10:19	145.00	IC	Y	703215E	3928 VAN BUREN PL		
							74019766	01/14/13	13:22	145.00	IC	Y	703040	3960 VAN BUREN PL		
							74019600	01/08/13	10:11	145.00	IC	Y	703215E	XF 3944 VAN BUREN P		
							78011633	12/13/12	21:37	145.00	IC	Y	703040	BLK 3900 VAN BUREN		
							COMBINED TOTAL:			725.00						
19		LICENSES			103		CITATIONS			TOTAL DUE		10,581.00				
END OF REPORT																

## PROPRIETARY & CONFIDENTIAL

**Allocation of Parking Penalties:** Monthly report of State and Courthouse Surcharges to be paid to the Count:

ALLOCATION OF PARKING PENALTIES			
Date:	08/02/2013		
Issuing Agency:	HUNTINGTON BEACH		
Processing Agency:	HUNTINGTON BEACH		
For Funds Collected for the Month of:	JULY 2013		
Number of Parking Violations Collected:	6,120		
a. County - Parking Assessment (GC 76000(c))	6120 @ 2.00	\$ 12,240.00	(100-017-081-5500-6520-B065-BCAPN550)
b. County - Courthouse Construction Fund (GC 76100, GC 76000(b))	6120 @ 1.50	\$ 9,180.00	(105-017-105-5500-6520-B***-BCAPN550)
c. County - Criminal Justice Facilities Construction Fund (GC 76101, GC 76000(b))	6120 @ 1.50	\$ 9,180.00	(104-017-104-5500-6520-B***-BCAPN550)
d. State - Immediate & Critical Needs Construction Fund (GC 70372(b); issued on/after 1/1/2009)	6120 @ 3.00	\$ 18,360.00	(355-003-355-1001-9200-1401)
e. State - Court Facilities Construction Fund (GC 70372(b); issued on/after 1/1/2009)	6120 @ 1.50	\$ 9,180.00	(355-003-355-1001-9200-1400)
f. State - Trial Court Trust Fund (GC 76000.3; issued on/after 12/7/2010)	6102 @ 3.00	\$ 18,306.00	(355-003-355-1001-9200-1403)
g. Equipment and Registration Violations (CVC S 40225; @ 50% of fees collected)		\$ 3,363.00	(355-003-355-1001-9200)
<b>TOTAL PENALTY ASSESSMENTS THIS MONTH:</b>		<b>\$ 79,809.00</b>	<b>(a - g)</b>
Prepared by: _____	Phone: _____		
Signature: _____	Date: _____		
Email: _____			
Mail check and form to: ORANGE COUNTY TREASURER-TAX COLLECTOR, REVENUE RECOVERY/ACCOUNTS RECEIVABLE UNIT P O BOX 4005, SANTA ANA CA 92702-4005			
Pursuant to Section 40200.4 of the California Vehicle Code the processing agency shall deposit with the county treasurer all sums due the county as the result of processing a parking citation not later than 45 days after the last day of the month in which the parking penalty was received.			

## PROPRIETARY & CONFIDENTIAL

**Administrative Adjudication Summary:** Calendar year statistics showing initial review, hearings and all adjudication letter types mailed. Broken down monthly and includes appeal percentages to citations issued and annual totals.

LANCASTER													PAGE: 1
CITATION COLLECTION SYSTEM													ID:ADJF
AS OF: 11/04/2013													
ADMINISTRATIVE ADJUDICATION SUMMARY													
01/2013 THRU 12/2013													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
INITIAL REVIEWS SUBMITTED													
INITIAL REVIEWS - MAIL/COUNTER	34	26	31	17	16	16	26	17	13	24	2	0	222
INITIAL REVIEWS - ONLINE	33	16	17	24	20	19	37	19	24	31	2	0	242
TOTAL INITIAL REVIEWS SUBMITTED	67	42	48	41	36	35	63	36	37	55	4	0	464
ADMIN HRGS SUBMITTED													
ADMIN HRGS IN WRITING	1	0	0	7	0	3	0	0	4	1	0	0	16
ADMIN HRGS IN PERSON SCHEDULED	2	0	6	3	0	1	0	6	7	1	0	0	26
TOTAL ADMIN HRGS SUBMITTED	3	0	6	10	0	4	0	6	11	2	0	0	42
ADJUDICATION LETTERS MAILED													
INITIAL REVIEW LATE LETTERS	3	0	1	1	0	1	0	1	0	1	2	0	10
INITIAL REVIEW NOT LIABLE LETTERS	14	5	5	14	5	10	15	5	5	10	3	0	91
INITIAL REVIEW LIABLE LETTERS	58	46	34	42	14	33	57	24	37	31	20	0	396
TOTAL INITIAL REVIEW LETTERS MAILED	75	51	40	57	19	44	72	30	42	42	25	0	497
ADMIN HRG NOTIFICATION LETTERS	2	6	3	0	1	0	0	13	1	0	0	0	26
ADMIN HRG LATE LETTERS	0	1	0	1	1	0	0	1	1	0	0	0	5
ADMIN HRG IN PERSON NOT LIABLE LETTERS	1	0	0	2	0	1	0	0	3	0	0	0	7
ADMIN HRG IN PERSON LIABLE LETTERS	0	0	0	1	0	0	0	0	6	0	0	0	7
ADMIN HRG FAILURE TO APPEAR LETTERS	1	0	0	6	0	0	0	0	4	0	1	0	12
ADMIN HRG IN WRITING NOT LIABLE LTRS	0	0	0	1	0	0	0	0	0	0	0	0	1
ADMIN HRG IN WRITING LIABLE LETTERS	1	0	0	6	0	3	0	0	4	0	1	0	15
TOTAL ADMIN HRG LETTERS MAILED	3	1	0	17	1	4	0	1	18	0	2	0	47
TOTAL ADJUDICATION LETTERS MAILED	80	58	43	74	21	48	72	44	61	42	27	0	570
CITATIONS RECEIVED	1,772	1,272	1,603	1,478	1,701	1,897	1,718	1,693	1,583	1,478	132	0	16,327
APPEALS %	3.78	3.30	2.99	2.77	2.12	1.85	3.67	2.13	2.34	3.72	3.03	0.00	2.84

**PROPRIETARY & CONFIDENTIAL**

The listed forms are on the following pages:

- Statement Indicating Acceptance of Indemnification and Insurance Requirements
- Non-Collusion Affidavit
- Proposal Deposit

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(Submit with Proposal)

Proposer's Name: **Turbo Data Systems**

**STATEMENT OF ACCEPTANCE OF THE INDEMNIFICATION  
AND INSURANCE REQUIREMENTS**

**FOR: PARKING CITATION PROCESSING AND SUPPORT**

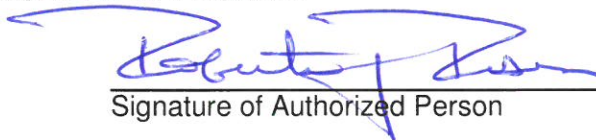
The Proposer shall sign below that the Proposer accepts in whole the Indemnification and Insurance Requirements set forth in these Specifications. If the Proposer takes exception to some portions, those portions shall be listed here below and the Proposer shall sign that the Proposer accepts all portions of the requirements not listed.

Note: Any exceptions may render the proposal non-responsive.

☒ **ACCEPT**  
☐ **DO NOT ACCEPT**

If "DO NOT ACCEPT" is checked, please list exceptions:

INSERT IF APPLICABLE

  
\_\_\_\_\_  
Signature of Authorized Person

**Roberta Rosen**  
\_\_\_\_\_  
Type or Print Name of Authorized Person

Proposer's Name: **Turbo Data Systems**

**NON-COLLUSION AFFIDAVIT**

**FOR: PARKING CITATION PROCESSING AND SUPPORT**

Proposer declares under penalty of perjury under the laws of the State of California that this proposal is not made in the interest of or on behalf of any undisclosed person, partnership, company, association, organization or corporation; that such proposal is genuine and not collusive or sham; that said Proposer has not directly or indirectly induced or solicited any other Proposer to put in a false or sham proposal and has not directly or indirectly colluded, conspired, connived, or agreed with any Proposer or anyone else to put in a sham proposal, or that anyone shall refrain from submitting a proposal; that said Proposer has not in any manner directly or indirectly sought by agreement, communication, or conference with anyone to fix the proposal price of said Proposer or of any other Proposer, or to fix any overhead, profit, or cost element of such proposal price, or of that of any other Proposer, or to secure any advantage against the public body awarding the Contract of anyone interested in the proposed Contract; that all statements contained in such proposal are true, and further, that said Proposer has not directly or indirectly submitted his proposal price or any breakdown thereof, or the contents thereof, or divulged information or data relative thereto, or paid and will not pay any fee in connection therewith, to any corporation, partnership, company, association, organization, proposal depository, or to any member or agent thereof, or to any other individual except to any person or persons as have a partnership or other financial interest with said Proposer in this general business.

**The above Non-Collusion Affidavit is part of the proposal. Signing this proposal on the signature page thereof shall also constitute signature of this Non-Collusion Affidavit.**

Proposers are cautioned that making a false certification may subject the certifier to criminal prosecution.

### **ADDENDA**

The City makes a concentrated effort to ensure any addenda issued relating to these Specifications are distributed to all interested parties. It shall be the Proposer's responsibility to inquire as to whether any addenda to the Specifications have been issued. Upon issuance by the City, all addenda are part of the proposal. Signing the proposal on the signature page thereof shall also constitute signature on all addenda.

### **TIME PERIOD TO AWARD/REJECT**

The undersigned Proposer agrees that the City may have **120 DAYS** from the date proposals are opened to accept or reject proposals. It is further understood that, if the Proposer to whom any award is made fails to enter into a Contract as provided in the Specifications, award may be made to another Proposer, who shall be bound to perform as if she/he had received the award in the first instance.

### PROPOSAL DEPOSIT

Accompanying this proposal is a Proposal Deposit in the amount of **FIVE THOUSAND dollars (\$5,000.00)** in form of:

- |   |   |
|---|---|
| <input type="checkbox"/> Certified Check        | <input checked="" type="checkbox"/> Bidder's Bond     |
| <input type="checkbox"/> Cashier's Check        | <input type="checkbox"/> Irrevocable Letter of Credit |
| <input type="checkbox"/> Certificate of Deposit | <input type="checkbox"/> Annual Bidder's Bond         |

which is deposited by the undersigned Proposer with the City of Fresno as a guarantee that the Proposer, if awarded all or part of the Contract, will, within fifteen (15) calendar days from the date the Notice of Award is mailed to the Proposer, execute and return a Contract furnished by the City.

Such Deposit is made with the understanding that failure to execute such Contract will result in damage to the City, that the amount of such damage would be difficult to determine and that in the event of such default said Deposit shall become the property of the City; or, if a Bidder's Bond is deposited, the amount of the obligation thereof, but not more than the above stated amount, shall thereupon be due and payable to the City of Fresno as liquidated damages for such default, payment of said amount to be the joint and several obligation of the Proposer and the corporate surety.

### BUSINESS LOCATION

- ☒ The undersigned Proposer does not maintain a place of business in the City of Fresno.
- ☐ The undersigned Proposer maintains a place of business in the City of Fresno at: \_\_\_\_\_, Fresno, CA

### BUSINESS LICENSE

- ☐ The undersigned Proposer has a current City of Fresno Business License and the number is \_\_\_\_\_.

If the successful bidder does not have a City of Fresno Business License, he/she shall obtain such a license prior to the issuance of a Notice to Proceed for the Work and maintain in effect throughout the term of this Contract.

The signed forms for Addenda 1, 2, 3 and 4 are on the following pages:



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Purchasing Division - (559) 621-1332 - FAX (559) 488-1069 - www.fresno.gov  
2600 Fresno Street, Room 2156  
Fresno, CA 93721

Finance Department  
Michael Lima, Director

ADDENDUM NO. 1  
  
FOR  
REQUEST FOR PROPOSALS  
FOR  
**PARKING CITATION PROCESSING AND SUPPORT**  
BID FILE NUMBER: 9341

NOTICE TO ALL BIDDERS:

This Addendum is attached to and made a part of the above entitled specifications for the City of Fresno with a scheduled bid opening date of December 1, 2015 at 3:00 P.M.

Below and attached are the answers to question number: 1 and 2

Q1.1: May we please obtain a copy of the City's existing Contract with Turbo Data Systems?

A1.1: We do not have a contract with TurboData Systems.

Q1.2: May we please have the most recent 3 months of invoices provided to the City by Turbo Data?

A1.2: See Attached Documentation

Q1.3: Will you please provide the timeline for when penalties are applied to a citation and when notices are sent for an unpaid parking citation?

A1.3: Penalties are applied on the 35<sup>th</sup> day after Citation Issuance. Depending on the day the system generates the notices, a Late Notice is mailed between 15-21 days from citation issuance, and a Final Notice is mailed 29-35 days for issuance.

Q1.4: Page 10 indicates "ICS Processing @ 30% of Amount Collected". Please provide further clarification.

A1.4: After all efforts for collection has been exhausted i.e. DMV Hold, FTB intercept, and citation is sent to collection agency, your payment will be @ 30% of amount collected.

Q1.5: Page 11: Does the City wish for responding vendors to supply a PC for Dispatch?

A1.5: No

Q1.6: Page 33: Please explain what the City means by #3 under the 2.00 Mobile Tracking Software.

A1.6: HandHeld Ticket Writer software that will photograph the license plate number and enters it onto the citation being issued.

Q1.7: Pages 33-34: Please advise how many features in the 2.00 Mobile Tracking Software are implemented today?

A1.7: All the features are active except .15, .16, and .19. The TicketWriters have the capabilities for .15, .16, .19 we just haven't activated them.

Q1.8: Page 35: Please advise which Bank the City utilizes.

A1.8: Bank of America

Q2: In regards to the insurance requirements, will the City consider reducing the Cyber Liability aggregate limit to \$1,000,000 instead of \$2,000,000?

A2: No

CITY OF FRESNO

  
for Gary Watahira  
Purchasing Manager

The bidder shall sign below indicating he/she has thoroughly read and understands the contents of this Addendum.

Signed: 

Company: **Turbo Data Systems, Inc.**

Date: **11/30/2015**

This addendum is being distributed on online only and will not be sent by U.S. Mail. The bidder shall submit a signed copy of this addendum with their bid.

A 1.2

	Rate	July 2015		August 2015		September 2015	
		Quantity	Amount	Quantity	Amount	Quantity	Amount
Automated Citation Processing	\$0.70	4030	\$2,821.00	4107	\$2,874.90	4603	\$3,222.10
Automated Citation Processing after 48 hours	\$0.82	31	\$25.42	39	\$31.98	19	\$15.58
Manual Citation Processing	\$0.82	237	\$194.34	91	\$74.62	235	\$192.70
To Meet Monthly Minimum of \$500	\$0.00	0	\$0.00	0	\$0.00	0	\$0.00
Notice Processing	\$0.82	3032	\$2,486.24	2509	\$2,057.38	328	\$268.96
Final Notice Letters	\$0.82	1707	\$1,399.74	1821	\$1,493.22	91	\$74.62
DMV Hold Letters	\$0.82	88	\$72.16	114	\$93.48	4	\$3.28
Out of State Processing at 30% of Amount Collected	\$0.30	622	\$186.60	777	\$233.10	1030	\$309.00
Administrative Adjudication Letters	\$1.62	383	\$620.46	240	\$388.80	430	\$696.60
Adjudication Scanning	\$1.50	179	\$268.50	199	\$298.50	140	\$210.00
ICS Processing @ 30% of Amount Collected	\$0.30	4528.28	\$1,358.48	5089	\$1,526.70	4569.01	\$1,370.70
Franchise Tax Board Letters							
Franchise Tax Board Processing @ 15% of Amount Collected	\$0.15	1847.74	\$277.16	452.56	\$67.88	157.51	\$23.63
FTB Processing after notices mailed @ 15% of Amount Collected	\$0.15	0	\$0.00	0	\$0.00	0	\$0.00
ticketPRO Magic Issuance System	\$145.00	3	\$435.00	3	\$435.00	3	\$435.00
DMV Transaction Services Monthly Fee	\$150.00	1	\$150.00	1	\$150.00	1	\$150.00
DMV Registered Owner Inquiries	\$0.15	0	\$0.00	0	\$0.00	0	\$0.00
DMV Holds and Releases	\$0.15	0	\$0.00	0	\$0.00	0	\$0.00
DMV Monthly Payment File	\$0.15	0	\$0.00	0	\$0.00	0	\$0.00
Total			\$10,295.11		\$9,725.56		\$6,972.17



Purchasing Division - (559) 621-1332 - FAX (559) 488-1069 [www.fresno.gov](http://www.fresno.gov)  
2600 Fresno Street, Room 2156  
Fresno, CA 93721

Finance Department  
Michael Lima, Director

ADDENDUM NO. 2  
  
FOR  
REQUEST FOR PROPOSALS  
FOR  
**PARKING CITATION PROCESSING AND SUPPORT**  
BID FILE NUMBER: 9341

NOTICE TO ALL BIDDERS:

This Addendum is attached to and made a part of the above entitled specifications for the City of Fresno with a scheduled bid opening date of December 1, 2015 at 3:00 P.M.

Below are the answers to question number: 3 through 11

Q3: If your contract these services today, could you please provide the name of the current vendor and a copy of the agreement?

A3: Vendor is TurboData Systems Inc, no current agreement.

Q4: Does the City have an annual budget for this project?

A4: Yes.

Q5: Does the City have a desired or mandated implementation date?

A5: 90 days from awarding of contract.

Q6: What bank does your organization currently use? Is the City requesting the vendor to deposit checks directly into your account or depositing funds and transferring funds to your account electronically using a Check 21 process? What is the name of the City's bank?

A6: Bank of America, vendor will be required to deposit checks and deposit funds directly into the City account.

Q7: Does the City currently handle walk-in payment traffic?

A7: Yes.

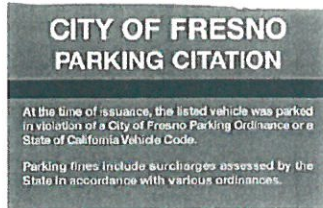
Q8: Could you please provide a list of the current notices and letters as well as samples of each that would be part of this project?

A8: No, notices are unique to TurboData Systems Inc and would require their approval.



Q9: Is the City requesting envelope stock with the ordering of citation rolls? Could the City provide a current copy of the tickets with the type of paper requested? EX: all weather, high temp (this will be a variable in pricing this product).

A9: No, Yes, all weather/high temp.



CITE#

DATE: TIME:  
MARKED:  
BADGE:  
METER: SPACE#:  
LOCATION:  
VIOLATION: 5204 CVC  
EQ V- NO TABS \$10 W/PIKID

Fine: Lic:

EXP: DT BODY  
VIN #:  
MAKE:  
OFFICER COMMENTS:

PHOTO(S) TAKEN



IN PERSON PAYMENTS ACCEPTED AT:  
FRESNO CITY HALL  
2600 FRESNO ST., RM 4019

CITY OF FRESNO  
PO BOX 1090  
San Jose, CA 95108-1090  
www.picket.com/fresno

NOTICE: You are in violation of a City of Fresno Parking Ordinance or a California Vehicle Code regulation parking of motor vehicles as indicated.

You must respond to this citation within 21 calendar days of issuance.

To Pay or Inquire on Your Citation

By Internet: [www.picket.com/fresno](http://www.picket.com/fresno)  
By Telephone: 800-855-4965 - Enter 3/237 when prompted to enter the first four letters of the city

By Mail: City of Fresno  
P.O. Box 1090  
San Jose, CA 95108-1090  
DO NOT SEND CASH



To Contest Your Citation  
Pursuant to California Vehicle Code Section 40215(a) and Fresno Municipal Code Section 1-506(c), you may contest this citation within 21 calendar days of issuance by writing a letter or online at [picket.com](http://picket.com) to request an initial Administrative Review. You must provide the reason you feel the citation was issued in error and include copies of all applicable documentation relating to your appeal. Documents submitted will not be returned. Mail your appeal to the address indicated above.

Please provide your complete mailing address, as you will be notified by mail of the result of your initial Administrative Review.

Warning:

Failure to pay the penalty or contest this citation within TWENTYONE (21) calendar days of issuance will cause a PENALTY INCREASE ADDED TO THE ORIGINAL FINE and notification of the Department of Motor Vehicles to REFUSE REGISTRATION of the vehicle until the penalty is paid (4760 CVC). When any vehicle registered in California or a foreign jurisdiction is found on a highway or off-street parking facility, and that vehicle has five (5) or more unpaid parking citations the VEHICLE MAY BE IMPOUNDED OR TOWED (22651 & (1) CVC).

License Plate and Registration/Tab Violations  
Sections 5200-5204 or 4000(a) of the California Vehicle Code require evidence of violation correction and vehicle inspection before payment can be accepted. A photocopy of your registration is not sufficient proof of correction. If validation and payment are received within 21 calendar days of issuance, the fine shall be reduced to \$10.00. Do not mail payment unless the CERTIFICATE OF CORRECTION section below is completed by a police agency or DMV authorized representative.

Fresno Violated	Authorized Signature	EXP. TAG	Agency	Date

Q10: What meters does the City currently use?

A10: N/A

Q11: Please provide the dollar value of outstanding citations and volume of outstanding citations from the past 4 years (2012-present).

A11: Past 5 yrs \$6,350,982; Citations 43,674.

CITY OF FRESNO

*G. Watahira*  
for Gary Watahira  
Purchasing Manager

---

The bidder shall sign below indicating he/she has thoroughly read and understands the contents of this Addendum.

Signed: \_\_\_\_\_



Company: **Turbo Data Systems, Inc.** \_\_\_\_\_

Date: **11/30/2015** \_\_\_\_\_

This addendum is being distributed on online only and will not be sent by U.S. Mail. The bidder shall submit a signed copy of this addendum with their bid.

Addenda to date: 2



Purchasing Division - (559) 621-1332 - FAX (559) 488-1069 [www.fresno.gov](http://www.fresno.gov)  
2600 Fresno Street, Room 2156  
Fresno, CA 93721

Finance Department  
Michael Lima, Director

ADDENDUM NO. 3  
FOR  
REQUEST FOR PROPOSALS  
FOR  
PARKING CITATION PROCESSING AND SUPPORT  
BID FILE NUMBER: 9341

NOTICE TO ALL BIDDERS:

This Addendum is attached to and made a part of the above entitled specifications for the City of Fresno with a scheduled bid opening date of December 1, 2015 at 3:00 P.M.

Below are the answers to question number: 12 and 13

Q12: Pg. 36, the City requires the contractor, "Respond to reasonable non judicial public inquiries by mail and maintain records in the citation system accessible by the City".

Could the City provide examples of non-judicial public inquiries that they wish the Contractor to respond to?

A12: A person could submit a death certificate, paperwork showing change in ownership, a photo of a license plate, etc...

Q13: Pg. 37, the City requires, "Contractor shall maintain database for all Administrative Reviews showing current status of each request, ensuring a result is received for each correspondence.

How does the City envision the Contractors ensuring results for each correspondence? Also, please provide information on how your current process operates.

A13: It is the responsibility of each bidder to present the City with a plan to ensure that the City will have easy access to see all requests in need of review. Once the City has completed the initial review, and after the Independent Hearing Officer has conducted the Level II Administrative Hearing, it is the Contractor's responsibility to mail the result of each review to the owner of the vehicle.

The current process is as follows: When a citizen is issued a parking citation the information on the citation lets them know how they can dispute their citation. Appeals requests must be done in writing, either by mail (to the address provided on the citation) or online via the provided website. The written appeals are scanned into the appeal website so a Parking Representative can do the initial review. The rest of the process is detailed in the RFP under sections 13.00 and 14.00.

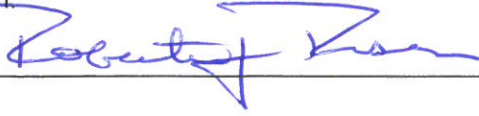
CITY OF FRESNO

  
for Gary Watahira  
Purchasing Manager

---

The bidder shall sign below indicating he/she has thoroughly read and understands the contents of this Addendum.

Signed: \_\_\_\_\_



Company: **Turbo Data Systems, Inc.**

Date: **11/30/2015**

This addendum is being distributed on online only and will not be sent by U.S. Mail. The bidder shall submit a signed copy of this addendum with their bid.

Addenda to date: 3



Purchasing Division - (559) 621-1332 - FAX (559) 488-1069 www.fresno.gov  
2600 Fresno Street, Room 2156  
Fresno, CA 93721

Finance Department  
Michael Lima, Director

ADDENDUM NO. 4  
  
FOR  
REQUEST FOR PROPOSALS  
FOR  
**PARKING CITATION PROCESSING AND SUPPORT**  
BID FILE NUMBER: 9341

NOTICE TO ALL BIDDERS:

This Addendum is attached to and made a part of the above entitled specifications for the City of Fresno with a scheduled bid opening date of December 1, 2015 at 3:00 P.M.

Below are the answers to question number: 14 through 17

Q14: On Pg 36, the City requires, "For unidentified or incomplete information submitted, Contractor will mail correspondence to citizens to request additional information." What is the estimated volume for these requests of additional information?

A14: Approximately 850 letters a month.

Q15: Pg. 36, the City requires, "Site should provide custom City information and City forms on payment methods, payment locations, contesting options, sold vehicles and waiver requests, etc., specific to the City."

What kind of information regarding sold vehicles and waiver requests is the City looking for?

A15: Vehicle Sold - New owner information i.e. name, address, transaction date, copy of release of liability if available.

Waiver Request – application for fee waiver request and supporting documents to justify waiving of fines during appeal process.

Q16: Pg. 39, the City requires, "The system shall be able to retain multiple name/address records that are associated with the citation." Could the City provide examples of when they need to retain multiple name/address records?

A16: When a vehicle is sold, the city will use this data to assist in determining the registered owner at time of violation.



Q17: Please confirm the number of handhelds the City would require.


A16: At this time, the City will require 20 handhelds. This number may change year to year based on the staffing authorized by the City.

CITY OF FRESNO

*for*   
Gary Watahira  
Purchasing Manager

---

The bidder shall sign below indicating he/she has thoroughly read and understands the contents of this Addendum.

Signed: 

Company: **Turbo Data Systems, Inc.** Date: **11/30/2015**

This addendum is being distributed on online only and will not be sent by U.S. Mail. The bidder shall submit a signed copy of this addendum with their bid.

Addenda to date: 4

## 7.1 Client References

TDS currently provides parking citation processing services to over 100 clients, consisting of municipalities and universities throughout the State of California. The following information contains a few clients with citation processing services that are similar to Fresno and/or have recently contracted with TDS:

## City of Santa Rosa

**Kim Nadeau**  
Economic Development & Housing Mgr.

(707) 543-3464  
[knadeau@srcity.org](mailto:knadeau@srcity.org)

**Janet Reisner**  
Parking Enforcement Supervisor  
100 Santa Rosa Avenue  
Santa Rosa, Ca. 95404

(707) 543-3048  
[jreisner@srcity.com](mailto:jreisner@srcity.com)  
Fax: (707) 543-3030

The City of Santa Rosa contracted with TDS in 2013. They issue approximately 35,000 citations annually. TDS provides the following parking citation processing services. They equipped the enforcement staff with our newest ticketwriters, ticketPRO Magic:

- In-state Citation Processing
- Out-of-state Citation Processing
- Payment Collection
- Credit Card Payment Processing
- *ticketPRO magic* ticket writers
- Innovative Collection Services
- Franchise Tax Board Collection
- *eAppealsPRO* paperless appeals

## City of Monterey

**Mr. Wayne Dalton**  
Parking Superintendent  
580 Pacific Street  
Monterey, Ca. 93940

(831) 646-5651  
[dalton@monterey.org](mailto:dalton@monterey.org)  
Fax: (831) 646-3793

The City of Monterey contracted with TDS in July of 2015. They previously were processing with Duncan Solutions. They issue approximately 45,000 citations annually. TDS provides the following parking citation processing services to the City of Monterey:

- In-state Citation Processing
- Out-of-state Citation Processing
- Payment Collection
- Credit Card Payment Processing
- *ticketPRO magic* ticket writers
- Innovative Collection Services
- Franchise Tax Board Collection
- *eAppealsPRO* paperless appeals

**PROPRIETARY & CONFIDENTIAL**

## City of San Jose

Ms. Heather Hoshii  
Parking/Traffic Division Manager  
200 E. Santa Clara St.  
San Jose, Ca. 95113

(408) 793-4131  
[heather.hoshii@sanjoseca.gov](mailto:heather.hoshii@sanjoseca.gov)  
Fax: (408) 292-6097

The City of San Jose has been a TDS client since 1998. They issue over 220,000 citations annually. The TDS northern office located in San Jose accepts walk-in payments for all Bay Area agencies. TDS provides the following parking citation processing services to the City of San Jose:

- In-state Citation Processing
- Nlets Out of State Citation Processing
- Credit Card Payment Processing
- *ticketPRO mobile* ticket writers
- Innovative Collection Services
- Franchise Tax Board Collection
- *eAppealsPRO* paperless appeals

## CSU Fresno

Tom Gafferey  
Parking & Transportation Manager  
2311 East Barstow Ave.  
Fresno, Ca. 93740

(559) 278-7317  
[tgaffery@csufresno.edu](mailto:tgaffery@csufresno.edu)  
Fax: (559) 278-7538

CSU Fresno has been our customer since 2000. CSU Fresno issues over 15,000 citations annually. TDS provides the following parking citation processing services to CSU Fresno:

- In-state Citation Processing
- Nlets Out of State Citation Processing
- Credit Card Payment Processing
- *ticketPRO magic* ticket writers
- Innovative Collection Services
- Franchise Tax Board Collection
- *eAppealsPRO* paperless appeals

**PROPRIETARY & CONFIDENTIAL**

**City of Malibu**

Renee Neermann  
Administrative Services  
23825 Stuart Ranch Road  
Malibu, Ca. 90265

(310) 456-2489 x222  
[rneermann@malibucity.org](mailto:rneermann@malibucity.org)  
Fax: (310) 456-3356

Malibu is a new contract with TDS as of December, 2014. They issue approximately 8,000 citations annually. TDS Services provided are:

- In-state Citation Processing
- Nlets Out-of-state Citation Processing
- Online Credit Card Payments
- *ticketPRO magic* ticket writers
- Innovative Collection Services
- Franchise Tax Board Collection
- Adjudication with *AppealsPRO*

**City of San Fernando**

Lt. Nichole Hanchett  
Detective Division Commander

(818) 898-1255  
[nhanchett@sfcity.org](mailto:nhanchett@sfcity.org)

Sylvia Ortega  
Records SFPD  
910 First St.  
San Fernando, Ca. 91340

(818) 898-1281  
[sortega@sfcity.org](mailto:sortega@sfcity.org)  
Fax: (818) 361-3697

San Fernando recently partnered with TDS in December, 2014. TDS configured processing services, *ticketPRO Magic* ticketwriters and the city was issuing new citations in less than 2 weeks. Annual issuance is 15,000 citations. TDS provides the following citation processing services:

- In-state Citation Processing
- Nlets Out-of-state Citation Processing
- Credit Card Payment Processing
- *ticketPRO magic* ticket writers
- Innovative Collection Services
- Franchise Tax Board Collection
- *eAppealsPRO* paperless appeals

**PROPRIETARY & CONFIDENTIAL**

## City of Anaheim

Ayumi Takayasu  
Public Works  
(714) 765-6860  
[atakayasu@anaheim.net](mailto:atakayasu@anaheim.net)

Karla Santillan  
Anaheim Police Dept.  
(714) 765-1808  
[ksantillan@anaheim.net](mailto:ksantillan@anaheim.net)

Dawn Wharton  
Management Analyst  
(714) 765-4311  
[dwharton@anaheim.net](mailto:dwharton@anaheim.net)  
200 South Anaheim Blvd.  
Anaheim, Ca. 92805

Roger Bennion  
Code Enforcement  
(714) 765-4470  
[rbennion@anaheim.net](mailto:rbennion@anaheim.net)

The City of Anaheim is a repeat customer. They returned to TDS in January, 2015 after a contracted term with Phoenix Group. Anaheim issues approximately 100,000 citations annually. TDS provides the following parking citation processing services:

- In-state Citation Processing
- Nlets Out-of-state Citation Processing
- Payment Collection
- Credit Card Payment Processing
- *ticketPRO magic* ticket writers
- Paperless *eAppealsPRO*
- Innovative Collection Services
- Franchise Tax Board Collection

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Proposer's Name: **Turbo Data Systems**

**PROPOSER QUALIFICATION QUESTIONNAIRE  
FOR REQUEST FOR PROPOSALS FOR:  
PARKING CITATION PROCESSING AND SUPPORT  
RFP # 9341**

TO: THE PURCHASING MANAGER OF THE CITY OF FRESNO

The undersigned Proposer submits the following information in accordance with the proposal Specifications:

1. a. Business Name: **Turbo Data Systems**

b. Address: **18302 Irvine Blvd. Suite #200 Tustin, Ca. 92780**

Is your firm operating as a franchise? **No**

2. Provide the names, titles, qualifications, years of experience, and years with your firm, for all key personnel in authority in your business, including the key personnel that will be involved in this project, and the extent to which they will be involved in the performance of this Contract.

**TDS' team qualifications included in Section 4 of the bid, pages 2 - 7.**

3. How many years has your business been established? **30 years**

How many years has your business been under your present name? **30 years**

How many years under former names? (List name and number of years) **0**

4. How many years has your business been providing services? **30 years**

5. What other types of services does your business provide?

**Code Enforcement Citation Processing, Fulfillment and Processing of  
Residential and Parking Permits, Booking Fees Collection and Processing**

6. Do you have any affiliated companies? **No**

7. Have there been any contract terminations for the services your firm performs before the fulfillment of the contract within the past three years? **No**

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8. Provide an organization chart, indicating full-time personnel, job titles, locations, and whether each individual works out of an office or is in the field. Organization chart attached?

**Organization Chart included in Section 4, page 4.**

9. Does the proposer currently possess sufficient inventory to meet the initial requirements (See Appendix A for this contract)? **Yes**
10. Describe how you will meet the requirement to provide Parking citation services and support.  
We are the current vendor and all needed services are being met. Please see the details in the bid, section 4, starting on page 1.
11. Outline your support services including establishing direct lines of communication between  
City technical staff and the manufacturers(s): Included in section 4 of the bid , page 32.

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The required signature pages follow:

*THIS PAGE INTENTIONALLY LEFT BLANK*

## SIGNATURE PAGE

By my signature on this proposal I certify, under penalty of perjury under the laws of the State of California, that the statements contained in this proposal are true and correct.

**PROPOSAL SUBMITTED BY:**

(Please follow the instructions for each line, as explained below.)

(1) **Turbo Data Systems, Inc.** **(714)573-5757** **(714)573-0101**  
Firm Phone Fax

(2) **California Corporation**  
(Corp) (Individual) (Partner) (Other)

(3) **13802 Irvine Blvd. Suite #200**  
Business Address

**Tustin** **Ca.** **92780**  
City State Zip Code

(4) By:   
Signature of Authorized Person

**Roberta Rosen / President**  
Type or Print Name of Authorized Person and Title

Federal Tax I.D. No.: **33-0105525** Date: **11/30/2015**



### CERTIFICATION

I, **Elie M Sleiman**, certify that I am the secretary  
Name  
of the corporation named herein; that **Roberta J. Rosen** who signed this  
Name  
Bid Proposal on behalf of the corporation, was then **President** of  
Title

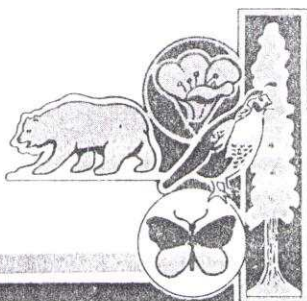
said corporation; that said Bid Proposal is within the scope of its corporate powers and was duly  
signed for and on behalf of said corporation by authority of its governing body, as evidenced by the  
attached true and correct copy of the **Articles of Incorporation**  
Name of Corporate Document

By:  \_\_\_\_\_

Name: **Elie M Sleiman**

Title: Secretary

Date: **11/24/2015**



# State of California

OFFICE OF THE SECRETARY OF STATE

I, *MARCH FONG EU*, Secretary of State of the State of California, hereby certify:

That the annexed transcript has been compared with the record on file in this office, of which it purports to be a copy, and that same is full, true and correct.

IN WITNESS WHEREOF, I execute  
this certificate and affix the Great  
Seal of the State of California this

JUN 17 1985



*March Fong Eu*

Secretary of State

ARTICLES OF INCORPORATION  
OF  
TURBO DATA SYSTEMS, INC.

1342531  
ENDORSED  
FILED  
In the Office of the Secretary of State  
of the State of California  
JUN 14 1985  
MARCH FONG EU, Secretary of State  
Carmella M. Guy  
Deputy

I

The name of this corporation is: **TURBO DATA SYSTEMS, INC.**

II

The purpose of this corporation is to engage in any lawful act or activity for which a corporation may be organized under the General Corporation Law of California other than the banking business, the trust company business or the practice of a profession permitted to be incorporated by the California Corporations Code.

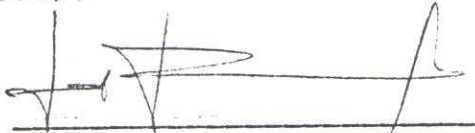
III

The name and address in the State of California of this corporation's initial agent for service of process is: **WILLIAM C. KIRBY, 903 Olympic, Montebello, CA 90640.**

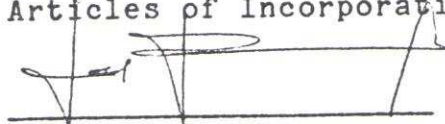
IV

The corporation is authorized to issue only one class of shares of stock; and the total number of shares which this corporation is authorized to issue is One Thousand (1,000).

Dated: June 14, 1985.

  
\_\_\_\_\_  
Leon Fichman  
312 W. 2nd St.  
Los Angeles, Ca 90012

I hereby certify that I am the person who executed the foregoing Articles of Incorporation, which execution is my act and deed.

  
\_\_\_\_\_  
Leon Fichman